

Volunteers Count 2019

Volunteer and volunteer management
benchmarks for not-for-profit organisations

From
£190 + VAT
Early Bird offer until
7 June 2019



Agenda 
consulting

Volunteers Count 2019

What is Volunteers Count?

The biennial benchmarking study of volunteer and volunteer management metrics. Compare your results with other organisations' key performance indicators. Build a solid evidence base to make sound strategic decisions.



Key Topics

Volunteers Profile including:

- Diversity
- Frequency of volunteering
- Length of time volunteering.

Recruitment and Selection including:

- Methods.

Expenses including:

- Policy
- Awareness amongst volunteers.

Retention including:

- Volunteer turnover and leaving information.

Learning and Development including:

- Spend
- Induction and methods.

Support and Supervision including:

- Annual review and appraisal
- Performance management.

Communication and Recognition including:

- Methods
- Use of surveys
- Meetings and events.

Profile of Strategic Volunteering Development Function including:

- Staffing and resourcing.

Return on Investment including:

- Costs of volunteers
- Contribution.



Who takes part?

Organisations from across the Third Sector, with a wide range of activities, including social care, housing, environment/conservation, heritage, disability, international development, healthcare, religious/missionary, animal welfare and many more.

Visit: www.agendaconsulting.co.uk/volunteers-count for full list of participants.

"Volunteers Count gives me valuable data to use in my Volunteering and Fostering Strategy. When making recommendations or building a case for support you need supporting evidence – otherwise you're just expressing an opinion."

"If I had to offer one piece of advice to a new Head of Volunteering it would be to participate in Volunteers Count, because sector-wide understanding is imperative and helps you make improvements to your own volunteer programme."

Charlotte Fielder MBE, Head of Volunteering and Fostering, Battersea Dogs & Cats Home

Our Partners

We are delighted to have the support of our partners for Volunteers Count 2019. Members of our partners pay preferential rates to take part (see Prices).



The Process

A simple, easy-to-follow process, with questions split by topic.

1 Enter & Edit Data → 2 View Questions & Data → 3 Sign Off Data

Complete the questionnaire online.

4 Select Your Peers → 5 Reports & Drill Down

Choose between 5 and 20 peers by subsector, by organisation size, by region.

- Run your organisation scorecard
- Compare your results with last time, your peers and the whole sample
- Drill down on particular measures for further analysis
- Download all the sector-wide reports 2.1 – 2.5 (see below).



“Being able to present clear evidence of how our level of volunteer engagement compares with that of other organisations has been extremely valuable. I have been able to speak to senior managers with greater authority, and this is starting to have an impact on our organisational strategy.”

Anon

Example

Table 2.6 Average number of volunteer hours per volunteer per month (hours)

Table	Measure	Unit	Your Score 2017	Your Score 2019	Peers (Median)	Whole Sample (Median)
Table 2.6	Average number of volunteer hours per volunteer per month (hours)	Hours	6	8	12	8

6 Good Practice Zone → 7 Contacts

- View good practice examples from other organisations
- Make direct contact with them to learn more.

8 Training and Support

- Attend the Results Webinar to hear the key findings and highlights from the study
- Attend the Product Training Webinar to understand your results and how to use the reports
- Have a telephone consultation with Agenda to explore your results further.

Publications

If you can't join this year, but would like to find out more about a particular topic, you can buy one of the reports, which include all the sector-wide data, good practice examples and key findings @ £150 plus VAT per report.

- 2.1** Profile of Volunteers
- 2.2** Recruitment, Retention & Selection
- 2.3** Learning and Development, Support and Supervision
- 2.4** Communication and Recognition & Expenses
- 2.5** Strategic Volunteering Function, Return on Investment.

Go to the publications section on the Agenda website: www.agendaconsulting.co.uk/publications/. Reports available September 2019.

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Timetable

Bookings welcome	Now
Questionnaire available	May 2019
Early bird prices expire	7 June 2019
Deadline for completion of questionnaire	19 July 2019
Choose peers	August 2019
Publication of reports	September 2019
Results and Product Training webinars	October 2019

Prices

Organisation Income	Member Price* Early Bird	Standard Price Early Bird
<£5m	£190	£225
£5m-£10m	£290	£325
£10m-£25m	£390	£425
£25m-£50m	£490	£525
£50m+	£590	£625

All prices are subject to VAT.

* Member prices apply to organisations who are members of our partners: AMHP, AVM, CHRN, HVG, VODG.


Early bird prices expire on 7 June 2019, after which the price for all organisations will be £700 plus VAT.

Join the Study

 www.agendaconsulting.co.uk/volunteers-count

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We are a research consultancy helping not-for-profit organisations develop and sustain the highest levels of employee and volunteer engagement.

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T&Cs for Benchmarking Studies

When booking onto a benchmarking study with Agenda Consulting you are agreeing to these terms and conditions. You will receive an automated email to confirm your booking and, if you choose to pay online, a confirmation of your payment. If you elect to pay by invoice, it will be emailed to you.

Payment

All invoices are payable within 30 days of date of invoice. Please note that non-payment after booking onto a benchmarking study does not indicate a cancellation. No refunds will be issued unless cancellation is made within 30 days of booking onto the study.

Cancellation Policy

Cancellations must be made by email to info@agendaconsulting.co.uk, by telephone to 01865 263720 or in writing to Agenda Consulting, 2 Market Street, Oxford, OX1 3ET.

Conditions of Participation

All participants (client) are required to complete the questionnaire. In the event your organisation is unable to complete the questionnaire, no refund will be given. No information will be attributed to individual organisations in any published report, with the exception of good practice examples, which are optional to complete and will only be available to other participating organisations.

The client must nominate a lead user to access the client area within the Agenda Benchmark Database (ABD) and provide Agenda with their contact name, email address, job title and telephone number. Should the lead user change, or additional users be added by or on behalf of the client, the client is responsible for keeping the users and the users' information current.

The client shall ensure that all user information is kept updated and current, including:

- Usernames and passwords where applicable
- Removal of users who no longer require, or are no longer permitted access, to ABD

The client must provide the contact details of one member of staff (name, email address), to be made available to other participants within the Contact Zone* for the duration of the Study, which is up to 3 years. The client is responsible for compliance with the data protection policy relating to the use of its users' personal information in [Name of Study]. Should the contact change, the client must inform Agenda, and Agenda will amend the contact information in the Contact Zone within ABD.

*The Contact Zone is a section within the benchmark study and sits in the client area, access to which is password controlled. Organisations' data from their most recent submission from the current and/or previous 2 years is available to select as comparators by other participants in the benchmark study. The contacts in the Contact Zone are there in the event that a participant wishes to find out more about a particular initiative another organisation has undertaken and which is described in the Good Practice Zone. The contact is under no obligation to respond to an approach from another participant.

Please view our [Privacy Policy](#) for details on how we process your data.