

# Volunteering Annual report

What are we doing well and what could be improved?



# Recruitment & retention

We've looked at how many volunteers we have, how many we recruited and how many left - and the reasons for doing so.

## We have 98 volunteers

- \* **18 volunteers have been with us for 5+ years**
- \* **New starters: 26 volunteers joined us this year**  
9 further volunteers recently recruited will be inducted in November
- \* **Leavers: 16 volunteers departed this year**



Our volunteer numbers are consistently rising. We provide a diverse range of flexible volunteer roles, consistently attract interest from new volunteers, and receive positive feedback about our induction process.

### Induction survey results

New volunteers receive an induction from our Volunteer Coordinator with support from experienced volunteers. Nine volunteers responded to our request for feedback; overall the results were very positive:

"Information was well thought out and well presented."  
"Very informative, learning about the history of the hall."  
"Kaf was brilliant. So warm and welcoming. Really gave a sense of how lovely the community and flexible volunteering would be."

### Exit survey results

Three volunteers shared feedback:

- Overall, positive comments
- Two would recommend Stretford Public Hall to other people who are interested in volunteering

# Volunteer Activities

What have our volunteers have got up to over the year and what impact has their activity had for the Hall and for our community?

**Our volunteers gave 4219 hours**  
**This is an increase of 34%**  
**on the previous year!**

**Our volunteer roles - volunteers can undertake as many as they wish:**

## Community Hub Helpers

- Running the weekly warmer / community cafe
- Community errands
- Digital support
- English conversation cafe

## Hospitality Volunteers

- Serving on the bar for cinema events
- Running the cafe for music concerts
- Friday Fish & Chips

## Events Volunteers

- Front of house - greeting & ticket sales
- Stewarding: helping our building to be accessible to all
- Setting up & packing up

## Hall Helpers

- Gardening Club
- Decoration for events
- Reception cover
- Guided tours

## Sound Technicians

Volunteers who ensure the technical requirements of our community events are delivered successfully

**Our volunteers have supported:**

- car boot sales & our new repair cafe
- christmas fair
- cinema screenings
- community meetings
- craft sessions
- digital help to get online
- family discos
- english language practice
- exercise classes
- fish and chip Fridays
- gardening
- information & advice
- marathon cheering!
- music concerts



and of course  
our free  
weekly warmer  
community cafe!

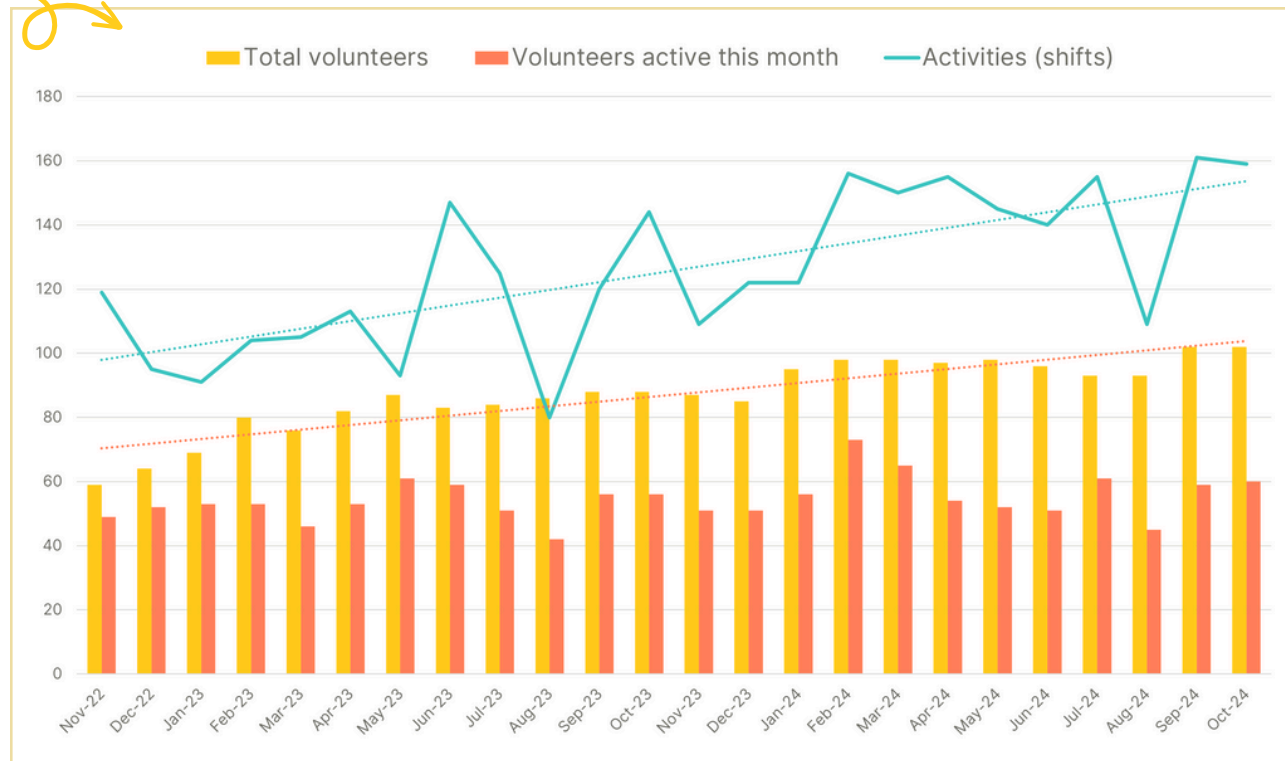
# Volunteer Engagement

Our volunteer team has grown and the number of events and activities running at the hall has also increased.

\* Our chart here shows the overall number of volunteers & activities increasing over the last 2 years, but the number of volunteers active each month has not increased at the same rate.

\* A larger team means fewer opportunities for individual engagement with staff, particularly the Volunteer Coordinator.

\* Our volunteer meetings are attended by an average of 12 volunteers & only 10 survey respondents agreed that they find our meetings useful. It is important to enable volunteers to get together but the current format is not proving a effective use of time for attendees or staff.



**We'll take action to support volunteer engagement in the following ways**

- Trialling whatsapp broadcasts for quick news
- Trial new online event calendar for quick reference
- Hosting 3-4 volunteer meetings across the year with socials interspersed
- More reporting back to volunteers on the outcomes of events & activities (e.g. number of people, profit made, feedback)

# New this year:

## Repair cafe

### Repair Cafe

Expert tinkerers who give their time to share their knowledge and help members of the public fix their broken things.

**We took on the Stretford Repair Cafe from Stitched Up, running it monthly since June 2024**

We created a new volunteer role and recruited 8 volunteers with a range of special expertise such as electronics, wood and textiles who work alongside local residents to fix their broken items for free.



Our volunteers Andrew & Marek, who helped a very pleased customer at our first session to fix a clock belonging to her family for decades.

## Heritage group

**Following last year's Annual Snapshot action, we formed a new group of our volunteers with interest in capturing, preserving & sharing the Hall's history.**

Sociologist Dr Laura Fenton successfully bid for funding from The University of Manchester to help us kickstart the project.



The group have met to discuss their ideas, & identify training requirements.

The hall's history

Stretford's memories

Signage / Displays

Talks & Tours

Open Days



# Spotlight:

## Together Tuesdays

**Acting on a recommendation from the Trafford Poverty Truth Commission to bring services out to where people live, the hall now hosts the Stretford Advice Hub, a one stop shop for residents needing information and advice.**

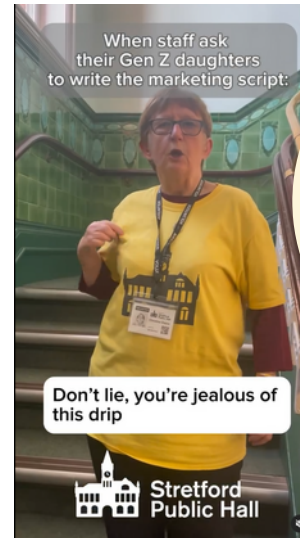
This takes place every Tuesday at Stretford Public Hall, giving residents information on issues including energy bills, care support, money worries, housing support and health.

**Our volunteers continue to run our weekly warmer community cafe, with free soup and hot drinks, but they now also triage visitors to help them find the right service.**

**Our gardening club meets on Tuesday mornings to tend to our pocket park - and this year to oversee planting up our newly-landscaped car park.**

**Our English Conversation Cafe volunteers run a session for people practising their english speaking skills, taking everyone on a summer picnic to Victoria Park in July.**

# Over 1,270 individuals attended our weekly warmer during the last year



Volunteers joined staff to make a video advertising all the Hall has to offer at Together Tuesdays

Over 250 likes on social media - and over 2,000 plays!

<https://www.instagram.com/reel/DABP96gtVbo/>



# Reward & recognition

It's important that our volunteers feel recognised for the effort and time they give, and that we have social time to connect!

## Volunteer outing: Cirque du Soleil At the AO Arena

In March we were treated to free tickets from the community outreach team of world-renowned Cirque du Soleil.

50 volunteers, staff & family enjoyed the event.







# Volunteer social: Christmas celebration for our regular Tuesday helpers

**A special thank  
you present for  
Mark for all he  
does for the Hall  
for our Christmas  
events**



**Recognition for  
Christine & Grace in  
June for giving 500  
hours between them  
over the past year**



**Our gardening club  
received the top  
category award in this  
year's RHS Britain in  
Bloom In your  
neighbourhood NW  
awards!**



**Our volunteers always  
lead the local support  
for the Manchester  
Marathon (and the  
half!) - the marathon  
organisers named us in  
their publicity this year  
as one of the best places  
to cheer on the runners**



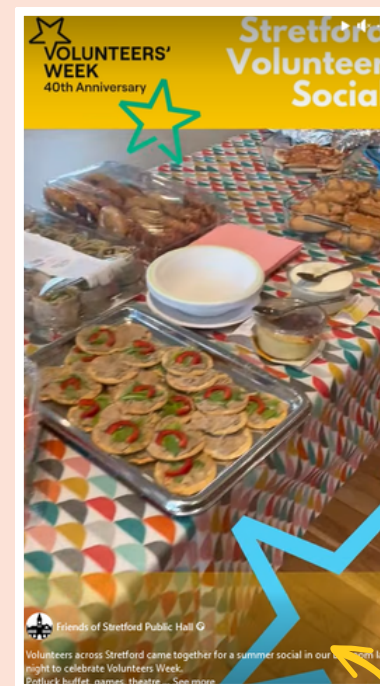
# It's time to say thank you!



In June we extended our usual volunteer social to celebrate all of Stretford volunteers - Volunteers from 10 organisations across Stretford came together for a summer social in our ballroom.

Potluck buffet, games, theatre and wine - treated to a night off and looked after by their Volunteer Coordinators as a thank you for their efforts over the past year.

Lots of fun and new friendships formed, volunteer feedback suggests we'll have to make it an annual event!



[Click to watch our video of the event](#)



# Impact of volunteer activities

We estimate that 6,761 people engaged in activities our volunteers helped to run over the past year.

Hello Kaf thank you for sending Christine to me to help me out this afternoon she was amazing very helpful.  
Thank you  
John

Our volunteer Jo took a new mobile purchased through the Household Support Fund to a socially isolated local resident who has no landline/mobile and stayed with her to give her confidence in using it and ensure her family member's telephone numbers were saved

“Great to hear about the history of the hall and clearly see the local community using the facilities, knowing that our help was valued and would make a difference to the different groups that use the space.”

“Please send more request for CHEP volunteers, I would like to come back :-)”

~ **CHEP Employees who took part in a corporate volunteering day with us** ~

Our volunteer ‘Digital John’ runs a weekly drop-in session helping to get people online. In March he helped staff to present at a Greater Manchester digital inclusion action network meeting, explaining the support we offer to local residents.

As a result, two organisations offered us the chance to bid for tech to help our community. We have since received 5 reconditioned tablets from AbilityNet and 30 ‘getboxes’ from Jangala which enable entire households to have wifi from a sim card!

# Volunteer Experience

And how do our volunteers feel about volunteering with Stretford Public Hall?

We hold regular meetings to give volunteers the opportunity to discuss their experiences and we run an annual survey to invite anonymous comment - 20 volunteers responded this year - feedback overall was very positive

## 1. What do you enjoy about volunteering with Stretford Public Hall?

This could be in general, or a specific task that you've really liked over the past year.

Here's just a selection of the responses to this question

"I work on the reception dealing with the public face to face. I guide them to the area where I feel will be most beneficial for them. Doing this role feels very rewarding and I enjoy it."

"Working physically outdoors in a friendly team, completing tasks with a sense of fulfilment".

"being part of a community with a common goal to keep the hall open"

**"Because I feel I make a difference"**

"Meeting a wide variety of people and helping them have a positive visitor experience"

"The extremely friendly community group/ events/activities but most of all the conversation cafe."

"I did the food hygiene course earlier this year ... not having done anything like that was reassuring, this enabled me to work behind the bar, cook on the barbeque and support events serving teas, snacks etc which I have enjoyed"



# Volunteer Experience

## 2. Is there anything that you would like to change about volunteering with Stretford Public Hall?

**10 of 19 responses to this question were simply “No”.**

“No, because there are a wide variety of events and activities, you can choose a role that you enjoy doing, and choose not to do others that you are not so keen on. “

### **We received a few suggestions:**

“A better understanding of the budget & monies available for certain projects/jobs that I'm involved in.”

“When I have arrived for some events it has appeared that there are too many volunteers so not a great deal to do,”

“Perhaps having an opportunity to pair up with another volunteer”

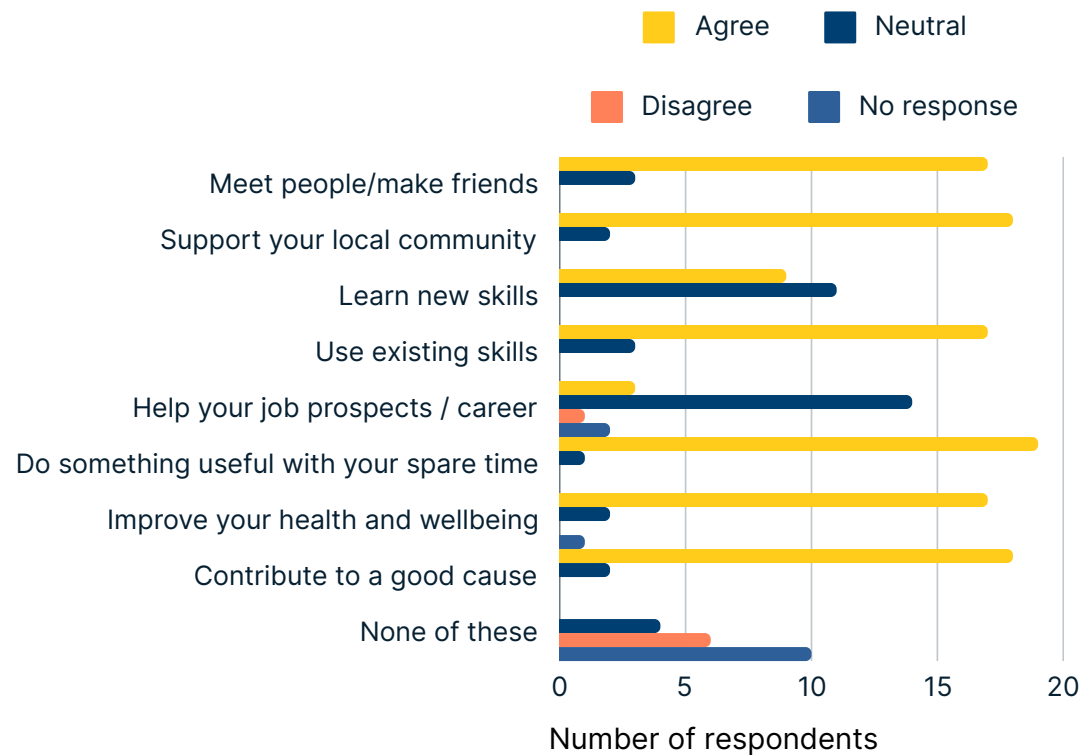
# Volunteer Experience

## 3. With regard to your experience of volunteering at Stretford Public Hall, to what extent do you agree/disagree that:



# Volunteer Experience

4. We'd like to know about the impact of volunteering at Stretford Public Hall on our volunteers. To what extent do you agree/disagree that volunteering at the Hall helps you to:





# Volunteer Experience

**4b. If you can, please tell us more about how volunteering at Stretford Public Hall has had an impact on you:**

**Thank you to the 18 volunteers who shared their thoughts.**

**We don't have space to print them all, but here's a selection:**

"I have obtained a whole new friendship group. I know more people in Stretford as a result, I often bump into people in the local area who know me because they see me in the hall.

I genuinely really appreciate the hall being there, it provides really good facilities, services and activities for many people in the local area, and I am very proud of what volunteers have helped to achieve over the years. I have always enjoyed being involved."

**"The main thing it's done is boost my self confidence"**

"Since retiring from work it has given me the opportunity to still be involved with people"

**"It's made me proud to be a Stretfordian"**

"I meet new people from diverse backgrounds, this includes volunteers and members of the community. Enables me to experience new things that I wouldn't have ordinarily done. A commitment in my retirement and forms a part of my weekly routine. I tell people that I volunteer at the Hall, I make them aware of the help & support available, plus the social activities they can attend."

**"I feel connected to the people in my community and it makes me hopeful that despite the political climate, austerity and the scapegoating of people with the least resources, community can achieve dignity for people."**

# Volunteer Experience

## Training feedback:

We run regular training sessions for Hospitality & Event Volunteers & ask for feedback after each session. We didn't receive any completed surveys this year - an area for improvement for the coming year!

## We'll take action to support our new volunteers in the following ways

- Trialling a buddy scheme, pairing up new starters with experienced volunteers
- Offer more opportunities to reinforce and refresh training
- Capture and examine training feedback more frequently

## If you joined the Hall since November 2023:

### 5. Please tell us about your experience of becoming part of the Hall's volunteer team.

#### We received responses from five new volunteers, examples:

"I came to the hall for help last year and that spurred me into volunteering to help other people"

"I have met a lot of people and become aware of the need for the hall I have gained new skills regarding setting up the hall, and the gardening club has been brilliant"

"All very well organised"

### 6. Is there anything Stretford Public Hall could do better to support our volunteers?

#### Happy with the support available (11 comments)

"I feel confident that there is always support when needed"

"No, it offers an inclusive place where everyone is treated with respect."

"I think you do a fair bit to make us feel appreciated. It was lovely to have the 'thank you' event [for volunteers' week]"

### 7. If you have any other feedback or suggestions, please comment here:

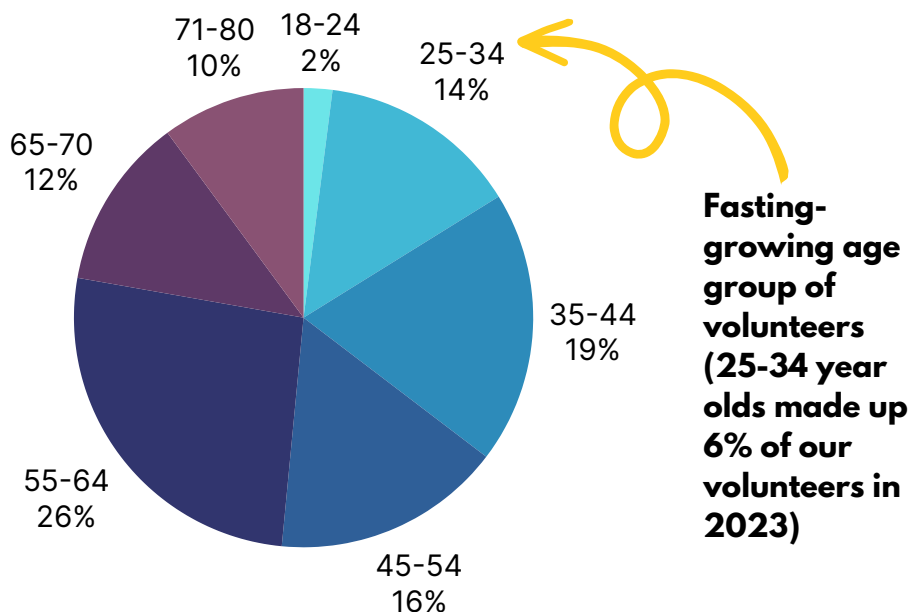
"I would have liked to have had more practice with the bar payments but there have been so many volunteers around doing it my training has not been reinforced"

# Diversity

We've looked at a range of population measures to see how reflective our volunteer cohort is of the local community in Stretford and Gorse Hil

## Age

### Our volunteers range in age from 20 to 77



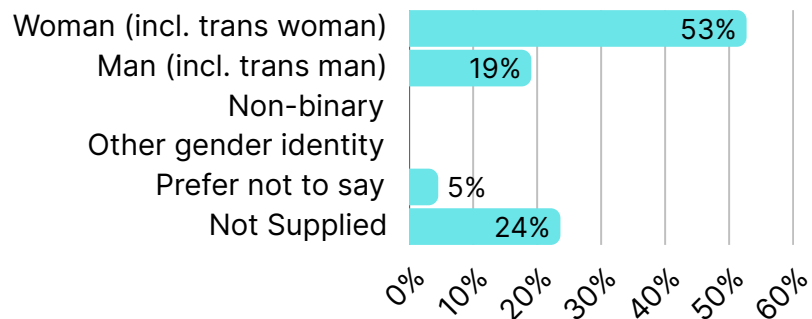
## Equality & diversity monitoring

74% of our volunteers completed our diversity monitoring form on application.

Please note around 5% of this preferred to not answer each question. This means we don't hold information for nearly a third of our volunteers.

We will look in detail at sexuality, religion and disability every few years as the number of volunteers providing information is so low that yearly changes don't reveal much.

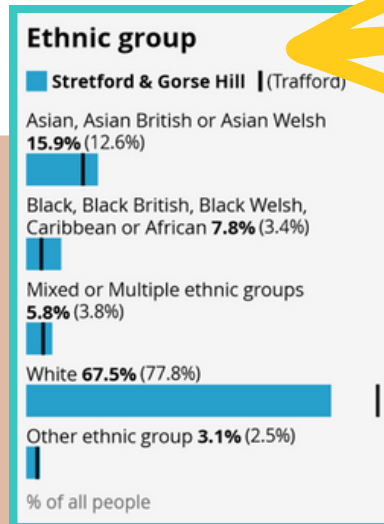
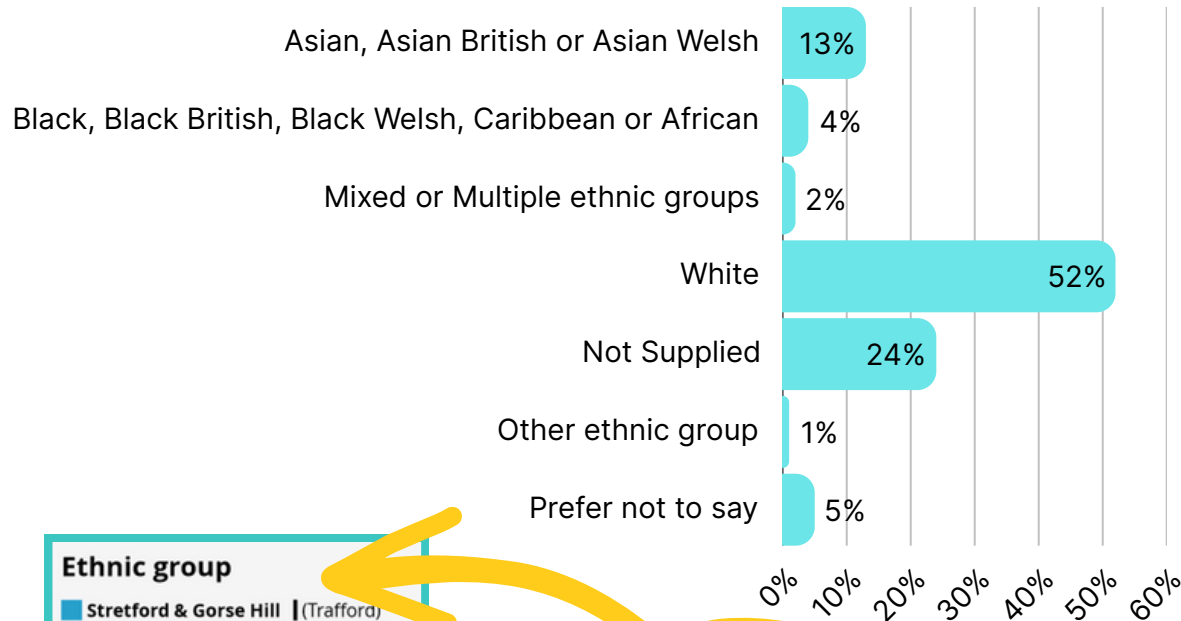
## Gender



**Similar representation of gender to 2023**



## Ethnicity



**The ethnicity of our volunteers remains a fair reflection of the local population in Stretford and Gorse Hill. Here's the most recent census data from the Office of National Statistics (2021).**



**Stretford Public Hall  
Chester Rd  
Stretford  
Manchester  
M32 0LG**

**We've identified actions  
we need to take and will  
continue to tackle these  
as part of our ongoing  
volunteer management**

**Thank you to our  
amazing volunteers for  
their time & effort  
and for sharing their  
experiences!**

**[stretfordpublichall.org.uk/volunteer](http://stretfordpublichall.org.uk/volunteer)**