

VOLUNTEERING IMPACT

Health & Wellbeing Research

Citizens Advice Liverpool (CAL)



Overview >>

In June 2021 Citizens Advice Liverpool (CAL) asked MLR to work with the Volunteering Team to explore several key research questions around the health and wellbeing of volunteers - to highlight notable practice and areas for improvement required to ensure organisational development.

What we did >>

During summer 2021 we worked with CAL to gain insight from volunteers about the impact of volunteering on their health & wellbeing. We developed qualitative and quantitative templates, in the form of an online survey and interview proforma, to assess the impact of volunteering and mechanisms of change.

Shaped by best practice from the 'What Works Centre for Wellbeing' and national research (including a Theory of Change, shown opposite, developed by Stuart et al in Oct'2020), a consistent approach to assessing health & wellbeing was applied.

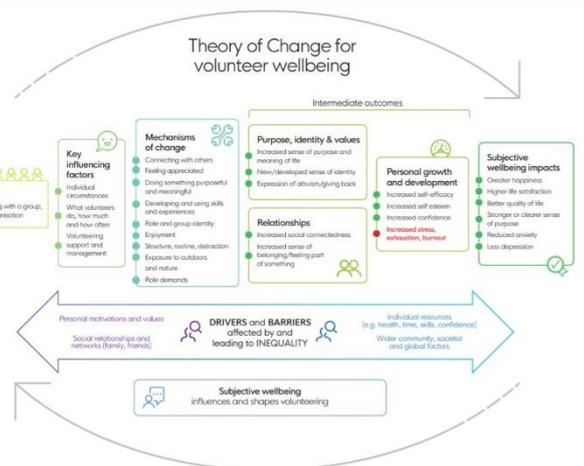
Findings & outcome >>

The evidence on impact and associations between volunteering and health & wellbeing presents a mixed picture – revealing both positive and negative associations.

On the positive side: when asked whether volunteering at CAL has improved their health and wellbeing, 80% of survey respondents either strongly agreed or agreed; and assessing the 'ONS4' wellbeing measures reveals 'high' scores for

life satisfaction, worthwhile and anxiety measures, and 'medium to high' scores for happiness. However not all volunteers have positive experiences, and evidence collected highlights how some experience stress, 'burnout' and negative impacts.

The positive feedback on how CAL support volunteers indicates that any future planning to improve health and wellbeing will be building on strong foundations.



Source note: Theory of Change taken from Stuart et al (October 2020) 'The Impacts of Volunteering on the Subjective Wellbeing of Volunteers: A Rapid Evidence Assessment'



More information >>

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