

VOLUNTEERING IMPACT 2023

Health & Wellbeing Research

Citizens Advice Liverpool (CAL)



Overview >>

As part of the Citizens Advice Liverpool (CAL) Equalities Programme an independent assessment of the impact of volunteering on the health and wellbeing of CAL volunteers was undertaken in 2023, following the same format piloted in 2021.

Volunteers (and those working in CAL who had a volunteering background) were once again encouraged by CAL managers, supervisors and fellow volunteers to get involved in the research in 2023.

What we did >>

During summer 2021 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. The methodology was replicated in 2023.

As in the previous year, this incorporated 'standardised' health and wellbeing questions, including 'ONS4' and Shorter Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS) questions, to ensure 2023 survey results would be comparable to the 'baselining' questionnaire of 2021.

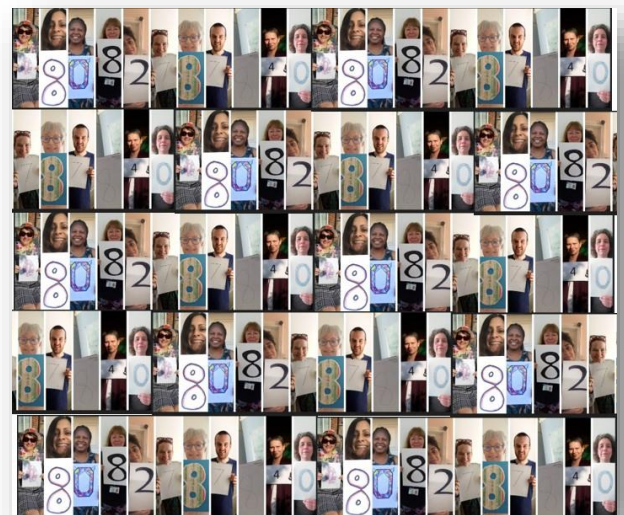
Findings & outcome >>

As in 2021 the evidence on impact and associations between volunteering and health and wellbeing presents a mixed picture – though there appears more positive impacts than negative. For example:

- Volunteers glean enhanced health and wellbeing benefits through:
 - Connecting to a community, particularly for newly settled volunteers;
 - Seeing the benefit of their volunteering;
 - Being part of a group in CAL and being in a close network.
- Volunteer answers to the mental & emotional wellbeing questions (SWEMWBS measures) reveal most positive wellbeing recorded around relationships, competence, resilience and autonomy.
- However not all volunteers have positive experiences, with some relaying their experience of stress and 'burnout'.

Overall volunteers were very positive regarding how CAL support them and their wellbeing. The Net Promoter Score (NPS) reveals an increase from +45 to +61, between 2021 and 2023, revealing high levels of volunteer loyalty and engagement.

Image sourced from CAL Twitter account



More information >>

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