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Helping Out

A national survey of volunteering and charitable giving

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Natalie Low, Sarah Butt, Angela Ellis Paine and Justin Davis Smith

Prepared for the Office of the Third Sector in the Cabinet Office by the National Centre for Social Research and the Institute for Volunteering Research

NatCen
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Executive summary

Introduction

This report details the main findings of a national survey of volunteering and charitable giving – termed Helping Out – carried out by the National Centre for Social Research (NatCen) in partnership with the Institute for Volunteering Research (IVR) in 2006/07. The study was carried out for the Office of the Third Sector in the Cabinet Office.

The main aims of the study were to examine:

- how and why people give unpaid help to organisations, and what they think of their experiences;
- what stops people from giving help;
- the links between giving time and giving money;
- how, why and how much people give money to charity;
- what stops people from giving money to charity.

There was also interest in estimates of the prevalence of volunteering and charitable giving. However, for a number of reasons (detailed in Chapters 2 and 10), prevalence estimates derived from this study should not be used to look at changes in these measures over time. Other study series are better suited to this purpose.

In terms of volunteering, the study focused on **formal** help given through groups and organisations rather than **informal** help (given as an individual, e.g. to family and friends).

Survey methods

For Helping Out, a sub-sample of respondents to the previous 2005 Citizenship Survey was interviewed. This allowed certain groups of particular interest to the study to be over-sampled to ensure sufficient numbers for more detailed analysis (e.g. volunteers, ethnic minority respondents).

The main starting points for the questionnaire design were the 1997 National Survey of Volunteering and 2005 Citizenship Survey and (additionally for the charitable giving questions) the module of questions commissioned by the National Council of Voluntary Organisations (NCVO) and Charities Aid Foundation (CAF). In addition, a full consultation was carried out with the Third Sector, alongside input from the advisory group set up for the study.

Fieldwork ran from the end of October 2006 until the middle of February 2007. In total, 2,156 respondents were interviewed for the core sample, giving a response rate of 62%. Among a separate minority ethnic boost sample (designed primarily to supplement the numbers of Black and Asian respondents interviewed), 549 respondents were interviewed, with a response rate of 51%.

The extent of formal volunteering (Chapter 2)

Overall, three-fifths (59%) of the sample had given formal volunteering help through an organisation in the last year, while two-fifths (39%) had done so on a regular basis (at least once a month). On average, formal volunteers had spent 11 hours helping over the last four weeks.

The prevalence estimates of formal volunteering from Helping Out tended to be higher than those from the recent Citizenship Surveys and the National Surveys of Volunteering. However, there are a number of factors which affect these comparisons (discussed in detail in the main report). The Helping Out estimate is not an indicator of recent trends in formal volunteering.

Who volunteers? (Chapter 3)

Levels of formal volunteering varied across key socio-demographic groups. The proportion of volunteers tended to be higher among those in the 34–44 and 55–64 age brackets, women, respondents in work (although there was much variation in the non-working group), those actively practising a religion and those not in a group at risk of social exclusion (which is a particular focus of government efforts on volunteering).

What volunteers do (Chapter 4)

The majority (59%) of volunteers helped more than one organisation. Looking at the main organisation helped, this was most often in the voluntary and community sector (65% of volunteers) or public sector (23%).

The most common organisational fields of interest were education (31% of volunteers), religion (24%), sports and exercise (22%) and health and disability (22%).

The most common types of volunteering activity were raising and handling money (67% of volunteers) and organising and helping to run events (50%). Most (71%) volunteers undertook more than one volunteering activity.

Routes into volunteering (Chapter 5)

The most common reasons for getting involved in volunteering were in order to improve things or help people

(53% of volunteers), because the cause was important to the volunteer (41%) or because they had spare time on their hands (41%).

Word of mouth was the most common way that people had found out about volunteering (66% of current formal volunteers found out about volunteering in their main organisation this way), with previous use of the services being the second most common way (20%). The most common sources of information about volunteering were the (national or local) organisations themselves.

The organisation of volunteering (Chapter 6)

Advice and support were available for a majority (83%) of volunteers within the main organisations they helped, although most felt that they did not need it. Of those who did, nearly all (95%) said the advice and support they received were adequate.

Just over half (54%) of current volunteers had not incurred any expenses in the past year. Of those that had, 77% had not had any of those expenses reimbursed and 17% had only had some of their expenses reimbursed.

Most (79%) of the volunteers had not received any training for their role within their main organisation, although of those who had received training, nearly all (97%) felt it was adequate.

A majority of volunteers (78%) had **not** been asked to attend an interview before commencing their activities, nor had they been provided with a role description (81%), had their references taken up (89%), been asked for details of criminal convictions (82%) or been subject to Criminal Record Bureau checks (82%). Those who had been subject to these processes generally did not mind about it.

On the whole, volunteers were not overly concerned about issues connected with risk, although 10% had worried about issues of risk connected with their volunteering. Around a quarter (27%) of volunteers had been given information by their organisation about how to reduce risk.

The benefits and drawbacks of volunteering (Chapter 7)

Regular volunteers were generally positive about their volunteering experiences, although there was room for improvement in the numbers saying that their volunteering could be better organised, that there was too much bureaucracy and that they could not leave as there was no one else to take over.

Volunteers had mixed views on the importance of having their help recognised, with half feeling that it was important and half not. Most felt they received enough recognition, usually through (verbal or written) thanks from the organisation volunteered for.

Half (51%) of regular volunteers did not know they could gain qualifications through their volunteering, and only a small proportion had done so.

The main benefits of helping organisations mentioned by volunteers were getting satisfaction from seeing the results of their volunteering, enjoyment and personal achievement.

Limitations to volunteering (Chapter 8)

One-fifth (21%) of the sample said they had never volunteered. A further 19% were not currently volunteering but had done so in the past. However, many of these respondents said they would like to spend more time volunteering.

Time, or more specifically a lack of spare time, was the most commonly cited reason for stopping volunteering or not volunteering (more often or at all). Having more spare time was seen as the most significant factor in making it easier to get involved (reported by 31% of respondents), followed by working less (11%) and having more information (9%).

Employer-supported volunteering (Chapter 9)

Three in ten employees worked for an employer with both a volunteering and giving scheme, and a further fifth had access to one type or the other.

Where an employer-supported volunteering scheme was available, 29% of employees had participated in the last year. Take-up of employer-supported giving schemes was higher, with 42% of employees making use of a giving scheme available to them.

The number of people working for employers with a volunteering scheme appears to have increased since 1997, while there has been no change in employees' willingness to use schemes available to them. This would suggest an increase in the numbers of employees involved in such schemes.

Over half of employees would like to see a volunteering or giving scheme established by their employer where they don't currently exist.

The key factors which would encourage people to take part in these schemes were identified as paid time off; being able to choose the activity; and gaining skills from taking part.

The extent of charitable giving (Chapter 10)

Most respondents (81%) had given to charity in the last four weeks, most commonly by putting money in a collecting tin, followed by buying raffle tickets. The average total amount donated in the last four weeks was £25 per adult, or £31 per donor.

The most popular causes donated to were health and disability, followed by overseas aid or disaster relief.

As for volunteering, the study estimates of the prevalence of charitable giving cannot be directly compared with other studies, and the higher figures reported here compared with some other studies cannot not be taken as indicating an increase in donations. The study context, fieldwork period (which for Helping Out included Christmas), question methods and sample profile might all affect how comparisons can be made.

Who gives? (Chapter 11)

Women, those in work, White respondents, higher income groups and those actively practising a religion were all more likely to have donated in the four weeks prior to interview. On average, higher amounts were donated by those aged 55 or older, women, higher income groups and those actively practising a religion. The prevalence of donations and the average amount donated varied by Government Office region, though this might reflect regional differences in income.

Tax-efficient methods of giving (Chapter 12)

Gift Aid was by far the most recognised method of tax-efficient giving (with 64% having heard of it), followed by payroll giving (40%) and legacies (24%). Other forms of tax-efficient giving elicited very low levels of awareness.

Reflecting these low levels of awareness, use of tax-efficient methods of giving was not widespread. A third of the sample had used Gift Aid in the last year, but other forms were used by less than 5% of the sample.

Lack of awareness was the main reason given for not using tax-efficient methods of giving, followed by not being a taxpayer and giving too infrequently.

Motivations for and barriers to charitable giving (Chapter 13)

The most common reason for donating to charity was that the work of the charity was deemed important (52% of donors), followed by a belief that it is the right thing to do (41%).

Nearly a half of respondents said they had increased the amount donated since 2000, with 37% having increased the frequency of donations. The most common reason given for this increase was a rise in the respondent's level of disposable income.

The most common reason for not donating or for decreasing donations was not having enough money to spare. A sizeable minority had decreased donations because they were dissatisfied with charities in some way.

Provision of information seemed to be key in encouraging more charitable giving in the future: having confidence that money was being effectively used and receiving information about what was done with the donation were the most frequently cited motivators.

The link between volunteering and charitable giving (Chapter 14)

Over half of respondents (58%) had both volunteered and donated to charity in the past year. Just over half of those respondents who volunteered and made donations to the same organisation said they were more likely to give money to an organisation if they were involved in it through volunteering, the main reasons being that they knew and cared more about that charity.

Most respondents (73%) said that they had not donated to charity as a substitute for volunteering, although a sizeable minority (27%) said they had. Similarly, most respondents (88%) said that they had not volunteered as a substitute for donating to a charity.

Just over half of respondents (52%) perceived giving time as showing more commitment to a charity than giving money. A majority (58%) thought that both activities would be equally valuable to the charity.

1 Introduction

1.1 Setting the scene

This report details the findings of a national study of volunteering and charitable giving – termed Helping Out – carried out by the National Centre for Social Research (NatCen) in partnership with the Institute for Volunteering Research (IVR) in 2006/07. The study was carried out on behalf of the Office of the Third Sector in the Cabinet Office. It builds on three earlier National Surveys of Volunteering, conducted in 1981 (Field and Hedges, 1984), 1991 (Lynn and Davis Smith, 1991) and 1997 (Davis Smith, 1998).

Volunteering and charitable giving are both hot topics. Never before has the UK government directed such attention to volunteering, or invested so heavily in initiatives to promote it. Similarly, government in recent years has devoted increasing attention to supporting charitable giving by developing new forms of tax-efficient methods and encouraging employers to support giving among their employees. Public interest in volunteering and charitable giving also seems to be growing, with recent studies suggesting that levels of participation in volunteering are on the up (see, for example, Kitchen *et al*, 2006), and that three-quarters of the adult population are involved in charitable giving (Kitchen *et al*, 2006).

A growing number of studies have been devoted to exploring the propensity to 'help out' (e.g. the series of Citizenship Surveys and the surveys of giving conducted by the National Council of Voluntary Organisations (NCVO) and the Charities Aid Foundation (CAF)), but most have focused on levels of participation in, rather than people's motivations for or experiences of, volunteering and charitable giving. The last National Survey of Volunteering did explore patterns of volunteering and the experience of volunteering but it is now 10 years old, and much has changed since then. The need for new and up-to-date information on volunteering and charitable giving has never been greater.

The principle objective of this new study was to supplement the 'who' questions asked in the Citizenship Surveys with questions focused on the 'how', with the aim of enhancing understanding of people's experiences and attitudes towards volunteering and giving, and the barriers to participation, particularly for those from disadvantaged backgrounds. It is hoped that the results of the study will enable practitioners, policy makers and funders to better target and manage programmes in support of volunteering and giving, and to challenge further the barriers to engagement.

The main aims of this study were to examine:

- how and why people give unpaid help to organisations, and what they think of their experiences;
- what stops people from giving help;
- the links between giving time and giving money;
- how, why and how much people give money to charity;
- what stops people from giving money to charity.

There was also interest in estimates of the prevalence of volunteering and charitable giving. However, for a number of reasons (detailed in Chapters 2 and 10), prevalence estimates derived from this study should not be used to look at changes in these measures over time. Other study series are better suited to this purpose (principally the Citizenship Survey for volunteering, and the CAF-NCVO studies for charitable giving).

This report describes the main findings from the study. A series of research bulletins supplement this main report, summarising the findings for different topic areas and offering additional discussion on the implications of the findings for policy and practice.

1.2 Definitions

Before going any further it is important to discuss a number of definitional issues, both for volunteering and for charitable giving. (These definitions were used to develop questions and identify activities and groups of interest. They were not provided directly to respondents, who were instead asked a number of questions to determine their status according to these definitions.)

1.2.1 Formal and informal volunteering

The focus of this study was on **formal** volunteering, as opposed to informal volunteering.

The study adopted the following definition of volunteering:

> *Any activity which involves spending time, unpaid, doing something which aims to benefit someone (individuals or groups) other than or in addition to close relatives, or to benefit the environment.*

This was based on the definition used in the 1997 National Survey of Volunteering, and is (broadly) that which is enshrined within the Compact Volunteering Code of Good Practice (Home Office, 2005).

More specifically, however, the following definition for **formal volunteering** was used:

> *Giving unpaid help through groups, clubs or organisations to benefit other people or the environment (for example, the protection of wildlife or the improvement of public open spaces).*

The study focused on formal volunteering, as its primary aim was to explore the experience of volunteers within organisations. It did not focus on informal volunteering, which is defined as 'giving unpaid help as an individual' (i.e. not through a group, club or organisation) and which involves a greater number of people. Much is known about levels of informal volunteering from the Citizenship Surveys (Kitchen *et al*, 2006), and new data were not needed so urgently. The length of the interview also created limits to what could be included. This is not to underestimate the importance of informal volunteering. Both formal and informal volunteering are recognised to be equally as valid and important.

In this report, we will refer to 'volunteers' and to 'volunteering' to mean those giving formal, rather than informal, help. Unless otherwise stated, all the results refer to formal volunteering.

1.2.2 Regular and occasional volunteering

Formal volunteering is reported upon in the following ways.

- Current volunteers: those respondents undertaking any formal volunteering within the past 12 months. They can be further broken down into:
  - regular volunteers: those respondents carrying out formal volunteering activities at least once a month in the past 12 months;
  - occasional volunteers: those respondents carrying out formal volunteering activities in the past 12 months less frequently than once a month. This includes activities carried out every couple of months and those undertaken on a one-off (episodic) basis;
  - episodic volunteers: those respondents undertaking formal volunteering activities on a one-off basis in the past 12 months.
- Non-volunteers: all those respondents who have not volunteered within the past 12 months; this includes people who have never volunteered as well as ex-volunteers. Given the focus of this report, this includes the many people who are engaged in informal volunteering.
- Ex-volunteers: those respondents who have taken part in formal volunteering activities in the past but have not done so in the past 12 months.

For some sections of the questionnaire, current volunteers were asked to answer with reference to the main organisation they had helped. The questionnaire prompted respondents who had helped more than one organisation in the last year to select the organisation they felt they had done most for, i.e. had spent the most time helping.

1.2.3 PSA4 target groups and those 'at risk of social exclusion'

Individuals who belong to certain Black and minority ethnic (BME) groups, have no qualifications or have a disability or limiting, long-term illness can be seen as at particular risk of social exclusion. These three groups have also been shown to volunteer less (see Kitchen *et al*, 2006), and as such have become the focus of government initiatives and policies to increase levels of participation and are specifically referred to in the Cabinet Office Public Service Agreement 4 (PSA4) objectives.[1] Throughout this report, BME respondents and those with no qualifications and/or a limiting, long-term illness or disability have been grouped together and are referred to as being at risk of social exclusion, to enable analysis of volunteering (and charitable giving for purposes of comparison) that picks up on this important public policy focus. Where appropriate, separate results are also presented for the constituent groups, including those with no qualifications and those with a limiting, long-term illness or disability. A summary figure for all BME respondents is not provided, as the sample was designed to provide results separately for Black and Asian respondents. Detailed breakdowns of results by ethnic group, highlighting important differences between them, are therefore provided separately.

1. Public Service Agreements set targets for what each government department is supposed to deliver by way of improvements in public services in return for investment. They highlight key policy priorities and are an integral part of the Government's spending plans. As of June 2006, the volunteering element of Cabinet Office PSA4 was defined as to 'increase voluntary and community engagement, especially amongst those at risk of social exclusion'.

1.2.4 Giving and donations

Throughout this report charitable giving is referred to as 'donating'. This includes planned and unplanned donations to charities but also to selected individuals such as beggars and to selected public institutions such as hospitals and schools.

1.2.5 Current, regular and tax-efficient giving

Charitable giving is reported upon in the following ways.

- Current donors: those respondents making a donation in the last four weeks.
- Donors in the last year: those respondents making a donation in the last 12 months.
- Regular (or planned) giving methods: those methods which are most likely to be made on a regular basis, defined as donations by direct debit, standing order or covenant, regular donations by cheque or credit card and payroll giving.
- Tax-efficient giving methods: defined as Gift Aid, payroll giving, giving via Self-Assessment Forms, tax relief on the value of gifts of shares given to charities, tax relief on the value of gifts of land or buildings given to charities, and legacies.

1.3 Summary of study methods

This section summarises the key elements of the study methodology. A fuller, more detailed report of the methods used in the study and some of the issues raised can be found in the (separate) technical report (Low and Butt, 2007).

1.3.1 Study management

The study was commissioned by the Office of the Third Sector in the Cabinet Office, although the project was managed by researchers from Communities and Local Government. In addition, an advisory group was convened to represent volunteering and charitable giving interests from government and the third sector.

1.3.2 Sample design

The Helping Out survey was run as a follow-up study to the 2005 Citizenship Survey, drawing the sample from those respondents to the Citizenship Survey who agreed at the time to be re-contacted for further research.

The advantage of this method was that certain groups of particular interest to the study could be over-sampled to allow sufficient numbers for more detailed analysis. The groups that were over-sampled in this way were:

- regular formal volunteers (as identified in the 2005 Citizenship Survey interview);
- young people aged 16–24 (at the time of the Citizenship Survey interview); and
- those belonging to the PSA4 target groups, comprising those with limiting, long-term illnesses, those with no qualifications and BME respondents. The oversampling of BME respondents made use of the separate minority ethnic boost sample that the Citizenship Survey had employed.

However, a potential disadvantage is the risk of bias in such a sample, as it did not include those who refused to take part in the Citizenship Survey or did not agree to be re-contacted for future research. They could differ from respondents in terms of the key variables of interest, although it was anticipated that some types of bias could be corrected for using the information already available from the Citizenship Survey.

1.3.3 Questionnaire development

The starting points for the questionnaire design were the 1997 National Survey of Volunteering and 2005 Citizenship Survey and (additionally for the questions on charitable giving) the module of questions commissioned by the NCVO and CAF.

Some changes were made to these questions to reflect developments in the topic areas of interest and the policy needs of the study. In addition, a full consultation was carried out with the third sector to ensure that their main interests and needs were covered. The advisory group was consulted and commented on drafts of the questionnaire.

Cognitive testing (which looks in-depth at respondents' understanding of questions and how they formulate the answers they give) was carried out on a limited set of questions in the study, in particular the introductory questions, which established the prevalence of volunteering and charitable giving, and the new section about the links between volunteering and giving. A number of changes were subsequently made to the wording and response frames of questions.

A full dress rehearsal pilot was carried out in September 2006. It was found that respondents were likely to double-count volunteering activities and organisations, and a number of extra checks and questions were included to try to reduce this.

1.3.4 Fieldwork

Face-to-face briefings were held for interviewers working on the study from October to November 2006. Fieldwork ran from the end of October 2006 until the middle of February 2008, with the majority of areas finishing work by the end of January.

1.3.5 Response rates

In total, 2,705 people were interviewed for Helping Out. Of these, 2,156 were within the core sample and 549 were within the separate minority ethnic boost sample (which is used only for analyses by ethnic group).

Overall, 60% of the issued sample were interviewed, nearly all of which were full interviews. Forty per cent of the sample could not be interviewed, with 20% (half the non-responders) refusing an interview. Another 10% of the sample had moved and could not be traced to a new address. (A range of reasons accounted for the rest of those not interviewed, including being uncontactable, respondents moving out of England, some respondents having died, and illness or absence during the whole fieldwork period.)

In the core sample, the response rate was 62%. This gave a base of 2,156 cases for analysis (around 350 short of the original target). The response among the minority ethnic boost sample was somewhat lower: 51% of the sample were interviewed (around 250 short of the original target). Although refusals were a little higher than for the core, the main difference was in the proportion of movers (15% as opposed to 10% in the core) and non-contacts (7% as opposed to 4% in the core), some of whom may also have been movers.

1.3.6 Weighting

Data were weighted to incorporate or correct for:

- the pre-existing weighting structure used for the original 2005 Citizenship Survey sampling;
- differences in the characteristics between those agreeing and not agreeing to be recontacted;
- differences in the characteristics between those agreeing and not agreeing to be interviewed for the Helping Out study; and
- the over-sampling of certain groups carried out for the Helping Out study.

1.4 Report structure

The report brings together in 14 chapters the main findings of the study. After this introductory chapter the next seven chapters (2 to 8) discuss levels of volunteering, motivations and routes into volunteering and the experience of volunteering. The following chapter (9) focuses specifically on participation in employer-supported volunteering and giving initiatives. The next four chapters (10–13) focus on charitable giving, looking at the levels and amounts of donations, use of tax-efficient giving methods and the reasons people give for giving or not giving to charity. The final chapter (14) brings together findings on volunteering and charitable giving, exploring the connections between the two.

1.4.1 Reading tables in this report

All tables and figures in this report show **weighted** percentages. However, base sizes (the number of cases on which percentages are based) are **unweighted**. Unless otherwise stated, differences between different groups in the current study have been tested for statistical significance (taking into account the sampling weight used in the study).[2] Some simplification of the statistical testing applied to differences between current study results and external studies was necessary, meaning that sampling weights were not necessarily taken into account. However, few if any of these differences were marginal (in terms of statistical significance).

Figures are for respondents to the core sample only unless otherwise indicated. Most of the analyses used respondents to

2. The approach taken in significance testing was to test for the overall presence of significant difference on the basis of, for example, age rather than testing for significant differences between individual sub-groups (e.g. 16–24 vs 25–34).

the core sample only. Sub-group analysis of ethnic and religious groups used the combined core and boost sample.

Percentages are not shown for groups with a base size less than 50. This means that for some tables age categories and/or ethnic groups have had to be combined.

In tables, percentages are rounded to the nearest whole number; percentages of less than 0.5% are indicated by '*'.

2 The extent of formal volunteering

Summary

- Of the people questioned in this study, three-fifths (59%) had given some sort of formal volunteering help to an organisation in the last year. Two-fifths (39%) had volunteered on a regular basis (at least once a month).
- Over the longer period of five years, 68% of the sample had given formal help in some way, while 45% could be classed as regular formal volunteers.
- Two-thirds (66%) of formal volunteers in the last year had given regular help (once a month or more), while just over a quarter (27%) said they had helped more than once, but less regularly. Seven per cent of formal volunteers had taken part only in a one-off activity over the last year.
- On average, formal volunteers (in the last year) had spent 11 hours helping in the last four weeks, while for regular volunteers the figure was higher at 16 hours.
- The economic value of formal volunteering was calculated from the study estimates of time spent in the last four weeks (in combination with the size of adult population and average employee wage). For this study, the estimated economic value of formal volunteering was £38.9 (±2.5) billion.
- The findings from this survey on the total number of volunteers are not directly comparable with those from other surveys. In particular, the figures should not be taken as indicating an increase in volunteering since the 2005 Citizenship Survey (which showed 44% of people engaged in formal volunteering). Factors specific to the Helping Out study may have elicited higher reports of volunteering activities than the Citizenship Survey.

2.1 Introduction

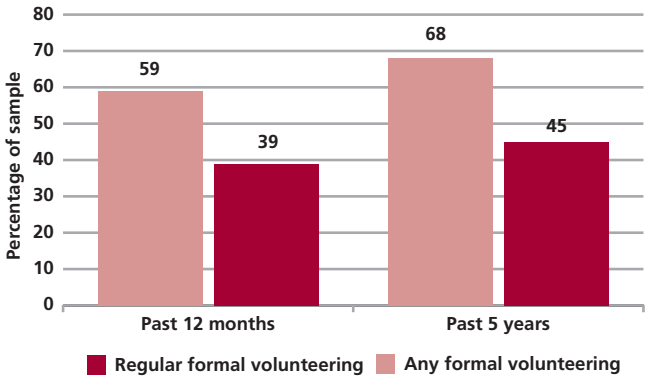
This chapter gives an overview of formal volunteering as reported to Helping Out. The current study asked about formal volunteering over a range of time periods (the last year, the last 1–5 years and longer ago), but the main focus of this chapter is on current volunteers (those giving help in the past 12 months).

Respondents were first asked a very broad question about taking part in, supporting or helping any 'groups, clubs, charities or organisations'. Later questions then collected the names of individual organisations helped and checked in detail what sort of help was given.

2.2 Levels of formal volunteering

Figure 2.1 shows the proportion of the sample who had given help through an organisation in the last year, along with the proportion giving regular help in this way. (By regular, we mean once a month or more over the past year.) Overall, three-fifths (59%) of the sample had given any sort of help to an organisation, while two-fifths (39%) had helped on a regular basis.

Figure 2.1 Extent of any formal and regular formal volunteering in the past 12 months and in the past five years



Base: All respondents answering volunteering questions (n=2,156 for any formal volunteering; n=2,155 for regular formal volunteering). Don't know/refusal responses excluded.

Figure 2.1 also shows the prevalence of formal volunteering over the last five years. Over this period, 68% of the sample had given formal help in some way, while 45% could be classed as regular volunteers.

2.3 The frequency of formal volunteering

Table 2.1 looks in more detail at the frequency of formal volunteering. Two-thirds (66%) of formal volunteers said they gave regular help (once a month or more), while just over a quarter (27%) said they had helped more than once in the

year, but less regularly. Seven per cent of formal volunteers (or 4% of the sample overall) could be classed as episodic volunteers, and had only taken part in a one-off activity over the last year.

Table 2.1 Frequency of formal volunteering in the past 12 months

	All %	Current volunteers %
Regular (once a month or more)	39	66
Quite often or just a few times	16	27
One-off activity only	4	7
No formal volunteering	41	N/A
Base (unweighted)	*2,155*	*1,371*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded.

2.4 Average amount of time spent volunteering

For each organisation they had helped, respondents were asked how many hours they had spent helping in the last four weeks (Table 2.2). On average, formal volunteers had spent 11 hours helping in the last four weeks, while for regular volunteers the figure was higher at 16 hours.

The Helping Out estimates of time spent are in line with the most recent Citizenship Survey estimates (11.9 hours in the 2005 Citizenship Survey). However, in 1997, the average number of hours spent by current volunteers on formal volunteering was four in the past week, giving an average of 16 hours when grossed up for the last four weeks. Although caution is needed in making direct comparisons, this suggests that the amount of time spent by individuals volunteering may have declined since the late 1990s.

Table 2.2 Average number of hours spent helping in the last four weeks by current volunteers

	All current volunteers	Regular volunteers
Average number of hours	10.9	15.9
± standard error	±0.6	±0.9
Base (unweighted)	*1,240*	*844*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded. Respondents who initially stated they had not helped an organisation in the last year, but who later said they did help in the more detailed questions, were not asked about the number of hours spent – they were therefore set to 'don't know' for this table.

2.5 Economic value of formal volunteering

Using the Helping Out estimate of the hours spent on formal volunteering in combination with the size of population and average (employee) wage, it is possible to calculate a grossed-up estimate for the total value of formal volunteering to the economy. Such calculations are necessarily sensitive to the underlying assumptions (for example, whether mean or median wage rates are used).[3]

For this study, we estimated the economic value of formal volunteering at £38.9 (±2.5) billion.[4] While this must be treated as a broad estimate, it is clear that volunteering makes a significant contribution to England's economy.

2.6 Comparisons with other studies

In this section, we draw comparisons between the current study and results on formal volunteering from the Citizenship Survey and the National Survey of Volunteering. For reasons discussed below, we must be aware of study-specific factors that might affect the different estimates of the extent of volunteering activity. (See also Low and Butt (2007) for further discussion.)

Table 2.3 shows the levels of formal volunteering across the different studies. The current study, in focusing on volunteering, has produced higher estimates of formal volunteering than those identified in the Citizenship Survey

3. For this calculation, the following formula was used: mean hours spent on formal volunteering in the last four weeks (6.1) x 12 x mean hourly wage (£13 – source: Annual Survey of Hours and Earnings, 2006) x number of adults aged 16 or over (40,711,000 – source: ONS mid-year population estimates, 2005). Non-volunteers in the sample were set to have zero hours' volunteering in the last four weeks.

4. Although comparisons are tenuous, this figure is of a broadly similar order to a calculation of £40 billion for Great Britain derived from the 1997 National Survey of Volunteering, with its somewhat higher figure of average hours and lower wage rates.

Table 2.3 Extent of formal and regular formal volunteering in the past 12 months: comparison of Helping Out, Citizenship Surveys and National Surveys of Volunteering

	National Survey of Volunteering				Citizenship Survey		Helping Out
	1981 %	1991 %	1997 %	2001 %	2003 %	2005 %	2006/07 %
Proportion of sample who were:							
– formal volunteers in the past 12 months	44	51	48	39	42	44	59
– regular formal volunteers in the past 12 months	27	31	29	27	28	29	39
Base (unweighted)	*1,808*	*1,488*	*1,486*	*9,430*	*8,922*	*9,195*	*2,155*

Base for Helping Out: All respondents answering volunteering questions. Don't know/refusal responses excluded.

and the National Survey of Volunteering (the last of which was conducted 10 years ago, in 1997).

Looking at the levels of **regular** formal volunteering, the Helping Out figures are also higher: around 8–12% more than the other studies.

It is always difficult to draw direct comparisons between studies. Differences between estimates may be due to variations in the methodology of the study or the profile of respondents, rather than reflecting genuine differences in the population or actual changes over time.

Since the last National Survey of Volunteering in 1997, there have been several developments in volunteering and it may well be that some of the difference between the Helping Out figures and the National Survey of Volunteering series reflects a degree of genuine change. For example, volunteering has grown considerably on the policy agenda. There have been a number of significant initiatives to encourage volunteering launched since 1997, including, for example, Millennium Volunteers, which aimed to increase volunteering among 16–24 year olds. 2001 was the United Nation's International Year of Volunteering, while 2005 was designated as the Year of the Volunteer in the UK. Developments have also taken place across the third sector with regard to volunteering, with considerable investments made in the development of volunteer management practices.

However, while it is true that a substantial period of time has elapsed since the National Survey of Volunteering series, with numerous developments in the field of volunteering, this is clearly not the case with the more recent Citizenship Surveys. We must therefore look to additional explanations for the differences observed between the Helping Out estimate and the more recent studies, among which will be:

a) **Question methods and the study context** – Helping Out drew heavily from the methods used in the Citizenship Surveys (some of which were themselves drawn from the National Survey of Volunteering) to identify volunteers initially,[5] so we would not expect this to be a major issue for comparisons between the studies. However, it is possible that the studies with a particular focus on volunteering may elicit higher recall of such activities. Some of this might result from better identification of relevant activities: for example, interviewers and respondents may be more alert to the types of activity that might be of interest to the study. In Helping Out, interviewers were explicitly encouraged to include rather than exclude activities at the initial screener stage (although it is important to remember that any help mentioned was consistently checked in the current study by a series of follow-up questions). However, respondents may also feel under more pressure to mention relevant activities (see, for example, Sudman

5. For all the studies, respondents were shown sets of shuffle packs with different types of organisation and examples given for category. (The categories varied slightly to reflect changes over time and the needs of each individual study.) The cards were intended to prompt respondents about any help they may have given. In the National Survey of Volunteering and Helping Out, more detailed questions were then asked about each organisation in order to check the type of help given. In theory, this might mean that in Helping Out and the National Survey of Volunteering more help mentioned by the respondent may have been subsequently excluded, leading to lower levels of volunteering. However, this does not seem to have been the case: as Table 2.3 shows, the levels of volunteering for these studies tend to be higher than those seen in the Citizenship Surveys.

and Bradburn, 1982). In contrast, volunteering was only one of many topics covered by the Citizenship Survey.

b) **Sample profile and bias** – data in the current study have been weighted to take account of non-response to the study and the fact that different groups were more or less likely to respond. One important factor accounted for in this is individuals' volunteering status as measured in the 2005 Citizenship Survey. Given the likely link between volunteering recently and volunteering in the past, this should reduce – **to some extent, but not entirely** – any bias in the sample towards recent volunteers.

Because of these differences, the Helping Out figures on the prevalence of volunteering are not directly comparable to figures from other surveys. In particular, the Helping Out estimates cannot be seen as evidence of a rise in formal volunteering since the last Citizenship Survey. It is more likely that a combination of the context of a more focused study and differences in sample profile may explain the observed differences in the prevalence of volunteering. In order to gain a clearer picture of how volunteering has recently changed over time, reference should be made to the findings from the Citizenship Survey (Kitchen *et al*, 2006).

3 Who volunteers?

Summary

- There was some variation in formal volunteering across key socio-demographic groups.
- Levels of formal volunteering varied significantly with age and sex. The proportion of formal volunteers was highest among people in the 35–44 and 55–64 age brackets, lower among those aged 34 or younger, and lowest in the 65 or over age group. Women were significantly more likely to volunteer than men, either on a regular basis or at all.
- The overall proportion of formal volunteers was lowest among those not working. However, within this group, levels varied according to the reasons for not working. For example, those looking after the home had high levels of formal volunteering, in contrast to those who have a disability or limiting, long-term illness.
- Levels of all formal volunteering did not vary significantly by ethnic origin. However, there were lower rates of regular formal volunteering among those of Asian origin (29%). This may be related to the lower rates of participation among people born outside the UK (as observed in the Citizenship Surveys).
- Patterns of formal volunteering varied by religious group, for both regular and any formal help. As well as the lower rates of participation among those born outside the UK, these differences may also be linked to the higher rates of participation among those **actively** practising their religion (which varied by religious group).
- There was significant variation by Government Office region, particularly with regard to regular volunteering. The North East had the lowest levels of (regular or any) formal volunteering, while the South West and West Midlands regions had the highest levels.
- Individuals at particular risk of social exclusion (comprising Black and minority ethnic groups, those with no qualifications and those who have a disability or limiting, long-term illness, here termed groups at risk of social exclusion) had lower levels of formal volunteering than those not at risk. The Government's volunteering policy is targeting these groups.

3.1 Introduction

This chapter looks at how formal volunteering varied across key socio-demographic groups.

The tables show levels of volunteering by each socio-demographic factor separately: they do not take into account interactions between the factors themselves. However, the majority of the differences observed here are seen even when other factors are taken into account. Where previous analyses have indicated that this is **not** the case, it is indicated in the text.

3.2 Age and sex

Levels of formal volunteering varied significantly with age. The proportion of formal volunteers was highest among people in the 35–44 and 55–64 age brackets, with 64% of these groups saying they had helped in some way over the last year (Table 3.1). It was lower among those aged 34 or younger (57%) and lowest in the 65 or over age group (53%). Regular volunteering followed a slightly different age pattern (although levels were not significantly different across age groups).

Table 3.1 Extent of formal volunteering, by age

	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	All %
All formal volunteers	57	57	64	58	64	53	59
Regular formal volunteers	43	34	36	38	42	41	39
Occasional or one-off volunteers	13	23	28	20	22	12	20
Non-volunteers	43	43	36	42	36	47	41
Base (unweighted)	*123*	*259*	*456*	*406*	*427*	*484*	*2,155*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded.

Women were significantly more likely to volunteer than men, either on a regular basis or at all (Table 3.2).

Table 3.2 Extent of formal volunteering, by sex

	Men %	Women %	All %
All formal volunteers	54	64	59
Regular formal volunteers	35	43	39
Occasional or one-off volunteers	19	21	20
Non-volunteers	46	36	41
Base (unweighted)	*986*	*1,169*	*2,155*

Base: All respondents answering volunteering questions. Don't know/ refusal responses excluded.

3.3 Employment status

Table 3.3 shows the variation in levels of formal volunteering by employment status, distinguishing between employees, self-employed respondents and those not working. The overall incidence of formal volunteers was lowest among those not working. Levels of **regular** volunteering did not vary significantly by employment status.

As the more detailed breakdown makes clear, patterns of volunteering varied between different respondents in the 'not working' group. Those looking after the home had high levels of formal volunteering, in contrast to those who were sick or disabled. The incidence of regular volunteering was also high among retired respondents.

3.4 Ethnic origin

Figure 3.1 shows the breakdown of formal volunteering by ethnic origin, which makes use of the expanded minority ethnic boost sample (with fuller details in Table A.3.1). Levels of all formal volunteering did not vary significantly by ethnic origin. Focusing on regular volunteering, there was more (significant) variation. In particular, there were low rates of regular formal volunteering among those of Asian origin (29%).

An analysis of formal volunteering patterns among different ethnic minority groups in the 2005 Citizenship Survey (Kitchen *et al*, 2006) suggested that observed differences in participation were largely due to lower rates of participation among people born outside the UK. Once this was controlled for, differences between ethnic minority groups were not statistically significant.

3.5 Religion

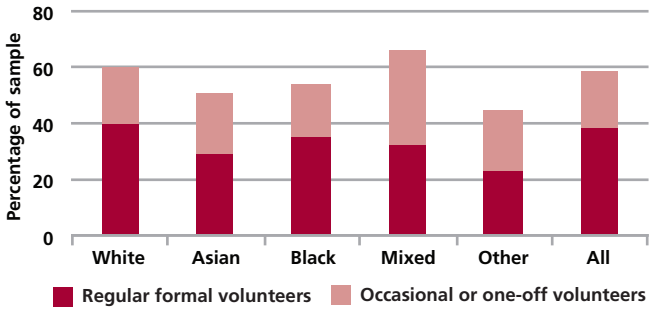
Much help is given through, or to, religious organisations, and Table 3.4 looks directly at the levels of formal volunteering by religious group. In the table, respondents who said they belonged to a religious group are broken down in two ways. First, they are shown according to their religious affiliation, regardless of whether they considered themselves to be **actively** practising. Second, they are shown according to whether they were actively practising their religion or not. (The sample size was too small to show those actively practising within religious groups.)

Table 3.3 Extent of formal volunteering, by employment status

	Employee	Self-employed	Not working	Reason for not working				All
				Unemployed/ looking for work	Looking after home	Sick or disabled	Retired	
	%	%	%	%	%	%	%	%
All formal volunteers	62	60	55	57	65	34	55	59
Regular formal volunteers	38	36	40	35	42	17	42	39
Occasional or one-off volunteers	24	24	15	22	23	17	12	20
Non-volunteers	38	40	45	43	35	66	45	41
Base (unweighted)	*1,100*	*165*	*887*	*51*	*109*	*117*	*551*	*2,155*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded.

Figure 3.1 Extent of formal volunteering, by ethnic origin



Base: All respondents answering volunteering questions. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin. See Table A.3.1 for details of base sizes.

Levels of formal volunteering varied significantly across religious group, for both regular and any formal help. However, these differences should not be taken at face value: it is likely that they are at least partly explained by the lower rates of participation among those born outside the UK (Kitchen *et al*, 2006).

The differences are also linked to the different levels of respondents who said they **actively** practised their religion. As Table 3.4 also shows, there is a clear link between those who actively practised their religion compared with those who were not active, or did not profess to have any religion.[6] Sixty-seven per cent of those actively practising their religion gave some level of formal help (compared with 55% in other groups), and over half were regular formal volunteers (compared with a third or less in other groups).

There were some interesting variations in patterns of formal volunteering within religious groups. For example, Hindu respondents reported the highest levels of formal volunteering (61%), although a lower proportion gave regular help (27%). Muslim respondents were the least likely to give formal help (45%), but this was less true when looking at regular formal volunteering (32%). Those belonging to other religions (including Buddhism and Judaism) also had high levels of any or regular volunteering, while the reverse was true for those not belonging to any religion.

3.6 Government Office region

Table 3.5 gives details by Government Office region. There was some significant variation by region, particularly with regard to regular volunteering. The North East had the lowest levels of (regular or any) formal volunteering (41% compared with 59% overall for all volunteering, and 24% compared with 39% overall for regular volunteering). Conversely, the South West and West Midlands regions had the highest levels of volunteering.

3.7 Risk of social exclusion (PSA4)

Individuals who belong to certain Black and minority ethnic groups, have no qualifications or have a disability or limiting,

Table 3.4 Extent of formal volunteering, by religion and religious activity

	Religion				Any religion		No religion	All
	Christian	Hindu	Muslim	Other	Active	Not active		
	%	%	%	%	%	%	%	%
All formal volunteers	59	61	45	66	67	55	55	59
Regular formal volunteers	41	27	32	43	52	34	30	39
Occasional or one-off volunteers	19	34	13	23	15	21	25	20
Non-volunteers	41	39	55	34	33	45	45	41
Base (unweighted)	*1,917*	*97*	*204*	*152*	*1,061*	*1,314*	*326*	*2,155*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

6. The majority of Buddhist, Hindu, Muslim and Sikh respondents said they actively practised their religion, while the reverse was true for Christian and Jewish respondents.

Table 3.5 Extent of formal volunteering, by Government Office region

	East Mids	East of England	London	North East	North West	South East	South West	West Mids	York-shire	All
	%	%	%	%	%	%	%	%	%	%
All formal volunteers	61	59	58	41	58	62	64	67	50	59
Regular formal volunteers	37	39	38	24	42	40	45	43	30	39
Occasional or one-off volunteers	23	20	19	17	15	22	19	25	21	20
Non-volunteers	39	41	42	59	42	38	36	33	50	41
Base (unweighted)	*205*	*268*	*220*	*126*	*315*	*363*	*207*	*195*	*256*	*2,155*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded.

Table 3.6 Extent of formal volunteering, by groups at risk of social exclusion

	At risk	of which:		Not at risk	All
		Disability or limiting, long-term illness	No qualifications		
	%	%	%	%	%
All formal volunteers	48	42	46	65	59
Regular formal volunteers	32	28	31	42	39
Occasional or one-off volunteers	16	14	15	23	20
Non-volunteers	52	58	54	35	41
Base (unweighted)	*797*	*457*	*334*	*1,358*	*2,155*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

long-term illness can be seen to be at particular risk of social exclusion. These three groups have also been shown to volunteer less, and as such have become the focus of government initiatives and policies to increase levels of participation, and are specifically referred to in the Cabinet Office Public Service Agreement (PSA4) objectives. Table 3.6 confirms the lower levels of formal volunteering among groups at risk of social exclusion: just under a half had helped in some way over the last year compared with two-thirds of those not at risk, while 32% said they were regular volunteers compared with 42% among those not at risk. In particular, those with a limiting, long-term illness or disability had lower levels of formal volunteering, with 28% classed as regular formal volunteers. (Figure 3.1 gives full details for the other constituent group – Black and minority ethnic respondents – for the at-risk group.)

4 What volunteers do

Summary

- Fifty-nine per cent of current volunteers helped more than one organisation. The main organisation for 65% of volunteers was in the voluntary and community sector, while for 23% it was in the public sector and for 11% it was in the private sector. There were some differences in the sectors volunteered in according to age and sex.
- The most common field of interest supported by volunteers was education, with 31% of current volunteers being involved in this area. Other common fields of interest were religion (24%), sports and exercise (22%) and health and disability (22%).
- Women were more likely than men to volunteer in organisations whose main field of interest was education and health/disability, while men were more likely than women to be involved in sports/exercise-based organisations.
- Those aged 55 and over were the age group least likely to be involved in education and in children's/young people's organisations, but most likely to volunteer in organisations whose main field of interests were elderly people and local community/citizen groups.
- Asian and Black volunteers were particularly likely to help organisations whose main field of interest was religion.
- Seventy-one per cent of volunteers undertook more than one volunteering activity. Raising and handling money was the most common type of volunteering activity (undertaken by 65% of current volunteers). Organising and helping to run events was the second most common (50%).
- Age made a difference to participation in certain types of volunteering activities (committee membership, transporting and visiting people), but for all age groups raising and handling money and organising or helping to run an event were the two most common forms of volunteering activity.
- Women were more likely than men to be involved in organising or helping to run an event, while men were more likely than women to be involved in transporting.
- There were significant differences in the activities undertaken by ethnic group with White volunteers the ethnic group most likely to be involved as committee members, in administrative activities, transporting and visiting people.

4.1 Introduction

Volunteers are engaged in a wide variety of activities for a wide range of organisations. This chapter explores the types of organisations that volunteers supported, before examining the type of help they gave.

4.2 Number and sector of organisations helped

Many volunteers (59%) helped more than one organisation, with over one-third (36%) helping three or more (Table 4.1).

There has been a significant increase in the proportion of volunteers helping more than one organisation since the 1997 National Survey of Volunteering (NSV) (Table 4.1).

The number of organisations helped by volunteers did not vary significantly with age, sex, being at risk of social exclusion or ethnicity.

Table 4.1 Number of organisations helped by volunteers

	Helping Out 2006/07, current volunteers %	NSV 1997, current volunteers %
1	41	47
2	23	24
3 to 5	30	23
6 or over	6	6
Base (unweighted)	*1,372*	*704*

Base: All current formal volunteers. Don't know/refusal responses excluded.

In terms of sectors within which volunteers were engaged (Table 4.2), for 65% of volunteers the **main** organisation they helped was within the voluntary and community sector. The main organisation for 23% of volunteers was within the public sector, and for 11% of volunteers it was within the private sector.

It is not possible to compare the results for sectors volunteered with directly with those from the 1997 National

Table 4.2 Sector of organisation helped by volunteers, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Voluntary and community	73	61	60	63	67	70	66	65	65
Public	20	27	27	25	21	18	20	26	23
Private	7	12	12	12	11	12	15	9	11
Base (unweighted)	*64*	*159*	*311*	*256*	*281*	*266*	*559*	*778*	*1,337*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Table 4.3 Sector of organisation helped by volunteers, by groups at risk of social exclusion

	Current volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Voluntary and community	63	66	69	72	65
Public	25	23	21	19	23
Private	12	12	10	9	11
Base (unweighted)	*941*	*161*	*208*	*396*	*1,337*

Base: All current formal volunteers. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Survey of Volunteering, as in 2006/07 the questions focused on the sector of the **main** organisation that volunteers were helping,[7] whereas the 1997 survey asked about the sectors of all organisations supported. To give an indication, however, in 1997 84% of volunteers helped within the voluntary and community sector, 24% within the public sector and 13% in the private sector (Davis Smith, 1998), suggesting a broadly similar pattern to that found in 2006/07.

There was significant variation in the sector of volunteers' main organisations by age and sex (Table 4.2). Young people, aged 16–24, and older people, aged 65 and over, were the age groups most likely to volunteer within the voluntary and community sector and least likely to volunteer in the public sector. The main organisations that men volunteered in were more likely to be in the private sector than those of women.

Overall, volunteers from groups at risk of social exclusion were more likely to volunteer in a main organisation that was within the voluntary and community sector than not at risk volunteers (see Table 4.3). Although higher proportions of Black and Asian respondents helped such organisations (73% and 75% respectively), these differences were not significant when more detailed breakdowns by ethnicity (incorporating the boost sample) were examined.

4.3 Field of interest of organisations helped

Respondents were asked about the fields of interest of the organisations that they volunteered for. The emphasis was on the overall field of interest of the organisation, rather than the type of help actually undertaken by the volunteer. So, for example, when a person volunteered by doing a sponsored run for a cancer charity, the organisation would be classified as health and disability, rather than as sports.

As Table 4.4 shows, the most common field of interest supported by volunteers was education – with 31% of current

7. Respondents who helped more than one organisation were asked to think about the main organisation with which they volunteered. The question prompted them to select the organisation for which they had done most (i.e. had spent most time helping).

formal volunteers (or 18% of all respondents) helping schools, colleges, universities and other educational institutions. Also well supported were religious organisations (24% of current volunteers, 14% of all respondents), sports and exercise-based organisations (22% and 13%) and health and disability-based organisations (22% and 13%).

Politics (4% of current volunteers, and 2% of all respondents), safety and first aid (4% and 2%), justice and human rights (4% and 2%) and trade unions (3% and 2%) were the least commonly supported fields of interest.

Table 4.4 Types of organisation helped

	All %	Current volunteers %
Education – schools, colleges, universities	18	31
Religion	14	24
Sports, exercise	13	22
Health, disability	13	22
Children, young people	11	18
Local community, neighbourhood, citizens group	10	17
Hobbies, recreation, social clubs	8	13
Overseas aid, disaster relief	6	11
Animal welfare	6	10
Elderly people	5	8
Arts, museums	5	8
Conservation, the environment, heritage	4	8
Social welfare	4	7
Politics	2	4
Safety, first aid	2	4
Justice, human rights	2	4
Trade unions	2	3
Other	2	3
None	41	N/A
Base (unweighted)	*2,156*[a]	*1,372*[b]

Base: (a) All respondents answering the volunteering questions. (b) All current formal volunteers. Percentages sum to more than 100 as respondents could help more than one type of organisation. Don't know/refusal responses excluded.

Due to slight changes in the questions asked, it is not possible to make direct comparisons between these results and those from the 1997 National Survey of Volunteering, particularly as some organisational fields were amended. However, to give an indication of change, in 1997 26% of current volunteers volunteered within sports and exercise, whereas in 2006/07 this was 22%. Meanwhile, while 14% of volunteers in 1997 volunteered with children and young people, this was 18% in 2006/07. The proportion involved in animal welfare seems to have increased, going from 3% in 1997 to 10% in 2006/07, while the proportion involved in safety and first aid seems to have decreased, going from 9% in 1997 to 4% in 2006/07.

4.3.1 Fields of interest supported by different groups of volunteers

The categories of organisations supported by volunteers varied to some extent with the age, sex, risk of social exclusion and ethnicity of respondents (Tables 4.5, 4.6 and 4.7).

Women were more likely than men to volunteer in education (37% and 23% respectively) and with organisations concerned with health and disability (26% and 17% respectively). Men were more likely than women to volunteer in sports and exercise (30% and 16% respectively). Women were also more likely than men to be involved in organisations concerned with overseas aid and disaster relief (14% and 7% respectively).

Age also made a difference to volunteering in education, with 13–18% of those aged 55 and over volunteering in schools, colleges and universities compared with around two-fifths (36–43%) of 16–54 year olds (for whom it was the most popular field of interest). Those aged 55 and over were the age group least likely to volunteer in organisations for children and young people (6–11%), but most likely to volunteer in organisations supporting elderly people (14%) and in local community, neighbourhood and citizens groups (21–22%). In contrast to all other age groups, for people aged 55 and over, religion was the most common field of activity, rather than education.

As Table 4.6 shows, those not deemed at risk of social exclusion were significantly more likely to volunteer in educational organisations than the at-risk groups combined (33% compared with 24%) and in organisations concerned with sports and exercise (25% compared with 14%). Participation among two of the constituent at-risk groups – those with no qualifications and those with a limiting, long-term illness or disability – were also low for these types of organisation (see Table 4.7 for the breakdown by ethnicity). Volunteers from groups at risk of social exclusion were more

Table 4.5 Types of organisation helped, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Education – schools, colleges, universities	43	36	41	37	18	13	23	37	31
Religion	25	20	21	24	20	32	22	25	24
Sports, exercise	26	18	28	27	17	16	30	16	22
Health, disability	16	20	19	26	21	27	17	26	22
Children, young people	30	23	23	19	11	6	15	20	18
Local community, neighbourhood, citizens group	6	12	16	20	21	22	17	17	17
Hobbies, recreation, social clubs	14	12	12	9	13	19	16	11	13
Overseas aid, disaster relief	17	9	8	12	10	11	7	14	11
Animal welfare	7	13	11	6	11	9	9	10	10
Elderly people	2	5	4	8	14	14	6	10	8
Conservation, environment, heritage	3	10	7	9	9	7	9	7	8
Arts, museums	10	7	6	5	9	11	7	8	8
Social welfare	4	6	4	11	5	9	7	6	7
Politics	4	4	1	4	4	6	5	2	4
Safety, first aid	2	5	3	4	3	4	4	3	4
Justice, human rights	5	4	2	4	4	4	2	5	4
Trade unions	0	4	5	5	3	1	4	3	3
Other	4	3	1	3	3	5	3	3	3
Base (unweighted)	*66*	*164*	*320*	*261*	*290*	*271*	*573*	*799*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could help more than one type of organisation. Don't know/refusal responses excluded.

Table 4.6 Types of organisation helped, by groups at risk of social exclusion

	Current volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Education – schools, colleges, universities	33	22	20	24	31
Religion	20	19	27	32	24
Sports, exercise	25	17	14	14	22
Health, disability	20	25	33	26	22
Children, young people	19	13	13	14	18
Local community, neighbourhood, citizens group	16	18	25	19	17
Hobbies, recreation, social clubs	15	8	16	10	13
Overseas aid, disaster relief	10	7	10	12	11
Animal welfare	9	16	11	11	10
Elderly people	8	8	13	10	8
Conservation, the environment, heritage	9	4	7	5	8
Arts, museums	8	5	7	7	8
Social welfare	6	8	7	7	7
Politics	4	2	4	2	4
Safety, first aid	4	2	4	2	4
Justice, human rights	4	1	4	3	4
Trade unions	4	4	3	3	3
Other	3	4	4	3	3
Base (unweighted)	*961*	*166*	*216*	*411*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could help more than one type of organisation. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

likely to volunteer in religious organisations than were volunteers not at risk (though this was largely driven by the higher rate of participation in these organisations among Black and minority ethnic respondents; see Table 4.7).

There was significant variation in levels of volunteering within organisations concerned with religion, sports and exercise, and overseas aid and disaster relief across ethnic groups (Table 4.7). While nearly half (49%) of Asian volunteers and two-fifths (41%) of Black volunteers helped organisations whose main field of interest was religion (and this was the most common type of organisation helped for these groups), this was the case for just one-fifth (20%) of White volunteers (for whom education was the most common field of interest). Similarly, while 24% of Asian and 18% of Black volunteers participated in organisations concerned with overseas aid and disaster relief, only 10% of White volunteers helped these types of organisation.

While 24% of White volunteers participated in organisations whose main field of interest was sports or exercise, 12% of Asian and 8% of Black volunteers participated in these organisations.

There was no significant difference in levels of volunteering in organisations concerned with education across ethnic groups. The observed differences in participation were also not significant for health and disability-related organisations, children and young people or local community, neighbourhood or citizens groups.

A breakdown of organisation type by religion shows significant differences by denomination consistent with the findings for ethnicity (Table A.4.1). Organisations concerned with religion or overseas aid were most likely to be supported by Hindus and Muslims. Conversely, organisations relating to sport and exercise were least likely to be supported by Muslims.

Table 4.7 Types of organisation helped, by ethnicity

	Current volunteers				
	White	Asian	Black	Mixed/ other	All
	%	%	%	%	%
Education – schools, colleges, universities	31	32	33	23	31
Religion	20	49	41	30	24
Sports, exercise	24	12	8	11	22
Health, disability	22	14	16	17	22
Children, young people	18	19	17	5	18
Local community, neighbourhood, citizens group	17	16	22	21	17
Hobbies, recreation, social clubs	14	7	6	5	13
Overseas aid, disaster relief	10	24	18	16	11
Animal welfare	10	1	7	1	10
Elderly people	8	7	11	6	8
Conservation, environment, heritage	8	3	3	2	8
Arts, museums	8	3	5	4	8
Social welfare	7	5	5	12	7
Politics	4	2	2	6	4
Safety, first aid	4	2	0	1	4
Justice, human rights	4	4	3	11	4
Trade unions	4	2	5	5	3
Other	3	0	1	3	3
Base (unweighted)	*1,293*	*178*	*115*	*87*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could help more than one type of organisation. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

While volunteers from all socio-economic groups were most likely to participate in education, there were some differences in the fields of interest supported by different groups, although mostly the differences were not statistically significant (Table A.4.2). The only statistically significant difference was in participation in local community, neighbourhood and citizens groups. While 21% of volunteers from higher and lower management groups volunteered in this field, this was true for 16% of those from the intermediate, small employers and lower supervisory group, and 12% from semi-routine and routine occupations.

4.4 Types of volunteering activity

In terms of the types of activities that volunteers undertook within the organisations, there is again a great deal of variety. Most volunteers (71%) undertook more than one type of volunteering activity, whether this was in one or more organisations (Table 4.8). Indeed, over one-quarter (27%) of volunteers had been involved in five or more different formal volunteering activities over the past 12 months.

There has been little change in the number of volunteering activities undertaken by volunteers between 1997 and 2006/07.

Table 4.8 Number of volunteering activities undertaken

	Helping Out 2006/07		NSV 1997
	All %	Current volunteers %	Current volunteers %
0	41	–	–
1	16	28	32
2	11	18	21
3	9	15	15
4	7	11	10
5+	16	27	22
Base (unweighted)	*2,156[a]*	*1,372[b]*	*704[c]*

Base: (a) All respondents answering the volunteering questions 2006/07. (b) All current formal volunteers 2006/07. Don't know/refusal responses excluded. (c) All current formal volunteers 1997.

In terms of what they actually did, the most common type of volunteering activity was raising or handling money, with 65% of current formal volunteers involved (Table 4.9). Organising or helping to run an event was the next most common type of activity (50%), followed by being a committee member (28%), educating others (which includes coaching, 25%) and administrative activities (21%). Thirty-five per cent of volunteers were involved in practical help other than those activities specifically listed. The least common types of volunteering activity were befriending (15%) and campaigning (14%).

As Table 4.9 indicates, by looking at all respondents, almost two-fifths (38%) of the sample were involved in fundraising activities over the past year, while nearly a third (30%) were involved in organising or helping to run an event.

Although direct comparisons with the 1997 National Survey of Volunteering are again problematic, results from the two surveys do suggest that there have been some, but small, changes in the types of activity current volunteers are engaging in. For example, just looking at the most common activities, in 1997 66% of current volunteers were involved in fundraising; 65% were involved in this activity in 2006/07. In 1997, 55% were involved in organising or helping to run an event; 50% were involved in this activity in 2006/07. Thirty-six per cent of current volunteers in 1997 were involved as committee members; this figure was 28% in 2006/07. Transporting seems to have seen the biggest drop in participation, with 26% of current volunteers in 1997 saying they were involved in this activity, down to 19% in 2006/07.[8]

Table 4.9 Types of volunteering activity

	All %	Current volunteers %
Raising, handling money	38	65
Organising, helping run an event	30	50
Committee member	17	28
Educating	14	25
Secretarial, administrative, clerical	12	21
Transporting	11	19
Representing	11	19
Visiting people	10	17
Giving advice, information, counselling	10	16
Befriending	9	15
Campaigning	9	14
Other practical help	21	35
Other help	8	14
No help given	41	N/A
Base (unweighted)	*2,156[a]*	*1,372[b]*

Base: (a) All respondents answering the volunteering questions. (b) All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one type of help. Don't know/refusal responses excluded.

4.4.1 Variation in volunteering activity by demographic group

Levels of participation in certain types of volunteering activity varied with age, but for all age groups raising and handling money and organising or helping to run an event were the two most common forms of volunteering activity (Table 4.10).

There was a significant difference in committee membership according to age, although this did not follow a simple pattern. While 32% of young people aged 16–24 were involved as committee members, this then fell among 25–34 year olds and 35–44 year olds (19% and 22% respectively) before increasing again to 30% among 45–64 year olds and 37% among those aged 65 and over. Young people aged

8. Although the 2005 Citizenship Survey, using a summary measure, estimated that 24% of volunteers were involved in transporting or driving.

Table 4.10 Types of volunteering activity, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Raising, handling money	61	65	65	70	63	64	61	67	65
Organising, helping run an event	54	53	51	57	43	44	46	53	50
Committee member	32	19	22	30	30	37	29	27	28
Educating	52	29	21	24	21	12	28	22	25
Secretarial, administrative, clerical	14	18	19	23	25	23	21	20	21
Representing	27	17	16	23	18	17	21	17	19
Transporting	6	20	19	27	14	22	24	15	19
Visiting people	19	13	8	16	18	26	16	18	17
Giving advice, information, counselling	15	24	11	17	17	15	20	13	16
Befriending	26	18	11	11	15	14	14	16	15
Campaigning	16	11	13	18	17	12	14	15	14
Other practical help	42	41	37	30	31	33	33	38	35
Other help	6	12	11	13	18	19	12	15	14
Base (unweighted)	*66*	*164*	*320*	*261*	*290*	*271*	*573*	*799*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one type of help. Don't know/refusal responses excluded.

Table 4.11 Types of volunteering activity, by groups at risk of social exclusion

	Current volunteers				
	Not at risk	At risk			All
	%	No quals %	LLI %	All %	%
Raising, handling money	66	62	62	62	65
Organising, helping run an event	53	35	43	44	50
Committee member	31	17	29	21	28
Educating	26	14	21	21	25
Secretarial, administrative, clerical	22	14	22	16	21
Transporting	20	12	20	15	19
Representing	19	15	17	18	19
Visiting people	16	16	23	19	17
Giving advice, information, counselling	17	11	16	14	16
Befriending	16	9	14	13	15
Campaigning	15	16	16	14	14
Other practical help	36	33	36	34	35
Other help	12	14	18	17	14
Base (unweighted)	*961*	*166*	*216*	*411*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one type of help. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

16–24 were the age group least likely to get involved in transport-related volunteer activities while those aged 35–44 years old were the group least likely to get involved in visiting people.

Again, fundraising was the most common type of volunteering activity for both men and women, but there were differences in other volunteering activities according to sex (Table 4.10). Women were more likely than men to get involved in organising or helping to run an event (53% compared with 46%), while men were more likely than women to be involved in transporting activities (24% compared with 15%). While, as indicated above, women were more likely than men to be involved in **organisations** whose main field of activity was education, there was no significant difference in the proportions of men and women undertaking educating (including coaching) volunteer activities.

Raising and handling money was the most common activity for volunteers regardless of whether they were from groups at risk of social exclusion or not, and organising or helping to run an event was the second most common activity (Table 4.11). However, those not at risk of social exclusion were more likely to organise or help run an event than were at-risk volunteers (53% compared with 44%), and were more likely to get involved as committee members (31% compared with 21%) and to take on administrative volunteering activities (22% compared with 16%). All these differences were particularly marked for those with no qualifications (who appeared less likely in general to undertake various types of help). Beyond these three areas, the volunteering activities undertaken by at-risk groups were not significantly different to those undertaken by volunteers not at risk.

There was some significant variation in the types of volunteering activity undertaken by people from different ethnic groups (Table 4.12). White volunteers were the most likely to be involved as committee members or in administrative roles, as well as in transport-related activities. However, Black people were the ethnic group most commonly involved with visiting people (35%).

There were some significant differences in the types of volunteering activity undertaken by people from different socio-economic groups (Table 4.13). While 55% of people in higher and lower management were involved in organising or

Table 4.12 Types of volunteering activity, by ethnicity

	Current volunteers				
	White	Asian	Black	Mixed/ other	All
	%	%	%	%	%
Raising, handling money	65	54	60	49	65
Organising, helping run an event	51	49	58	49	50
Committee member	30	17	24	14	28
Educating	25	25	21	22	25
Secretarial, administrative, clerical	22	12	10	4	21
Representing	19	22	22	21	19
Transporting	20	7	7	13	19
Visiting people	17	24	35	15	17
Giving advice, information, counselling	17	22	17	26	16
Befriending	15	20	22	23	15
Campaigning	16	13	8	13	14
Other practical help	36	30	39	34	35
Other help	14	9	13	10	14
Base (unweighted)	*1,293*	*178*	*115*	*87*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one type of help. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table 4.13 Types of volunteering activity, by socio-economic status

	Current volunteers			
	Higher and lower management	Intermediate, small employers, lower supervisory	Semi-routine and routine	All
	%	%	%	%
Raising, handling money	67	64	62	65
Organising, helping run an event	55	53	40	50
Committee member	33	30	18	28
Educating	30	22	19	25
Secretarial, administrative, clerical	24	22	14	21
Representing	21	17	15	19
Transporting	21	22	13	19
Visiting people	17	19	14	17
Giving advice, information, counselling	19	18	10	16
Befriending	15	17	13	15
Campaigning	18	13	11	14
Other practical help	36	33	37	35
Other help	13	15	10	14
Base (unweighted)	*644*	*418*	*287*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one type of help. Don't know/refusal responses excluded.

helping to run an event, 40% of those in semi-routine or routine employment got involved in these volunteering activities. People from higher and lower management were also the socio-economic group most likely to be committee members.

5 Routes into volunteering

Summary

- The most common reason for getting involved in volunteering, identified by 53% of current formal volunteers, was to improve things or help people. Other common reasons were because the cause was important to the volunteer (41%) and because they had spare time on their hands (41%).
- Although the overall priority of reasons for getting involved was similar across different age groups, there were some differences in the strength of identification with certain reasons according to age. For example, getting involved in order to meet people or make new friends was most common among the youngest and oldest age groups. Getting involved because of the needs of family or friends was most common among the middle aged.
- Ethnicity also made a difference to the reasons identified for volunteering. For example, among White people, having spare time was the second most common reason for volunteering (43%), and they were more likely to identify this as a reason for getting involved than Black (37%) or Asian (28%) volunteers.
- Word of mouth was the most common way that people had found out about volunteering (66% of current formal volunteers found out about volunteering in their main organisation this way). Having previously used the services of an organisation was the second most common way of finding out about volunteering (20%).
- The study also looked at sources of information used to find out about volunteering, although half of the current volunteers had not used any of those listed. The most common sources used were information provided by national and local organisations.

5.1 The reasons why people volunteer

People volunteer for a range of different reasons, and this was highlighted within this study. Respondents were shown a list of different reasons for getting involved and asked to select those factors that were important to them in starting to help the **main** organisation with which they volunteered.[9] They could select more than one reason.

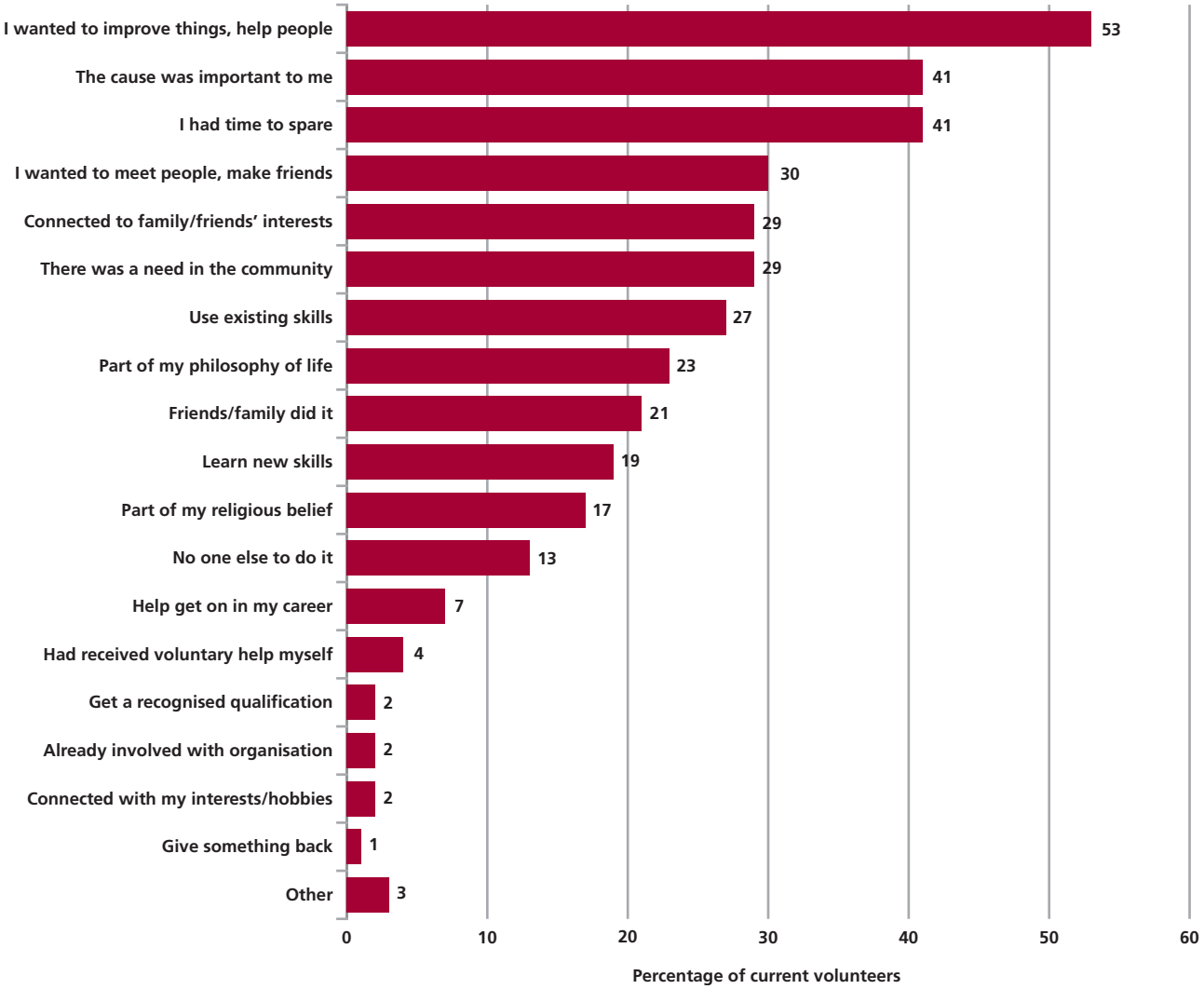
5.1.1 Motivations of current formal volunteers

As Figure 5.1 shows, volunteers reported a range of pragmatic and altruistic reasons for starting to volunteer (and many mentioned a number of reasons for their involvement). Just over half of all current formal volunteers (53%) got involved because they wanted to improve things or help people. For two-fifths (41%) it was because the cause was important to them that they got involved, while having spare time on their hands was a motivating factor for two-fifths (41%). Social aspects of volunteering were also important, with 30% getting involved to meet people or to make new friends. Wanting to give something back was the least common motivator (1%).

Due to slight changes in questions asked, direct comparisons are difficult, but it does appear that people's reasons for starting to volunteer have changed somewhat between 1997 and 2006/07. Wanting to improve things and to help people appears to have become more important, with 35% of current volunteers reporting this as a reason for starting to volunteer in 1997 compared with 53% doing so in 2006/07. Having spare time also appears to have become more significant, reported by 21% of respondents as a reason for volunteering in 1997 and by 41% in 2006/07. Conversely, volunteering in organisations because they were connected with the needs or interests of friends and family seems to have become less important, noted by 45% of respondents in 1997 and by 29% in 2006/07.

9. Respondents who helped more than one organisation were asked to think about the main organisation with which they volunteered. The question prompted them to select the organisation for which they had done most (i.e. had spent most time helping). Bases throughout this chapter exclude some respondents who selected a type of informal volunteering as their main organisation. They also exclude some respondents who were not initially identified as having volunteered in the last year and so were not asked the questions about their main organisation.

Figure 5.1 Reasons for starting to volunteer



Base: All current formal volunteers (n=1,351–1,352). Percentages sum to more than 100 as respondents could choose more than one reason. Don't know/refusal responses excluded.

5.1.2 Variations in motivations among different demographic groups

The main reasons people gave for getting involved in volunteering were consistent across age groups. However, there was some variation between age groups in the proportion of respondents identifying particular motivations as being important (Table 5.1).

Those at either end of the age spectrum (16–24 year olds and those aged 65 and over) were the age groups most likely to get involved in volunteering in order to meet new people or make friends. Age also made a difference as to whether or not people were motivated by the needs or interests of friends and family, with 16–24 year olds and those aged 65 and over the age groups least likely to identify this as a motivation and those aged 35–44 the most likely to do so.

Young people (aged 16–24) were the age group most likely to say that they got involved in volunteering to help them get on in their careers. They were also most likely to mention wanting to gain new skills from their volunteering.

In contrast, older people (especially those aged 65 and over) were the group most likely to say that they got involved because they had spare time. They were also the most likely to say that volunteering was part of their philosophy of life.

Motivations for volunteering were broadly similar among men and women, although men were significantly more likely than women to say that they got involved because their friends or family did it (26% and 17% respectively).

Reasons for getting involved presented by volunteers from groups deemed at risk of social exclusion (see Section 1.2.3) varied slightly from those identified by volunteers not at risk (Table 5.2). Volunteers from the at-risk groups – specifically those with limiting, long-term illnesses and those from minority ethnic backgrounds (see Table 5.3) – were more likely to get involved due to religious motivations than those not at risk (23% overall compared with 14%). However, volunteers from at-risk groups were less likely than others to get involved for reasons connected with the needs and interests of friends and family (23% compared with 31%).

There was some variation in the reasons identified by volunteers from different ethnic backgrounds, although for all

Table 5.1 Reasons for starting to volunteer, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
I wanted to improve things, help people	56	58	57	57	48	45	51	55	53
Cause was important to me	39	34	44	42	47	41	39	43	41
I had time to spare	33	36	38	35	44	56	40	42	41
I wanted to meet people, make friends	35	27	28	23	27	41	27	33	30
Connected with needs, interests of family or friends	16	34	41	38	20	17	28	30	29
There was a need in the community	29	19	26	29	33	35	28	29	29
To use existing skills	36	21	25	30	26	29	31	24	27
Part of my philosophy of life	10	16	22	26	24	32	22	23	23
Friends, family did it	24	27	19	19	16	21	26	17	21
To learn new skills	46	21	17	15	10	14	19	19	19
Part of my religious belief	21	15	10	13	17	25	15	17	17
No one else to do it	7	9	17	14	16	11	14	12	13
To help get on in my career	27	9	8	2	1	1	6	7	7
Had received voluntary help myself	3	5	2	5	3	4	4	4	4
To get a recognised qualification	2	2	4	1	2	1	2	2	2
Already involved in the organisation	4	1	1	1	2	1	1	2	2
Connected with my interests, hobbies	4	3	2	2	*	2	3	1	2
To give something back	0	1	2	*	1	1	2	1	1
Other	5	3	2	6	4	2	3	4	3
Base (unweighted)	*64*	*161*	*316*	*257*	*286–287*	*267*	*565*	*786–787*	*1,351–1,352*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one reason. Don't know/refusal responses excluded.

Table 5.2 Reasons for starting to volunteer, by groups at risk of social exclusion

	Current volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
I wanted to improve things, help people	55	43	48	49	53
Cause was important to me	41	41	45	42	41
I had time to spare	41	45	46	41	41
I wanted to meet people, make friends	29	29	39	33	30
Connected with needs, interests of family or friends	31	25	23	23	29
There was a need in the community	26	25	39	35	29
To use existing skills	28	19	33	25	27
Part of my philosophy of life	22	20	30	25	23
Friends/family did it	22	21	19	18	21
To learn new skills	18	18	15	19	19
Part of my religious belief	14	13	23	23	17
No one else to do it	13	10	15	12	13
To help get on in my career	7	4	4	6	7
Had received voluntary help myself	3	5	6	4	4
To get a recognised qualification	2	3	3	3	2
Already involved in the organisation	1	1	4	2	2
Connected with my interests, hobbies	2	0	1	1	2
To give something back	1	*	1	1	1
Other	4	3	4	3	3
Base (unweighted)	*948*	*164*	*211–212*	*403–404*	*1,351–1,352*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one reason. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

the most commonly identified motivation was wanting to improve things or help people (Table 5.3).

Having spare time was most commonly given as a motivation for helping by White people (43%), for whom it was the second most common reason. White people were also the ethnic group most likely to identify the connection with the needs and interests of friends and family as a reason for volunteering.

For Asian people, recognising a need in the community was the second most common motivator for volunteering (40%), with a similar proportion of Black volunteers (39%) also identifying this as a motivator, compared with only 28% of White volunteers.

The importance of religion as a reason for helping also varied significantly with ethnicity; while 38% of Asian volunteers and 34% of Black volunteers identified religious beliefs as a reason to get involved in volunteering, this was true for only 15% of White volunteers.

Other observed differences (in the identification by someone of a cause being of importance to them, the connection with someone's philosophy of life, and the connection with people's careers according to ethnicity) were not statistically significant.

As Table 5.4 indicates, people's reasons for starting to volunteer appeared to vary according to the type of volunteering activity they were carrying out.[10] For example, religious reasons were most connected with befriending and

10. Please note that these differences have not been formally tested for statistical significance.

visiting activities, while 'no one else would do it' was more associated with administrative activities than other forms of volunteering.

5.2 Finding out about volunteering

Current volunteers were asked two questions about their routes into volunteering. First they were asked about the **mechanisms** by which they found out about opportunities to help (e.g. word of mouth, radio, newspapers). Next they were asked about the **sources** of information they had used in becoming involved (e.g. from the charity or organisation itself, from libraries or from local councils), regardless of the format of this information. Respondents could and did give more than one answer to these questions.

5.2.1 Routes into volunteering

As in the 1997 National Survey of Volunteering (Davis Smith, 1998), word of mouth was the most common way in which people found out about the opportunity to volunteer in their main organisation. Two-thirds of current formal volunteers (66%) got involved through word of mouth (Table 5.5). Having previously used the services of the organisation was

Table 5.3 Reasons for involvement, by ethnicity of volunteers

	Current volunteers				
	White	Asian	Black	Mixed/ other	All
	%	%	%	%	%
I wanted to improve things, help people	54	57	56	50	53
Cause was important to me	42	30	49	41	41
I had time to spare	43	28	37	41	41
I wanted to meet people, make friends	31	27	25	28	30
Connected with needs, interests of family or friends	30	15	23	22	29
There was a need in the community	28	40	39	38	29
To use existing skills	29	19	25	31	27
Part of my philosophy of life	23	32	21	28	23
Friends/family did it	21	18	12	18	21
To learn new skills	19	23	23	23	19
Part of my religious belief	15	38	34	24	17
No one else to do it	14	6	5	11	13
To help get on in my career	7	15	11	11	7
Had received voluntary help myself	4	2	1	10	4
To get a recognised qualification	2	3	3	1	2
Already involved in the organisation	2	1	2	*	2
Connected with my interests, hobbies	2	*	0	3	2
To give something back	1	*	*	3	1
Other	4	2	9	5	3
Base (unweighted)	*1,275–1,276*	*173*	*115*	*86*	*1,351–1,352*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one reason. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table 5.4 Reasons for involvement, by type of volunteering activities

	Current volunteers													
	Fundraising	Committee	Event	Visiting	Befriending	Educating	Advice	Administration	Transport	Representing	Campaigning	Other practical help	Other help	All
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I wanted to improve things, help people	55	65	56	61	64	61	68	58	52	65	63	57	47	53
Cause was important to me	46	52	45	57	56	45	60	55	42	53	63	34	40	41
I had time to spare	40	45	44	33	42	42	35	47	45	39	34	48	40	41
I wanted to meet people, make friends	31	37	38	33	47	35	35	36	39	42	30	34	28	30
Connected with needs, interests of family or friends	36	25	34	21	20	29	24	28	43	30	21	37	15	29
There was a need in the community	29	45	38	35	43	31	44	41	30	42	42	31	38	29
To use existing skills	26	45	36	33	50	47	44	46	39	48	34	33	21	27
Part of my philosophy of life	23	30	27	35	44	26	41	29	30	32	35	23	27	23
Friends/family did it	22	18	22	24	17	22	17	24	28	21	19	20	22	21
To learn new skills	16	26	20	13	34	31	25	26	22	38	27	20	17	19
Part of my religious belief	15	25	22	45	29	23	29	20	23	20	22	19	15	17
No one else to do it	15	21	16	18	14	12	17	24	20	24	20	16	14	13
To help get on in my career	7	13	9	7	20	15	16	10	7	13	10	7	1	7
Had received voluntary help myself	3	6	4	7	11	5	10	4	5	6	4	5	2	4
To get a recognised qualification	2	2	2	1	4	3	4	3	4	4	4	2	1	2
Connected with my interests, hobbies	1	3	2	0	0	5	2	4	1	2	1	2	1	2
Already involved in organisation	2	3	3	1	4	4	3	1	2	5	1	1	2	2
To give something back	1	2	1	*	1	1	1	2	2	1	0	2	0	1
Other	3	3	4	2	3	4	3	4	5	4	6	3	3	3
Base (unweighted)	*724*	*343*	*547*	*175*	*138*	*257*	*177*	*266*	*214*	*207*	*127*	*319–320*	*95*	*3,151–3,152*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one reason. Don't know/refusal responses excluded.

the second most common way of finding out about volunteering (20%), and seeing the opportunity advertised on a leaflet or poster was the third most common (15%).

Radio (both national and local), specific volunteering websites and national newspapers were the least common ways of finding out about volunteering (all identified by 1% or less of current volunteers). In common with the 1997 National Survey of Volunteering, 2% of volunteers had found out about volunteering through visiting a Volunteer Centre or Bureau.

Although word of mouth, having been a service user and seeing a leaflet or poster were the three most common ways of finding out about volunteering for both men and women and for all age groups, there were some significant differences in the routes into volunteering according to age and sex (Table 5.5).

The use of leaflets and posters as a source of information about volunteering varied according to age, being used least by people aged 65 and over (6%) and most by those aged 35–44 (22%) and 25–34 (20%). The use of organisational websites also varied significantly with age, with the highest use being among 25–34 year olds (10%) and the lowest among those aged 65 and over (<1%).

Men were significantly more likely than women to have found out about their volunteering opportunities through word of mouth (71% compared with 63%).

Volunteers from groups at risk of social exclusion were less likely to find out about volunteering through a leaflet or poster or through an employer than those not at risk (Table 5.6). Beyond these two ways of finding out about volunteering however, the observed differences between the

Table 5.5 Routes into volunteering, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Word of mouth	73	68	66	62	68	62	71	63	66
Previously used services of the organisation	21	18	20	23	14	22	20	19	20
Leaflet or poster	13	20	22	14	14	6	12	17	15
Local event	7	5	7	10	8	3	7	6	7
Employer	8	2	8	9	8	6	5	8	7
Organisation website	3	10	5	4	4	*	5	4	4
Set up own group	4	3	1	5	7	5	5	3	4
Local newspaper	2	1	3	3	3	5	2	4	3
National or local TV	4	2	3	2	2	2	1	2	2
Visited a Volunteer Centre/Bureau	1	2	1	2	3	3	1	3	2
Involvement with the organisation, but not as a service user	0	3	2	2	1	1	1	2	2
National newspaper	1	1	1	3	1	2	2	1	1
Local radio	1	0	1	1	1	1	1	1	1
General volunteering website	0	1	*	1	1	0	1	1	1
National radio	0	1	*	*	*	*	*	1	*
Other	4	3	4	4	4	3	3	4	4
Base (unweighted)	*64*	*161*	*316*	*257*	*286*	*267*	*565*	*786*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded.

Table 5.6 Routes into volunteering, by groups at risk of social exclusion

	Current volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Word of mouth	66	71	67	67	66
Previously used services of the organisation	20	14	23	20	20
Leaflet or poster	17	11	11	11	15
Local event	7	6	4	6	7
Employer	8	5	3	4	7
Organisation website	4	6	1	4	4
Set up own group	5	4	4	3	4
Local newspaper	3	5	4	4	3
National or local TV	1	3	1	2	2
Visited a Volunteer Centre/Bureau	2	5	2	4	2
Involvement with the organisation, but not as a service user	2	2	2	1	2
National newspaper	1	3	1	2	1
Local radio	1	1	1	1	1
General volunteering website	*	2	*	1	1
National radio	*	1	*	1	*
Other	3	5	2	4	4
Base (unweighted)	*948*	*164*	*211*	*403*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

two categories of respondents were not significant. (It is worth noting, however, the significantly lower proportion of respondents with a limiting, long-term illness or disability using websites to access information compared with other respondents.)

The ways in which people from different ethnic groups found out about the opportunity to volunteer in their main organisations were broadly similar, with only the use of TV and of organisational websites varying significantly (Table 5.7). While 8% of Asian volunteers found out about volunteering through local or national TV, this was true for 3% of Black and 2% of White volunteers. Similarly, while 10% of Asian volunteers found out about volunteering through their organisation's own website, this was true for 4% of Black volunteers and 4% of White volunteers.

Table 5.8 shows how people found out about those opportunities, according to the types of volunteering activities undertaken.[11] Word of mouth was the most common route into volunteering across all types of activities, while having previously used the services of the organisation was the second most common across all activities (highest among committee members and those undertaking administrative roles) except for campaigning, for which leaflets and posters were the second most common (followed closely by previously being a service user).

5.2.2 Sources of information about volunteering

Half of all current formal volunteers had not used any of the organisational sources of information that were listed (Table 5.9). This is likely to reflect the large number of

11. Please note that these differences have not been formally tested for statistical significance.

respondents who found out about volunteering through word of mouth.

Information provided directly by a national (19%) or local (18%) organisation were the most common sources for current formal volunteers, and this was true among all age groups, sexes and ethnic groups.

There were no significant differences in the sources of information used by different age groups or by men and women (Table 5.9), although slight variations did exist.

The only difference in the sources of information used by volunteers from groups at risk of social exclusion and those not at risk was with regard to local organisations – volunteers from at-risk groups were less likely to get information from a local organisation than those not from at-risk groups (14% and 19% respectively, see Table A.5.1).

Similarly, there was little difference in the sources of information identified by different ethnic groups, with the exception of community centres (Table A.5.2). While 9% of Asian volunteers reported community centres as a source of volunteering information, this was so for only 3% of Black and 1% of White volunteers.

Table 5.7 Routes into volunteering, by ethnicity

	Current volunteers				
	White	Asian	Black	Mixed/ other	All
	%	%	%	%	%
Word of mouth	67	63	57	61	66
Previously used services of the organisation	19	17	19	19	20
Leaflet or poster	15	16	11	11	15
Local event	7	7	10	6	7
Employer	7	5	7	11	7
Organisation website	4	10	4	10	4
Set up own group	5	5	1	7	4
Local newspaper	3	2	1	7	3
National or local TV	2	8	3	1	2
Visited a Volunteer Centre/Bureau	2	3	4	2	2
Involvement with the organisation, but not as a service user	2	2	1	0	2
National newspaper	1	5	3	1	1
Local radio	1	4	3	1	1
General volunteering website	1	*	5	3	1
National radio	*	1	0	1	*
Other	3	1	6	6	4
Base (unweighted)	*1,275*	*173*	*115*	*86*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table 5.8 Routes into volunteering, by types of volunteering activities

	Current volunteers													
	Fundraising %	Committee %	Event %	Visiting %	Befriending %	Educating %	Advice %	Administration %	Transport %	Representing %	Campaigning %	Other practical help %	Other help %	All %
Word of mouth	67	68	71	70	66	70	65	64	68	66	67	67	51	66
Previously used services of the organisation	19	25	23	17	24	21	23	26	20	23	18	21	18	20
Leaflet or poster	19	12	13	10	12	8	10	13	6	11	30	13	14	15
Local event	7	7	8	5	2	3	2	6	5	7	12	4	9	7
Employer	6	5	4	6	10	6	9	5	6	8	12	7	4	7
Organisation website	3	4	4	5	5	4	6	6	4	5	8	3	6	4
Set up own group	4	10	6	5	10	6	7	12	8	10	12	4	4	4
Local newspaper	3	4	3	4	7	3	5	5	3	4	4	3	3	3
National or local TV	2	0	*	*	0	*	2	*	0	0	2	*	2	2
Visited a Volunteer Centre/ Bureau	1	3	1	2	4	2	1	1	1	2	0	3	3	2
Involvement with the organisation, but not as a service user	2	2	2	4	3	2	1	2	4	3	1	2	4	2
National newspaper	2	*	*	*	0	1	0	*	0	*	2	0	0	1
Local radio	1	0	1	1	4	*	*	*	1	1	0	2	0	1
General volunteering website	*	2	1	0	1	*	*	*	0	1	0	0	2	1
National radio	1	0	*	*	0	*	0	*	0	0	0	0	*	*
Other	3	2	2	1	3	3	4	3	3	4	4	4	4	4
Base (unweighted)	*724*	*343*	*547*	*175*	*138*	*257*	*177*	*266*	*214*	*207*	*127*	*319*	*95*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded.

Table 5.9 Sources of information on volunteering, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
National organisation	18	16	21	22	18	17	20	18	19
Local organisation	20	15	16	17	25	16	16	19	18
Local council	3	3	4	7	7	6	7	4	5
Library	5	2	3	4	*	3	3	3	3
Charity shop	3	2	2	1	3	2	1	3	2
Community centre	3	2	2	2	2	2	1	3	2
Doctor's surgery	0	0	3	2	4	3	1	2	2
Citizens Advice Bureau	2	3	0	*	2	1	*	1	1
Volunteer Centre/Bureau	2	0	1	1	1	1	1	2	1
www.do-it.org.uk	0	2	1	0	0	0	1	*	1
Other	18	8	10	12	15	10	14	10	12
None of these	40	59	54	48	40	54	49	51	50
Base (unweighted)	*64*	*161*	*316*	*257*	*286*	*267*	*565*	*786*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded.

6 The organisation of volunteering

Summary

- Advice and support were available for a majority (83%) of volunteers within the main organisation they helped. However, most volunteers felt that they did not need advice and support (although this was less true among regular volunteers). Nearly all (94%) of those volunteers who said they needed them felt the advice and support they received were adequate.
- Fifty-four per cent of current volunteers said they had not incurred any expenses in the past year. Of those who had incurred expenses, 77% had not had any of those expenses reimbursed and 17% had had only some of their expenses reimbursed.
- Seventy-nine per cent of volunteers had not received any training for their role within their main organisation, although regular volunteers were more likely than occasional volunteers to have done so. Among those who had received training, nearly all (96%) felt it was adequate.
- A majority of volunteers (78%) had **not** been asked to attend an interview before commencing their activities, nor had they been provided with a role description (81%), had their references taken up (89%), been asked for details of criminal convictions (82%) or been subject to Criminal Records Bureau (CRB) checks (82%). The likelihood of receiving each of these interventions increased among regular volunteers when compared with occasional volunteers.
- Those who had been asked to attend an interview, had their references taken up, been asked for details of criminal convictions or been subject to a CRB check generally did not mind.
- On the whole, volunteers were not overly concerned about issues connected with risk, although 10% had worried about issues of risk connected with their volunteering. Very few had considered stopping because of any concerns about risk (2%), and fewer still had been involved in incidents that had resulted in organisations being sued (<1%). In terms of information provided by organisations, 27% of volunteers had been given information about how to reduce risks.

6.1 Introduction

The rise of volunteer management practices has been well reported (for example Davis Smith, 1996). Not since the 1997 National Survey of Volunteering (NSV) (Davis Smith, 1998), however, have volunteers systematically been asked on a national basis about their experience of and attitudes towards various volunteer management practices.

All current formal volunteers were asked a series of questions about the organisation of their volunteering in the **main** organisation that they helped.[12]

6.2 Advice and support

Volunteers were asked whether or not they felt they needed advice and support for their volunteering activities and their perceptions of the advice and support that were available.

6.2.1 Availability of advice and support

Advice and support were available for a majority (83%) of volunteers. (The study did not explore in detail where that advice and support came from.) For a significant minority of volunteers (18%) there was no one available to offer support. Volunteers for organisations concerned with health or disability or with sport were least likely to say that advice was available (71% and 75% said so respectively – see Table A.6.1). In contrast, 92% of volunteers with local or community groups said advice was available.

6.2.2 Need for advice and support

Most volunteers (82%) did not feel that they needed advice and support (Table 6.1). The proportion of volunteers feeling the need for advice and support had declined significantly between 1997 and 2006/07, from 22% to 18%.

In 2006/07, there was, however, a significant difference in the perceived need for advice and support among regular and occasional volunteers. Regular volunteers were significantly

12. Respondents who helped more than one organisation were asked to think about the main organisation with which they volunteered. The question prompted them to select the organisation for which they had done most (i.e. had spent most time helping). Bases throughout this chapter exclude some respondents who selected a type of informal volunteering as their main organisation. They also exclude some respondents who were not initially identified as having volunteered in the last year and so were not asked the questions about their main organisation.

Table 6.1 Need for advice and support

	Helping Out 2006/07			NSV 1997
	Occasional volunteers %	Regular volunteers %	All current volunteers %	Current volunteers %
Yes, do feel the need for advice and support	10	24	18	22
No, never feel the need for advice and support	90	76	82	77
Base (unweighted)	*510*	*838*	*1,350*	*704*

Base: All current formal volunteers. Don't know/refusal responses excluded.

more likely to feel that they needed advice and support than occasional volunteers (24% compared with 10%).[13]

Volunteers for religious organisations were the most likely to want advice and support (24% did so – see Table A.6.1). Volunteers for schools or other educational organisations (11%) and for organisations related to health or disability (10%) were the least likely.

Table 6.2 Need for advice and support, by type of volunteering activity

	Proportion of current volunteers needing advice and support %	*Base (unweighted)*
Raising, handling money	18	*723*
Organising, helping run an event	25	*546*
Committee member	37	*342*
Secretarial, administrative, clerical	37	*265*
Educating	35	*256*
Representing	34	*207*
Transporting	23	*214*
Visiting people	34	*174*
Giving advice, information, counselling	45	*177*
Befriending	34	*138*
Campaigning	28	*127*
Other practical help	18	*319*
Other help	17	*95*
All	18	*1,350*

Base: All current formal volunteers. Don't know/refusal responses excluded.

The perceived need for advice and support did not vary significantly according to age or sex. It did, however, vary slightly according to the types of activities that volunteers were engaged in. Those involved in advice, administrative, committee, educating, befriending, representing and visiting roles were most likely to feel the need for advice and support (Table 6.2).

6.2.3 Satisfaction with advice and support

Those who felt they needed advice and support were generally pleased with the advice and support they received (Table 6.3). Nearly all (94%) of the volunteers who said they needed them felt the advice and support they received were adequate, with 59% saying they were very adequate.

Table 6.3 Perceived adequacy of advice and support

	Current volunteers needing advice and support %
Very adequate	59
Fairly adequate	35
Fairly inadequate	4
Very inadequate	3
Base (unweighted)	*285*

Base: All current formal volunteers who felt they needed advice and support. Don't know/refusal responses excluded.

*13. Throughout this chapter, regular and occasional volunteers refer to the level of help given to the **main** organisation. Occasional volunteers include episodic or one-off volunteers as well as those who helped more often. See Chapter 1 or Appendix C for the full definitions.*

6.3 Payment of expenses

Over half (54%) of all current volunteers had not incurred any expenses (Table 6.4). However, regular volunteers were more likely to incur expenses than occasional volunteers (69% of occasional volunteers had not incurred expenses, compared with 42% of regular volunteers).

Table 6.4 Reimbursement of expenses, by volunteer status

	Occasional volunteers %	Regular volunteers %	Current volunteers %
All expenses reimbursed	2	4	3
Some expenses reimbursed	3	11	8
No expenses reimbursed	26	42	36
None incurred	69	42	54
Base (unweighted)	*510*	*839*	*1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Comparing findings between 2006/07 and 1997 suggests that there has been little (or no) change in the proportion of volunteers who do not incur expenses (Table 6.5). There has been little change in the proportion of volunteers who have all or some of their expenses reimbursed, but a significant increase in the proportion of volunteers who reported that none of their expenses were reimbursed.

Table 6.5 Reimbursement of expenses, comparison with previous studies

	Helping Out 2006/07 Current volunteers %	NSV 1997 Current volunteers %
All expenses reimbursed	3	8
Some expenses reimbursed	8	12
No expenses reimbursed	36	22
None incurred	54	58
Base (unweighted)	*1,351*	*704*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Of those volunteers who had incurred expenses, a majority (77%) did not have any of them reimbursed (Table 6.6). Just 7% of current formal volunteers who had incurred expenses had them all reimbursed, with an additional 17% having had some of their expenses reimbursed. There was no significant difference in the reimbursement of incurred expenses according to volunteer status, nor by age or sex.

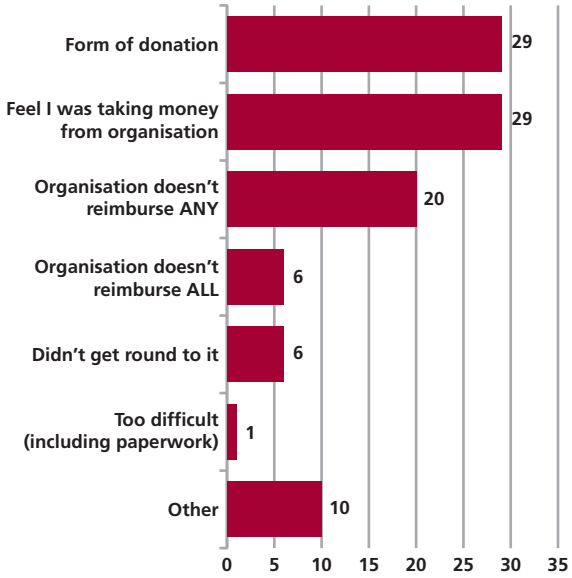
Table 6.6 Reimbursement of expenses for those incurring expenses, by volunteer status

	Occasional volunteers %	Regular volunteers %	Current volunteers %
All expenses reimbursed	5	7	7
Some expenses reimbursed	11	19	17
No expenses reimbursed	85	73	77
Base (unweighted)	*177*	*516*	*694*

Base: All current formal volunteers who had incurred expenses. Don't know/refusal responses excluded.

Those volunteers who had incurred expenses but had not had them all reimbursed were asked why this was the case. As Figure 6.1 indicates, there was a range of reasons why expenses were not reimbursed. For some volunteers (29%), expenses were seen as a form of donation to an organisation and as such they did not seek to have them reimbursed. For others (29%), asking for expenses to be reimbursed would feel like taking money away from the organisation and so they chose not to do so. However, in 20% of cases respondents said that 'the organisation does not reimburse any expenses' and in an additional 6% of cases it 'does not reimburse all expenses'.

Figure 6.1 Reasons for non-reimbursement of expenses



Base: All current formal volunteers who were not having all expenses reimbursed (n=650). Don't know/refusal responses excluded.

The proportion of volunteers incurring expenses varied with the type of activity undertaken and organisation helped (Table A.6.2 and Table A.6.3). Volunteers for sports organisations were more likely to incur expenses, whereas those volunteering in schools or health-related organisations were the least likely. Those involved in transporting (80%) were most likely to incur expenses, while those involved in fundraising (46%) were least likely. Among those who had incurred expenses, those involved in transporting or befriending were least likely to have had their expenses reimbursed.

6.3.1 Receiving fees or allowances

All current formal volunteers were also asked whether or not they received any fees or allowances from their main organisation, in addition to the reimbursement of any expenses. A majority (97%) had not received any fees or allowances, while 3% had received some form of 'payment' above and beyond the reimbursement of expenses.

6.4 Provision of training

Four-fifths (79%) of all current formal volunteers had not received any training for the volunteering they undertook for their main organisation; one-fifth (19%) had received training; and a small number (2%) were already trained (Table 6.7). The receipt of training had not changed significantly between 1997 and 2006/07.

There was, however, a significant difference in receipt of training according to the status of volunteers, with regular volunteers more likely to have received training from their main organisation than occasional volunteers (25% compared with 10%).

There was no significant difference in receipt of training according to age or sex, but the type of volunteering activity did make a difference as to whether or not training was received (Table 6.8). Volunteers involved in giving advice were most likely to receive training (43%), followed by those involved in befriending (40%), educating (36%) and visiting (35%). Those involved in raising or handling money were least likely to receive training (16%).

Table 6.7 Receipt of training, by volunteer status

	Helping Out 2006/07			NSV 1997
	Occasional volunteers %	Regular volunteers %	All current volunteers %	Current volunteers %
Have received training	10	25	19	18
Have not received training	89	72	79	76
Already trained	1	3	2	6
Base (unweighted)	*510*	*839*	*1,351*	*704*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Table 6.8 Receipt of training, by type of volunteering activity

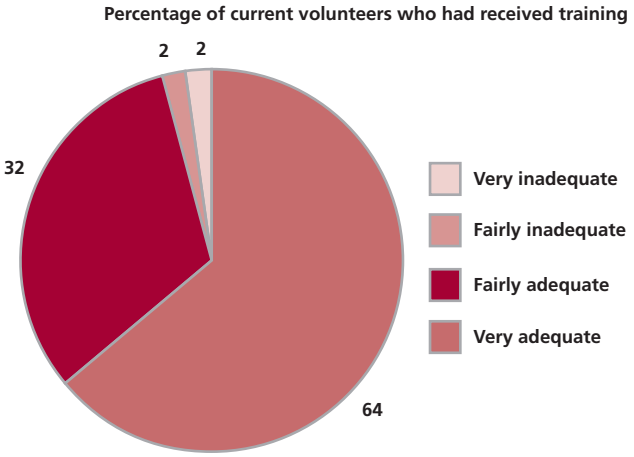
	Yes %	No %	Already trained %	*Base*
Raising, handling money	16	82	2	*724*
Organising, helping run an event	22	75	2	*547*
Committee member	29	69	3	*343*
Secretarial, administrative, clerical	29	70	1	*266*
Educating	36	61	3	*257*
Representing	31	66	3	*207*
Transporting	26	73	2	*214*
Visiting people	35	63	2	*175*
Giving advice, information, counselling	43	56	1	*177*
Befriending	40	59	1	*138*
Campaigning	30	70	0	*127*
Other practical help	21	78	2	*319*
Other help	16	83	1	*95*
All	19	79	2	*1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded.

6.4.1 Satisfaction with training

Most (96%) volunteers who had received training thought it was adequate (Figure 6.2).

Figure 6.2 Perceived adequacy of training



Base: All current formal volunteers who had received training (n=285). Don't know/refusal responses excluded.

6.5 Elements of volunteer management

All current volunteers were asked about various other forms of volunteer management, connected both with their recruitment and with ongoing involvement in the main organisation they helped. This section discusses the individual elements of volunteer management.

6.5.1 Interview

A majority of volunteers (78%) had not been asked to attend an interview, or chat, at any stage by their main organisation (Table 6.9). With 14% of volunteers having taken part in an interview in 1997, compared with around a fifth in 2006/07, it would appear that interviewing (formally or informally) is becoming an increasingly common practice.

There was a significant difference between regular and occasional volunteers as to whether or not they had been interviewed. Regular volunteers were significantly more likely to have had an interview prior to commencing their volunteering than were occasional volunteers (24% compared with 11%).

There was no significant difference in taking part in an interview or chat according to age or sex, but there were

Table 6.9 Experience of interview prior to volunteering, by volunteer status

	Helping Out 2006/07			NSV 1997
	Occasional volunteers %	Regular volunteers %	All current volunteers %	Current volunteers %
Yes, did have an interview	11	24	19	14
Yes, not initially but at a later stage	1	3	2	–
No, did not have an interview	87	72	78	86
Base (unweighted)	*510*	*839*	*1,351*	*704*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Table 6.10 Being asked to interview, by type of volunteering activity

	Yes %	Not initially, but later %	No %	*Base*
Raising, handling money	17	2	81	*724*
Organising, helping run an event	19	3	78	*547*
Committee member	22	2	76	*343*
Secretarial, administrative, clerical	24	2	74	*266*
Educating	30	2	67	*257*
Representing	25	1	74	*207*
Transporting	26	2	73	*214*
Visiting people	31	3	66	*175*
Giving advice, information, counselling	32	*	68	*177*
Befriending	40	3	57	*138*
Campaigning	23	3	75	*127*
Other practical help	19	4	78	*319*
Other help	26	1	72	*95*
All	19	2	78	*1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded.

some variations according to the types of activities volunteers were involved in (Table 6.10). Those volunteers involved in befriending (40%) and giving advice (32%) were most likely to have had an interview before commencing their volunteering, whereas those involved in fundraising were least likely to have done so (17%).

As to whether or not they minded being asked to take part in an interview or chat, the vast majority of volunteers who had been asked to do so did not mind at all (Table 6.11).

Table 6.11 Attitudes towards interviews

	Current volunteers who were asked for interview %
Did not mind at all	99
Minded a bit	1
Minded a lot	*
Base (unweighted)	*307*

Base: All current formal volunteers who had an interview or chat, initially or at a later stage. Don't know/refusal responses excluded.

Table 6.12 Participation in different volunteer recruitment practices, by volunteer status

	Helping Out 2006/07			NSV 1997
	Occasional volunteers %	Regular volunteers %	All current volunteers %	Current volunteers %
Role description provided	13	24	19	17
References taken up	5	16	11	9
Asked for details of criminal convictions	10	24	18	–
CRB check	9	25	18	–
Base (unweighted)	*505–510*	*835–839*	*1,342–1,351*	*704*

Base: All current formal volunteers. Don't know/refusal responses excluded.

6.5.2 Role descriptions, references and Criminal Records Bureau checks

The majority of current formal volunteers had not been provided with a role description, had references taken up, been asked for details of criminal convictions, or been subject to a Criminal Records Bureau (CRB) check; a significant minority had, however (Table 6.12), and there had been a slight increase in some of these practices since 1997, although not statistically significant.

Again, the status of volunteers made a significant difference to whether or not they were asked to go through these various processes (Table 6.12). While 24% of regular volunteers received a written role description, this was true among 13% of occasional volunteers. Similarly, while 25% of regular volunteers were subject to a CRB check, this was true of only 9% of occasional volunteers.

There were no significant differences in volunteers being provided with a role description or having their references taken up according to sex (Table 6.13). Age made a difference as to whether volunteers were provided with a role description, with those in the youngest age category (16–24) most likely to have been given one. Age and sex both made a difference as to whether or not volunteers were asked to undergo a CRB check. Older people aged 65 and over were least likely to be asked to undergo a CRB check, and while 21% of women were CRB checked, this was true for 15% of men. Women were also more likely than men to be asked to provide details of criminal convictions. It is possible that these age–sex patterns might also be linked to the types of help provided or organisations helped.

Table 6.13 Participation in different volunteer recruitment practices, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Role description provided	33	13	16	23	15	20	18	20	19
References taken up	11	13	10	13	13	9	10	12	11
Asked for details of criminal convictions	28	18	21	18	14	12	14	21	18
CRB check	25	19	22	22	16	10	15	21	18
Base (unweighted)	*62–64*	*160–161*	*314–316*	*256–257*	*284–286*	*265–267*	*561–565*	*781–786*	*1,342–1,350*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Table 6.14 Participation in different volunteer recruitment practices, by volunteer activity

	Current volunteers													
	Fundraising	Committee	Event	Visiting	Befriending	Educating	Advice	Administration	Transport	Representing	Campaigning	Other practical help	Other help	All
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Role description provided	18	30	20	31	40	28	37	29	23	34	30	18	20	19
References taken up	10	12	12	16	24	19	24	12	18	20	11	13	20	11
Asked for details of criminal convictions	16	21	23	27	34	35	30	18	27	28	15	22	15	18
CRB check	17	23	27	27	34	41	25	18	29	28	15	23	13	18
Base (unweighted)	*721–723*	*340–343*	*544–547*	*175*	*136–138*	*256–257*	*175–177*	*263–266*	*212–214*	*205–207*	*124–127*	*319*	*94–95*	*1,342–1,350*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Table 6.15 Reflections on different aspects of volunteer management

	Not mind at all %	Mind a bit %	Mind a lot %	*Base (unweighted)*
References taken up	97	3	0	*173*
Asked for details of criminal convictions	96	2	2	*258*
CRB check	97	1	2	*270*

Base: All current formal volunteers who had received individual volunteer management interventions. Don't know/refusal responses excluded.

The types of activities that volunteers were undertaking also made a difference to whether or not they were subject to these different procedures (Table 6.14).[14] For example, 18% of volunteers undertaking fundraising activities received a role description, and this increased to 40% and 37% of those undertaking befriending and advice roles. Similarly, while 17% of people undertaking fundraising activities were subject to a CRB check, this increased to 41% for those involved in educating activities.

Limited comparisons can be made between the prevalence of these procedures among different types of organisation because of the small number of respondents volunteering with some types of organisation. However, there were some differences in these procedures according to the types of organisations people were volunteering for (Table A.6.4). For example, while 36% of volunteers within children and young people's organisations were asked to provide details of criminal convictions, no volunteers within conversation and environmental organisations and only 2% in hobbies, recreation and social clubs were asked to do so. Similar patterns were found for take-up of CRB checks.

6.5.3 Reflections on role descriptions, references and Criminal Records Bureau checks

All current formal volunteers were asked whether or not they felt that receiving a role description for their volunteering activity would be a good thing. Most disagreed, with 35% saying it would be a good thing but 65% saying it would not be a good thing.

Of those volunteers who had had references taken up, been asked for details of criminal convictions or been subject to a CRB check, the majority did not mind at all (Table 6.15).

6.6 Risk management

Concerns about risk and the implementation of risk management practices are becoming increasingly common within volunteer-involving organisations (Gaskin, 2006) and beyond. All current volunteers were asked about their experience of risk and risk management within the main organisation that they volunteer for.

On the whole, most volunteers were not overly concerned about issues connected with risk (Table 6.16). One in ten volunteers (10%) had worried about issues of risk connected with their volunteering, although this was significantly higher for regular volunteers (13%) than for occasional volunteers (7%). Very few, however, had considered stopping because of any concerns about risk (2%), and fewer still had been involved in incidents that had resulted in organisations being sued (<1%). Chapter 8 suggests, however, that the fear of risk might be of much more concern for non-volunteers.

In terms of information provided by organisations, around a quarter of volunteers had been given information about how to reduce risks or information about the organisation's insurance cover, although again this was more common among regular volunteers (around a third) than among occasional volunteers (17% and 15% respectively).

There were some significant differences in the experience of risk and risk management practices according to age or sex (Table 6.17). Those aged 16–24 and 55–64 were the age groups least likely to have considered stopping volunteering because of concerns about risk. The likelihood of being asked or told about an organisation's insurance cover also varied with age, with young people aged 16–24 being least likely to have received such information. Women were less likely than men to have worried about the risks of volunteering.

14. Please note that these differences have not been formally tested for statistical significance.

Table 6.16 Experience of risk and risk management, by volunteer status

	Occasional volunteers %	Regular volunteers %	Current volunteers %
Worried about risks of volunteering	7	13	10
Considered stopping volunteering because of concerns about risks	2	3	2
Been given information by organisation on how to reduce risks	17	34	27
Asked or been told about organisation's insurance cover	15	33	26
Not been able to do an activity because of insurance risks	3	10	7
Been involved in an incident which resulted in organisation being sued	*	*	*
Base (unweighted)	*507–510*	*836–839*	*1,345–1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded.

Table 6.17 Experience of risk and risk management, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Worried about risks of volunteering	9	6	13	13	9	10	12	9	10
Considered stopping volunteering because of concerns about risks	0	2	4	3	1	2	4	1	2
Been given information by organisation on how to reduce risks	33	19	26	32	24	29	27	27	27
Asked or been told about organisation's insurance cover	15	19	26	32	31	27	28	24	26
Not been able to do an activity because of insurance risks	14	6	8	8	5	4	6	7	7
Been involved in an incident which resulted in organisation being sued	0	0	1	1	*	*	1	*	*
Base (unweighted)	*63–64*	*160–161*	*314–316*	*257*	*285–286*	*266–267*	*562–565*	*783–786*	*1,345–1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded.

There were also differences in the experiences of risk management according to the type of volunteering activity undertaken (Table 6.18). Those involved in giving advice (48%) and representing (45%) were most likely to have been given information on how to reduce risk, while those involved in raising money (29%) or organising an event (33%) were least likely to have been given information. Those involved in committees (50%), administrative activities (47%) or representing (47%) were most likely to have asked or been told about insurance cover for risk.

Table A.6.5 looks at experiences of risk management according to the field of interest of the organisation helped.

Unsurprisingly, volunteers for organisations concerned with children and young people tended to have more experience overall of risk management strategies: 34% knew about the organisation's insurance cover, 15% had been prevented from doing an activity and 17% had worried about the risks of volunteering. (They were also the volunteers most likely to have been given information on how to reduce risks, although this was not statistically significant.) Sports volunteers were the most likely to know about insurance cover (36%), while volunteers for religious organisations were more likely to have been told how to reduce risks (35%). Volunteers for local and community organisations were more likely to worry about the risks of volunteering (15%), and a higher proportion of volunteers for hobby and interest groups had been prevented from doing an activity because of insurance risks (12%).

Table 6.18 Experience of risk and risk management, by type of volunteering activity

Proportion saying yes	Been given info on risk %	Asked/been told about insurance %	*Base (unweighted)* %
Raising, handling money	29	27	*720–723*
Organising, helping run an event	33	35	*546–547*
Committee member	42	50	*343*
Secretarial, administrative, clerical	40	47	*265–266*
Educating	40	33	*256–257*
Representing	45	47	*207*
Transporting	34	42	*213–214*
Visiting people	41	39	*174–175*
Giving advice, information, counselling	48	46	*176–177*
Befriending	44	40	*137*
Campaigning	42	42	*126*
Other practical help	32	30	*319*
Other help	24	19	*95*
All	27	26	*1,345–1,350*

Base: All current formal volunteers. Don't know/refusal responses excluded.

6.7 The opportunity to manage others

Volunteers were also asked about opportunities within their main organisation to manage other volunteers. Just over four-fifths (83%) of volunteers had not had the opportunity to manage others (Table 6.19). Regular volunteers were more likely than occasional volunteers to have had the opportunity to do so.

Table 6.19 The opportunity to manage others, by volunteer status

	Occasional volunteers %	Regular volunteers %	Current volunteers %
Yes, had the opportunity to manage others	7	25	*17*
No, have not had the opportunity to manage others	93	75	*83*
Base (unweighted)	*510*	*839*	*1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded.

7 The benefits and drawbacks of volunteering

Summary

- Regular volunteers were generally positive about their volunteering experiences, with 97% saying that they could cope with the things they were asked to do by their main organisation, 95% saying that their efforts were appreciated and 91% agreeing that they were given the opportunity to take part in activities they liked to do.
- However, several issues were highlighted. For example, 31% of regular volunteers felt that their volunteering could be much better organised (which, although this indicated a considerable improvement on the results of the 1997 National Survey of Volunteering, is still a concern). Twenty-eight per cent of regular volunteers felt that there was too much bureaucracy involved and 24% felt that they could not leave their volunteering as there was no one else to take it over.
- Volunteers had mixed views on the importance of having their help recognised, with half feeling that it was important and half not. Young people were more likely than older people to think it was important.
- Whether they felt it was important or not, most volunteers felt they received enough recognition. The most popular, and most commonly received, forms of recognition were thanks, verbal and written, from the organisation volunteered for.
- Half (51%) of regular volunteers were unaware that they could gain qualifications through their volunteering, and only a small proportion (6%) had done so.
- Volunteers reported a number of benefits from helping organisations, with 97% reporting that getting satisfaction from seeing the results of their volunteering was an important benefit, and 98% saying enjoyment and 93% saying personal achievement were important benefits of volunteering. There were some differences in the benefits highlighted according to age, sex and ethnicity.

7.1 Introduction

This chapter focuses on the experiences of and reflections from regular formal volunteers (i.e. those who volunteer at least once every month), within their main organisation.[15] It looks at the benefits but also the drawbacks associated with volunteering.

7.2 Reflections on the experience of volunteering: the highs and lows

Regular volunteers were asked to reflect on the good and bad points of their volunteering, particularly with regard to different aspects of the ways in which their volunteering is organised.

As Table 7.1 indicates, most people were positive about their volunteering experiences. Nearly all regular volunteers said that they could cope with the things they were asked to do by their main organisation (97%) and that their efforts were appreciated (95%). A majority of volunteers also agreed that they were given the opportunity to do activities that they liked (91%), although fewer 'definitely agreed' with this statement compared with the previous two.

On the whole, volunteers were also happy with the workload they were given, with 84% agreeing that the organisation had reasonable expectations of them in this regard. Many (70%) also agreed that they were given the chance to influence the development of the main organisation they were involved in.

However, while a majority of respondents were, on the whole, positive about the experience of volunteering, a number of drawbacks were identified, with a significant minority of regular volunteers highlighting issues connected to the organisation of their volunteering.

Nearly a third (31%) of regular volunteers felt that their volunteering could have been much better organised. This figure has decreased significantly from the 71% of respondents who reported in 1997 that their volunteering could be much better organised (Davis Smith, 1998),

15. Respondents who helped more than one organisation were asked to think about the main organisation with which they volunteered. The question prompted them to select the organisation for which they had done most (i.e. had spent most time helping). The bases reported throughout the chapter exclude some respondents who volunteered regularly with organisations other than the one they selected as their main organisation. They also exclude some respondents who were not initially identified as having volunteered in the last year and so were not asked the questions about their main organisation.

suggesting considerable improvements (see below for further discussion). Nonetheless, with nearly a third of respondents identifying this as an issue, it is still an area for concern. Twenty-eight per cent of volunteers felt that there was too much bureaucracy and 17% felt it was becoming too much like paid work. One-quarter (24%) of respondents felt that they could not leave the organisation as there was no one else to take over from them.

Although direct comparisons are difficult due to changes in the format of the questions, on the whole, evidence suggests that the situation seems to have improved somewhat since the last National Survey of Volunteering in 1997. As highlighted above, volunteers were significantly less likely to think that their volunteering could be better organised (31% agreed with this in 2006/07 compared to 71% in 1997), and fewer thought that volunteering took up too much of their time (down to 13% from 31%) or that the organisation wasn't going anywhere (8% from 16%). More volunteers in 2006/07, however, reported that the organisation did not really need their help (up from 5% in 1997 to 9% in 2006/07).

In general, men and women and people from different age groups did not vary significantly in their responses to the experience of volunteering (Table 7.2). However, people aged between 35 and 54 years old tended to be the most critical of their experiences. For example, there was a significant difference in the reporting of excessive bureaucracy within organisations according to age, with 35% of 35–44 year olds and 34% of 45–54 year olds identifying this as an issue, compared with 20% of 16–34 year olds. While the views of men and women towards most aspects of their volunteering did not vary significantly, men were more likely than women to report that things could be much better organised (37% compared with 27%).

Volunteers from groups at risk of social exclusion were significantly more likely to report feeling that volunteering was becoming too much like paid work than were volunteers not

Table 7.1 The highs and lows of volunteering

	Definitely agree %	Tend to agree %	Tend to disagree %	Definitely disagree %	*Base (unweighted)*
I can cope with the things I'm asked to do	69	28	2	1	*831*
My efforts are appreciated by the organisation	62	33	4	1	*829*
I am given the opportunity to do the sort of things I like to do	49	42	6	3	*830*
The organisation has reasonable expectations in terms of workload	36	48	10	6	*819*
I am given the opportunity to influence the development of the organisation	26	44	19	12	*825*
I feel things could be much better organised	8	23	41	28	*831*
I feel there is too much bureaucracy	8	20	38	35	*821*
I feel I would be unable to leave my role as there is no one else to take my place	8	16	40	36	*827*
I feel that volunteering is becoming too much like paid work	4	13	39	44	*830*
I feel the organisation is too concerned about risk	4	7	40	49	*826*
My involvement takes up too much time	3	10	37	50	*833*
My help is not really needed	3	6	36	56	*831*
I feel the organisation isn't really going anywhere	3	5	29	63	*829*
I get bored or lose interest in involvement	1	6	27	67	*832*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

Table 7.2 The highs and lows of volunteering, by age and sex

	Regular volunteers							
	Age					Sex		All
Proportion agreeing with statements	16–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
I can cope with the things I'm asked to do	98	99	95	96	98	97	98	97
My efforts are appreciated by the organisation	97	94	94	96	94	94	95	95
I am given the opportunity to do the sort of things I like to do	92	92	90	91	89	88	93	91
The organisation has reasonable expectations in terms of workload	84	82	87	86	82	84	84	84
I am given the opportunity to influence the development of the organisation	73	68	73	70	63	71	68	69
I feel things could be much better organised	28	37	31	31	30	37	27	31
I feel there is too much bureaucracy	20	35	34	21	30	28	27	27
I feel I would be unable to leave my role as there is no one else to take my place	17	29	22	25	27	22	25	24
I feel that volunteering is becoming too much like paid work	16	18	23	16	14	15	19	17
I feel the organisation is too concerned about risk	9	11	13	9	13	13	10	11
My involvement takes up too much time	16	16	14	11	8	15	12	13
My help is not really needed	10	6	10	6	11	10	8	9
I feel the organisation isn't really going anywhere	3	10	11	5	10	10	6	8
I get bored or lose interest in involvement	10	6	7	1	5	6	6	6
Base (unweighted)	*124–125*	*166–170*	*155–157*	*184–188*	*187–193*	*332–338*	*487–495*	*819–833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

at risk (24% of volunteers from at-risk groups agreed with this statement compared with 15% of volunteers from not-at-risk groups).

While there were few differences in the reporting of positive aspects of volunteering according to ethnic groups, there was greater difference in reporting on some of the drawbacks to volunteering (Table 7.3).

White people were the ethnic group most likely to report feeling that there would be no one else to take their place if they withdrew from an organisation.

Black volunteers (44%) were the most likely to report feeling that volunteering had become too much like paid work. Black volunteers (26%) were also the ethnic group most likely to report that the main organisations they were involved in were becoming too concerned about risk.

Whether volunteers felt that their involvement took up too much of their time also varied with ethnicity, with 22% of Black and Asian volunteers agreeing with this statement compared with 11% of White volunteers.

In general there was not much variation in attitudes to volunteering depending on the type of activity undertaken, especially as regards the positive aspects of volunteering. However, there was some variation by activity in the proportion of volunteers reporting that it took up too much time. Those involved in campaigning (33%) or representing (25%) were the most likely to agree that volunteering took

up too much time while those involved in raising money (13%) were least likely to agree. Those involved in administration (38%) or transportation (37%) were most likely to agree that there was too much bureaucracy. Volunteers helping through administration (41%) were also most likely to agree that they felt unable to leave because there was no one to take their place (see Table A.7.1).

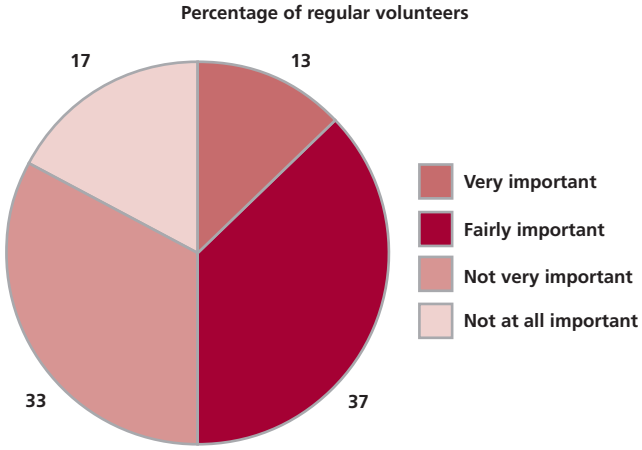
7.3 Recognition and qualifications

Regular volunteers were asked a series of questions specifically about the recognition that they received for their volunteering. These questions covered different forms of recognition, from a simple thank you through to award schemes and qualifications.

7.3.1 The importance of recognition

Volunteers had mixed views as to how important receiving recognition was, with half stating that it was important and half not (Figure 7.1).

Figure 7.1 Importance of receiving recognition



Base: All current formal volunteers who volunteered regularly with their main organisation (n=832). Don't know/refusal responses excluded.

Table 7.3 The highs and lows of volunteering, by ethnicity

Proportion agreeing with statements	Regular volunteers			
	White %	Asian %	Black %	All %
I can cope with the things I'm asked to do	98	96	92	97
My efforts are appreciated by the organisation	96	90	93	95
I am given the opportunity to do the sort of things I like to do	91	95	95	91
The organisation has reasonable expectations in terms of workload	85	77	84	84
I am given the opportunity to influence the development of the organisation	69	69	76	69
I feel things could be much better organised	31	47	41	31
I feel there is too much bureaucracy	29	19	24	27
I feel I would be unable to leave my role as there is no one else to take my place	26	14	11	24
I feel that volunteering is becoming too much like paid work	16	12	44	17
I feel the organisation is too concerned about risk	10	14	26	11
My involvement takes up too much time	11	22	22	13
My help is not really needed	9	9	5	9
I feel the organisation isn't really going anywhere	9	7	8	8
I get bored or lose interest in involvement	6	12	6	6
Base (unweighted)	*772–786*	*88–90*	*71–72*	*819–833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

The importance attached to recognition did not vary significantly with sex or age (Table 7.4).

Volunteers from groups at risk of social exclusion (see Section 1.2.3) were significantly more likely to say that recognition was very important than those not at risk (Table A.7.2). There was also variation according to ethnicity, with Black volunteers most likely to report that recognition was important (Table 7.5).

7.3.2 Receiving recognition

Most volunteers (90%) felt that they had received enough recognition, regardless of whether or not they thought it was important. There was no significant difference in this between age, sex, social exclusion and ethnic groups.

Respondents were asked about the types of recognition they thought volunteers **should** receive, before being asked how they **were** currently recognised by their main organisation. As Table 7.6 indicates, informal forms of recognition were more popular and more widely applied than formal methods. Receiving verbal and written thanks from an organisation were the most popular forms of recognition and the most widely received. Just over one-fifth of respondents thought volunteers should receive awards or certificates from the organisation itself, while less than one in ten were currently recognised in this way (awards and certificates provided by external organisations were even less popular). Few respondents (3%) felt that volunteers should be recognised through discount cards.

Table 7.4 Importance of recognition, by age and sex

	Regular volunteers							
	Age					Sex		All
	16–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Very important	18	10	14	9	12	12	13	13
Fairly important	47	37	36	31	33	34	39	37
Not very important	24	35	41	36	32	35	31	33
Not at all important	11	18	9	25	24	18	17	17
Base (unweighted)	*125*	*170*	*157*	*187*	*193*	*338*	*494*	*832*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

Table 7.5 Importance of recognition, by ethnicity

	Regular volunteers			
	White %	Asian %	Black %	All %
Very important	11	15	32	13
Fairly important	38	38	28	37
Not very important	34	37	33	33
Not at all important	17	11	8	17
Base (unweighted)	*785*	*90*	*72*	*832*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

Table 7.6 Types of recognition

	How volunteers should be recognised %	How volunteers are recognised %
Verbal thanks from the organisation	69	73
Written thanks from the organisation	44	24
Award or certificate from the organisation	22	9
Reference or testimonial	20	5
Long service awards	17	2
Recognition in press	13	4
Receiving gifts from people	9	14
Award or certificate from an external organisation	6	2
Discount card	3	2
Recognition in other ways	5	5
None of these	12	15
Base (unweighted)	*833*	*833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

7.3.3 Qualifications

People can gain qualifications connected to their volunteering through a number of routes, whether these be direct volunteering qualifications (e.g. Award Scheme Development and Accreditation Network (ASDAN)), skills-based accreditation for activities undertaken as a volunteer, or through using volunteering as evidence for other qualifications. The study explored the extent to which regular volunteers were currently receiving qualifications for their volunteering.

As found in the 1997 National Survey of Volunteering, many volunteers (51% in 2006/07, 48% in 1997) were unaware that they could gain qualifications through their volunteering. Only a small number (6% in 2006/07, 8% in 1997) had actually gained qualifications directly through volunteering (Table 7.7). In 2006/07, 9% of volunteers had used their experiences to contribute to a qualification.

Although there was no significant variation in receipt of qualifications according to age or sex, older age groups were the least likely to know that qualifications were available . Those volunteers from groups at risk of social exclusion were also less likely to know that qualifications were available than were their counterparts not from at-risk groups (Table A.7.3).

There was also no significant variation in receipt of qualifications for volunteering according to ethnicity (19% of Black regular volunteers had received qualifications compared with 9% of Asian and 6% of White volunteers – see Table 7.8). However, levels of awareness (the proportion who did not know qualifications were available) did vary significantly with ethnicity, with Asian volunteers particularly unlikely to know that qualifications were available.

7.4 The personal benefits of volunteering

The benefits of volunteering for individuals and communities are increasingly recognised. This study focused on the benefits that individual volunteers got out of their participation, asking

Table 7.7 Receiving qualifications for volunteering, by age and sex

	Regular volunteers							
	Age					Sex		All
	16–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Yes	6	8	10	4	5	6	7	6
No	47	45	47	41	33	44	41	43
Didn't know qualifications were available	46	48	42	55	62	50	52	51
Base (unweighted)	*125*	*170*	*157*	*188*	*193*	*338*	*495*	*833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

Table 7.8 Receiving qualifications for volunteering, by ethnicity

	Regular volunteers			
	White %	Asian %	Black %	All %
Yes	6	9	19	6
No	44	29	30	43
Didn't know qualifications were available	50	62	51	51
Base (unweighted)	*786*	*90*	*72*	*833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

respondents to review a list of potential personal benefits and to say how important each one was to them.

Volunteering has a considerable impact on the individuals involved, ranging from enjoyment through to personal and professional development. In common with the 1997 National Survey of Volunteering (Davis Smith, 1998), the most important benefits identified in the 2006/07 Helping Out survey were the sense of satisfaction that comes through seeing the results of volunteering and the enjoyment of being involved (Table 7.9). Volunteering also leads to a sense of personal achievement and can aid social interaction, with many respondents highlighting the importance of meeting people and making new friends through their volunteering.

Links between volunteering and employability and qualifications were the least important benefits. Less than one-quarter of volunteers reported that it was important that

Table 7.9 The personal benefits of volunteering

	Very important %	Fairly important %	Not very important %	Not important at all %	*Base (unweighted)*
Get satisfaction from seeing the results	68	29	2	1	*831*
I really enjoy it	70	27	3	1	*833*
It gives me a sense of personal achievement	49	39	9	4	*832*
Meet people and make friends	49	37	11	4	*833*
It gives me a chance to do things I'm good at	35	48	12	5	
It broadens my experience of life	38	44	13	5	*831*
It gets me out of myself	31	38	21	10	*831*
It gives me more confidence	31	35	23	12	*833*
Makes me a less selfish person	30	42	20	9	*827*
It makes me feel needed	27	40	24	9	*832*
It gives me the chance to learn new skills	26	35	21	19	*833*
It makes me feel less stressed	19	32	30	19	*827*
It improves my physical health	18	25	26	31	*832*
It gives me a position in the community	15	23	34	27	*832*
It gives me the chance to improve my employment prospects	12	12	18	59	*832*
It gives me the chance to get a recognised qualification	6	8	18	69	*831*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

their volunteering gave them a chance to improve their employment prospects and just over one-tenth said the chance to gain qualifications was important.

As Table 7.10 indicates, the importance attached to different personal benefits of volunteering varied with age and with sex, although all groups were unanimous in their view that satisfaction and enjoyment were the top two benefits of volunteering.

Young people aged 16–34, for example, were the age group most likely to ascribe importance to the benefits of gaining new skills through volunteering, enhancing their employment prospects, gaining a recognised qualification and gaining a position in the community. They were also most likely to say that it was important that volunteering made them feel less stressed. Meanwhile, older volunteers (aged 65 or over) were the age group most likely to stress the importance of volunteering in terms of 'getting out of themselves'.

Women were more likely than men to place importance on feeling less selfish through volunteering, getting out of themselves, feeling needed and enhancing their confidence.

There were also significant differences in the importance ascribed to different benefits of volunteering according to whether or not someone was classified as being at risk of social exclusion or not (Table A.7.4). In general, volunteers from at-risk

Table 7.10 The personal benefits of volunteering, by age and sex

	Regular volunteers							
	Age					Sex		All
Proportion saying very/fairly important	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
I get satisfaction from seeing the results	98	99	100	95	95	97	97	97
I really enjoy it	98	96	95	96	94	95	97	96
It gives me a sense of personal achievement	94	88	90	79	85	88	88	88
I meet people and make friends	87	80	84	84	91	83	87	86
It gives me the chance to do things I am good at	83	84	85	84	81	83	83	83
It broadens my experience of life	89	83	80	78	77	82	82	82
It makes me a less selfish person	79	70	71	60	72	65	76	71
It gets me out of myself	68	66	63	57	82	60	74	69
It makes me feel needed	63	70	61	63	76	63	71	67
It gives me more confidence	75	57	65	55	68	60	69	65
It gives me the chance to learn new skills	80	60	60	55	47	57	63	61
It makes me feel less stressed	63	50	45	42	48	52	49	51
It improves my physical health	49	46	38	37	45	45	42	44
It gives me a position in the community	49	38	35	25	40	40	38	38
It gives me the chance to get a recognised qualification	25	13	15	6	5	12	14	13
It gives me the chance to improve my employment prospects	53	26	18	8	3	19	26	23
Base (unweighted)	*124–125*	*169–170*	*156–157*	*186–188*	*191–193*	*335–338*	*492–495*	*827–833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded.

groups were more effusive about the benefits of volunteering. They were significantly more likely than those not from at-risk groups to place importance on personal achievement, feeling less selfish, getting out of themselves, feeling needed, enhancing their confidence, gaining new skills and recognised qualifications, gaining a position in the community, enhanced employability (though, interestingly, with the exception of disabled respondents) and feeling less stressed.

There were some considerable differences in the importance ascribed to various personal benefits of volunteering according to ethnicity (Table 7.11). For example, Asian volunteers were the ethnic group least likely to report satisfaction as an important benefit of volunteering and most likely to note the importance of feeling less stressed through volunteering.

Volunteers from White backgrounds were generally the least likely to attach importance to the benefits of gaining new skills or employability through their volunteering, gaining a position in the community, enhancing their confidence or feeling needed.

Table 7.11 The personal benefits of volunteering, by ethnicity

	Regular volunteers			
Proportion saying very/fairly important	White %	Asian %	Black %	All %
I get satisfaction from seeing the results	97	89	97	97
I really enjoy it	96	100	97	96
It gives me a sense of personal achievement	87	90	92	88
I meet people and make friends	86	83	86	86
It gives me the chance to do things I am good at	82	84	85	83
It broadens my experience of life	82	86	87	82
It makes me a less selfish person	70	77	77	71
It gets me out of myself	68	77	72	69
It makes me feel needed	66	67	83	67
It gives me more confidence	64	84	76	65
It gives me the chance to learn new skills	59	73	77	61
It makes me feel less stressed	48	68	50	51
It improves my physical health	41	51	49	44
It gives me a position in the community	35	65	71	38
It gives me the chance to get a recognised qualification	11	15	49	13
It gives me the chance to improve my employment prospects	21	39	46	23
Base (unweighted)	*779–786*	*89–90*	*72*	*827–833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

8 Limitations to volunteering

Summary

- One-fifth (21%) of the sample said they had never volunteered. A further 19% were not currently volunteering but had done so in the past.
- The most common reason identified among ex-volunteers for stopping volunteering was a lack of time due to changing home or work commitments.
- Over half (54%) of non-volunteers, ex-volunteers and occasional volunteers said that they would like to spend more time volunteering. Forty per cent said they would help if asked and, of those, 33% said they were likely to commence volunteering in the next year or two.
- Time, or more specifically a lack of spare time, was the most commonly cited reason for not volunteering (or not volunteering regularly), reported by eight in ten respondents. Other significant reasons for not volunteering included being put off by bureaucracy (49%) and being worried about risk and liability (47%).
- Young people were most likely to be put off by a lack of spare time and not knowing how to get involved. Men were more likely than women to cite concerns about not having the right skills or being out of pocket as reasons for not getting involved, while women were more likely than men to cite concerns about threats to safety. Black and Asian people were particularly likely to cite being worried about not fitting in as a reason for not volunteering.
- As for what would make it easier to get involved, having more spare time was the most significant factor (reported by 31% of respondents), followed by working less (11%) and having more information (9%).

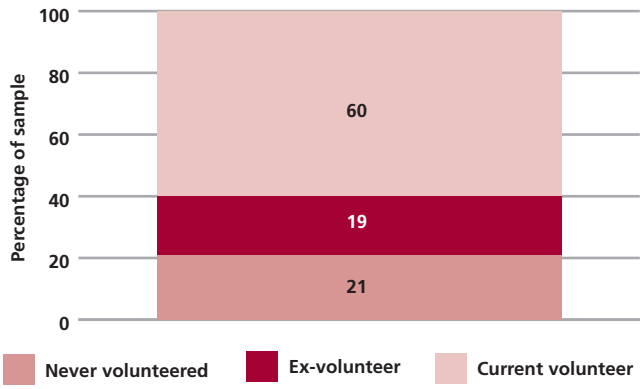
8.1 Introduction

This chapter explores the barriers to volunteering, looking at the experience of people who had never or who had stopped volunteering.[16]

8.2 Past experience of volunteering

As Figure 8.1 indicates, four-fifths of the sample had volunteered at some point in their lives; three-fifths were currently volunteering,[17] while approximately one-fifth had volunteered in the past but had not done so in the last year. One-fifth of respondents had never volunteered.

Figure 8.1 Volunteer status over time



Base: All respondents answering the volunteering questions (n=2,126). Don't know/refusal responses excluded.

8.2.1 Reasons for stopping volunteering

Ex-volunteers (i.e. those who had taken part in formal volunteering in the past, but not in the last 12 months) were presented with a range of reasons why people might stop volunteering and asked to select which applied to them. By far the most common reason for stopping volunteering was time, and particularly a lack of time due to changing home or work circumstances, identified by 41% of respondents (Table 8.1). Time was also one of the key reasons identified for stopping volunteering in the 1997 National Survey of Volunteering.

The second, third and fourth most commonly identified reasons for stopping volunteering in the current study were, respectively, because the activity was no longer relevant, health problems or old age, and moving away from the area. Overall, therefore, changing personal circumstances were the most common reasons for quitting volunteering. Factors more closely related to organisations themselves, such as organisations being more demanding, not asking volunteers to do the things they want to do, or folding, were less common.

16. Bases throughout this chapter exclude some respondents who identified themselves as volunteers but were later reclassified as non-volunteers because they were engaged in informal volunteering.

17. This figure differs slightly from that shown in Figure 2.1 because of the greater number of respondents where it could not be established whether they had ever volunteered.

Table 8.1 Reasons for stopping volunteering

	Ex-volunteers %
Not enough time due to changing home or work circumstances	41
Wasn't relevant any more	15
Health problems or old age	14
Moved away from the area	13
It took up too much time	6
Lost interest	5
Not enough time due to increasing time demands of involvement with this organisation	4
Organisation folded	4
It was a one-off event or activity	4
Not enough time due to new involvement with other organisations	3
Didn't get asked to do the things I like to do	2
I felt the organisation was badly organised	2
I felt my efforts weren't always appreciated	1
Not enough time due to increasing time demands of other organisations	1
I found myself out of pocket	1
Too much concern about risk and liability	*
I felt the organisation wasn't going anywhere	*
It was too bureaucratic	*
Other reasons	5
Base (unweighted)	*344*

Base: All respondents who were not formal volunteers in the last year, but who had volunteered previously. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

8.3 The potential to 'grow' volunteering

All respondents, except regular volunteers, were asked a series of questions to explore the potential to encourage more people to start volunteering or to do more volunteering. Over half (54%) said they would like to spend more time volunteering. This suggests a considerable latent potential to increase levels of participation in volunteering.

There was significant variation in the desire to volunteer according to age, but not according to sex (Table 8.2). Young people, aged 16–34, were the age group most likely to say that they wanted to spend more time volunteering, while those aged 65 and over were the least likely to do so.

There was also variation between groups at risk of social exclusion and others, with not-at-risk groups being more likely to want to spend time volunteering than at-risk groups (Table A.8.1).

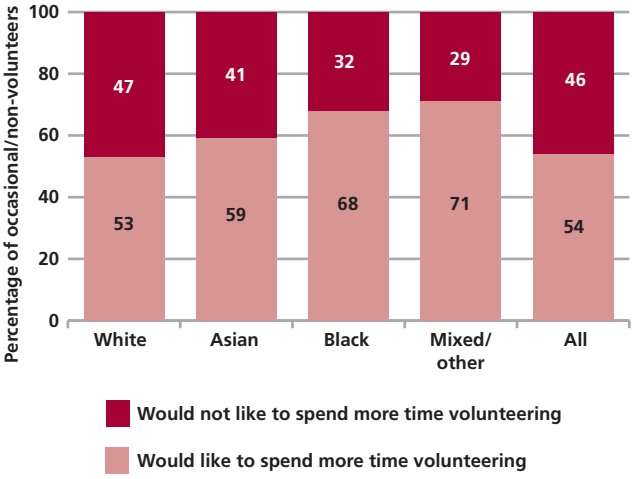
Ethnicity also made a difference to future desires to spend more time volunteering, with 68% of Black respondents saying that they would like to spend more time volunteering compared with 59% of Asian and 53% of White respondents (Figure 8.2).

Table 8.2 Desire to spend more time volunteering, by age and sex

	Current volunteers								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Would like to spend more time volunteering	70	74	63	53	49	25	51	57	54
Would **not** like to spend more time volunteering	30	26	37	47	51	75	49	43	46
Base (unweighted)	*75*	*154*	*256*	*219*	*218*	*268*	*588*	*602*	*1,190*

Base: All respondents who were not regular formal volunteers in the last year. Don't know/refusal responses excluded.

Figure 8.2 Desire to spend more time volunteering, by ethnicity



Base: All respondents who were not regular formal volunteers in the last year (White=1,109, Asian=248, Black=106, Other=91, All=1,190). Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

When asked more directly whether they would volunteer if they were asked to do so, two-fifths of respondents (excluding regular volunteers) said that they would do so, either because they would be pleased to help or because they would feel they could not refuse, while one-fifth said that it would depend. Two-fifths said that they would refuse, either because they hadn't got time or for other reasons (Table 8.3).

Table 8.3 Likely responses if asked to help

	Occasional or non-volunteers %
I would be pleased to help	33
I would feel I couldn't refuse	7
I would refuse because I haven't got time	26
I would refuse for other reasons	12
It would depend (spontaneous)	21
Other (spontaneous)	1
Base (unweighted)	*1,190*

Base: All respondents who were not regular formal volunteers in the last year. Don't know/refusal responses excluded.

As for the likelihood of actually commencing volunteering, one-third of non-volunteers who said they would consider volunteering were likely to do so in the next year or two (Table 8.4). There was no significant differences in degree of likelihood of starting to volunteer according to age, sex or ethnicity.

Table 8.4 Likelihood of commencing volunteering in a year or two

	Non-volunteers, who would consider volunteering in the future %
Very likely	7
Fairly likely	26
Not very likely	46
Not at all likely	21
Base (unweighted)	*382*

Base: All respondents who were not formal volunteers in the last year but would like to start to help. Don't know/refusal responses excluded.

8.3.1 What would people do if they became volunteers

Those respondents who said that they would consider volunteering were then asked what types of volunteering activities they would consider helping in. Fundraising was the most commonly identified activity that people would consider getting involved in, although this did vary with age, with younger people being significantly more likely to select this than older people (Table 8.5). Those not from groups at risk of social exclusion were also more likely than those from at-risk groups to mention fundraising as a potential activity (Table A.8.2). Helping out by visiting people and through organising events were also common volunteering activities that people would consider getting involved in.

Looking at differences between ethnic groups, Black people were the ethnic group least likely to consider getting involved through helping on a committee (Table 8.6). Otherwise, differences were not significant by ethnic group.

Table 8.5 Forms of volunteering that respondents would consider, by age and sex

	Occasional or non-volunteers who would consider volunteering in the future							
	Age					Sex		All
	16–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Fundraising	52	38	35	35	23	39	42	40
Visiting people	28	31	31	40	28	25	36	31
Organising an event	37	32	28	24	8	29	31	30
Educating	25	24	21	17	8	25	17	21
Advice	20	16	29	21	16	16	25	20
Befriending	17	18	17	16	2	14	17	16
Transport	7	25	17	26	8	21	10	15
Campaigning	16	9	15	16	2	16	10	13
Administration	10	16	16	12	3	8	16	12
Committee	9	11	14	10	1	14	5	10
Representing	5	8	6	5	0	5	6	5
Other practical help	37	42	38	50	33	37	42	40
Other help	3	2	2	1	16	4	4	4
Base (unweighted)	*162*	*156*	*119*	*107*	*64*	*275*	*333*	*608*

Base: All respondents who were not regular formal volunteers in the last year and who would consider helping out. Don't know/refusal responses excluded.

Table 8.6 Forms of volunteering that respondents would consider, by ethnicity

	Occasional or non-volunteers who would consider volunteering in the future				
	White %	Asian %	Black %	Mixed/other %	All %
Fundraising	41	36	41	41	40
Visiting people	30	35	48	36	31
Organising an event	30	34	49	32	30
Educating	20	18	19	32	21
Advice	19	29	29	33	20
Befriending	16	15	27	17	16
Transport	16	9	3	21	15
Campaigning	13	16	8	16	13
Administration	12	14	14	17	12
Committee member	9	10	1	10	10
Representing	4	10	3	12	5
Other practical help	41	32	21	34	40
Other help	4	1	2	2	4
Base (unweighted)	*560*	*136*	*73*	*59*	*608*

Base: All respondents who were not regular formal volunteers in the last year and who would consider helping out. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table 8.7 Reasons for not volunteering

	Applies a lot %	Applies a little %	Does not apply at all %	*Base (unweighted)*
Not enough spare time	60	23	18	*638*
Put off by bureaucracy	17	32	51	*632*
Worried about risk/liability	16	31	53	*635*
Don't know how to find out about getting involved	12	27	61	*636*
Not got the right skills/experience	6	33	61	*635*
Wouldn't be able to stop once got involved	7	29	64	*632*
Worried about threat to safety	8	19	73	*636*
Worried I might end up out of pocket	6	19	75	*637*
Worried I wouldn't fit in with other people involved	4	20	77	*638*
Illness or disability	13	9	78	*638*
Feel I am too old	8	11	80	*638*
Family/partner wouldn't want me to	5	15	80	*638*
Worried about losing benefits	3	4	93	*633*

Base: All respondents who were not formal volunteers in the last year, but would like to start to help. Don't know/refusal responses excluded.

8.4 Barriers to volunteering

Those respondents who had not been formal volunteers in the last year, but who would have liked to help, were asked what stopped them doing so. They were presented with a list of potential barriers to volunteering and were asked to identify which, if any, were relevant to them. A range of practical and attitudinal barriers were identified.

In common with other studies (see for example, Institute for Volunteering Research, 2004 or the 1997 National Survey of Volunteering (Davis Smith, 1998)), time was the most commonly identified reason for not volunteering (Table 8.7). Eight out of ten respondents cited a lack of spare time as a reason for not helping.

Other significant reasons (cited by over 40% of respondents) included being put off by bureaucracy and being worried about risk and liability. Although the questions are not directly comparable, concerns about bureaucracy seem to have increased in significance as a reason for not volunteering between the last National Survey of Volunteering in 1997 and Helping Out in 2006/07 (risk was not included as a reason for not volunteering in 1997). Many (over one-third of) respondents said that they did not know how to find out about getting involved, that they felt they did not have the right skills or experience, or that they were concerned that they wouldn't be able to stop once they got involved.

As Table 8.8 (and Table A.8.3) indicates, there were some significant differences in the reasons for not volunteering given by respondents according to age, sex and whether they were at risk of social exclusion.

For example, while time was the most significant reason for not volunteering for all groups, it was most likely to be identified by younger people and by those not at risk of social exclusion. Not knowing how to get involved was also more of an issue for younger people than it was for older people. Older people were more concerned about being too old or ill/disabled, and this was also true for people from at-risk groups as compared with those from not-at-risk groups (unsurprisingly, since at-risk groups include people with a limiting, long-term illness or disability). Those from at-risk groups were also more likely to be concerned about threats to safety, being out of pocket and fitting in with others when compared with respondents not at risk.

Men were more likely than women to cite concerns about not having the right skills and being out of pocket as reasons for not getting involved, while women were more likely than men to cite being worried about threats to safety as a reason for not getting involved.

There were also some differences in the reasons cited for not volunteering according to ethnicity (Table 8.9). For example, Black and Asian people were the ethnic groups most likely to

Table 8.8 Reasons for not volunteering, by age and sex

	Non-volunteers who would like to start helping								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Not enough spare time	93	88	92	89	87	42	84	80	82
Put off by bureaucracy	43	42	53	58	57	42	52	45	49
Worried about risk/liability	51	46	51	47	46	39	49	44	47
Don't know how to find out about getting involved	56	42	45	35	29	26	41	36	39
Not got the right skills/ experience	47	40	39	39	34	35	44	34	39
Wouldn't be able to stop once got involved	32	35	38	39	41	31	36	36	36
Worried about threat to safety	22	30	27	26	26	31	23	32	27
Worried I might end up out of pocket	34	28	29	22	18	17	29	20	25
Worried I wouldn't fit in with other people involved	25	24	24	25	17	24	26	20	23
Illness or disability	9	8	13	18	27	62	20	25	22
Feel I am too old	3	5	8	17	19	69	17	23	20
Family/partner wouldn't want me to	6	22	25	20	20	25	21	19	20
Worried about losing benefits	5	9	11	3	6	9	7	8	7
Base (unweighted)	*56–57*	*94–96*	*131–132*	*128–129*	*110–112*	*115–118*	*322–327*	*309–311*	*632–638*

Base: All respondents who were not formal volunteers in the last year, but would like to start to help. Don't know/refusal responses excluded.

identify concerns about not fitting in as a reason for not volunteering. Asian people were the group most likely to identify being worried about being out of pocket and safety concerns as reasons for not volunteering.

8.4.1 Making it easier to get involved

Respondents who were not currently regular volunteers (i.e. those who volunteered less than once a month, ex-volunteers and non-volunteers) were asked what would make it easier for them to get involved.

Time-related issues, particularly having more spare time (identified by three in ten respondents) and working less (one in ten respondents) were the items that respondents most commonly felt would make it easier to volunteer (Figure 8.3). Having more information about volunteering was also a significant factor, identified by one in ten respondents.

One-fifth (21%) of respondents, however, said that nothing would make it easier for them to get involved.

Although caution is needed when making comparisons, due to slight differences in options available and respondents asked, these results suggest that the need for more time has become slightly more important since 1997, while the need for more information has become slightly less important (see Table A.8.4).

There were some differences in the factors that respondents felt would make it easier to volunteer according to age and whether or not they were classified as being within groups at risk of social exclusion, but not according to sex (Table 8.10).

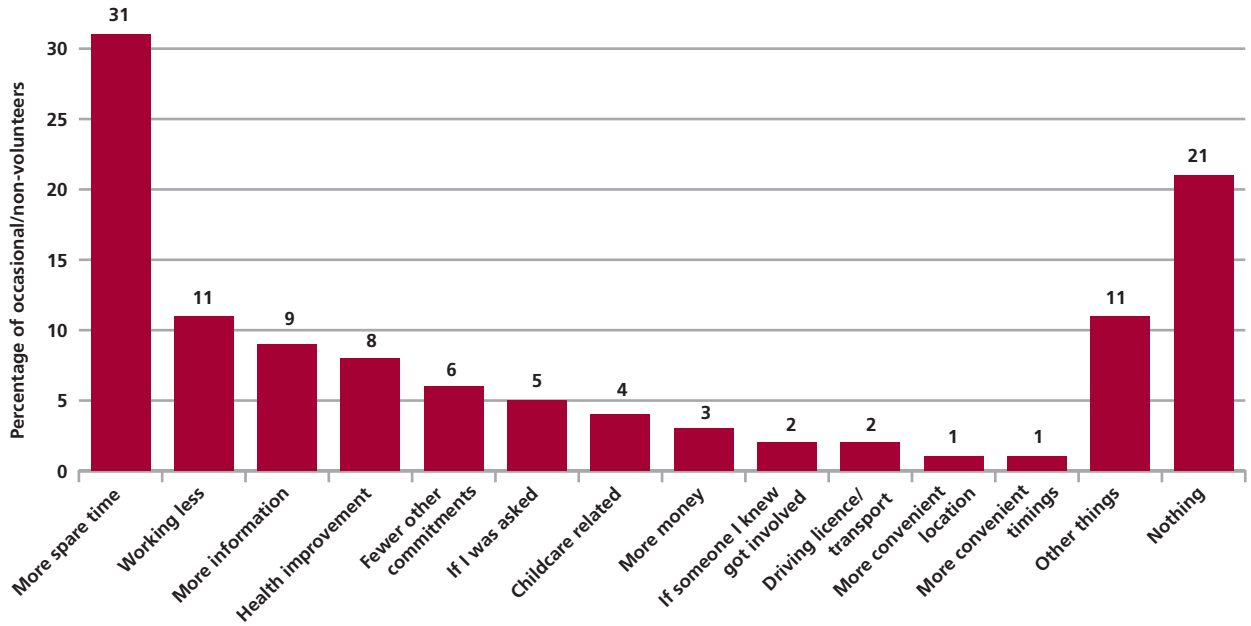
People aged 54 and under were the age groups most likely to say that having more spare time would make it easier for them to get involved. Young people (particularly those aged 16–24)

Table 8.9 Reasons for not volunteering, by ethnicity

	Non-volunteers who would like to start helping				
	White %	Asian %	Black %	Mixed/other %	All %
Not enough spare time	81	88	81	93	82
Put off by bureaucracy	48	44	40	50	49
Worried about risk/liability	46	52	53	41	47
Don't know how to find out about getting involved	38	57	40	56	39
Not got the right skills/experience	39	50	46	44	39
Wouldn't be able to stop once got involved	35	34	48	39	36
Worried about threat to safety	25	43	32	29	27
Worried I might end up out of pocket	22	36	26	45	25
Worried I wouldn't fit in with other people involved	22	37	37	29	23
Illness or disability	23	24	32	9	22
Feel I am too old	21	16	22	5	20
Family/partner wouldn't want me to	20	26	18	20	20
Worried about losing benefits	7	8	4	5	7
Base (unweighted)	*583–588*	*144–148*	*62–65*	*47–49*	*632–638*

Base: All respondents who were not formal volunteers in the last year, but would like to start to help. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Figure 8.3 Things that would make it easier to get involved



Base: All respondents who were not regular formal volunteers in the last year (n=1,154). Percentages sum to more than 100 as respondents could pick more than one answer. Don't know/refusal responses excluded.

were most likely to say that having more information would make it easier for them to get involved. Conversely, older people (particularly those aged 65 and over) were most likely to say that health improvements would make it easier for them to get involved. Older people were also more likely to say that nothing would make it easier for them to get involved. The provision of childcare or fewer childcare responsibilities were particularly highlighted by those aged 25–34 as factors that would make it easier for them to get involved.

Respondents from groups at risk of social exclusion were less likely than those not at risk to say that having more time and working less would make it easier for them to get involved (with lack of time being particularly unimportant for respondents with a disability). However, they were more likely to say that health improvements would make it easier for them to get involved, and this was particularly the case for disabled respondents. They were also more likely to say that nothing would make it easier for them to get involved.

The only significant variation in factors that would make it easier for people to get involved in volunteering activities according to ethnicity was 'nothing'. While 21% of White respondents said that nothing would make it easier for them to get involved, this was so for 15% of Asian and 11% of Black respondents.

Table 8.10 Making it easier to get involved, by age and groups at risk of social exclusion

	Occasional and non-volunteers who would like to help more										
	Age						Not at risk	Groups at risk			All
	16–24	25–34	35–44	45–54	55–64	65+		No quals	LLI	All	
	%	%	%	%	%	%	%	%	%	%	%
More spare time	45	34	42	37	26	6	36	21	8	22	31
Working less	6	12	15	14	12	2	13	6	6	7	11
More information	22	14	10	6	8	2	10	10	4	9	9
Health improvement	0	1	6	7	11	18	1	12	32	17	8
Fewer other commitments	8	7	5	5	9	3	6	10	2	6	6
If I was asked	9	6	6	2	5	3	6	4	4	3	5
Child-related – childcare, fewer childcare responsibilities	3	11	6	2	1	0	6	3	*	1	4
More money	4	4	4	1	1	1	3	3	3	3	3
If someone I knew got involved too	4	2	3	1	1	1	2	3	2	2	2
Driving licence/ transport	4	*	1	3	1	4	1	3	6	3	2
More convenient location	4	3	1	1	0	1	1	1	*	1	1
More convenient timings	0	3	1	1	1	0	1	*	*	1	1
Other things	9	11	10	12	11	10	11	7	8	10	11
Nothing	9	9	6	18	22	52	18	23	32	24	21
Base (unweighted)	*72*	*150*	*251*	*212*	*213*	*256*	*665*	*205*	*299*	*489*	*1,154*

Base: All respondents who were not regular formal volunteers in the last year. Percentages sum to more than 100 as respondents could pick more than one answer. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

9 Employer-supported volunteering

Summary

- Three in ten employees worked for an employer that had both a volunteering and a giving scheme, while one-fifth worked for an employer with either a giving or volunteering scheme.
- Employees working for larger companies were more likely to work for an employer that had both a volunteering and giving scheme.
- Where an employer-supported volunteering scheme was available, 29% of employees had participated in the last year. Take-up of employer-supported giving schemes was higher, with 42% of employees making use of a giving scheme available to them.
- The number of people working for employers with a volunteering scheme appears to have increased since 1997, while there has been no change in employees' willingness to use schemes available to them. This would suggest an increase in the number of employees involved in such schemes.
- Over half of employees would like to see a volunteering or giving scheme established by their employer where they don't currently exist.
- The key factors that would facilitate people taking part in these schemes were identified as paid time off, being able to choose the activity and gaining skills from taking part.

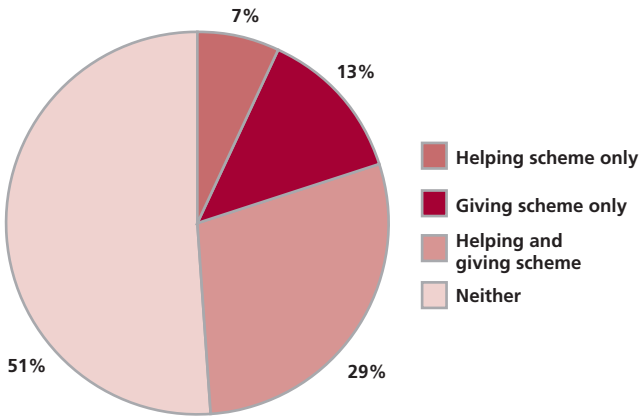
9.1 Introduction

Employers can support their staff with getting involved in helping out in a number of different ways, including setting up employer-supported volunteering and giving schemes. This chapter explores how widespread such schemes are, the extent to which employees participate in them, the benefits of involvement and ways in which more people may be encouraged or enabled to get involved.

9.2 Existence of employer-supported volunteering and giving schemes

Half (51%) of current employees worked for an employer that did not have either a volunteering or a giving scheme. Three in ten employees worked for someone that had both a volunteering and giving scheme, while one-fifth worked for employers with either a giving scheme or a volunteering scheme (Figure 9.1).

Figure 9.1 Proportion of employees with available schemes



Base: All respondents who were current employees (n=880). Don't know/refusal responses excluded. Employees saying this question was 'not applicable' also excluded.

Both the size and the sector of the employer made a significant difference as to whether or not such schemes were in place (Table 9.1). Current employees working for larger companies (with over 250 paid staff) were most likely to say that their employer had a volunteering or giving scheme. Employees working in the public sector were more likely than those from the private sector to say that their employer had a volunteering scheme; private sector employees were more likely to say that their employer had neither a giving nor a volunteering scheme. (There were too few employees working in the voluntary sector to be included in the significance testing.)

Among those employees whose employers had a volunteering and/or giving scheme, there was no significant difference in the type of scheme on offer according to age or sex of the employee.

Looking just at volunteering schemes, the 1997 National Survey of Volunteering found that 81% of respondents (base = 1,130) said their employer did not have a scheme, while 16% said their employer had a volunteering scheme (3% did not know). These results suggests that the proportion of people working for employers with a volunteering scheme has increased considerably in the 10 ten years.[18]

18. Note that the 1997 National Survey of Volunteering figures include former as well as current employees.

Table 9.1 Proportion of employees with available schemes, by size and sector of employer

	Number of employees			Sector		All
	<50 %	50–249 %	250+ %	Private %	Public %	%
Scheme for helping only	4	7	9	4	12	7
Scheme for giving only	9	14	14	13	13	13
Scheme for both helping and giving	13	16	42	26	33	29
Neither	74	62	35	57	42	51
Base (unweighted)	*254*	*151*	*473*	*500*	*355*	*880*

Base: All respondents who were current employees. Don't know/refusal responses excluded. Employees saying this question was 'not applicable' also excluded.

9.2.1 Types of scheme

In terms of the types of giving scheme provided by employers, limited details were gathered through the study, with questions restricted to match funding initiatives (although see Chapter 12 for information on payroll giving). Two-fifths (43%) of current employees whose employer had a scheme provided matched funding for money raised by staff, while three-fifths (57%) did not.

Further details were, however, sought with regards to volunteering schemes. Among those current employees whose employer had a supported volunteering scheme, the most common way in which this worked was through employers supporting staff to volunteer in their own time; this was true in 33% of cases (Table 9.2). However, many employers had schemes that in various ways supported staff to volunteer within work time. For example, 21% said their employer gave them a certain amount of paid time off work for volunteering, 17% received flexi-time for time spent volunteering and 11% could take time off in lieu.

9.2.2 Participation in employer-supported volunteering and giving

Table 9.3 looks at whether or not current employees had participated in employer-supported volunteering and/or giving schemes where they were available.

Where an employer-supported volunteering scheme was available, 29% of employees said they had participated in this in the last year. Take-up of employer-supported giving schemes was higher, with 42% of employees making use of a giving scheme available to them.

Table 9.2 How time is treated in employer-supported volunteering schemes

	Current employees with employer-supported volunteering scheme %
Do it in your own time	33
Paid time off, up to a certain maximum	21
Flexi-time to cover the hours spent	17
Time off in lieu to match the hours spent out of working hours	11
Paid time off, with no maximum	6
Unpaid time off	6
Something else	7
Base (unweighted)	*309*

Base: All respondents who were current employees and whose employer had a scheme. Don't know/refusal responses excluded.

The level of participation in employer-supported volunteering schemes (29%) is very similar to that found in the 1997 National Survey of Volunteering (32%), suggesting no change in employees' willingness to use such schemes when they are available. Given that the number of available schemes may have increased (see Section 9.2), this would suggest an increase in the number of employees involved in such schemes.

9.2.3 Frequency of participation in employer-supported volunteering schemes

Most participation in employer-supported volunteering schemes happened on an occasional or one-off basis (Table 9.4). One in ten participated at least once a month.

Table 9.3 Participation in employer-supported volunteering and giving schemes

	Employer-supported volunteering schemes[a] %	Employer-supported giving schemes[b] %
Participated in scheme	29	42
Did not participate	71	58
Base (unweighted)	*338*	*365*

Base: (a) All respondents who were current employees and whose employer had a volunteering scheme (including in combination with a giving scheme). (b) All respondents who were current employees and whose employer had a giving scheme (including in combination with a volunteering scheme). Don't know/refusal responses excluded.

In terms of the actual hours spent helping out through employer-supported volunteering schemes, 58% of those respondents who had participated in such a scheme had volunteered for zero hours in the past four weeks, while 37% had done between one and ten hours, and 5% had volunteered for 11 hours or more.

Table 9.4 Frequency of participation in employer-supported volunteering schemes

	Current employees participating in employer-supported volunteering scheme %
Frequency of involvement:	
On three or more days a week	2
On two days a week	3
On one day a week	7
On one day a fortnight	1
At least once a month	11
Quite often but not regularly	22
Just a few times	33
One-off activity	18
On a seasonal basis	3
Regularity of involvement:	
Regular	24
Occasional	57
One-off	18
Base (unweighted)	*112*

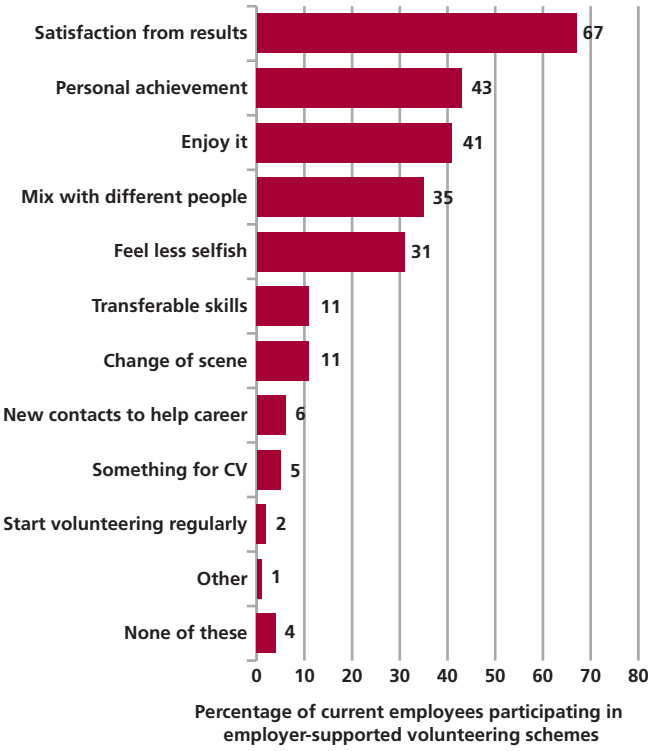
Base: All respondents who were current employees and who participated in an employer-supported volunteering scheme. Don't know/refusal responses excluded.

9.2.4 Benefits of volunteering through employer-supported volunteering schemes

Those who had participated in employer-supported volunteering schemes were asked what benefits they had gained through helping out (Figure 9.2). They were asked to select from a list of options.

The most frequently identified benefit of helping out in an employer-supported volunteering scheme was the satisfaction of doing so, identified by 67% of respondents. Gaining a sense of personal achievement and enjoyment were also important, each identified by over four in ten respondents. Direct career-related benefits were less significant, as was the possibility of moving into regular volunteering.

Figure 9.2 Benefits of participation in employer-supported volunteering schemes



Base: All respondents who were current employees and who participated in an employer-supported volunteering scheme (n=113). Percentages sum to more than 100 as respondents could give more than one benefit. Don't know/refusal responses excluded.

Table 9.5 Whether respondents would like their employer to have a scheme, by age and sex

	Current employees without scheme						
	Age				Sex		All
	16–34 %	35–44 %	45–54 %	55+ %	M %	F %	%
Yes	66	61	44	34	59	49	54
No	34	39	56	66	41	51	46
Base (unweighted)	*133*	*144*	*134*	*115*	*234*	*292*	*526*

Base: All respondents who were current employees and whose employer did not have a volunteering or giving scheme. Don't know/refusal responses excluded.

9.3 Increasing participation in employer-supported volunteering and giving schemes

9.3.1 Setting up new schemes

In order to assess levels of interest in such schemes, current employees whose employer did not already have a volunteering or giving scheme were asked whether they would like them to do so in the future. As Table 9.5 indicates, there was considerable interest in this, with over half (54%) saying that they would like their employer to have a scheme.

There was some variation, however, in the demand for such schemes in the future, according to both the age and sex of employees (but not to whether respondents were part of a group at risk of social exclusion or not). Men were more likely than women to say that they would like their employer to have a scheme, while 16–34 year olds were the age group most likely to say they would like their employer to have a scheme (Table 9.5).

9.3.2 Making it easier to get involved in existing schemes

There were a number of factors that would encourage employees not currently involved in such schemes to take part in the future. Having paid time off, an ability to choose the activity, and being able to improve skills through volunteering were all identified by over eight in ten employees as things that would encourage them to get involved in the future (Table 9.6).

Table 9.6 Factors that would encourage people to take part in employer-supported volunteering schemes

	Helping Out 2006/07			
	Would encourage me a lot %	Would encourage me a little %	Would not encourage at all %	*Base (unweighted)*
If I could choose the activity	42	42	16	*223*
If I could have paid time off to do it[a]	50	32	18	*222*
If it would help improve my skills	40	41	19	*223*
If there was more information available	27	52	22	*223*
If I could do it as part of a group	36	38	26	*222*
If it would benefit my career	35	35	30	*223*
If I could use workplace materials	19	50	31	*222*
If I could get qualifications	34	33	33	*223*
If I could have unpaid time off to do it	17	32	51	*222*

Base: All respondents who were current employees, whose employer had a scheme that they were not currently participating in. Don't know/refusal responses excluded. (a) Please note that in 1997 the wording was 'If I was able to do it during work hours'; in 2006/07 it was 'If I could have paid time off to do it'.

Table 9.7 Results from the 1997 National Survey of Volunteering: Factors that would encourage people to take part in employer-supported volunteering schemes

	NSV 1997				
	Would encourage me a lot %	Would encourage me a little %	Would not encourage at all %	Don't know %	*Base (unweighted)*
If I could have unpaid time off to do it[a]	N/A	N/A	N/A	N/A	*N/A*
If it would help improve my skills	49	32	15	4	*86*
If I was able to do it during my working hours[b]	47	32	19	2	*86*
If I could do it as part of a group	48	30	20	2	*86*
If I could get qualifications	44	32	21	4	*86*
If it would benefit my career	53	22	21	4	*86*
If I could use workplace materials	23	50	24	3	*86*
If I could choose the activity	42	29	27	2	*86*
If there was more information available	23	47	28	2	*86*

Base: All respondents who were current employees, whose employer had a scheme that they were not currently participating in. Don't know/refusal responses excluded. (a) Not included as an option in 1997. (b) In 2006/07, the wording for this option was slightly different – it read 'If I could have paid time off to do it' rather than 'If I was able to do it during my working hours'.

Having more readily available information, being able to help out as part of a group and knowing that the volunteering would benefit career development were also important factors.

Table 9.7 reports on the elements that employees identified as encouraging them to get involved in the 1997 National Survey of Volunteering. Although not strictly comparable with Helping Out in 2006/07, the two sets of results suggest that similar factors were identified in the two studies, although being able to choose the activities was found to be more important in 2006/07.

10 The extent of charitable giving

Summary

- Nearly all respondents to this study (95%) had given to charity in the last year, with 81% having given in the last four weeks.
- The most common method of donating in the last four weeks was putting money in a collecting tin, followed by buying raffle tickets.
- Almost three in ten (29%) of respondents had used some form of regular giving method in the last four weeks.
- The average total amount donated in the last four weeks was £25 per adult or £31 per donor.
- The most popular causes donated to were health and disability, followed by overseas aid/disaster relief.
- As with volunteering, it is difficult to compare results from this study directly with others, and the higher levels of donations reported in Helping Out compared with other studies cannot be taken as an indication of trends in giving. The study context, fieldwork period (which for Helping Out included Christmas), question methods and sample profile might all affect how comparisons can be made.

10.1 Introduction

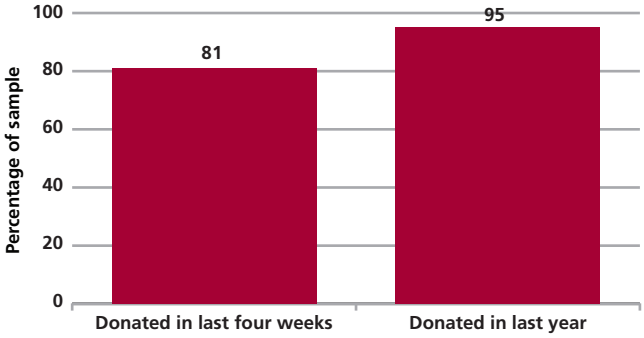
This chapter gives an overview of charitable giving. It looks at the proportion of people who donated money to charity in the four weeks prior to interview and in the last year. It considers the methods by which people donated, the amounts donated and the causes to which they gave.

10.2 Levels of charitable giving

Respondents were shown a list of ways of donating to charity and then asked whether they had given to charity using these or any other methods. They were asked first about the four weeks prior to the interview and then to consider the last year.

Figure 10.1 shows the proportion of people saying they had donated, by any method, in the last four weeks and in the last year.[19] Nearly all (95%) said they had given to charity in the last year and a high proportion (81%) had given in the last four weeks.

Figure 10.1 Extent of charitable giving in the last four weeks and in the last year



Base: All respondents answering charitable giving questions (n=2,154). Don't know/refusal responses excluded.

10.3 Methods of charitable giving

Table 10.1 looks at the proportion of donors in the sample by the method of donation. The breakdown of methods used is also shown for current donors (those giving in the last four weeks) and all donors over the last year. People could, and often did, report giving by more than one method.

The most common method of donation in the last four weeks was putting money in collecting tins (45% of the sample), followed by buying raffle tickets (31%). Other popular methods of giving, used by over a fifth of all respondents in the last four weeks, were donating by direct debit, standing order or covenant, and buying goods from a charity shop or catalogue.

In the last four weeks, 29% of the sample had used some form of regular giving method (defined here as donations by direct debit, standing order or covenant, regular donations by cheque or credit/debit card or donations through payroll giving).

Donations over the last year tended to be made using similar methods. Again, putting money in collecting tins (63% of the sample) and buying raffle tickets (51%) were the most popular methods of giving. In addition, nearly two-fifths of the sample (39%) had bought goods from a charity shop or catalogue and just over a third (34%) had given money by sponsoring someone.

19. If a respondent said they had used a method in the last four weeks, but later indicated a zero amount donated in the last four weeks, they were counted as non-givers.

Table 10.1 Extent of charitable giving in the last four weeks and in the last year, by method of donation

	All, using method in:		Current donors	Donors in last year
	Last 4 weeks %	Last year %	%	%
Money to collecting tins	45	63	56	66
Buy raffle tickets	31	51	38	54
Donations by direct debit, standing order, covenant	23	27	28	28
Buy goods from charity shop/catalogue	22	39	28	41
Collection at place of worship (loose notes/coins)	16	24	20	25
Sponsor someone	12	34	15	36
Occasional donations by cheque or credit/debit card	12	23	14	24
Give money to people begging on street	9	19	12	19
Fundraising event	9	22	11	23
Door-to-door collection (charity envelope)	8	23	10	24
One-off entrance donation to museum, gallery etc.	8	21	10	22
Subscription/membership to charitable organisation	6	14	7	15
Regular donations by cheque or credit/debit card	6	9	7	9
Collection at place of worship (charity envelope)	5	9	6	10
Payroll giving	2	3	3	3
Give shares	0	*	0	*
Give land/buildings	0	0	0	0
Other	2	3	2	3
No giving	19	5	N/A	N/A
All regular giving methods	29	34	35	36
Base (unweighted)	*2,154*[a]	*2,147–2,153*[a]	*1,775*[b]	*2,054–2,060*[c]

Base: (a) All respondents answering charitable giving questions. Base: (b) All those giving in the last four weeks. Base: (c) All those giving in the last 12 months. Don't know/refusal responses excluded. Percentages sum to more than 100% as respondents could use more than one method. Buying The Big Issue *is included in 'Give money to people begging on street'.*

10.4 Average amount donated

People who said they had donated in the four weeks prior to interview were asked how much they had given using each method mentioned.

Table 10.2 presents the average amount given in total using all methods. The average total amount donated in the last four weeks **per adult**[20] was £25, or **per donor**, £31.

Table 10.2 Average amount donated in the last four weeks

	All	Current donors
Average amount donated in the last four weeks (£)	24.90	30.94
Standard error	±0.96	±1.15
Base (unweighted)	*2,065*	*1,686*

Base for all: All respondents answering charitable giving questions. Base for current donors: All those giving in the last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded.

20. Defined as aged 16 and over, at the time of the 2005 Citizenship Survey interview.

Table 10.3 Average amount donated per donor in the last four weeks, by method

	Amount donated per donor (£)	Standard error	*Base (unweighted)*
All methods	30.94	±1.15	*1,686*
Occasional donations by cheque or credit/debit card	27.97	±3.14	*261*
Subscription/membership to charitable organisation	25.05	±3.03	*146*
Donations by direct debit, standing order, covenant	24.94	±1.61	*545*
Regular donations by cheque or credit/debit card	23.31	±2.84	*129*
Collection at place of worship (charity envelope)	20.21	±2.97	*113*
Fundraising event	19.94	±2.68	*214*
Buy goods from charity shop/catalogue	15.73	±1.14	*533*
Collection at place of worship (loose notes/coins)	11.84	±1.17	*347*
Sponsor someone	9.85	±1.00	*292*
Payroll giving	8.94	±1.37	*58*
One-off entrance donation to museum, gallery etc.	8.81	±1.22	*178*
Buy raffle tickets	6.08	±0.45	*694*
Money to collecting tins	4.74	±0.39	*967*
Door-to-door collection (charity envelope)	3.49	±0.29	*190*
Give money to people begging on street	3.43	±0.34	*188*

Base for each method: All respondents using the method to donate in the last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300+ using a particular method, were excluded.

Table 10.3 gives more details with the average amount **per donor** broken down by the method of giving. The average amount donated was highest for cheque/credit card donations, subscriptions to charitable organisations and donations by direct debit, standing order or covenant. It was smaller for more ad hoc methods such as door-to-door collections, money in collecting tins and giving to people begging.

It should be borne in mind that people often found it difficult to supply precise estimates of donations (particularly for more ad hoc methods) and that quite a high proportion of donors were unable (or unwilling) to supply an amount at all.

10.5 Causes donated to

People who said they had donated in the last year were asked what causes they had donated to (Table 10.4).

Causes related to health and disability were particularly popular. Overall, the most common cause, supported by just over half of donors (52%), was medical research. Donors also commonly supported hospitals and hospices (34%) and organisations dealing with disability (31%) and physical or mental healthcare (23%).

The second most common cause was overseas aid/disaster relief (42%). Just under a third of donors also supported organisations dealing with animal welfare, social welfare, those related to education (including schools) and religious causes.

Given the high proportion of people who donated in the last year, proportions based on the whole sample – also shown in Table 10.4 – were very similar to those based on donors in the last year.

10.6 Comparisons with other studies

There are a number of studies covering the field of charitable giving, and it can sometimes be difficult to reconcile the resulting estimates of the proportion of donors and the amounts they give. In this section, findings from the current study are drawn together with those from the Citizenship Surveys and the ongoing series of questions run by the

Charities Aid Foundation (CAF) and the National Council for Voluntary Organisations (NCVO).[21]

Table 10.4 Extent of charitable giving in the last year, by cause supported

	All %	Donors in last year %
Medical research	48	52
Overseas aid/disaster relief	39	42
Hospitals and hospices	32	34
Animal welfare	30	32
Social welfare	29	31
Disabled people	29	31
Schools, colleges, universities and other education	29	31
Religion	24	31
Children or young people	24	26
Elderly people	22	26
Physical and mental health	18	23
Conservation, the environment and heritage	16	19
The arts and museums	12	17
Sports and exercise	8	13
Hobbies, recreation and social clubs	6	9
Other	6	7
Base (unweighted)	*2,152*	*2,035*

Base for all: All respondents answering charitable giving questions. Base for donors in last year: All those giving in the last 12 months. Don't know/refusal responses excluded. Also excludes 35 respondents who were only identified as donors after reminder questions. Percentages sum to more than 100% as respondents could donate to more than one cause.

Table 10.5 shows the proportion of people donating in the last four weeks across the three studies. The figure obtained by Helping Out is very similar to that obtained in the 2005 Citizenship Survey. However, both these surveys identify a much higher proportion of donors (around 20% more) than the NCVO-CAF studies.

The pattern of variation is different when comparing the average amounts donated per donor in the last four weeks. The figure for Helping Out is comparable to that obtained in the NCVO-CAF survey, but twice as large as the amount estimated in the 2005 Citizenship Survey.

Table 10.5 Extent of charitable giving and average amount donated per donor in the last four weeks (95% confidence intervals): comparison of Helping Out, Citizenship Survey and NCVO-CAF studies

	NCVO-CAF 2005/06	Citizenship Survey 2005	Helping Out 2006/07
Proportion donating in the last 4 weeks (%)	58 (56–59)	78 (77–79)	81 (79–83)
Average donation per donor (£)	26.53 (24.13–28.94)	15.17 (14.45–15.89)	30.94 (28.69–33.20)

Base for Helping Out: All respondents answering charitable giving questions. Don't know/refusal responses excluded. Figures in parentheses represent 95% confidence intervals, i.e. upper and lower bounds of estimates.

As was discussed in Chapter 2 in relation to the results on formal volunteering, it is always difficult to draw comparisons between different studies, and to determine the extent to which differences between them reflect genuine differences in the population as opposed to artefactual differences between the studies. In particular, the following considerations should be borne in mind when comparing Helping Out estimates with those from other studies:

a) **The study context** – Helping Out was explicitly concerned with charitable giving, in contrast to the Citizenship Survey and NCVO-CAF studies, where the topic is one among many in the interview. This may mean that interviewers and respondents are more alert to the types of activity that might be of interest to the study and therefore more likely to recall them. However, this may also put more pressure on respondents to mention donations, even if they did not occur within the time frame asked about.[22]

b) **Fieldwork periods** – the studies covered very different time periods throughout the year: the NCVO-CAF questions were asked in June, October and February (deliberately avoiding Christmas); the Citizenship Survey

21. These are run in the Office for National Statistics Omnibus.

22. To alleviate this problem, the NCVO-CAF study also included a sentence in their introduction saying 'Not everyone gives to charity and if you do not, that is fine.'

fieldwork ran from March to September; while the Helping Out study was conducted between October and February. In particular, the recall period for Helping Out would have included the Christmas period for most respondents, which might have affected the volume of donations in the last four weeks. (It also raises issues over how 'typical' the last four weeks were for giving in Helping Out, and how annual estimates should be calculated.[23]) However, this would not explain the higher prevalence of giving also uncovered by the Citizenship Survey.

c) **Question methods** – the overall approach used to identify donors was very similar between the studies. However, in order to estimate the amount donated, the Citizenship Survey did not follow up individual methods in any detail and covered the amounts given by use of one summary question. In contrast, the other studies established this via a series of follow-up questions. This different methodology may, to a large extent, explain the discrepancy in the average amount donated.

d) **Topic coverage** – readers should also note a few (minor) differences in coverage. The NCVO-CAF study did not include giving to people begging on the street, which was included by the other studies. The Citizenship Survey estimate of the average amount donated excluded buying goods,[24] which was included by the other studies.

e) **Sample profile and bias** – data in the current study have been weighted to take account of non-response to the study, and the fact that different groups were more or less likely to respond.[25] However, there may still be some residual bias in the sample towards those groups more likely to respond.

See also Low and Butt (2007) for a further analysis.

There is reason to believe that, in focusing on charitable giving, Helping Out may over-report the scale of donations. The overall estimates should therefore be treated with caution and, in particular, not be taken as indicating an increase in giving when compared with other studies. In order to gain a picture of how the extent of charitable giving has recently changed over time, reference should be made to the findings from the Citizenship Survey (Kitchen *et al*, 2006).

Helping Out does enable a detailed analysis of who donates and why, and this is discussed in the following chapters.

23. For the NCVO-CAF studies, the average annual amount was estimated by multiplying the monthly average by 12. For Helping Out, the frequency of donation was taken into account: donations made at least once a month were multiplied by 12 for an annual amount, while those given less often were multiplied by the number of times donations were given during that year (maximum 12). In both studies, non-givers in the last four weeks were assumed to be non-givers for the whole year.

24. Excluding buying goods from the Helping Out estimate of the average amount donated reduced it by around £4.

25. Although respondents identified in the Citizenship Survey as giving to charity were more likely to respond, this was explained by differences in other factors affecting response (e.g. their volunteering status or age). Therefore, charitable giving was not explicitly included as a weighting factor.

11 Who gives?

Summary

- There were no significant differences by age in the proportion of respondents who had donated in the last four weeks. However, there were differences by age in the average amount donated, with those aged 16–24 giving the smallest amount.
- Women were significantly more likely to have donated than men but there was no significant difference between men and women in the average amount donated.
- Charitable giving was related to employment status with those not in work least likely to have donated. The extent of charitable giving also varied significantly according to the reason given for not working, with retired respondents most likely to have donated.
- Charitable giving varied significantly with income. Those in higher income groups were more likely to have donated, and to have donated higher amounts.
- The prevalence of charitable giving varied by ethnic origin with White respondents most likely to have donated. The average amount donated per donor did not vary significantly with ethnic origin.
- The prevalence of charitable giving also varied by religious denomination with Christians and 'Other' religious groups (including Buddhists and Jews) most likely to have donated and Muslims least likely. Those who actively practised a religion gave most on average.
- Those identified as being at risk of social exclusion were less likely to have donated in the last four weeks than other respondents.
- The prevalence of donations and the average amount donated varied by Government Office region. However, some of these differences may be explained by regional differences in income.

11.1 Introduction

This chapter looks primarily at variation in the extent of charitable giving across key socio-demographic groups. The focus is on patterns of charitable giving across groups; which groups give **more** and which give **less** than others rather than the actual levels and amount of giving. Groups are compared in terms of the proportion of people donating in the past four weeks and the average amount donated per donor. Some results are also given for causes donated to.

The tables show levels of charitable giving by each socio-demographic factor separately: they do not take into account interactions between the factors themselves. However, the majority of the differences observed here are seen even when other factors are controlled for. Where previous analyses have indicated that this is **not** the case, it is indicated in the text.

11.2 Age and sex

The prevalence of donations did not vary significantly with age (Table 11.1). The proportion of people donating was consistently high across all age groups.

However, the average amount donated per donor did vary significantly with age. Donors aged 16–24 gave the least while donors aged 55–64 gave the most.

Table 11.1 Extent of charitable giving in the last four weeks, by age

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
16–24	74	16.93 ±2.4	*123/90*
25–34	79	30.67 ±2.9	*258/206*
35–44	86	30.77 ±2.2	*4,572/378*
45–54	83	33.40 ±3.0	*406/324*
55–64	82	36.25 ±2.7	*427/332*
65+	80	32.76 ±2.5	*483/356*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. (a) ± standard error.

Table 11.2 shows that women were significantly more likely than men to have donated in the last four weeks. However, there was no significant difference between men and women in the average amount donated per donor.

Table 11.2 Extent of charitable giving in the last four weeks, by sex

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
Male	78	29.55 ±1.7	*985/736*
Female	84	32.16 ±1.5	*1,169/950*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. (a) ± standard error.

There was some variation by age in the causes donated to. The proportion donating to medical causes increased with age, with those aged 16–34 the least likely to have donated to medical research, hospitals and causes relating to physical and mental health. Those aged 35–44 were the age group most likely to have donated to schools, colleges and other educational causes.

Women were more likely to have donated to most causes than men, consistent with the higher prevalence of donors among women (Table 11.3). In particular, women were significantly more likely than men to have donated to animal welfare charities, causes related to social welfare and schools. They were also significantly more likely to have donated to the various medical causes including medical research, hospitals and disabled people.

11.3 Employment status

Table 11.4 looks at the extent of charitable giving by work status, distinguishing between the employed, self-employed and those not in work. Respondents not in work were significantly least likely to have donated in the last four weeks. Donors not in employment also tended to donate the smallest amounts, although the difference between groups was not statistically significant.

Table 11.3 Causes donated to, by age and sex

	Current donors								
	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Medical research	41	49	57	54	57	48	47	55	52
Overseas aid/disaster relief	35	42	41	48	46	39	40	44	42
Hospitals and hospices	13	26	33	35	46	45	30	38	34
Animal welfare	22	30	38	28	33	34	25	38	32
Social welfare	26	33	34	37	31	25	26	36	31
Disabled people	25	24	31	37	36	33	28	34	31
Schools, colleges, other education	23	35	45	35	24	20	27	35	31
Religion	27	28	29	32	30	36	30	32	31
Children and young people	19	27	32	29	25	21	24	27	26
Elderly people	15	22	24	28	34	28	23	28	26
Physical and mental health	12	16	22	28	28	27	21	25	23
Conservation, environment, heritage	7	15	20	24	24	19	21	17	19
Arts and museums	9	17	21	23	18	13	17	18	17
Sports/exercise	12	13	17	16	13	5	14	11	13
Hobbies/recreation/social clubs	3	7	9	12	10	8	10	7	9
Base (unweighted)	*116*	*248*	*434*	*382*	*408*	*447*	*906*	*1,129*	*2,035*

Base: All respondents donating in last year. Percentages sum to more than 100 as respondents could donate to more than one cause. Don't know/refusal responses excluded.

However, the extent of charitable giving varied significantly depending on the reason people gave for being out of work. Among those not in work, retired people were most likely to have donated while the long-term sick, unemployed and students were least likely to have donated. Similarly, retired donors gave the largest amounts on average. The long-term sick gave the least, closely followed by students and the unemployed.

Table 11.4 Extent of charitable giving in the last four weeks, by employment status

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
Employed	84	31.80 ±1.6	*1,110/910*
Self-employed	85	34.25 ±3.9	*165/132*
Not employed	76	28.83 ±1.7	*886/642*
Looking after home	79	27.23 ±3.5	*110/82*
Sick	65	17.75 ±2.9	*117/74*
Retired	82	33.81 ±2.4	*550/418*
Other (unemployed/ students)	65	17.89 ±3.1	*108/68*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. (a) ± standard error.

11.4 Income

It is to be expected that levels of charitable giving would be closely related to the respondent's income. Table 11.5 shows that the prevalence of charitable giving did vary significantly with income. There was consistent evidence of a positive relationship between income and donating, with those in the higher income groups most likely to have donated. However, it should be noted that the proportion of respondents donating was consistently high across all groups.

The average amount donated per donor also increased with income. In particular, there were large increases in the average donation above the £20,000 earnings threshold and again among those earning £50,000 or more.

Higher rate taxpayers were significantly more likely to have donated in the last four weeks, and to have donated a higher amount per donor, than those who were not higher rate taxpayers. Chapter 12 looks in more detail at the relationship between the tax system and giving, presenting detailed findings on the awareness and use of tax-efficient giving methods.

Table 11.5 Extent of charitable giving in the last four weeks, by respondent's income

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
Under £5,000	74	23.48 ±2.2	*354/255*
£5,000–£9,999	75	25.82 ±2.6	*411/297*
£10,000–£14,999	88	29.21 ±2.4	*309/260*
£15,000–£19,999	79	28.04 ±3.2	*242/199*
£20,000–£29,999	85	37.68 ±3.0	*324/269*
£30,000–£49,999	91	37.02 ±3.6	*254/215*
£50,000+	94	49.73 ±6.6	*87/74*
Higher rate taxpayer	93	41.80 ±3.8	*187/159*
Not higher rate taxpayer	80	29.41 ±1.2	*1,794/1,410*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. (a) ± standard error.

11.5 Religion

Included in the definition of charitable giving are donations made to a church or other place of worship. It is therefore interesting to consider how the extent of charitable giving varies by religion. Results are broken down both by religious denomination (Christian, Hindu, Muslim, Other) and by religious activity (the extent to which those with a religion said that they were actively practising or not). In both cases, comparisons are made with those who said they had no religion.

The prevalence of donating varied significantly by religious denomination (Table 11.6). 'Other' denominations (including Buddhists and Jews) were most likely to have donated in the last four weeks followed by Christians. Muslims were the group least likely to have donated (66%), less so than those with no religion (74%).

While Muslims were the religious group least likely to have given, Muslim donors gave the highest amount on average of all religious groups. However, this difference was not statistically significant.

Across all denominations, those respondents actively practising a religion were significantly more likely to have given than those who said that they had a religion but were not active. This finding is due to the fact that those actively practising were more likely to have given to charity via donations at their place of worship; once we exclude religious giving, those actively practising were no more likely than other respondents to have donated in the last four weeks.

Overall, those respondents actively practising any religion donated significantly higher amounts on average than those not actively practising or with no religion. Furthermore, this remained the case even after excluding donations made via a place of worship.

Table 11.6 Extent of charitable giving in the last four weeks, by religion and religious activity

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
Christian	83	31.61 ±1.3	*1,915/1,496*
Hindu	70	28.52 ±5.1	*97/67*
Muslim	66	36.29 ±4.1	*204/140*
Other	89	32.20 ±5.4	*153/118*
Religious, active	87	45.81 ±2.6	*1,060/823*
Religious but not active	80	23.80 ±1.2	*1,314/1,000*
No religion	74	26.59 ±2.5	*326/235*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. (a) ± standard error.

11.6 Ethnic origin

The following section looks in details at patterns of charitable giving by ethnic origin (Table 11.7). White respondents were the ethnic group most likely to have donated in the last four weeks. However, there were no significant differences between ethnic groups in the amount donated per donor.

Table 11.7 Extent of charitable giving in the last four weeks, by ethnic origin

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
White	83	31.10 ±1.2	*2,021/1,594*
Asian	73	31.80 ±2.9	*347/245*
Black	71	32.39 ±5.2	*190/124*
Mixed/other	62	37.39 ±5.2	*141/95*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. 'Other' includes those of Chinese origin. (a) ± standard error.

Religious giving has been shown to be a particularly important source of charitable giving for Black and minority ethnic groups (Kitchen *et al*, 2006). Table 11.8 explores the relationship between ethnic origin and religious giving in more detail.[26] Despite the fact that overall a smaller proportion of Black and Asian respondents had given to charity in the last four weeks, those of Black or Asian origin were the ethnic groups most likely to have donated to charity in the last four weeks via donations at a place of worship.

Donations to religious causes were also most common among Black and Asian respondents.

The prevalence of religious giving was particularly high among Asian respondents, consistent with high levels of religious giving among Muslims.[27]

26. There is, unsurprisingly, a close correspondence between ethnic origin and religious denomination; 97% of Christians were of White ethnic origin while 98% of Hindus and 78% of Muslims were of Asian origin.

27. Forty-one per cent of Muslims had donated via donations to a place of worship in the last four weeks compared with 21% of Christians and 16% of Hindus.

Table 11.8 Extent of religious giving, by ethnic origin

	White %	Asian %	Black %	Mixed/other %	All %
Donating via donations at place of worship (in last 4 weeks)[a]	18	38	30	21	21
Donating to religious causes (in last year)[b]	29	62	42	33	31
Base (unweighted)	*2,021/1,917*	*347/309*	*190/156*	*141/125*	*2,154/2,035*

Base: All respondents answering charitable giving questions (a) or all donating in last year (b). Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. 'Other' includes those of Chinese origin.

As well as differences in religious giving, there were other significant differences by ethnic origin in the causes donated to and the methods used to donate. Table 11.9 shows that, apart from collections at places of worship, most methods were most commonly used by White people. In particular, White people were most likely to have donated by putting money in collecting tins, buying raffle tickets or charity goods, paying entrance fees, or paying a subscription. However, Black people were the ethnic group most likely to give to people begging on the streets.

The majority of causes apart from religion were most likely to have been supported by White people (Table 11.10). White donors were the most likely to have donated to medical causes including medical research and hospitals and hospices. They were also the most likely to have supported conservation, animal welfare charities, and arts and museums. Asians were the ethnic group most likely to have donated to overseas aid, although the difference between ethnic groups was not statistically significant.

Table 11.9 Methods of donating, by ethnic origin

	White %	Asian %	Black %	Mixed/other %	All %
Money to collecting tins	48	31	25	28	45
Buying raffle tickets	32	14	21	16	31
Direct debit/standing order/covenant	24	13	15	16	23
Buying charity goods	24	6	14	12	22
Money collection at place of worship	15	28	21	18	16
Sponsoring someone	13	7	8	7	12
Occasional cheque/credit card	12	10	6	8	12
Attending fundraising event	10	5	7	6	9
Giving to people begging	9	12	21	18	9
Door-to-door charity envelope	9	10	3	2	8
One-off donation for entrance	9	3	3	7	8
Subscription/membership fee	7	1	0	3	6
Regular cheque/credit card	6	5	6	7	6
Charity envelope at place of worship	4	13	14	4	5
Payroll giving	3	1	0	1	2
Other method	2	3	4	2	2
Base (unweighted)	*2,021*	*347*	*190*	*141*	*2,154*

Base: All respondents answering charitable giving questions. Percentages sum to more than 100 as respondents could use more than one method. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. 'Other' includes those of Chinese origin.

Table 11.10 Causes donated to, by ethnic origin

	White %	Asian %	Black %	Mixed/other %	All %
Medical research	53	34	25	46	52
Overseas aid/disaster relief	42	51	37	43	42
Hospitals and hospices	36	20	14	20	34
Animal welfare	33	10	10	15	32
Social welfare	32	22	27	16	31
Disabled people	32	22	22	20	31
Schools, colleges, other education	32	19	19	23	31
Religion	29	62	42	33	31
Children and young people	26	24	24	21	26
Elderly people	26	16	17	21	26
Physical and mental health	24	12	12	16	23
Conservation, environment, heritage	20	2	3	10	19
Arts and museums	18	4	9	18	17
Sports/exercise	13	6	10	7	13
Hobbies/recreation/social clubs	9	3	7	6	9
Base (unweighted)	*1,917*	*309*	*156*	*125*	*2,035*

Base: All respondents donating in last year. Percentages sum to more than 100 as respondents could donate to more than one cause. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. 'Other' includes those of Chinese origin.

11.7 Risk of social exclusion (PSA4)

Individuals who belong to certain Black and minority ethnic groups, have no qualifications, or who have a disability or limiting, long-term illness can be seen as being at particular risk of social exclusion. They are also the focus of a Public Service Agreement target (PSA4) to increase levels of volunteering. Although not specifically targeted in terms of government giving policies, analysis has been included here to enable comparisons with the volunteering chapters.

Those groups at risk of social exclusion were significantly less likely to have donated in the past four weeks compared with those not at risk (Table 11.11). Those in at-risk groups who had donated also gave less on average than other donors, although the difference was not statistically significant. Respondents with no qualifications in particular were less likely to donate and they donated smaller amounts than other respondents. (See Table 11.7 for extent of charitable giving by people of Black and minority ethnic origin.)

Table 11.11 Extent of charitable giving in the last four weeks, by groups at risk of social exclusion

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
At risk	73	28.10 ±1.4	*798/569*
Limiting, long-term illness or disability	74	28.24 ±2.3	*457/323*
No qualifications	71	23.12 ±3.0	*335/234*
Not at risk	86	32.31 ±1.9	*1,356/1,117*
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. (a) ± standard error.

11.8 Government Office region

The extent of charitable giving varied significantly by Government Office region (Table 11.12). Respondents in the West Midlands and the North East were most likely to have donated in the last four weeks while those living in London were least likely to have donated. Looking at the average amount donated per donor, the pattern of regional variation is somewhat different. Donors in the North East gave the smallest amount while those in London gave the most. Analysis of the 2005 Citizenship Survey suggests that these differences in the amount donated are likely to reflect differences in average income across region (Kitchen *et al*, 2006).

Table 11.12 Extent of charitable giving in the last four weeks, by Government Office region

	Proportion donating %	Amount per donor £[a]	*Base (unweighted)*
West Midlands	89	24.66 ±2.9	195/160
North East	88	21.01 ±2.9	126/105
East	85	31.30 ±3.3	268/221
South West	84	37.34 ±4.2	207/173
East Midlands	83	24.86 ±2.6	205/157
South East	82	37.05 ±3.5	362/278
North West	80	29.21 ±2.3	314/243
Yorkshire and the Humber	78	23.93 ±2.2	257/189
London	71	38.92 ±3.3	220/160
All	81	30.94 ±1.1	*2,154/1,686*

Base for proportion donating: All respondents answering charitable giving questions. Base for amount donated: All those giving in last four weeks. Mean calculated based just on those respondents giving an amount. Extreme values, i.e. donations of £300 or over using a particular method, were excluded. Don't know/refusal responses excluded. (a) ± standard error.

12 Tax-efficient methods of giving

Summary

- Gift Aid was the most recognised method of tax-efficient giving, with two-thirds of respondents aware of it. This was followed by payroll giving (40%) and legacies (24%). Other forms of tax-efficient giving elicited very low levels of awareness.
- Awareness of tax-efficient giving varied between different groups. Those with higher income or in the 45–64 age brackets were generally most aware. Reflecting the availability of certain methods to particular types of employment, awareness also varied by employment status.
- Unsurprisingly, given the relatively low level of awareness of tax-efficient giving overall, use of such methods of giving was not widespread. A third of the sample had used Gift Aid in the last year, but other forms were used by fewer than 5% of the sample.
- Patterns in use of tax-efficient giving were similar to those for awareness.
- Lack of awareness was the main reason given for not using tax-efficient methods of giving, followed by not being a taxpayer and giving too infrequently.

12.1 Introduction

This chapter looks at the use and awareness of tax-efficient giving methods. For the purposes of the study these were defined as:

- Gift Aid;
- payroll giving;
- giving via Self-Assessment Forms;
- tax relief on the value of gifts of shares given to charities;
- tax relief on the value of gifts of land or buildings given to charities; and
- legacies.

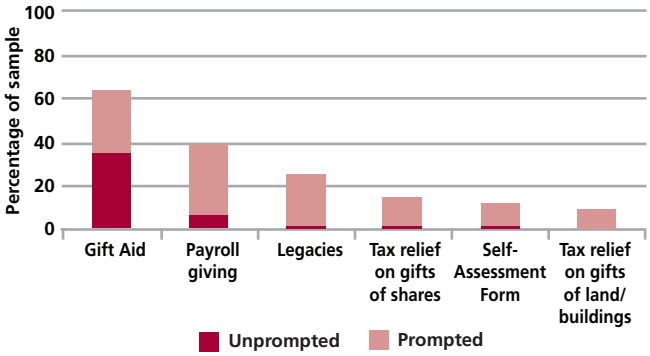
Respondents were asked whether they had heard about any of these forms of giving. With the exception of legacies,[28] they were also asked which ones they had used in the last year.

12.2 Awareness of tax-efficient methods of giving

Figure 12.1 shows the levels of (prompted and unprompted) awareness of tax-efficient methods of giving (see also Table A.12.1 for full details).

Gift Aid was by far the most recognised method. Around a third of the sample (35%) were able to describe or name it without prompting, and awareness climbed to almost two-thirds of the sample (64%) when prompted.

Figure 12.1 Awareness of tax-efficient methods of giving



Base: All respondents answering charitable giving questions (n=2,155). Don't know/refusal responses excluded.

None of the other methods was well recognised without prompting, with less than 10% of respondents able to spontaneously name or describe other methods.

Overall awareness (including prompting) was next highest for payroll giving, with 40% of the sample saying they had heard of this, followed by 24% saying they had heard of legacies as a tax-efficient form of giving.

Comparing the findings from Helping Out with an HM Revenue and Customs (HMRC) study of tax-efficient giving conducted in 2004, awareness of Gift Aid would seem to be on the increase (Smeaton *et al*, 2004). According to the HMRC study only 22% of respondents recognised Gift Aid (unprompted). Levels of unprompted awareness of payroll giving were very similar (7% in both surveys).

28. For legacies, respondents were asked whether they had made arrangements to leave a legacy.

Table 12.1 Awareness of tax-efficient methods of giving, by income

Proportion aware (prompted and unprompted)	<£5k %	£5–<£10k %	£10–<£15k %	£15–<£20k %	£20–<£30k %	£30–<£50k %	£50k or more %	Not high rate %	High rate %	All %
Gift Aid	53	52	63	67	77	79	84	62	83	64
Payroll giving	26	32	40	52	47	53	58	39	53	40
Legacies	19	20	23	28	25	29	36	23	32	24
Tax relief on gifts of shares	9	14	13	17	15	17	26	13	22	14
Self-Assessment Form	8	8	10	14	12	15	34	10	24	12
Tax relief on gifts of land/buildings	8	8	7	12	10	12	20	9	15	10
Base (unweighted)	*354*	*411*	*309*	*242*	*324*	*254*	*87*	*1,794*	*187*	*2,155*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

12.2.1 Who was aware?

Patterns in awareness varied between different groups. Income, employment status and age were all connected to levels of awareness. However, it should be borne in mind that these factors can interact with each other (for example, people not in work tend to have lower incomes), which may reduce the net effect of an individual factor on awareness.

Table 12.1 shows first how awareness varied for different income groups, and whether or not respondents fell into the high rate income tax band. For all the methods, awareness increased with levels of income. For example, awareness of Gift Aid increased from 53% to 84% across the income groups; awareness of using Self-Assessment Forms ranged from 8% to 34%. This consistent increase can be seen particularly clearly when looking at those whose incomes fell into the higher rate tax bracket compared with those whose incomes did not.

With the exception of legacies, awareness also varied according to the respondent's employment status (Table 12.2). Unsurprisingly, given that some methods are only available to those in certain forms of employment, patterns varied according to the method of giving. Thus, employees were most likely to be aware of payroll giving (47% compared with a third or less in the other groups) while the self-employed were the group most aware of giving via Self-Assessment Forms (22%, double the percentage in the other groups). Respondents who were employed also had high levels of awareness of Gift Aid but the lowest awareness of tax relief on gifts of shares or land and buildings.

Awareness also varied with the age of the respondent (Table 12.3). Broadly speaking, all methods followed the same pattern: awareness was relatively low among the younger age groups, increasing to the highest levels of awareness in the 45–64 age groups. Awareness among the oldest age group

Table 12.2 Awareness of tax-efficient methods of giving, by employment status

Proportion aware (prompted and unprompted)	Employee %	Self-employed %	Not employed %	All %
Gift Aid	68	62	57	64
Payroll giving	47	29	33	40
Legacies	22	28	25	24
Tax relief on gifts of shares	12	16	17	14
Self-Assessment Form	10	22	11	12
Tax relief on gifts of land/buildings	8	15	12	10
Base (unweighted)	*1,100*	*165*	*887*	*2,155*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

Table 12.3 Awareness of tax-efficient methods of giving, by age

Proportion aware (prompted and unprompted)	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	All %
Gift Aid	43	66	68	68	72	59	64
Payroll giving	25	37	40	53	51	32	40
Legacies	9	14	22	31	36	26	24
Tax relief on gifts of shares	4	8	11	16	20	21	14
Self-Assessment Form	8	7	12	17	13	12	12
Tax relief on gifts of land/buildings	4	8	7	11	14	13	10
Base (unweighted)	*123*	*258*	*457*	*406*	*427*	*484*	*2,155*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

(65 and over) then fell a little, with the exception of awareness of tax relief on gifts.

Other analysis showed that there was little difference in awareness between men and women (with the exception of Gift Aid where 67% of women were aware compared with 60% of men).

For Gift Aid, payroll giving, legacies and tax relief on shares, there were significant differences by ethnic group, with awareness highest among White respondents (Table 12.4). Differences were not significant for the other methods.

Table 12.4 Awareness of tax-efficient methods of giving, by ethnic origin

Proportion aware (prompted and unprompted)	White %	Asian %	Black %	Mixed/other %	All %
Gift Aid	66	35	35	49	64
Payroll giving	41	21	26	29	40
Legacies	25	8	9	9	24
Tax relief on gifts of shares	15	11	13	11	14
Self-Assessment Form	12	8	9	12	12
Tax relief on gifts of land/buildings	10	5	3	8	10
Base (unweighted)	*2,022*	*347*	*189*	*141*	*2,155*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. 'Other' includes those of Chinese origin.

Table 12.5 Use of tax-efficient methods of giving in the last 12 months

Proportion using	Gift Aid %	Payroll giving %	Self-Assessment Form %	Tax relief on gifts of shares %	Tax relief on gifts of land/ buildings %
Used in last 12 months	34	3	1	*	*
Not used	66	97	99	100	100
Base (unweighted)	*2,151*	*2,151*	*2,151*	*2,151*	*2,151*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

Table 12.6 Use of Gift Aid and payroll giving, by income

Proportion using in last 12 months	<£5k %	£5–<£10k %	£10–<£15k %	£15–<£20k %	£20–<£30k %	£30–<£50k %	£50k or more %	Not high rate %	High rate %	All %
Gift Aid	14	18	36	40	49	58	70	32	64	34
Payroll giving	<1	1	4	2	4	8	4	3	6	3
Base (unweighted)	*353*	*410*	*309*	*241*	*324*	*254*	*87*	*1,791*	*187*	*2,151*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

12.3 Use of tax-efficient methods of giving

Unsurprisingly, given the relatively low levels of awareness, use of tax-efficient methods of giving was not widespread (Table 12.5). About a third of the sample (34%) said they had used Gift Aid in the last 12 months. Payroll giving had been used by around 3% of the sample, and the other methods by 1% or less.

On the basis of donors over the last year, the 2004 HMRC study (Smeaton *et al*, 2004) found a similar incidence of payroll giving (2% of donors over the last year) to Helping Out (also 3% for donors over the last year). However, use of Gift Aid had increased compared with the HMRC study (20% of donors over the last year said they had used Gift Aid in the last year, compared with 35% of such respondents in the Helping Out study).

Respondents were asked separately whether they had made arrangements to leave a charitable legacy (Table A.12.2). Only 5% of the sample had done this, although nearly two-fifths of those without a legacy arranged (38%) said they might consider doing this in the future.

12.3.1 Who used tax-efficient methods of giving?

In this section, we look at variations in usage of tax-efficient methods of giving for different groups, focusing on Gift Aid, payroll giving and legacies. The proportions of respondents using the other methods were too low to detect any (significant) variation between groups.

Table 12.6 shows how use of Gift Aid increased by income level, from 14% in the lowest income groups to 70% in the highest. Looking at higher rate taxpayers, the proportion using Gift Aid was double that in lower income brackets (64% compared with 32%). The same was generally true for payroll giving, although the proportions using this method were still relatively low (the highest was 8% for the £30,000–<£50,000 income bracket).

Table 12.7 Use of Gift Aid and payroll giving, by employment status and reason for not working

	Employee	Self-employed	Not employed	Reason for not working				All
Proportion using in last 12 months	%	%	%	Unemployed/ looking for work %	Looking after home %	Sick or disabled %	Retired %	%
Gift Aid	43	36	21	15	20	14	26	34
Payroll giving	5	2	*	0	0	0	*	3
Base (unweighted)	*1,099*	*165*	*884*	*51*	*110*	*115*	*550*	*2,151*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

Table 12.8 Use of Gift Aid and payroll giving, by age

Proportion using in last 12 months	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	All %
Gift Aid	16	36	41	43	40	23	34
Payroll giving	2	5	4	3	2	*	3
Base (unweighted)	*123*	*258*	*457*	*404*	*426*	*483*	*2,151*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

Unsurprisingly, employees were the most likely to have used payroll giving (Table 12.7), with 5% saying they had done so in the last 12 months. Employees were also the most likely to have used Gift Aid, with those not in work the least likely to have done so.

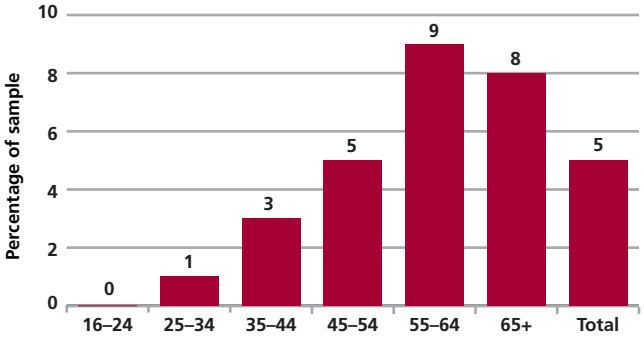
Gift Aid was primarily used by people in the 25–64 age brackets, probably reflecting the higher proportion of respondents in this age group paying tax and so eligible for tax relief (Table 12.8).[29] Levels of use were lowest among the youngest and oldest age groups (16% among those aged under 25 and 23% among those aged 65 and over). Levels of payroll giving did not vary significantly with age.

Table 12.9 shows that respondents of White origin were the ethnic group most likely to use Gift Aid (around a third did so), while Black or Asian respondents were the least likely (just over one in ten). Further analysis indicated that these ethnic differences were observed even accounting for the patterns by employment status and income.

Use of Gift Aid and payroll giving did not vary significantly between men and women (Table A.12.3).

Use of charitable legacies was largely driven by age (Figure 12.2): between 8 and 9% of those aged 55 or over had made a charitable legacy. The proportion doing this was also higher among those not working compared with those in work, but this is probably driven by the large number of retired respondents in the out-of-work category.

Figure 12.2 Proportion making arrangements to leave charitable legacy, by age



Base: All respondents answering charitable giving questions (2,151 in total; 159–451 for age categories). Don't know/refusal responses excluded.

Table 12.9 Use of Gift Aid and payroll giving, by ethnic origin

Proportion using in last 12 months	White %	Asian %	Black %	Mixed/other %	All %
Gift Aid	36	13	13	21	34
Payroll giving	3	4	2	1	3
Base (unweighted)	2,022	347	189	141	2,151

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' based on core sample only. 'Other' includes those of Chinese origin.

29. This would also explain higher awareness of Gift Aid among those aged 25–64.

12.4 Reasons for not using tax-efficient methods of giving

Respondents who had used methods in the last year which potentially could have been tax efficient[30] but who had not taken up this option were asked the main reasons why they had not done so. The reasons are shown in Table 12.10.

Unsurprisingly, given the generally low levels of awareness, lack of awareness was the main reason cited (mentioned by 37% of respondents who were asked the question). Not being a taxpayer was the next most common reason (29%). The third most common reason was infrequent giving, mentioned by 19% of those asked the question. Many respondents (16%) could not think of any particular reason why they had not used these forms of giving.

Table 12.10 Reasons for not using tax-efficient methods of giving

	Proportion mentioning each reason %
Not aware of tax-efficient methods	37
Not a taxpayer	29
Only give from time to time	19
Didn't realise applied to small amounts	9
Didn't realise applied to me	9
Too much effort to arrange	7
Employer does not offer payroll giving	7
Wanted donations independent of government	6
Not informed by charity	5
Too complicated to understand	5
Someone else in household deals with tax	2
Advised not to	2
Don't pay enough tax	*
No real reason	16
Other reason	2
Base (unweighted)	*865*

Base: All respondents using potentially tax-efficient methods of giving, but who did not take up this option. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

30. Potentially tax-efficient methods of giving were defined as donations given via direct debits, standing orders or covenants, cheque or debit/credit card, payroll giving, charity envelopes, entrance fees, subscriptions or memberships, sponsorship or gifts of shares or land/buildings.

13 Motivations for and barriers to charitable giving

Summary

- The most common reason for donating to charity was that the work of the charity was deemed important (52% of current donors), followed by a belief that it is the right thing to do (41%).
- Nearly a half of respondents said they had increased the amount donated since 2000, with 37% having increased the frequency of donations.
- The most common reason given for this increase was a rise in the respondent's level of disposable income.
- Respondents using regular giving methods were specifically asked if they increased the amount they gave: 18% did. Interestingly, around two-fifths said that they had increased or would increase their donations if asked.
- The most common reason for not donating or for decreasing donations was not having enough money to spare. A sizeable minority had decreased donations because they were dissatisfied with charities in some way.
- Provision of information seemed to be key in encouraging more charitable giving in the future: having confidence that money was being used effectively and receiving information about what was done with the donation were cited most frequently as motivators.

13.1 Introduction

This chapter looks at the reasons why people donate money to charity and the barriers that might stop people from donating. It also considers possible strategies for increasing levels of charitable giving.

13.2 Why people donate to charity

All respondents who had donated money in the last four weeks were shown a list of possible reasons for donating and asked to select the main reasons that were relevant to them. Respondents could pick more than one reason.

The main reason for donating, mentioned by just over half (52%) of donors, was that the work of the charity was important (Figure 13.1). Forty-one per cent of donors said that they gave because it was the right thing to do, while a smaller proportion gave for more self-interested reasons, either because of something that had happened to them or someone they knew (25%) or because it may benefit them in the future (22%). A sizeable minority said that they gave in response to an appeal or information from the charity, with 18% donating after seeing a campaign or appeal in the media, for example. Only a small proportion of donors said that they felt pressured into giving either because they felt uncomfortable refusing when asked (6%) or because they felt donating was expected of them (5%).

The reasons for giving varied by age (Table 13.1). Donors in the 25–34 age group were the most likely to say that they gave because it made them feel good. Those aged 16–24 were the least likely to say that they gave because of an appeal in the media or after seeing information from a charity. The proportion of donors saying that they donated because the work of the charity was important increased significantly with age.

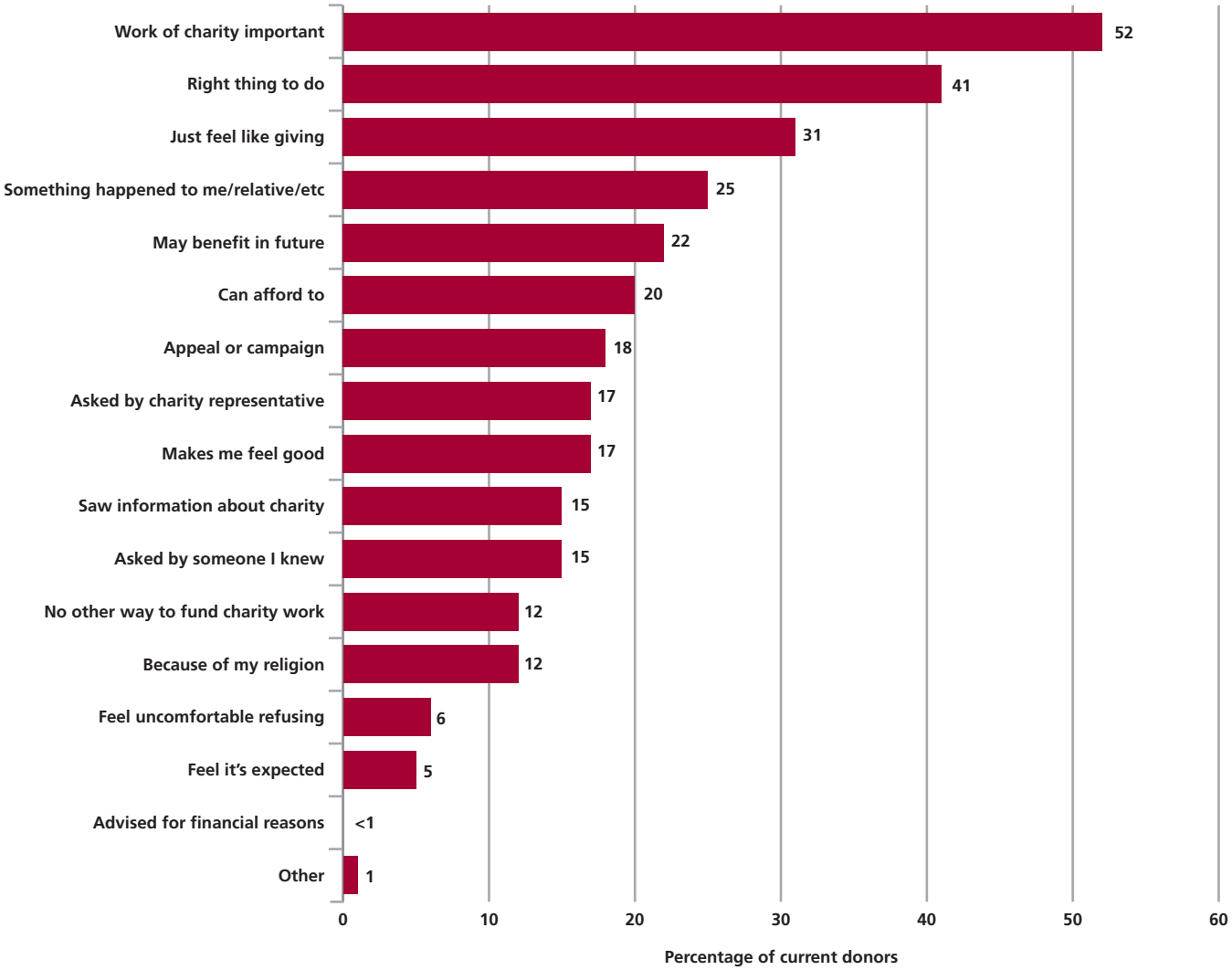
The reasons for donating did not vary significantly with sex (Table A.13.1). There were also few differences on the basis of income (Table A.13.2). However, unsurprisingly, the proportion of donors saying that they gave because they could afford to varied significantly with income. This reason was given by 37% of higher rate taxpayers compared with 19% of other donors.

There were some significant differences in the reasons for donating by ethnic origin (Table 13.2). Asian respondents were the most likely to say that they donated because of their religion, consistent with the higher levels of religious giving observed among this group in Chapter 11. Black respondents were the most likely to say that they donated because it made them feel good.

There was some variation in donors' reasons for giving depending on the cause to which they were donating (Table A.13.3). For example, those donating to religious causes were the group most likely to say that they gave because of their religion and the least likely to say that they gave because they might benefit in the future. Donors to the arts and conservation were the groups most likely to say that they gave because they could afford to.[31]

31. Differences in motivation by cause have not been formally tested for statistical significance.

Figure 13.1 Reasons for donating in the last four weeks



Base: All respondents donating in the last four weeks (n=1,765). Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

13.3 Increases in charitable giving

13.3.1 Changes to donations

All those donating in the last 12 months were asked what had happened to their donations since the year 2000.[32] They were asked about changes to the frequency with which they donated and to the amount given per donation (Figure 13.2).

Nearly half of donors (48%) said they had increased the amount donated since 2000, while 37% said that they had increased the frequency of donations. Only 9% said that the amount donated had decreased, while the same proportion said that the frequency of their donations had decreased.

Those who had increased either the amount or the frequency of their donations were asked their reasons for this (Table 13.3).

32. The year 2000 was chosen as a benchmark as this was the year in which substantial changes to the arrangements for tax-efficient methods of giving occurred.

Table 13.1 Reasons for donating in the last four weeks, by age

	Current donors						
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	All %
Work of charity important	41	47	54	53	60	51	52
Result of something that happened to me/friend/relative	13	20	29	26	32	24	25
Because of an appeal or campaign	12	16	23	20	20	14	18
Asked by charity representative	22	18	21	18	17	10	17
Makes me feel good	19	24	18	17	14	11	17
Received or saw information about charity	7	11	12	22	17	15	14
No other way to fund charity work	6	6	12	15	19	13	12
Base (unweighted)	*94*	*209*	*389*	*340*	*347*	*386*	*1,765*

Base: All respondents donating in last four weeks. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded. Reasons shown in table are those where there was a significant difference between age groups in the proportion of donors mentioning them.

Table 13.2 Reasons for donating in the last four weeks, by ethnic origin

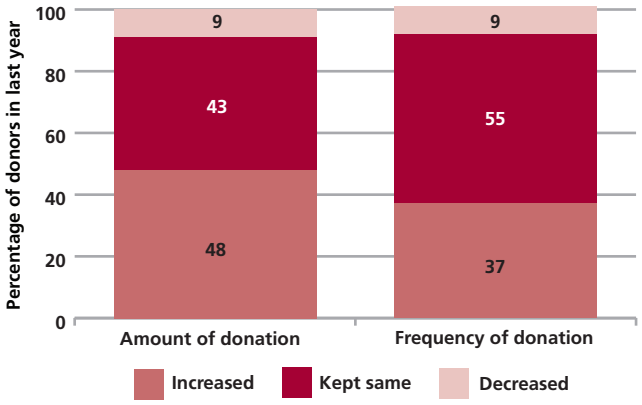
	Current donors				
	White %	Asian %	Black %	Mixed/other %	All %
Work of charity important	53	32	37	53	52
Right thing to do	40	49	46	59	41
Result of something that happened to me/friend/relative	27	13	11	15	25
May benefit in future	23	6	22	22	22
Makes me feel good	16	26	31	28	17
Because of my religion	10	37	23	18	12
Base (unweighted)	*1,670*	*263*	*133*	*97*	*1,765*

Base: All respondents donating in the last four weeks. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded. Based on combined (core and boost sample), except for 'All' based on core sample only. 'Other' includes those of Chinese origin. Reasons shown in the table are those where there was a significant difference between ethnic groups in the proportion of donors mentioning them.

The most common reason for giving more was an increase in disposable income, cited by 41% of donors. A third of those who increased their donations said that they did so because they felt they should be giving more. A further 24% said that they increased donations as a result of changes in personal circumstances.

The proportion of donors increasing their donations since 2000 varied significantly with age (Table 13.4). Those in the youngest age groups (16–34) were the most likely to have increased both the amount and frequency of their donations since 2000. This is likely to be related to changes in donors' income and personal circumstances. Fifty-nine per cent of 16–34 year olds cited changes in income as a reason for increasing donations, while 28% cited changes in personal circumstances.

Figure 13.2 Changes in the frequency and amount of donations since 2000



Base: All donating in last year (n for amount=2,055; n for frequency=2,059). Don't know/refusal responses excluded.

Given the apparent importance of changes in income as a reason for increased donations, it is not surprising that the proportion of donors saying their donations had increased since 2000 varied significantly with income.

Seventy-one per cent of donors falling within the higher tax band had increased the amount of their donation compared with 46% of other donors (Table 13.4). Two-thirds of those in the higher tax band said that they had increased their donations because of changes in income.

There were no significant differences in the proportion of donors increasing their donations by sex or ethnic origin (Table A.13.4).

13.3.2 Increases in regular donations

All those respondents who had donated using regular giving methods in the last year were asked whether they tended to increase the amounts they gave through regular giving methods each year.[33] Only 18% of regular donors said that they did increase the amount.

However, it may be possible for charities to increase the amount given in regular donations by making a direct request to donors (Table 13.5). Respondents who had donated by direct debit in the last year were asked whether they had ever been contacted by a charity requesting an increase in the amount donated. Fifty-two per cent said that they had been contacted in this way. Of these, 42% said that they had agreed to increase the amount of their donation. A similar proportion (43%) of direct debit donors who had not been contacted said that they would be happy to increase their donation if asked.

Table 13.3 Reasons for increasing donations since 2000

	Respondents increasing frequency or amount of donation %
Disposable income increased	41
Felt I should give more	33
Change in personal circumstances	24
Something that happened to me/friend/relative	17
Get asked more	4
Inflation	1
Other reason	6
No real reason	11
Base (unweighted)	*1,062*

Base: All saying amount or frequency of donation had increased. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

13.4 Barriers to giving

The small proportion of respondents who had not donated to charity in the last year were asked why they had not done so. Similarly, donors who said that they had decreased their donations since 2000 (see Section 13.3.1) were asked why this was the case. Respondents were shown a list of reasons why people might not donate and were asked to select all that applied.

By far the most common barrier to giving was not having enough money to spare, with 58% of non-givers and 75% of those who decreased their donations mentioning this reason (Table 13.6). A sizeable minority of respondents had decreased their donations because they were dissatisfied with charities in some way. Sixteen per cent of those who had decreased their donations said that it was because charities wasted too much money on administration, while 10% said that it was because charities did not achieve what they were

33. Regular giving methods are defined as donations by direct debit, standing order or covenant, regular donations by cheque or credit card, and payroll giving.

supposed to. Eleven per cent of non-donors said that they had not donated because they had not been asked, although no respondent gave this as the only reason for not donating.

Table 13.4 Proportion of donors increasing donations since 2000, by age and income

	Increased amount %	Increased frequency %	*Base (unweighted)*
Age			
16–24	59	54	*115–116*
25–34	58	49	*248–250*
35–44	50	38	*440*
45–54	47	36	*388–389*
55–64	43	33	*411–412*
65+	37	21	*452–453*
Income			
Under £5,000	42	33	*317–318*
£5,000–£9,999	37	26	*384*
£10,000–£14,999	51	41	*297–299*
£15,000–£19,999	51	41	*235*
£20,000–£29,999	52	38	*317–318*
£30,000–£49,999	60	44	*252*
£50,000+	77	61	*86*
Higher rate	71	54	*185*
Not higher rate	46	35	*1,703–1,707*
All	48	37	*2,055–2,059*

Base: All donating in last year. Don't know/refusal responses excluded.

It is not possible to make reliable comparisons of the barriers to giving across different socio-demographic subgroups because of the small numbers of non-givers.

13.5 Encouraging charitable giving

All respondents were asked how likely they thought a range of factors would be to encourage them to start donating or to donate more in the future (Table 13.7). Providing people with more information emerged as a potentially important way to encourage donations (although the questions did not probe for the types of information that respondents wanted). Seventy-two per cent of all respondents said that having confidence that money was spent effectively would be likely to encourage them to donate, while 60% said they would be encouraged by receiving information about how their donation was spent. Tax-efficient giving also emerged as a potentially important way to encourage donations. Forty-four per cent of respondents said that being able to give by tax-efficient methods would be likely to encourage them to donate (although it should be noted that the question did not distinguish between different forms of tax-efficient giving, e.g. Gift Aid or payroll giving).

Interestingly, only a relatively small proportion (19%) said that being asked by the charity to increase their donation would encourage them to give more. This is despite the evidence on giving by direct debit (Section 13.3.2 above) which suggests that a substantial proportion of donors did increase their donations when asked.

Table 13.5 Proportion of direct debit donors asked to increase donations, and who agreed or would agree to do so

	Direct debit donors in last year	Asked to increase donations[a]	Not asked to increase donations[b]
Asked by charitable organisation to increase donation	52	N/A	N/A
Not asked by charitable organisation to increase donation	48	N/A	N/A
Agreed or would agree to increase donation	N/A	42	43
Did not or would not agree to increase donation	N/A	58	57
Base (unweighted)	*649*	*349*	*274*

Base: All donating using regular giving methods in last year. Base for (a): All direct debit donors asked to increase their donations. Base for (b): All direct debit donors not asked to increased their donations. Don't know/refusal responses excluded.

Table 13.6 Reasons for not donating or for decreasing donations

	Non-donors in last year[a] %	Donors decreasing donations since 2000[b] %
Not enough money to spare	58	75
Charities waste too much on administration	16	16
Government's responsibility to do what charities do	13	8
Most charities do not achieve what they are supposed to	9	10
(Now) give in different ways	10	5
Not all charities are honest	8	12
A relationship with a charity was disappointing	0	4
Have not been asked	11	N/A
Do not believe in giving to charity	8	N/A
No particular cause appeals	*	N/A
Plan to donate in will	0	N/A
Other reason	7	11
No real reason	15	8
Base (unweighted)	*89*	*237*

Base for (a): All respondents not donating in last year. Base for (b): All donors who decreased frequency/amount of donations since 2000. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

For each factor, existing donors (those who had given in the last four weeks or the last year) were more likely to say that it would encourage them to donate than were non-donors. The only factors that did not receive significantly more support from existing donors were the availability of payroll giving and receiving a letter/email of thanks.

Comparing across age groups, respondents in younger age groups were the most likely to say that they would be encouraged to give (Table 13.8). This was the case regardless of the factor being considered.

There were few significant differences between men and women. However, men were more likely to say that tax-efficient giving (47%) and/or more generous tax relief (50%) would be likely to encourage them to donate compared with women (40% and 42% respectively).

Support for the different ways to encourage charitable giving varied significantly with income (Table 13.9). In particular, those in higher income bands (and therefore paying the higher tax rate) were more likely than other respondents to say that they would be encouraged to give by the availability of tax-efficient giving methods and/or greater tax relief. This is despite the fact that current awareness and use of tax-efficient giving methods was already higher among this group (Chapter 12). Higher rate taxpayers were also significantly more likely to say that being asked by their friends or family, or another member of their peer group, would encourage them to donate.

Table 13.7 Factors likely to encourage donations, by donor status

Proportion saying very/fairly likely to encourage	Current donors %	Donors in last year but not last four weeks %	Non-donors in last year %	All %
Confidence that charity uses money effectively	74	74	48	72
Receiving information on what is done with donation	61	64	39	60
Being asked by a friend/family member	58	55	39	57
More generous tax relief	48	44	27	46
Being able to give by tax-efficient methods	45	41	19	44
Being asked by member of peer group	44	41	30	43
Having more information about different charities I could support	42	51	36	43
Receiving letter/email of thanks	37	43	31	37
If payroll giving became available	28	21	20	27
Being asked by charity to increase donation	20	17	7	19
Base (unweighted)	*1,742–1,774*	*277–285*	*91–93*	*2,113–2,150*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

Table 13.8 Factors likely to encourage donations, by age

Proportion saying very/fairly likely to encourage	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	All %
Confidence that charity uses money effectively	91	83	76	76	65	54	72
Receiving information on what is done with donation	88	77	64	62	45	39	60
Being asked by a friend/family member	72	69	64	57	52	37	57
Having more information about different charities I could support	70	60	44	42	31	24	43
Being asked by member of peer group	62	57	48	43	34	24	43
Receiving letter/email of thanks	60	47	40	36	28	22	37
More generous tax relief	57	60	54	47	44	24	46
Being able to give by tax-efficient methods	57	60	49	42	37	25	44
If payroll giving became available	47	45	36	26	16	4	27
Being asked by charity to increase donation	26	23	23	17	17	10	19
Base (unweighted)	*119–123*	*254–258*	*445–456*	*402–406*	*418–427*	*470–483*	*2,113–2,150*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded. Factors shown are those where there was a significant difference between age groups in the proportion of respondents saying that they would be very/fairly likely to encourage them.

Table 13.9 Factors likely to encourage donations, by income

Proportion saying very/fairly likely to encourage	Higher rate tax-payer %	Not higher rate tax-payer %	All %
Confidence that charity uses money effectively	82	73	72
Being asked by a friend/family member	72	57	57
More generous tax relief	67	45	46
Being able to give by tax-efficient methods	66	42	44
Being asked by member of peer group	58	43	43
Base (unweighted)	*186–187*	*1,774–1,790*	*2,113–2,150*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded. Factors shown are those where there was a significant difference between groups in the proportion of respondents saying that they would be very/fairly likely to encourage them.

Unsurprisingly, the extent to which payroll giving was seen as likely to encourage donations varied significantly with employment status. Thirty-seven per cent of employees said that the availability of payroll giving was likely to encourage them to give compared with 13% of those not working.

In most instances, White respondents were the ethnic group least likely to say that any factor would be likely to encourage them to donate (Table 13.10). Asian respondents were the group most likely to say that receiving a letter/email of thanks would encourage them to donate. Black respondents were particularly likely to say that being asked by another member of their peer group would encourage them to donate. There was no significant difference between ethnic groups in the proportion of respondents saying that the availability of tax-efficient giving methods would be likely to encourage them to donate.

Table 13.10 Factors likely to encourage donations, by ethnic origin

Proportion saying very/fairly likely to encourage	White %	Black %	Asian %	Mixed/other %	All %
Confidence that charity uses money effectively	72	80	82	74	72
Receiving information on what is done with donation	59	75	74	71	60
Being asked by member of peer group	42	58	49	52	43
Having more information about different charities I could support	41	64	62	60	43
Receiving letter/email of thanks	36	48	57	49	37
If payroll giving became available	26	40	43	31	27
Being asked by charity to increase donation	17	34	30	26	19
Base (unweighted)	*1,984–2,019*	*338–346*	*183–188*	*134–139*	*2,113–2,150*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded. Based on combined (core and boost sample), except for 'All' based on core sample only. 'Other' includes those of Chinese origin. Factors shown are those where there was a significant difference between ethnic groups in the proportion of respondents saying that they would be very/fairly likely to encourage them.

14 The link between volunteering and charitable giving

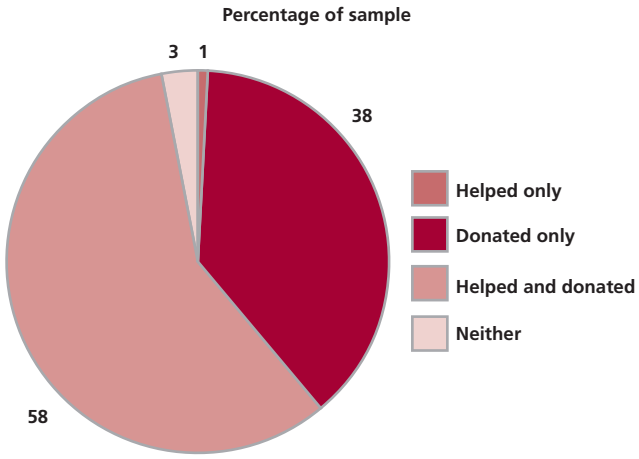
Summary

- Over half of respondents (58%) had both volunteered and donated to charity in the past year.
- Just over half of those respondents who volunteered and made donations to the same organisation said they were more likely to give money to an organisation if they were involved in it through volunteering, while just one in ten were less likely to do so.
- The reasons why people were more likely to donate to an organisation that they also volunteered for included knowing and caring more about the charity.
- Most donors in the last year (73%) said that they had not donated to charity as a substitute for volunteering, although a sizeable minority (27%) said they had.
- Similarly, most current volunteers (88%) said that they had not volunteered as a substitute for donating to a charity.
- A majority of respondents (52%) perceived giving time as showing more commitment to a charity than giving money, but a majority (58%) also thought that both activities would be equally valuable to the charity.

14.1 Introduction

This final chapter explores the link between volunteering and charitable giving, first by looking at propensity to volunteer, to donate and to do both; secondly at whether or not people give time and money to the same or to different organisations; and thirdly whether or not donating is ever seen as a substitute for volunteering and vice versa.

Figure 14.1 Levels of helping and donating



Base: All respondents answering volunteering and giving questions (n=2,153). Don't know/refusal responses excluded.

14.2 Propensity to volunteer and to donate

Few people (3%) had neither given to charity nor volunteered in the past year, with many (58%) having done both (see Figure 14.1).

There were, however, differences according to age and sex (Table 14.1). Women were more likely than men to have helped **and** donated in the last year, whereas men were more likely than women to have donated only. Those aged 35–44 and 55–64 were most likely to have helped **and** donated.

Table 14.1 Levels of helping and donating, by age and sex

	Age						Sex		All
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Helped only	3	*	2	1	1	1	2	1	1
Donated only	40	39	34	38	33	43	42	34	38
Helped and donated	54	57	63	57	63	51	52	63	58
Neither helped nor donated	4	3	2	3	3	5	5	2	3
Base (unweighted)	*123*	*258*	*456*	*406*	*427*	*483*	*985*	*1,168*	*2,153*

Base: All respondents answering volunteering and giving questions. Don't know/refusal responses excluded.

There were no significant differences in the patterns of volunteering and donating according to ethnicity, but there were differences according to religion (Table 14.2). For example, those who actively practised their religion were the most likely to both volunteer and to give while those who were not active in their religion or who were not religious were most likely to have donated only. Looking within religious groups, those classified as other religions (including Buddhism and Judaism) were the most likely to have both helped and donated, while Muslims were the least likely to have done so.

For both volunteering and charitable giving, respondents were asked what types of organisations they had supported over the last year, and so it was possible to look in detail at the level of overlap between helping and donating for different causes (Table 14.3). (Because of the variation in levels of helping and donating by cause, the table excludes non-participants in order to illustrate patterns of involvement, independent of the overall levels of helping and donating for any particular cause.) There were some interesting and intuitive patterns within the levels of volunteering and donating by cause, although people were most likely to have only donated to a cause.[34] The exception was among respondents supporting sports and exercise-based organisations, who were most likely to have volunteered only (rather than having volunteered and donated or donated only); levels of volunteering only were also relatively high among respondents supporting hobby-based, recreational or social clubs. In contrast, religious and educational causes were distinctive in terms of the relatively high levels of overlap between volunteering and donating. Support for organisations dealing with elderly people, overseas aid or disaster relief, social welfare or animal welfare primarily came in the form of donations only.

Table 14.2 Levels of helping and donating, by religion and religious activity

	Religion				Any religion		No religion	All
	Christian %	Hindu %	Muslim %	Other %	Active %	Not active %	%	%
Helped only	1	5	0	0	1	1	2	1
Donated only	37	35	48	30	30	41	40	38
Helped and donated	58	56	45	66	66	54	53	58
Neither helped nor donated	3	5	7	4	3	4	4	3
Base (unweighted)	*1,914*	*97*	*204*	*152*	*1,059*	*1,313*	*326*	*2,153*

Base: All respondents answering volunteering and giving questions. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

34. Please note that these differences have not been tested for statistical significance.

Table 14.3 Levels of helping and donating, by cause

	Education	Children, young people	Sports, exercise	Religion	Elderly people	Overseas aid, disaster relief	Health, disability, medical	Social welfare	Conservation, environment, heritage	Animal welfare	Arts, museums	Hobbies, recreation, social clubs	All
	%	%	%	%	%	%	%	%	%	%	%	%	%
Helped only	18	18	39	6	8	4	3	4	6	4	12	40	1
Donated only	49	64	35	56	82	85	79	87	77	82	76	42	39
Helped and donated	33	18	25	38	9	12	18	9	17	14	13	18	60
Base (unweighted)	*793*	*683*	*467*	*686*	*646*	*922*	*1,575*	*695*	*478*	*722*	*429*	*319*	*2,092*

Base: All respondents volunteering or donating in the last 12 months (for a particular cause). Don't know/refusal responses excluded.

14.3 Organisational affiliations

There is a clear link between volunteering and donating within the same organisation. For example, 59% of current volunteers had given money to an organisation that they had also volunteered for in the last 12 months (Table 14.4). Of those, one-third had only given money to the organisation that they volunteered for; the remaining two-thirds had given to other organisations as well (Table 14.5).

Similar results were found in 1997, when 54% of volunteers said they had also made donations to at least one of the organisations that they helped (Davis Smith, 1998).

Table 14.4 Giving money to organisations helped

	Current volunteers %
I have given money to an organisation I helped	59
I have not given money to an organisation I helped	41
Base (unweighted)	*1,325*

Base: All respondents giving or donating in the last year. Don't know/refusal responses excluded. Note: Excludes 11 people not originally classified as helping/donating in the last year.

Table 14.5 Giving money to other organisations

	Current volunteers who volunteer for and donate to the same organisation %
Just this one	34
Given to others	66
Base (unweighted)	*792*

Base: All respondents giving and donating to the same organisation. Don't know/refusal responses excluded.

Just over half of those respondents who volunteered and made donations to the same organisation said that they were more likely to give money to an organisation if they were involved in it through volunteering, while just one in ten were less likely to do so (Table 14.6).

Similar results were found in 1997, when 42% of current volunteers who had made donations in the past year said they were more likely to donate to an organisation they helped, while 12% said they were less likely to do so.

Table 14.6 Likelihood of giving money to organisations helped

	Current volunteers who volunteer for and donate to the same organisation %
More likely if involved	51
Less likely if involved	10
Neither	39
Base (unweighted)	*789*

Base: All respondents giving and donating to the same organisation. Don't know/refusal responses excluded.

Those respondents who said they were more likely to donate to an organisation that they also volunteered for were asked why. Knowing and caring more about the charity were the two most commonly identified reasons (Table 14.7), both selected by over half of the respondents. Many respondents (29%) noted that they were more likely to be asked to give by a charity that they volunteered for and this was a reason for being more likely to donate to it, but few (3%) said that they felt under pressure to give because of that relationship.

Table 14.7 Reasons why more likely to donate to organisations helped

	Volunteers who were more likely to donate to the charity they helped %
Better understand the needs of this charity	70
It is the charity I care about the most	56
More likely to be asked by this charity	29
It is my role to fundraise	18
Friends/family give to this charity	12
Feel under pressure because of relationship with charity	3
Other	2
Base (unweighted)	*410*

Base: All respondents giving and donating to the same organisation. Don't know/refusal responses excluded.

14.4 Donating as a substitute for volunteering

To further explore the link between volunteering and giving, all respondents who had donated in the last year were asked if they had ever donated as a substitute for giving their time: most (73%) had not, although a sizeable minority (27%) had.

Table 14.8 Donating as a substitute for volunteering, by age

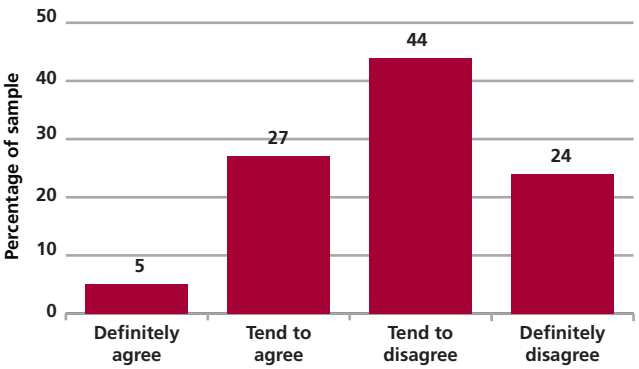
	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	All %
Have donated as a substitute for volunteering	30	34	27	27	30	20	27
Have not donated as a substitute for volunteering	70	66	73	73	70	80	73
Base (unweighted)	*116*	*250*	*440*	*388*	*410*	*454*	*2,058*

Base: All respondents who had donated in the last year. Don't know/refusal responses excluded.

There were some significant variations according to age, but not according to sex, ethnicity or religion. Those aged 65 and over were least likely to have donated as a substitute for volunteering (Table 14.8). There were also some significant differences by employment status (Table A.14.1), with those not in work least likely to say they had given money as a substitute for helping (21%).

All respondents were asked whether they thought that people who gave money to charity should also be encouraged to give time to them as well. The majority of respondents disagreed with this idea, although almost a third (32%) said that they definitely or tended to agree (Figure 14.2). Levels of agreement with this statement did not vary according to whether the respondent had themselves given unpaid help or donated money in the last 12 months.

Figure 14.2 Whether those giving money should be encouraged to give time as well



Base: All those answering questions (base=2,107). Don't know/refusal responses excluded.

14.5 Volunteering as a substitute for donating

All those respondents who had volunteered in the last 12 months were asked if they had ever helped out as a substitute for donating: most (88%) had not. As such, people were slightly less likely to volunteer as a substitute for donating than they were to donate as a substitute for volunteering.

This time, there were no significant variations in whether or not people ever helped as a substitute for donating according to age or sex, but there were differences according to religion (Table 14.9). Hindus were the religious group most likely to have helped as a substitute for donating.

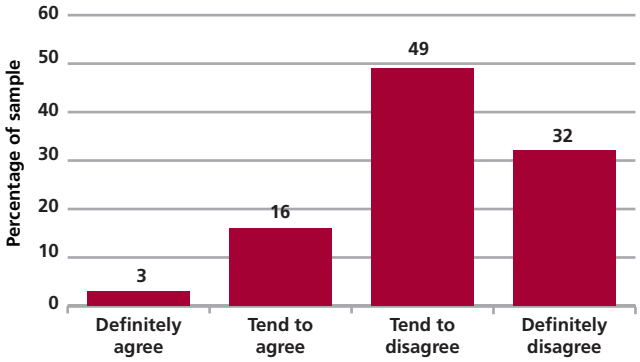
All respondents were asked whether they thought that people who gave unpaid help should also be encouraged to give money to them. The majority of respondents disagreed with this idea, although a significant minority (19%) said that they definitely agreed or tended to agree (Figure 14.3). Levels of agreement with this statement did not vary according to whether the respondent had themselves given unpaid help in the last 12 months. Overall, there was less agreement that volunteers should also be encouraged to give money than that those who gave money should also be encouraged to give help (see Figure 14.2).

Table 14.9 Volunteering as a substitute for donating, by religion and religious activity

	Religion				Any religion		No religion	All
	Christian %	Hindu %	Muslim %	Other %	Active %	Not active %	%	%
Have volunteered as a substitute for donating	12	29	21	7	15	10	11	12
Have not volunteered as a substitute for donating	88	71	79	93	85	90	89	88
Base (unweighted)	*1,212*	*57*	*92*	*93*	*698*	*760*	*195*	*1,357*

Base: All respondents who had volunteered in the last year. Don't know/refusal responses excluded. Note: Excludes 11 people not originally classified as helping in the last year. Based on combined (core and boost) sample, except for 'All' sample based on core sample only.

Figure 14.3 Whether those giving unpaid help should be encouraged to give money as well



Base: All those answering questions (base=2,114). Don't know/refusal responses excluded.

14.6 The comparative value of volunteering and charitable giving

Respondents were asked to imagine two individuals, with the same amount of free time and identical incomes, one of whom volunteered for eight hours a month with a charity and one who donated £50 a month to the same charity. They were then asked which individual they felt was most committed to the charity and which individual was of greatest value to the charity.

The evidence suggests that people view giving unpaid help to a charity as showing greater commitment than donating money (Table 14.10). A majority of respondents (52%) said that the individual who gave their time to the charity was more committed than the one who gave money. Most other respondents (44%) felt that both were equally committed.

Perhaps surprisingly, responses did not vary according to whether the respondent had themselves given unpaid help to a charity in the last year. However, income made a significant difference to how people viewed the relative commitment of giving time and money. Those at the lowest end of the income distribution (earning <£5,000) and those at the higher end of the distribution (earning £50,000+) were most likely to say that the person giving unpaid help showed more commitment (Table 14.11).

Men were significantly more likely than women to view someone who gave unpaid help as more committed than someone who donated money. Women were more likely to see both as equally committed. There was no significant difference in responses by age.

When asked who they thought was most valuable to the charity, the majority of respondents (58%) said that they thought the person who gave money and the person who gave time were equally valuable (Table 14.12). However, almost a third of respondents (31%) said that they thought the person who gave their time was more valuable, compared with only 5% who said they thought the person who gave money was more valuable.

Again, perceptions of the relative value of giving time and money did not vary significantly according to whether the respondent had themselves given unpaid help or donated money to a charity in the last year.

Table 14.10 Perceived commitment shown by giving time or money, by age and sex

	Age						Sex		All
Proportion saying more committed	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Someone who gives money	2	*	1	2	1	3	1	2	1
Someone who gives time	55	50	45	54	49	57	55	48	52
Both equally committed	39	48	51	43	46	36	40	47	44
It depends	4	2	3	1	3	4	3	3	3
Base (unweighted)	*123*	*257*	*457*	*404*	*425*	*482*	*983*	*1,165*	*2,148*

Base: All respondents answering volunteering and giving questions. Don't know/refusal responses excluded.

Table 14.11 Perceived commitment shown by giving time or money, by income

Proportion saying more committed	<£5k %	£5–<£10k %	£10–<£15k %	£15–<£20k %	£20–<£30k %	£30–<£50k %	£50k+ %	All %
Someone who gives money	2	3	1	2	*	1	0	1
Someone who gives time	58	48	46	45	50	58	68	52
Both equally committed	37	47	52	51	47	39	27	44
It depends	4	2	1	3	3	3	5	3
Base (unweighted)	*354*	*409*	*307*	*241*	*324*	*254*	*87*	*2,148*

Base: All respondents answering volunteering and giving questions. Don't know/refusal responses excluded.

Table 14.12 Perceived value to charity of giving time or money, by age and sex

	Age						Sex		All
Proportion saying more valuable	16–24 %	25–34 %	35–44 %	45–54 %	55–64 %	65+ %	M %	F %	%
Someone who gives money	6	1	3	4	3	8	4	5	5
Someone who gives time	28	27	32	29	34	36	37	26	31
Both equally valuable	61	67	60	60	56	51	52	64	58
It depends	5	5	5	7	7	5	6	5	6
Base (unweighted)	*123*	*257*	*457*	*404*	*425*	*481*	*982*	*1,165*	*2,147*

Base: All respondents answering volunteering and giving questions. Don't know/refusal responses excluded.

There was some variation by income, with those earning £50,000 or more most likely to say that giving time was more valuable than giving money (Table A.14.2). However, the difference was not statistically significant.

Men were more likely than women to say that giving time was more valuable, while women were more likely to see both activities as equally valuable. There was no significant difference in responses by age.

Appendix A: References

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Appendix B: Additional tables

Table A.3.1 Extent of formal volunteering, by ethnic origin

	White %	Asian %	Black %	Mixed %	Other %	All %
All formal volunteers	59	52	55	66	45	59
Regular formal volunteers	40	29	36	32	23	39
Occasional or one-off volunteers	20	22	18	34	22	20
Non-volunteers	41	48	45	34	55	41
Base (unweighted)	*2,023*	*348*	*189*	*71*	*69*	*2,155*

Base: All respondents answering volunteering questions. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table A.4.1 Type of organisation helped, by religion and religious activity

	Religion				Any religion		No religion	All
	Christian %	Hindu %	Muslim %	Other %	Active %	Not active %	%	%
Education – schools, colleges, universities	31	17	35	33	30	31	31	31
Religion	23	51	45	29	51	6	6	24
Sports, exercise	25	14	7	7	19	26	19	22
Health, disability	23	14	19	21	23	22	19	22
Children, young people	19	12	24	10	19	19	14	18
Local community, neighbourhood citizens group	18	21	15	12	20	16	14	17
Hobbies, recreation, social clubs	15	14	5	5	11	16	14	13
Overseas aid, disaster relief	10	26	30	12	15	8	11	11
Animal welfare	9	0	1	15	10	8	14	10
Elderly people	9	8	4	8	11	7	5	8
Conservation, environment, heritage	7	4	2	10	9	6	13	8
Arts, museums	7	3	4	7	6	7	15	8
Social welfare	7	3	11	10	7	7	4	7
Politics	4	3	2	4	5	3	6	4
Safety, first aid	4	0	2	2	3	4	4	4
Justice, human rights	3	5	8	5	4	3	8	4
Trade unions	4	1	2	2	3	4	7	3
Other	3	0	0	3	4	2	4	3
Base (unweighted)	*1,225*	*58*	*93*	*95*	*707*	*768*	*199*	*1,372*

Base: All current volunteers. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table A.4.2 Type of organisation helped, by socio-economic status

	Current volunteers			
	Higher and lower management	Intermediate, small employers, lower supervisory	Semi-routine and routine	All
	%	%	%	%
Education – schools, colleges, universities	31	29	34	31
Religion	26	23	20	24
Sports, exercise	22	23	19	22
Health, disability	22	24	17	22
Children, young people	19	17	16	18
Local community, neighbourhood citizens group	21	16	13	17
Hobbies, recreation, social clubs	13	13	13	13
Overseas aid, disaster relief	11	12	6	11
Animal welfare	9	8	12	10
Elderly people	8	8	9	8
Conservation, environment, heritage	11	5	4	8
Arts, museums	11	6	4	8
Social welfare	7	9	3	7
Politics	6	3	1	4
Safety, first aid	4	5	1	4
Justice, human rights	5	3	3	4
Trade unions	5	3	2	3
Other	3	4	1	3
Base (unweighted)	*644*	*418*	*287*	*1,372*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one type of organisation. Don't know/refusal responses excluded.

Table A.5.1 Sources of information on volunteering, by groups at risk of social exclusion

	Current volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
National organisation	20	11	17	16	19
Local organisation	19	14	13	14	17
Local council	5	5	6	4	5
Library	2	3	2	4	3
Charity shop	2	4	3	3	2
Community centre	2	1	2	3	2
Doctor's surgery	1	3	5	3	2
Citizens Advice Bureau	1	1	*	1	1
Volunteer Centre/Bureau	1	1	2	2	1
www.do-it.org.uk	1	0	*	1	1
Other	11	13	15	15	12
None of these	50	59	51	50	50
Base (unweighted)	*948*	*164*	*211*	*403*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.5.2 Sources of information on volunteering, by ethnic origin

	Current volunteers				
	White	Asian	Black	Mixed/other	All
	%	%	%	%	%
National organisation	19	14	14	14	19
Local organisation	18	10	16	16	18
Local council	6	4	4	7	5
Library	3	5	4	2	3
Charity shop	2	2	3	2	2
Community centre	1	9	3	3	2
Doctors' surgery	2	2	1	*	2
Citizen's Advice Bureau	1	1	1	*	1
Volunteer Centre/Bureau	1	2	1	3	1
www.do-it.org.uk	1	1	3	0	1
Other	12	15	15	22	12
None of these	50	52	49	46	50
Base (unweighted)	*1,275*	*173*	*115*	*86*	*1,351*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one source. Don't know/refusal responses excluded. Based on combined (core and boost) sample, except for 'All' sample based on core sample only. 'Other' includes those of Chinese origin.

Table A.6.1 Need and availability of advice and support, by type of organisation

	Schools %	Child %	Sports %	Religion %	Health %	Local %	Hobbies %	All %
Feels need for advice and support	11	29	18	24	10	20	18	18
Availability of advice and support	86	89	75	90	71	92	84	82
Base (unweighted)	*243–245*	*115*	*161–162*	*166–167*	*163–165*	*94*	*79–80*	*1,342–1,350*

Base: All current formal volunteers. Don't know/refusal responses excluded. Types of organisation shown are those where base >50.

Table A.6.2 Reimbursement of expenses, by type of help

	Current volunteers												
	Fundraising %	Committee %	Event %	Visiting %	Befriending %	Educating %	Advice %	Administration %	Transport %	Representing %	Campaigning %	Other practical help %	All %
None incurred	54	32	40	31	34	35	30	31	20	33	31	48	54
Expenses incurred	46	68	60	69	66	65	70	69	80	67	69	52	46
Of which:													
All reimbursed	5	6	7	6	3	6	7	8	4	13	8	4	7
Some reimbursed	20	26	25	25	18	23	22	25	17	23	27	12	17
None reimbursed	75	68	68	69	80	71	71	67	80	65	65	84	77
Base (unweighted)	*724/ 368*	*343/ 255*	*547/ 351*	*175/ 124*	*138/ 98*	*257/ 177*	*177/ 130*	*266/ 196*	*214/ 176*	*207/ 153*	*127/ 91*	*319/ 179*	*1,351/ 694*

Base: All current formal volunteers/all current formal volunteers who had incurred expenses. Don't know/refusal responses excluded.

Table A.6.3 Whether incurred expenses, by type of organisation

	Schools %	Child %	Sports %	Religion %	Health %	Local %	Hobbies %	All %
None incurred	64	46	43	48	63	56	47	54
Expenses incurred	36	54	57	52	37	44	53	46
Base (unweighted)	*245*	*115*	*162*	*167*	*165*	*94*	*80*	*1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded. Types of organisation shown are those where base >50.

Table A.6.4 Participation in different volunteer recruitment practices, by type of organisation

	Schools %	Child %	Sports %	Religion %	Health %	Local %	Hobbies %	All %
Role description provided	15	26	11	19	21	28	9	19
References taken up	11	21	8	8	9	10	1	11
Asked for details of criminal convictions	22	36	11	19	12	20	2	18
CRB check	24	38	12	26	12	17	1	18
Base (unweighted)	*245*	*115*	*162*	*167*	*162–164*	*90–94*	*80*	*1,342–1,350*

Base: All current formal volunteers. Don't know/refusal responses excluded. Types of organisation shown are those where base >50.

Table A.6.5 Experience of risk and risk management, by type of organisation

	Schools %	Child %	Sports %	Religion %	Health %	Local %	Hobbies %	All %
Worried about risks of volunteering	9	17	13	4	11	15	11	10
Considered stopping volunteering because of concerns about risks	3	3	3	1	2	3	3	2
Been given information by organisation on how to reduce risks	18	39	26	35	24	24	21	27
Asked or been told about organisation's insurance cover	16	34	36	28	14	32	29	26
Not been able to do an activity because of insurance risks	6	15	4	7	3	6	12	7
Been involved in an incident which resulted in organisation being sued	0	0	2	0	1	1	0	*
Base (unweighted)	*244–245*	*115*	*161–162*	*166–167*	*163–165*	*93–94*	*80*	*1,345–1,351*

Base: All current formal volunteers. Don't know/refusal responses excluded. Types of organisation shown are those where base >50.

Table A.7.1 The highs and lows of volunteering, by type of volunteering activities

	Current volunteers													
	Fundraising %	Committee %	Event %	Visiting %	Befriending %	Educating %	Advice %	Administration %	Transport %	Representing %	Campaigning %	Other practical help %	Other help %	All %
Can cope with things I'm asked to do	98	99	99	98	98	99	97	99	97	99	95	97	96	97
My efforts are appreciated	95	97	96	99	99	95	99	98	93	94	97	96	97	95
Given opportunity to do things I like	91	94	92	96	93	95	95	96	91	92	93	90	91	91
The organisation has reasonable expectations of workload	84	86	86	87	87	84	86	91	79	88	81	82	83	84
Given opportunity to influence the organisation	73	84	76	73	79	80	79	82	68	87	81	66	65	69
Feel things could be much better organised	33	39	33	35	31	34	38	40	36	36	34	34	33	31
Feel there is too much bureaucracy	37	31	29	24	27	27	28	38	37	29	36	28	15	27
Feel I would be unable to leave as no one else to take my place	26	34	27	29	21	26	35	41	26	31	35	24	30	24
Feel volunteering is becoming too much like paid work	20	22	18	18	19	19	22	19	19	22	32	16	9	17
Feel organisation too concerned about risk	12	14	10	10	12	10	13	8	16	12	14	13	17	11
Takes up too much time	13	21	15	17	18	18	23	14	19	25	33	10	5	13
Help not really needed	7	4	6	6	6	7	2	2	9	10	3	10	12	9
Feel the organisation isn't really going anywhere	8	10	7	5	4	6	7	12	10	7	10	9	5	8
Get bored or lose interest	8	5	5	3	5	6	4	5	4	7	8	3	5	6
Base (unweighted)	*431–437*	*300–302*	*401–404*	*157–160*	*116–119*	*209–212*	*151–153*	*222–226*	*172–175*	*178–181*	*91–92*	*201–204*	*51–54*	*819–833*

Base: All current formal volunteers. Percentages sum to more than 100 as respondents could choose more than one response. Don't know/refusal responses excluded.

Table A.7.2 Importance of recognition, by groups at risk of social exclusion

	Regular volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Very important	9	16	20	22	13
Fairly important	40	35	34	32	37
Not very important	33	35	33	32	33
Not at all important	19	15	13	15	17
Base (unweighted)	*580*	*99*	*129*	*252*	*832*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.7.3 Receiving qualifications for volunteering, by groups at risk of social exclusion

	Regular volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Yes	6	3	9	8	6
No	47	35	32	33	43
Didn't know qualifications were available	47	62	59	59	51
Base (unweighted)	*580*	*100*	*129*	*253*	*833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.7.4 The personal benefits of volunteering, by groups at risk of social exclusion

	Regular volunteers				
	Not at risk	At risk			All
Proportion saying very/fairly important	%	No quals %	LLI %	All %	%
Get satisfaction from seeing the results	97	98	97	97	97
I really enjoy it	95	99	98	99	96
It gives me a sense of personal achievement	86	95	86	92	88
Meet people and make friends	85	93	87	87	86
Gives me the chance to do things I am good at	82	89	83	86	83
It broadens my experience of life	81	84	78	85	82
Makes me a less selfish person	68	75	78	79	71
It gets me out of myself	65	74	78	76	69
It makes me feel needed	63	72	78	76	67
It gives me more confidence	61	83	66	73	65
It gives me the chance to learn new skills	58	65	60	68	61
It makes me feel less stressed	45	67	54	63	51
It improves my physical health	40	54	42	52	44
It gives me a position in the community	33	49	44	51	38
It gives me the chance to get a recognised qualification	11	18	12	19	13
It gives me the chance to improve my employment prospects	20	33	16	29	23
Base (unweighted)	*575–580*	*99–100*	*127–129*	*249–253*	*827–833*

Base: All current formal volunteers who volunteered regularly with their main organisation. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.8.1 Desire to spend more time volunteering, by groups at risk of social exclusion

	Occasional or non-volunteers				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Would like to spend more time volunteering	60	41	37	44	54
Would not like to spend more time volunteering	40	59	63	56	46
Base (unweighted)	*678*	*218*	*313*	*512*	*1,190*

Base: All respondents who were not regular formal volunteers in the last year. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.8.2 Areas in which respondents would consider volunteering, by groups at risk of social exclusion

	Occasional or non-volunteers who would consider volunteering in the future				
	Not at risk	At risk			All
		No quals	LLI	All	
	%	%	%	%	%
Fundraising	46	26	23	30	40
Visiting people	29	42	29	35	31
Organising an event	34	27	12	21	30
Educating	22	6	20	19	21
Advice	19	17	22	23	16
Befriending	17	6	16	13	13
Transport	16	10	18	14	20
Campaigning	15	6	5	8	12
Administration	13	5	12	11	15
Committee membership	10	6	13	9	10
Representing	5	2	5	7	5
Other practical help	41	49	34	37	40
Other help	4	0	8	4	4
Base (unweighted)	*393*	*86*	*119*	*215*	*608*

Base: All respondents who were not regular formal volunteers in the last year and who would consider helping out. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.8.3 Reasons for not volunteering, by groups at risk of social exclusion

	Non-volunteers who would like to start helping				
	Not at risk	At risk			All
Proportion saying statement applies	%	No quals %	LLI %	All %	%
Not enough spare time	90	78	50	71	82
Put off by bureaucracy	49	52	50	50	49
Worried about risk/liability	45	53	48	50	47
Don't know how to find out about getting involved	37	44	33	42	39
Not got the right skills/experience	38	46	38	41	39
Wouldn't be able to stop once got involved	35	40	34	38	36
Worried about threat to safety	21	40	33	37	27
Worried I might end up out of pocket	20	30	27	32	25
Worried I wouldn't fit in with other people involved	19	26	28	29	23
Illness or disability	6	33	84	45	22
Feel I am too old	12	25	50	32	20
Family/partner wouldn't want me to	20	25	20	21	20
Worried about losing benefits	5	15	13	11	7
Base (unweighted)	*354–358*	*128–130*	*150–154*	*275–280*	*632–638*

Base: All respondents who were not formal volunteers in the last year, but would like to start to help. Don't know/refusal responses excluded. See Section 1.2.3 for a full explanation of the 'at risk' group and the PSA4 objectives.

Table A.8.4 Things that would make it easier to get involved

	Helping Out 2006/07	National Survey of Volunteering 1997
	Occasional or non-volunteers who would like to help more	
	%	%
More spare time	31	14
Working less	11	9
More information	9	15
Health improvement	8	2
Fewer other commitments	6	6
If I was asked	5	7
Child related – childcare, fewer childcare responsibilities	4	3
More money	3	4
If someone I knew got involved too	2	4
Driving licence/transport	2	3
More convenient location	1	6
More convenient timings	1	2
Other reason(s)	11	0
Nothing	21	0
Base (unweighted)	*1,154*	*177*

Base: All respondents who were not regular formal volunteers in the last year. Percentages sum to more than 100 as respondents could pick more than one answer. Don't know/refusal responses excluded.

Table A.12.1 Awareness of tax-efficient methods of giving

	Gift Aid %	Payroll giving %	Legacies %	Tax relief on gifts of shares %	Self-Assessment Form %	Tax relief on gifts of land/ buildings %
Aware, of which:	64	40	24	14	12	10
unprompted	35	7	2	2	2	*
prompted	29	33	22	13	10	9
Not aware	36	60	76	86	88	90
Base (unweighted)	*2,155*	*2,155*	*2,155*	*2,155*	*2,155*	*2,155*

Base: All respondents answering charitable giving questions (n=2,155). Don't know/refusal responses excluded.

Table A.12.2 Whether respondent has made or would consider making arrangements to leave charitable legacies

	All %	Those without legacy arranged %
Has made arrangements to leave charitable legacy	5	N/A
Has not made arrangements, of which:	95	N/A
– would consider leaving legacy	N/A	38
– would not consider leaving legacy	N/A	62
Base (unweighted)	*2,153*	*1,964*

Base for making arrangements: All respondents answering charitable giving questions. Base for considering leaving legacy: All those without a legacy arranged. Don't know/refusal responses excluded. Respondents who said they were not making a will included in those not making arrangements for legacies and not considering doing so.

Table A.12.3 Use of Gift Aid and payroll giving, by sex

Proportion using in last 12 months	Men %	Women %	All %
Gift Aid	33	35	34
Payroll giving	2	3	3
Base (unweighted)	*985*	*1,166*	*2,151*

Base: All respondents answering charitable giving questions. Don't know/refusal responses excluded.

Table A.13.1 Reasons for donating in the last four weeks, by sex

	Men %	Women %	All %
Work of charity important	51	53	52
Right thing to do	44	40	41
Just feel like giving	31	32	31
Result of something that happened to me/friend/relative	24	26	25
May benefit in future	20	24	22
Can afford to	23	18	20
Because of an appeal or campaign	17	19	18
Asked by charity representative	20	15	17
Makes me feel good	16	17	17
Asked by someone I knew	13	17	15
Saw information about charity	12	16	14
No other way to fund charity work	11	14	12
Because of my religion	14	10	12
Feel uncomfortable refusing	6	7	6
Feel it's expected	5	5	5
Advised for financial reasons	1	0	*
Other	3	2	3
Base (unweighted)	*767*	*998*	*1,765*

Base: All respondents donating in the last four weeks. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

Table A.13.2 Reasons for donating in the last four weeks, by income

	<£5k	£5–<£10k	£10–<£15k	£15–<£20k	£20–<£30k	£30–<£50k	£50k or more	Not high rate tax-payer	High rate taxpayer	All
	%	%	%	%	%	%	%	%	%	%
Work of charity important	48	47	50	59	58	48	59	51	53	52
Right thing to do	46	43	37	39	38	45	51	41	47	41
Just feel like giving	32	32	30	33	25	28	31	30	32	31
Happened to family/friend	20	29	25	32	25	23	19	25	23	25
May benefit in future	23	25	23	25	21	23	13	24	17	22
Can afford to	14	13	18	25	22	32	45	19	37	20
Media campaign	18	14	16	20	16	24	20	17	22	18
Asked by charity representative	14	11	17	23	24	20	24	17	24	17
Makes me feel good	16	18	18	18	17	13	25	17	20	17
Asked by someone I knew	17	13	11	18	21	16	11	16	15	15
Saw information about charity	13	14	14	17	17	12	14	15	13	14
No other way to fund charity work	11	17	10	13	15	12	12	13	12	12
Because of my religion	13	13	12	11	7	11	11	12	10	12
Feel uncomfortable refusing	9	7	4	4	7	7	6	7	5	6
Feel it's expected	5	4	4	6	5	5	4	5	4	5
Advised for financial reasons	*	*	*	0	*	0	1	*	*	*
Other	2	2	4	2	3	2	2	2	5	3
Base (unweighted)	*260*	*313*	*270*	*202*	*274*	*227*	*82*	*1,454*	*174*	*1,765*

Base: All respondents donating in last four weeks. Percentages sum to more than 100 as respondents could give more than one reason. Don't know/refusal responses excluded.

Table A.13.3 Reasons for donating, by cause

	School %	Children %	Sports %	Religion %	Elderly people %	Overseas aid %	Medical research %	Hospitals %	Health %	Disabled %	Social welfare %	Environmental/ conservation %	Animal welfare %	Arts %	Hobby %	Other %	Total %
Work of charity important	56	53	55	56	64	60	58	60	62	57	61	62	59	62	61	58	52
Right thing to do	40	48	44	46	45	48	45	40	43	45	46	43	41	42	44	36	41
Just feel like giving	29	33	35	32	35	33	33	29	28	33	29	28	34	30	27	26	31
Happened to family/friend	27	29	29	23	31	25	32	31	36	31	28	26	27	26	24	24	25
May benefit in future	27	25	28	19	29	23	27	28	27	30	24	20	24	25	33	22	22
Can afford to	21	23	23	20	23	25	23	21	24	22	24	31	21	33	23	30	20
Media campaign	21	20	25	19	18	25	21	18	24	20	24	23	20	20	22	11	18
Asked by charity representative	21	21	21	18	21	20	20	21	20	20	22	23	19	26	13	15	17
Makes me feel good	16	21	17	18	17	15	18	14	15	20	17	12	18	16	15	10	17
Asked by someone I knew	21	18	21	13	15	16	17	16	16	13	15	15	15	17	20	17	15
Saw information about charity	18	18	16	14	20	22	15	18	19	19	19	24	16	22	20	21	14
No other way to fund charity work	13	16	16	13	13	13	14	16	16	17	14	16	16	13	16	11	12
Because of my religion	10	13	7	31	10	16	11	10	12	11	10	10	7	10	6	7	12
Feel uncomfortable refusing	7	7	8	6	7	6	7	8	10	8	8	5	7	9	8	4	6
Feel it's expected	6	5	10	6	6	5	6	5	6	6	6	4	4	6	7	4	5
Advised for financial reasons	*	*	1	1	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	3	2	1	2	2	1	2	3	2	3	3	2	2	2	2	7	3
Base (unweighted)	*597*	*511*	*263*	*594*	*531*	*805*	*990*	*716*	*477*	*618*	*615*	*403*	*621*	*345*	*174*	*127*	*1,765*

Base: All donating in last four weeks. Don't know/refusal responses excluded. Percentages sum to more than 100 as respondents could choose more than one reason.

Table A.13.4 Proportion of donors increasing donations since 2000, by sex and ethnic origin

	Increased amount %	Increased frequency %	*Base (unweighted)*
Sex			
Male	47	35	*925–928*
Female	49	39	*1,130–1,131*
Ethnic origin			
White	48	37	*1,932–1,934*
Asian	44	33	*317–319*
Black	46	40	*164–165*
Mixed/Other	50	43	*126–127*
All	48	37	*2,055–2,059*

Base: All donating in last year. Don't know/refusal responses excluded. All figures based on core sample only except for breakdowns by ethnic origin, which are based on combined (core and boost) sample.

Table A.14.1 Donating as a substitute for volunteering, by employment status

	Donors in the last year			
	Employee %	Self-employed %	Not working %	All %
Have donated as a substitute for volunteering	31	34	21	27
Have not donated as a substitute for volunteering	69	66	79	73
Base (unweighted)	*1,072*	*159*	*824*	*2,058*

Base: All respondents who had donated in the last year. Don't know/refusal responses excluded.

Table A.14.2 Perceived value to charity of giving time or money, by income

Percentage saying more valuable	<£5k %	£5–<£10k %	£10–<£15k %	£15–<£20k %	£20–<£30k %	£30–<£50k %	£50k or more %	All %
Someone who gives money	5	8	5	3	1	4	2	5
Someone who gives time	30	29	33	31	28	31	50	31
Both equally valuable	61	59	58	60	63	59	38	58
It depends	5	3	3	6	8	6	10	6
Base (unweighted)	*354*	*409*	*307*	*241*	*324*	*254*	*87*	*2,147*

Base: All respondents answering questions. Don't know/refusal responses excluded.

Appendix C: Glossary

Charitable giving	Includes planned and unplanned donations, donations to charities but also to selected individuals such as beggars and to selected public institutions such as hospitals and schools.
Current donor	Anyone donating to charity in the last 12 months.
Current volunteer	Anyone engaged in formal volunteering within the last 12 months.
Episodic volunteer	Anyone undertaking formal volunteering activities on a one-off basis in the past 12 months.
Ex-volunteer	Anyone who has taken part in formal volunteering activities in the past but has not done so in the last 12 months.
Formal volunteering	Giving unpaid help through groups, clubs or organisations to benefit other people or the environment. This study focuses on formal volunteering only.
Gift Aid	Tax relief on money donated to UK charities.
Informal volunteering	Giving unpaid help as an individual, for example to friends, relatives or neighbours. Not counted as volunteering for the purposes of this study.
Main organisation	The one organisation formal volunteers did most for i.e. spent most time helping (as selected by the respondent).
Non-volunteer	Anyone who has not volunteered within the past 12 months; includes people who have never volunteered as well as ex-volunteers. Given the definition of volunteering used in this report, also includes informal volunteers.
Occasional volunteer	Anyone carrying out formal volunteering activities in the past 12 months less frequently than once a month. It includes activities carried out every couple of months and those undertaken on a one-off (episodic) basis
Payroll giving	A method of donating whereby money is deducted straight from wages/salary.
PSA4 groups	Groups targeted by Cabinet Office PSA4. They include individuals who belong to certain Black and minority ethnic groups, have no formal qualifications or who have a disability or limiting, long-term illness. These groups are seen as at risk of social exclusion and government policy is focused on increasing their levels of participation.
Public Service Agreement	Targets for what each government department is supposed to deliver by way of improvements in public services in return for investment. They highlight key policy priorities and are an integral part of the Government's spending plans.
Regular giving methods	Those methods that are most likely to be made on a regular basis, defined as donations by direct debit, standing order or covenant, regular donations by cheque or credit card and payroll giving.
Regular volunteer	Anyone carrying out formal volunteering activities at least once a month in the last 12 months.
Social exclusion, groups at risk of	Those groups that form the Cabinet Office PSA4 target groups i.e. individuals who belong to certain Black and minority ethnic groups, have no formal qualifications or who have a disability or limiting, long-term illness
Tax-efficient giving	Gift Aid, payroll giving, giving via Self-Assessment Forms, tax relief on the value of gifts of shares given to charities, tax relief on the value of gifts of land or buildings given to charities, and legacies.

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