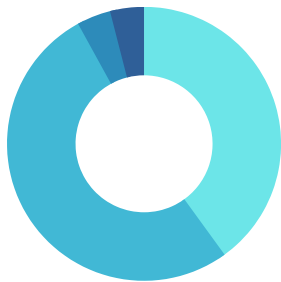




VOLUNTEER SURVEY RESULTS 2023

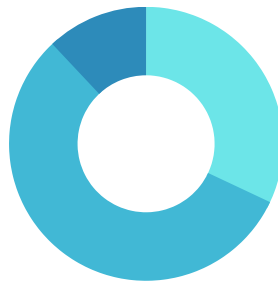
We greatly appreciate the support of our dedicated volunteers who week-in week-out give their time to support our sessions with the children. We could not possibly achieve what we do without you. We are continually working to strengthen our Volunteering Programme and to ensure that all our volunteers find their Ride High experience rewarding and enjoyable. This year we decided to launch a survey to seek feedback from our volunteers to identify where we can make improvements - this will become an annual survey for which we will share the results and our plans to act on them with all volunteers. This, our first survey was completed by 25 volunteers.

How clearly was your volunteer position and responsibilities explained to you?



- Extremely clearly 40%
- Very clearly 52%
- Neutral 4%
- Very unclearly 4%
- Extremely unclearly 0%

After induction how prepared did you feel to meet your volunteer responsibilities?



- Extremely prepared 32%
- Very prepared 56%
- Neutral 12%
- Very unprepared 0%
- Extremely unprepared 0%

We were pleased that on the whole volunteers felt they had a clear understanding about their responsibilities before starting at Ride High. However we recognise that there is room for improvement.



Actions we've already taken to support progress are 1) to create a Volunteer Handbook which will act as a reference guide for all volunteers, and 2) to offer extra training sessions with the horses for those with less equine experience.

Suggestions for improving the induction process

"Improved induction to the horses/riding element".

"Clarification on clubroom responsibilities and whose doing what".

"Clearer instruction about what to wear - including equipment i.e. helmet".

"Would like introduction to equestrian centre staff".

"More instructions on what actions to take if something goes wrong around the horses".

96% **Feel welcomed and valued by the team**

96% **Feel they have the support to fulfil their volunteer responsibilities**

88% **Feel they are kept informed of what is going on at Ride High**

What were the main factors that led you to volunteer at Ride High?



Volunteers donated over **2000** hours in 2022

84% say it supports their wellbeing

100% benefit from their time at Ride High



"I've met many wonderful people volunteering at Ride High who **encourage** me a lot and it is a **honour** for me to work alongside with them".

"It's the best part of the week. I just love seeing the **difference** we collectively make to some of the most challenged people".

"Gets me out of the house and **interacting** with people".

"It helps keep me **grounded** & makes me **happy** that I'm doing something **worthwhile**".



"We are always made to feel **welcome**. I love seeing the children **blossom** in the time that they are with us, this gives a good feeling of **satisfaction**".

"**Learning** new skills, being outside and doing something **physical** is a **positive** experience".

"It is a **joy** to witness and be part of the **journey** in developing **confidence** and **skills** in the young people, who come to Ride High".

"I have always loved being around horses and working with the children gives me a **purpose**".



It's fantastic to see how rewarding an experience our volunteers find Ride High. Please keep talking to us so we can continue to build on this.

Jalet

Jayne Clent
Centre Manager