APPENDIX 2: RESEARCH INSTRUMENTS

VOLUNTEERS OMNIBUS QUESTIONS
TELEPHONE INTERVIEW WITH NGBs' KEY CONTACTS
GUIDANCE ON ACCOUNTING FOR NGB VOLUNTEER TIME
TELEPHONE INTERVIEW WITH MIDDLE LEVEL NGB VOLUNTEERS
TELEPHONE INTERVIEW WITH CLUBS
TELEPHONE INTERVIEW WITH SCHOOLS
TELEPHONE INTERVIEW WITH FE COLLEGES
TELEPHONE INTERVIEW WITH UNIVERSITIES
TELEPHONE INTERVIEW WITH YOUNG PERSONS ORGANISATIONS
TELEPHONE INTERVIEW WITH DISABILITY ORGANISATIONS
TELEPHONE INTERVIEW WITH MAJOR EVENTS ORGANISERS
TELEPHONE INTERVIEW WITH LOCAL AUTHORITIES
FOCUS GROUPS WITH CLUB VOLUNTEERS
FOCUS GROUPS FOR YOUNG PEOPLE IN CLUBS
CLUB VOLUNTEER QUESTIONNAIRE
CLUB YOUNG PERSONS QUESTIONNAIRE
VOLUNTEERS OMNIBUS QUESTIONS

Q1) Have you been a volunteer in any of the sports or physical activities listed on this card in the last 12 months? Being a ‘sports volunteer’, means doing ANYTHING in a sporting context, other than playing, for which you have received no payment other than expenses.

[INTERVIEWER: SHOW SCREEN AND CODE ALL THAT APPLY BUT ALSO PROBE FOR ANY SPORTS NOT ON LIST - CODE ‘OTHER’ AND RECORD THESE SPORTS ON THE NEXT SCREEN].

- Athletics
- Badminton
- Basketball
- Bowls
- Cricket
- Cycling
- Fishing
- Football
- Golf
- Gymnastics
- Hockey
- Horse riding
- Keep fit/yoga
- Netball
- Rugby League
- Rugby Union
- Running/jogging
- Self defence
- Shooting
- Snooker/pool/billiards
- Squash
- Swimming
- Table tennis
- Tennis
- Tenpin bowling/skittles
- Walking (organised walks)/Rambling
- Weight lifting
- Weight training
- Other (record at next screen [other sports from GHS list])
- None

[INTERVIEWER: IF ANY CODED, ASK QUESTIONS 2-6 &10. IF ‘NONE’, ASK QUESTIONS 7-10].

*Note that Q2 is asked about each sport coded @Q1; Q3 is asked about each organisation/group coded @Q2 within each sport coded @Q1; and Q4-5 is asked about each activity coded @Q3 within each organisation/group coded @Q2 within each sport coded @Q1....

This is designed as a ‘loop’ so, if more than one sport is coded @Q1, then Q2-5 will be asked about the first sport, followed by Q2-5 about the second sport etc. The organisations/groups from Q2 and activities from Q3 will generate sub-loops within the main sport loop.
Q2) Thinking just about <SPORT>, which of these would best describe the organisation(s) where you volunteered?

[Interviewer: Show screen – code more than one organisation if appropriate].

- National governing body of sport (at National, Regional or county level).
- Sports club organised by its members.
- Sports club organised through a school.
- Sports club organised through a college/university.
- Youth organisation.
- Disabled sports organisation.
- Organisation focusing on specific sports event.
- An informal group such as family or a group of friends.
- Other type.

*Note that the interviewers will be given the following instruction: “You should only code ‘Youth organisation’ or ‘Disabled sports organisation’ if the organisation is solely concerned with youth or disabled participants respectively. If the respondent works with young people at a normal sports club, you should code ‘Sports club organised by its members’, not ‘Youth organisation’.”

Q3) Thinking just about this/the <TEXT FROM Q2>, have you done any of these things in the last 12 months? Please only include an activity if you did it on a voluntary basis, i.e. without being paid more than expenses.

[Interviewer: Show screen and code all that apply].

- Performed an administrative role for this organisation (e.g. chair, secretary, fixture secretary, committee member, club captain, event organiser etc.).
- Coached members of this organisation.
- Refereed, umpired, or officiated at a sports match/competition.
- Raised funds for the organisation.
- Provided any other practical help, such as providing transport which helps children or adults take part in the sport (other than own children and relatives); stewardship; helping with refreshments; helping with sports kit or equipment, or first aid.
- Only helped own children and/or relatives
- Other activity (specify)

Q4) Thinking just about your <ABBREVIATED DESCRIPTION FROM Q3>, over the last 12 months, during which months would you say that you’ve undertaken this activity?

[Interviewer: Respondents should think of all months when they do this activity, no matter how little they do – code all months that apply].

- June 2001
- July 2001
- August 2001
- September 2001
- October 2001
- November 2001
- December 2001
- January 2002
- February 2002
- March 2002
- April 2002
- May 2002
- All months
- Volunteered for a single event
- Can’t remember
Q5) Thinking just about your <ABBREVIATED DESCRIPTION FROM Q3>, in a typical week, how many hours would you say that you spend on this activity?
[Interviewer: Precise number or ‘don’t know’].

- __________________ hrs per week
- Don’t know.

If answered ‘Volunteered for a single event’ at Q4 ask Q5B, instead of Q5.

Q5B) How many hours did you spend in total on this event?
[Interviewer: Precise number or ‘don’t know’].

- __________________ hrs per week
- Don’t know

Q6) What first got you involved in doing voluntary work in sports?
[Interviewer: Show screen and code all that apply – order randomised].

- Desire to continue involvement in sport after playing/participating career ended.
- As an alternative to full time paid employment (e.g. during periods of unemployment/part time employment, after retirement, etc.)
- Responding to the needs or interests of my family or friends.
- Helping at school
- It was related to my paid work.
- To help my local community.
- I wanted to improve things/help people.
- I wanted to meet people/make friends.
- Someone asked me to help.
- I offered to help.
- I started a club.
- I had time to spare.
- I’m good at it.
- I thought it would give me the chance to learn new skills.
- I did it because my child(ren) take part in the sport.
- Other (specify).
- None of these.

[Interviewer: Go to Q10].

Q7) Have you ever considered being a sports volunteer?

- Yes, and did so in the past. [Interviewer: Go to Q8].
- Yes, but never did it. [Interviewer: Go to Q9].
- Never considered it. [Interviewer: Go to Q10].

Q8) Why did you stop being a sports volunteer?
[Interviewer: Probe and code all that apply].

- My help was no longer wanted.
- Started a family.
- Demands of job.
- Did not have enough time to spare.
- Did not have the right skills/experience.
- Did not fit in with the other people involved.
- Any reason involving money.
- Efforts of volunteers are not appreciated/recognised.
- Too old.
- Family/partner complained about it.
- Too formal/too much paperwork.
- Prefer just to play sport/still playing sport.
- Too disorganised.
- Children grew up.
- Other (specify).
Q9) Having considered it, why did you decide not to become a sports volunteer?

[INTERVIEWER: PROBE AND CODE ALL THAT APPLY]
- My help was not wanted
- Started a family.
- Demands of job.
- Did not have enough time to spare.
- Did not have the right skills/experience.
- Did not fit in with the other people involved.
- Any reason involving money.
- Efforts of volunteers are not appreciated/recognised
- Too old.
- Family/partner complained about it.
- Too formal/too much paperwork.
- Prefer just to play sport/still playing sport.
- Too disorganised
- No one asked me
- Didn’t know how to go about it.
- Other (specify).

[INTERVIEWER: ASK ALL].

Q10) Have you ever done any non-sport voluntary work (that is without being paid more than expenses)?

[INTERVIEWER: PROBE FOR BEST ANSWER].
- Currently doing voluntary work.
- Did voluntary work in the last 12 months but not currently.
- Did voluntary work but not in the last 12 months.
- Never done any voluntary work.
- Don’t know.
TELEPHONE INTERVIEW WITH NGBs’ KEY CONTACTS

Governing Body: ________________________________

Details: ________________________________________________

Notes: (i) Sole governing body or others? Does it cover other sporting activities? Check structure against 1996 results, if available. (ii) Make sure we find out what they’ve got.

Interviewee / Position: ________________________________

Contact Details: ________________________________________________

Q1. How many volunteers are involved in the organisation of the sport above club level and what do they do? (eg at national, regional, county or district levels, in the governing body).

Q2. Could you give an estimate of the amount of time involved in this voluntary work? (eg average hours per week) See guidance notes at end

<table>
<thead>
<tr>
<th>Volunteer Roles</th>
<th>Qty</th>
<th>In Season</th>
<th>Out Of Season</th>
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<td>Hours</td>
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<td>National</td>
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<td>Total Hours Per Year</td>
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<td>Overall Hours Per Year (in and out of season)</td>
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</table>
As part of our research it is important that we obtain information about the number of clubs in your sport to enable us to aggregate the amount of voluntary work involved in the sport.

Q3. How many affiliated clubs are there in your sport? __________
Q4. How many individuals (members) does this represent? __________
Q5. Could you give an idea of the average club size? __________
Q6. Can you provide an estimate of the extent to which there is unaffiliated but organised activity in your sport i.e. number of unaffiliated clubs / participants? And where is it most likely?

Q7. Do you use volunteers as part of any major events e.g. National / Regional Championships that you organise? If so how many and what number of hours?

Q8. Are you aware of any significant trends in the number and type of volunteers in the last 5 years? a) In your NGB above club level  b) In your sport as a whole

a) ☐ Volunteer numbers________________________________________
   ☐ Volunteer functions________________________________________
   ☐ Time given by volunteers____________________________________
   ☐ Age, gender, ethnicity________________________________________
   ☐ Balance between paid and voluntary work ______________________

b) ☐ Volunteer numbers________________________________________
   ☐ Volunteer functions________________________________________
   ☐ Time given by volunteers____________________________________
   ☐ Age, gender, ethnicity________________________________________
   ☐ Balance between paid and voluntary work ______________________

Q9. What do you think are the major factors behind any significant changes in volunteering in your sport above club level?

Q10. Are you aware of any particular difficulties involving volunteers at your NGB above club level?

☐ Recruiting volunteers

☐ Managing / working with volunteers

☐ Retaining volunteers

☐ Training volunteers

☐ Volunteer expenses
Q11. What is your feeling about recruiting young people (16-24 years) as volunteers within your NGB?
________________________________________________________________
________________________________________________________________

Q12. Are you aware of Sport England’s VIP (Volunteer Investment Programme)?
Yes ☐ No ☐

Q13. Is your NGB a member of VIP?
Yes ☐ No ☐

Q14. To what extent has your NGB made use of VIP?
- VIP Welcome Pack ☐
- VIP Training courses ☐
- VIP hotline ☐
- VIP promotional materials and discounted publications ☐
- Free VIP seminars ☐
- VIP fact sheets ☐
- VIP good practice guides ☐
- VIP recognition awards ☐
- Running Sport booklets / home study packs ☐
- Running Sport workshops ☐
- Other ☐

Q15. What other assistance is available to volunteers in your sport and where does it come from?
- Local authorities ☐ No ☐ Don’t know ☐
- National governing bodies ☐ No ☐ Don’t know ☐
- Volunteer support agencies ☐ No ☐ Don’t know ☐
- Sport England ☐ No ☐ Don’t know ☐
- Other ☐

Q16. Is there any specific assistance on the recruitment, management and training of volunteers?
- Recruitment ☐ No ☐ Don’t know ☐
- Management ☐ No ☐ Don’t know ☐
- Training ☐ No ☐ Don’t know ☐

Q17. Does your organisation have a volunteer co-ordinator?
Yes ☐ No ☐ Don’t know ☐
Comments ☐

Q18. Does your organisation have a written volunteer strategy? (covering such issues as recruitment, retention, training, management) If yes, please can we have a copy?
- Yes ☐ No ☐ Don’t know ☐
Comments ☐

Q19. Do you produce written guidance for volunteers? If yes, can we please have copies?
Yes ☐ No ☐ Don’t know ☐
Q20. Either
a) In 1995 we selected with your organisation’s help the following 4 clubs which you felt were ‘typical’. Are they still typical? If not, what others would you recommend?
Or
b) In the next stage of our research we want to contact four typical clubs in your sport in England. Could you provide us with the addresses and phone numbers of four English club secretaries to enable us to do this? Or a handbook from which we can select four clubs?
1. __________________________________________________________
2. __________________________________________________________
3. __________________________________________________________
4. __________________________________________________________
nb. Prefer to rely on the NGB to select ‘typical’ clubs and clarify what they perceive to be important selection criteria.

Q21. Finally, we also wish to contact four typical volunteers operating within your sport above club level e.g. at regional or county level. Please could you provide us with the names and contact details of four middle level volunteers?

1. __________________________________________________________
2. __________________________________________________________
3. __________________________________________________________
4. __________________________________________________________

Thank you very much.

The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?

Yes ☐  No ☐
GUIDANCE ON ACCOUNTING FOR NGB VOLUNTEER TIME

National Executive Committee / Board of Directors / Council
How many times a year does it meet? How long do the meetings last? How many members are there? What are their roles? Are they all volunteers? Do some members carry out lots of voluntary work for the Committee outside of the meetings? If so, roughly how many hours per week might they spend?

Sub Committees
How many sub committees are there? How many times a year do they meet? How long do the meetings last? How many members are there? What are their roles? Are they all volunteers? Do some members carry out lots of voluntary work for the sub committees outside of the meetings? If so, roughly how many hours per week might they spend?

NB when totting up the total number of volunteers try not to double count people who might be on 2 or 3 committees.

National Squads
Are any of the national squads run by volunteers? If so, how much time do these volunteers contribute? Perhaps estimate this by the number of weekends per year or the average hours per week?

National Competitions and Events
Are the national competitions and events run by volunteers? Is there a competitions committee? How many volunteers are needed to put on a typical event or competition? Which volunteers set up events in the weeks leading up? How much time might they contribute?

Regional Committees
How many regional committees are there? What is the size of a typical regional committee? How long do the meetings typically last? How frequently do they meet? Are there regional sub committees? Which members carry out voluntary work for the committees outside of these meetings? Can you estimate this?

County / District Committees
As above

Other national / regional volunteers
Does your national governing body have any other national or regional volunteers e.g. web master, disability coach / organiser

Remember: What we are ultimately trying to calculate is the total number of volunteers at national, middle and club levels and the total number of hours being put in by volunteers. We therefore need you to estimate these totals, at national level especially and hopefully middle level too.

Please Note: these are only recommendations, there are other ways you can calculate volunteer time, and what works best really depends on the nature of your own organisation. We only require your best estimate and how you arrive at those figures is entirely your own choosing.
TELEPHONE INTERVIEW WITH MIDDLE LEVEL VOLUNTEERS

Governing Body: ________________________________
Interviewee / Position: __________________________
Contact Details: ________________________________

Q1. Could you give an estimate of the amount of time you spend doing voluntary work for your sport above club level (eg average hours per week). Does this depend on the time of year?
   Hours/Week In Season _______ Hours/Week Out of Season _______
   Months in season _______ Months out of season _______

Q2. Have any changes occurred in the amount of time you devote to volunteering for your sport above club level in the last 5 years?
__________________________________________________________________________
__________________________________________________________________________

Q3. What are the major factors behind any significant changes in your volunteering?
__________________________________________________________________________
__________________________________________________________________________

Q4. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
   Yes ☐ No ☐

Q5. Are you a member of VIP?
   Yes ☐ No ☐

Q6. Have you made use of VIP?
   Yes ☐ No ☐
   If yes, which of the following have you made use of:
   VIP Welcome Pack ☐ VIP Training courses ☐
   VIP hotline ☐ VIP promo materials and discounted publications ☐
   Free VIP seminars ☐ VIP fact sheets ☐
   VIP good practice guides ☐ VIP recognition awards ☐
   Running Sport booklets / Running Sport workshops ☐
   home study packs ☐
   Other ☐

Q7. Does your organisation have any volunteer co-ordinators at regional level? If so how many?
__________________________________________________________________________

Finally, a few questions about yourself:

Q8. Age
   16 – 19 ☐ 20 – 24 ☐ 25 – 34 ☐ 35 – 44 ☐ 45 – 59 ☐
   60 – 69 ☐ 70+ ☐
Q9. Sex
- Male [ ]
- Female [ ]

Q10. Ethnicity

Q11. Employment Status
- In full time employment [ ]
- In part time employment [ ]
- Unemployed [ ]
- Retired [ ]
- In full time education [ ]
- Other [ ]

Q12. Highest level of educational attainment
- Degree level or higher [ ]
- Higher education below degree level [ ]
- GCE ‘A’ level or equivalent [ ]
- GCSE grades A-C or equivalent [ ]
- GCSE grades D-G/ commercial qualifications/apprenticeship [ ]
- Foreign or other qualification [ ]
- None of the above [ ]

Q13. How long have you served at this level within your sport?
- Less than one year [ ]
- 1 – 2 years [ ]
- 2 – 3 years [ ]
- 3 – 4 years [ ]
- 4 years plus [ ]

Q14. Why did you start volunteering within your sport?

Thanks. The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Is it OK for us to contact you again if we require additional information?
- Yes [ ]
- No [ ]
### TELEPHONE INTERVIEW WITH CLUBS

**Sport:**  
__________________________________

**Club:**  
__________________________________

**Interviewee / Position:**  
__________________________________

**Contact Number:**  
__________________________________

**Duration of season:**  
__________________________________

**Q1.** How many volunteers are involved in the organisation of the sport at your club and what do they do?

**Q2.** For each one of the roles you have described could you estimate the time involved in voluntary work with your club each week (average hours per week in a typical week, in season and out of season if there are significant seasonal differences).

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<tr>
<th>Club Officers</th>
<th>Qty</th>
<th>In Season</th>
<th>Out Of Season</th>
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<th>Club Officers</th>
<th>Qty</th>
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<th>Other Roles</th>
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<tr>
<td>Juniors</td>
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<td>Coaching</td>
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<td>Maintenance</td>
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<th>Overall Hours Per Year (in and out of season)</th>
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**Q3.** Are there any significant volunteering trends at your club in the last 5 years?

- [ ] Volunteer numbers

- [ ] Volunteer functions

- [ ] Time given by volunteers

- [ ] Age, gender, ethnicity

- [ ] Balance between paid and voluntary work

**Q4.** What do you think are the major factors behind any significant changes in volunteering in your club, in the last 5 years?

________________________________________________________________
________________________________________________________________
Q5. Are you aware of any particular difficulties involving volunteers at your club?
☐ Recruiting volunteers
☐ Managing / working with volunteers
☐ Retaining volunteers
☐ Training volunteers
☐ Volunteer expenses
☐ Other

Q6. What is your feeling about recruiting young people (16-24 years) as volunteers at your club?
______________________________________________________________________
______________________________________________________________________

Q7. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
Yes ☐ No ☐

Q8. Is your club a member of VIP?
Yes ☐ No ☐ Don’t know ☐

Q9. Have you made use of VIP?
Yes ☐ No ☐ Don’t know ☐

If yes, which of the following have you made use of:
VIP Welcome Pack ☐ VIP Training courses ☐
VIP hotline ☐ VIP promo materials and discounted publications ☐
Free VIP seminars ☐ VIP fact sheets ☐
VIP good practice guides ☐ VIP recognition awards ☐
Running Sport booklets / Running Sport workshops ☐
home study packs ☐

Q10. Is your club aware of other kinds of support available to sports volunteers from the following organisations:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
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<tr>
<td>Local Authorities</td>
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<td>Volunteer support agencies</td>
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<td>National Governing Bodies</td>
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<td>Other</td>
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</table>

Q11. Does your club receive any support for its volunteers from the following organisations:

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<thead>
<tr>
<th>Organisation</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
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<tbody>
<tr>
<td>Local Authorities</td>
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<tr>
<td>Volunteer support agencies</td>
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<tr>
<td>National Governing Bodies</td>
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<tr>
<td>Sport England</td>
<td>☐</td>
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</tbody>
</table>
Q12. Does your club have a volunteer co-ordinator? (i.e. one person who organises the recruitment, management and retention of volunteers)
Yes ☐ No ☐ Don’t know ☐
Comments:__________________________________________________________

Q13. Does your club have a written volunteer strategy? (covering such issues as recruitment, retention, training, management) If yes, can we have a copy?
Yes ☐ No ☐ Don’t know ☐
Comments:____________________________________________________________

Q14. Does your club produce any of the following written guidance for volunteers? If yes, can we please have copies?

Yes ☐ No ☐ Don’t know ☐

Handbook ☐
Health & safety awareness / first aid ☐
Insurance and legal liability ☐
Child protection ☐
Recruitment & management of volunteers ☐ (incl. job specs, training, qualifications, advertising)
Sponsorship and fundraising ☐ (incl. sponsorship proposals, National lottery bids, small grants)

Other ☐

Thank you for your help.

The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?
Yes ☐ No ☐
TELEPHONE INTERVIEW WITH SCHOOLS

School: ______________________________________________________
Interviewee / Position: __________________________________________
Contact Details: _______________________________________________

Q1. How many volunteers are involved in the organisation of sports at your school, what do they do and which sports are they involved in?

Q2. For each one of the roles you have described could you estimate the time involved in voluntary work with sport at your school each week (average hours per week in a typical week) and the number of weeks per year.
   NB unpaid overtime is not volunteering.

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<thead>
<tr>
<th>Sport</th>
<th>Coaching</th>
<th>Transport</th>
<th>Officiating</th>
<th>Admin</th>
<th>Other</th>
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Q3. Are there any significant volunteering trends at your school in the last 5 years?
   ☐ Volunteer numbers
   ☐ Volunteer functions
   ☐ Time given by volunteers
   ☐ Age, gender, ethnicity
   ☐ Balance between paid and voluntary work

Q4. What do you think are the major factors behind any significant changes in sports volunteering in your school?
Q5. Are you aware of any particular difficulties involving volunteers at your club?
☐ Recruiting volunteers
☐ Managing / working with volunteers
☐ Retaining volunteers
☐ Training volunteers
☐ Volunteer expenses
☐ Other

Q6. What is your feeling about recruiting young people (16-24 years) as sports volunteers at your school?
________________________________________________________________________________________

Q7. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
Yes ☐ No ☐

Q8. Is your school a member of VIP?
Yes ☐ No ☐ Don’t know ☐

Q9. Has your school made use of VIP?
Yes ☐ No ☐ Don’t know ☐
If yes which of the following have you made use of:
VIP welcome pack ☐ VIP training courses ☐
VIP hotline ☐ VIP promo materials & discounted publications ☐
VIP free seminars ☐ VIP fact sheets ☐
VIP good practice guides ☐ VIP recognition awards ☐
Running Sport booklets / home study packs ☐ Running sport workshops ☐
Other ☐

Q10. Does your school benefit from any assistance from other organisations to help volunteers in running sports activities? For example:
Local Authorities ☐ Yes ☐ No ☐ Don’t know ☐
Volunteer support agencies ☐ Yes ☐ No ☐ Don’t know ☐
National Governing Bodies ☐ Yes ☐ No ☐ Don’t know ☐
Sport England ☐ Yes ☐ No ☐ Don’t know ☐
Other ☐

Q11. Are you aware of any other forms of external assistance for volunteers in your school that you have not chosen to use? For example:
Local Authorities □ □ □
Volunteer support agencies □ □ □
National Governing Bodies □ □ □
Sport England □ □ □
Other □

Q12. **Does your school have a volunteer co-ordinator?** (des. one person who organises the recruitment, management and retention of volunteers)
Yes □ No □ Don’t know □
Comments:

Q13. **Does your school have a written volunteer strategy?** (covering such issues as recruitment, retention, training, management) If yes, please can we have a copy?
Yes □ No □ Don’t know □
Comments:

Q14. **Do you produce written guidance for volunteers?** If yes, please can we have copies?
Handbook □ □ □
Health & safety awareness and first aid □ □ □
Insurance and legal liability □ □ □
Child protection □ □ □
Recruitment and management of volunteers (incl. job specs, training, qualifications, advertising) □ □ □
Sponsorship and fundraising (incl. sponsorship proposals, National lottery bids, small grants) □ □ □
Other □

Thank you very much. The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?
Yes □ No □
TELEPHONE INTERVIEW WITH FE COLLEGES

FE College: ________________________________________________________________
Interviewee / Position: ___________________________________________________ 
Contact Number: _________________________________________________________

Q1. How many volunteers are involved in the organisation of sports at your college, what do they do and which sports are they involved in?

Q2. For each one of the roles you have described could you estimate the amount of time (hours per week) and duration (weeks/months per year) of voluntary work involved with these activities.

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<th>e.g. transport Qty</th>
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<th>e.g. officiating Qty</th>
<th>Hrs</th>
<th>Dur</th>
<th>e.g. admin Qty</th>
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<th>Other Qty</th>
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</table>

Q3. Are there any significant volunteering trends at your college in the last 5 years?
   □ Volunteer numbers
   □ Volunteer functions
   □ Time given by volunteers
   □ Age, gender, ethnicity
   □ Balance between paid and voluntary work

Q4. What do you think are the major factors behind any significant changes in sports volunteering in your college?

Q5. Are you aware of any particular difficulties involving sports volunteers at your college?
   □ Recruiting volunteers
   □ Managing / working with volunteers
   □ Retaining volunteers
Q6. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
Yes ☐ No ☐

Q7. Is your college a member of VIP?
Yes ☐ No ☐ Don’t know ☐

Q8. Have you made use of VIP?
Yes ☐ No ☐ Don’t know ☐
If yes which of the following have you made use of:
- VIP welcome pack ☐
- VIP hotline ☐
- VIP free seminars ☐
- Running Sport booklets ☐
- VIP promotional materials & publications ☐
- VIP training courses ☐
- VIP promo materials & publications ☐
- VIP fact sheets ☐
- VIP recognition awards ☐
- Running Sport workshops ☐
- Other ☐

Q9. Does your college benefit from any assistance from other organisations for volunteers in sports activities? For example:

<table>
<thead>
<tr>
<th>Local authorities</th>
<th>Yes ☐</th>
<th>No ☐</th>
<th>Don’t know ☐</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sport England</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>National Governing Bodies</td>
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<tr>
<td>Volunteer support agencies</td>
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<tr>
<td>Other ☐</td>
<td></td>
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</tr>
</tbody>
</table>

Q10. Are you aware of any other forms of external assistance for volunteers in your college that you have not chosen to use?

<table>
<thead>
<tr>
<th>Local authorities</th>
<th>Yes ☐</th>
<th>No ☐</th>
<th>Don’t know ☐</th>
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</thead>
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<tr>
<td>Sport England</td>
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<td>National Governing Bodies</td>
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<td>Volunteer support agencies</td>
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<tr>
<td>Other ☐</td>
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</tbody>
</table>

Q11. Does your organisation have a volunteer co-ordinator? (i.e. one person who organises the recruitment, management and retention of volunteers)
Yes ☐ No ☐ Don’t know ☐
Q12. **Does your college have a written volunteer strategy?** (covering such issues as recruitment, retention, training, management) If so can we have a copy?

Yes □ No □ Don’t know □

Comments: __________________________________________________________

Q13. **Do you produce written guidance for volunteers?** If so can we have copies?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
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<tr>
<td>Handbook</td>
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<td>(incl. sponsorship proposals, National Lottery bids, sports grants)</td>
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Other □

Comments: __________________________________________________________

Thank you very much.

The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?

Yes □ No □
TELEPHONE INTERVIEW WITH UNIVERSITIES

University: ______________________________________________
Interviewee / Position: _______________________________________
Contact Details: ____________________________________________

Q1. How many sports clubs does your university have?


Q2. How many volunteers are involved in each of these sports clubs?


Q3. Could you estimate the time involved in voluntary work with sport at your university each week (average hours per week in a typical week) and the number of weeks per year.

<table>
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<th>Sport</th>
<th>e.g. coaching Qty</th>
<th>Hrs</th>
<th>e.g. transport Qty</th>
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Q4. Are there any significant volunteering trends at your university, in the last 5 years?
☐ Volunteer numbers
☐ Volunteer functions
☐ Time given by volunteers
☐ Age, gender, ethnicity
☐ Balance between paid and voluntary work
Q5. What do you think are the major factors behind any significant changes in sports volunteering in your university?

Q6. Are you aware of any particular difficulties involving volunteers at your university?
- ☐ Recruiting volunteers
- ☐ Managing / working with volunteers
- ☐ Retaining volunteers
- ☐ Training volunteers
- ☐ Volunteer expenses
- ☐ Other

Q7. Have you heard of Sport England's VIP (Volunteer Investment Programme)?
- Yes ☐ No ☐

Q8. Is your university a member of VIP?
- Yes ☐ No ☐ Don’t know ☐

Q9. Have you made use of VIP?
- Yes ☐ No ☐ Don’t know ☐

If yes which of the following have you made use of:
- VIP welcome pack ☐
- VIP hotline ☐
- VIP free seminars ☐
- VIP good practice guides ☐
- Running Sport booklets / home study packs ☐
- VIP training courses ☐
- VIP promo materials & discounted publications ☐
- VIP fact sheets ☐
- VIP recognition awards ☐
- Running Sport workshops ☐
- Other ☐

Q10. Does your university benefit from any assistance from other organisations for volunteers in sports activities? For example:
- Local Authorities ☐ Yes ☐ No ☐ Don’t know ☐
- Sport England ☐ Yes ☐ No ☐ Don’t know ☐
- National Governing Bodies ☐ Yes ☐ No ☐ Don’t know ☐
- Volunteer support agencies ☐ Yes ☐ No ☐ Don’t know ☐
- Other ☐

Q11. Are you aware of any other forms of external assistance for volunteers in your university that you have not chosen to use?
- Local Authorities ☐ Yes ☐ No ☐ Don’t know ☐
- Sport England ☐ Yes ☐ No ☐ Don’t know ☐
- National Governing Bodies ☐ Yes ☐ No ☐ Don’t know ☐
Q12. **Does your university have a volunteer co-ordinator?** (i.e. one person who manages the recruitment, management and retention of volunteers)
Yes ☐ No ☐ Don’t know ☐

Comments:

Q13. **Does your university have a written volunteer strategy?** (covering such issues as recruitment, retention, training, management) If yes, can we please have a copy?
Yes ☐ No ☐ Don’t know ☐

Comments :

Q14. **Do you produce written guidance for volunteers?** If so can we have copies?
Handbook ☐ Yes ☐ No ☐ Don’t know ☐
Health & safety awareness and first aid ☐ ☐ ☐
Insurance and legal liability ☐ ☐ ☐
Child protection ☐ ☐ ☐
Recruitment and management of volunteers ☐ ☐ ☐
(incl. job specs, training, qualifications, advertising)
Sponsorship and fundraising ☐ ☐ ☐
(incl. sponsorship proposals, National lottery bids, small grants)

Other ☐

Thank you very much. The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?
Yes ☐ No ☐
TELEPHONE INTERVIEW WITH YOUNG PERSONS ORGANISATIONS

Young persons organisation: _______________________________________
Interviewee / Position: ___________________________________________
Contact Details: _________________________________________________

Q1. How many volunteers are involved in delivering your youth organisations programme of activity?

Q2. How many of these volunteers are devoted to delivering sports and physical activities/games? For example: ball games (football, rugby, netball, basketball); racket sports (tennis, badminton, table tennis); water sports (swimming, sailing, surfing); field sports (riding, shooting); outdoor activities (walking, climbing, orienteering, caving).

Q3. How much time do volunteers devote to sport and physical activities each week?

Q4. Are there any significant volunteering trends at your organisation in the last 5 years?
- Volunteer numbers
- Volunteer functions
- Time given by volunteers
- Age, gender, ethnicity
- Balance between paid and voluntary work

Q5. What do you think are the major factors behind any significant changes in volunteering in your organisation?

Q6. Are you aware of any particular difficulties involving volunteers at your organisation?
- Recruiting volunteers
- Managing / working with volunteers
- Retaining volunteers
- Training volunteers
- Volunteer expenses
- Other

Q7. What is your feeling about recruiting young people (16-24 years) as volunteers at your organisation?
Q8. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
   Yes ☐  No ☐

Q9. Is your organisation a member of VIP?
   Yes ☐  No ☐  Don’t know ☐

Q10. Have you made use of VIP?
     Yes ☐  No ☐  Don’t know ☐

   If yes, which of the following have you made use of:
   VIP Welcome Pack ☐  VIP Training courses ☐
   VIP hotline ☐  VIP promo materials and discounted publications ☐
   Free VIP seminars ☐  VIP fact sheets ☐
   VIP good practice guides ☐  VIP recognition awards ☐
   Running Sport booklets/home study packs ☐
   Other ☐

Q11. Does your organisation benefit from any assistance from other organisations to help volunteers in sports? For example:
     Yes ☐  No ☐  Don’t know ☐
     Local authorities ☐  National governing bodies ☐
     Volunteer support agencies ☐  Sport England ☐
     Other ☐

Q12. Are you aware of any other forms of external assistance for volunteers in your organisation that you have not chosen to use?
     Yes ☐  No ☐  Don’t know ☐
     Local authorities ☐  National governing bodies ☐
     Volunteer support agencies ☐  Sport England ☐
     Other ☐

Q13. Does your organisation have a volunteer co-ordinator? (i.e. one person who organises the recruitment, management and retention of volunteers)
     Yes ☐  No ☐  Don’t know ☐
     Comments:

Q14. Does your organisation have a written volunteer strategy? (covering such issues as recruitment, retention, training, management) If so can we have a copy?
     Yes ☐  No ☐  Don’t know ☐
     Comments:

Q15. Do you produce written guidance related to sports activity for volunteers? For example on:
     Yes ☐  No ☐  Don’t know ☐
     Handbook ☐
Health & safety awareness and first aid  
Insurance and legal liability  
Child protection  
Recruitment and management of volunteers  
(incl. job specs, training, qualifications, advertising)  
Sponsorship and fundraising  
(incl. sponsorship proposals, National Lottery, sports grants)  
Other  

Thank you very much.

The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?  
Yes ☐  No ☐
TELEPHONE INTERVIEW WITH DISABILITY ORGANISATIONS

Disability Organisation: ___________________________________________
Interviewee / Position: ___________________________________________
Contact Details: ________________________________________________

Q1. How many volunteers are involved in the provision of sport at your organisation and what do they do? NB Gateway Clubs more general.

Q2. Could you give an estimate of the amount of time involved in this voluntary work? (eg average hours per week)

<table>
<thead>
<tr>
<th>Volunteer Roles</th>
<th>Qty</th>
<th>In Season</th>
<th>Out of Season</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Hours</td>
<td>Weeks</td>
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<tr>
<td>National</td>
<td></td>
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<tr>
<td>Administration</td>
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<tr>
<td>Coaching</td>
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</tr>
<tr>
<td>Officials</td>
<td></td>
<td></td>
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<tr>
<td>Juniors</td>
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<tr>
<td>Elite</td>
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<td>Regional</td>
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<tr>
<td>Administration</td>
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<td>Coaching</td>
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<td>Officials</td>
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<td>Juniors</td>
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<tr>
<td>Elite</td>
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<tr>
<td>County / district</td>
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<td></td>
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<tr>
<td>Administration</td>
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<td>Coaching</td>
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<td>Officials</td>
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<td>Juniors</td>
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<tr>
<td>Elite</td>
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</tbody>
</table>

Total Hours Per Week
Total Hours Per Year
Overall Hours Per Year (in and out of season)

Q4. Does your organisation run major events (e.g National Championships, Junior Championships)? If yes, how many volunteers do you use and can you estimate the number of hours per volunteer?

__________________________________________________________

Q5. Are there any significant volunteering trends at your organisation in the last 5 years?

☐ Volunteer numbers

☐ Volunteer functions

☐ Time given by volunteers
Q6. What do you think are the major factors behind any significant changes in sports volunteering in your organisation?

Q7. Are you aware of any particular difficulties involving volunteers at your organisation?

Q8. What is your feeling about recruiting young people (16-24 years) as volunteers in your organisation?

Q9. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
   Yes ☐   No ☐

Q10. Is your organisation a member of VIP?
   Yes ☐   No ☐   Don’t know ☐

Q11. Has your organisation made use of VIP?
   Yes ☐   No ☐   Don’t know ☐

If yes, which of the following have you made use of:
   VIP welcome pack ☐
   VIP hotline ☐
   VIP free seminars ☐
   VIP good practice guides ☐
   Running Sport booklets / Home study packs ☐
   VIP training courses ☐
   VIP promo materials and discounted publications ☐
   VIP fact sheets ☐
   VIP recognition awards ☐
   Running Sport workshops ☐
   VIP good practice guides ☐
   VIP recognition awards ☐

Q12. Does your organisation benefit from any assistance from other organisations to help sports volunteers? For example:

   Local Authorities ☐ ☐ ☐
   National Governing Bodies ☐ ☐ ☐
   Volunteer support agencies ☐ ☐ ☐
   Sport England ☐ ☐ ☐
Q13. Are you aware of any other forms of external assistance for sports volunteers in your organisation that you have not chosen to use? For example:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
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</thead>
<tbody>
<tr>
<td>Local Authorities</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>National Governing Bodies</td>
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<tr>
<td>Volunteer support agencies</td>
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<tr>
<td>Sport England</td>
<td>☐</td>
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</tbody>
</table>

Other ☐

Q14. Does your organisation have a volunteer co-ordinator? (i.e. one person who organises the recruitment, management and retention of volunteers)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
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</table>

Comments:

Q15. Does your organisation have a written volunteer strategy? (covering such issues as recruitment, retention, training, management) If yes please can we have a copy?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
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<tbody>
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</tbody>
</table>

Comments:

Q16. Do you produce written guidance for volunteers? If so can we have copies?

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handbook</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Health &amp; safety awareness and first aid</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Insurance and legal liability</td>
<td>☐</td>
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<tr>
<td>Child protection</td>
<td>☐</td>
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</tr>
<tr>
<td>Recruitment and management of volunteers (incl. job specs, training, qualifications, advertising)</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>Sponsorship and fundraising (incl. sponsorship proposals, National Lottery, sports grants)</td>
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</tbody>
</table>

Other ☐

Q17. In the next stage of our research we want to contact four typical disability sports clubs in England. Could you give us the addresses and phone numbers of four club secretaries to enable us to do this? Or a handbook from which we can select four clubs?

1.______________________________________________________________
2.________________________________________________________________
3.________________________________________________________________
Thank you very much. The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?

Yes ☐  No ☐
TELEPHONE INTERVIEW WITH MAJOR EVENTS ORGANISERS

Major Event Name: _______________________________________
Interviewee / Position: _____________________________________
Contact Details: ___________________________________________

Q1. How many volunteers are involved in the organisation of your event and what do they do?

Q2. For each one of the roles you have described could you estimate the time involved in voluntary work with your event each week (average hours per week in a typical week) and the duration of the voluntary effort (weeks).

<table>
<thead>
<tr>
<th>Roles</th>
<th>Qty</th>
<th>Hours per week</th>
<th>Duration - weeks per year</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td><strong>Totals</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q3. Are there any significant volunteering trends for your events in the last 5 years?
- Volunteer numbers
- Volunteer functions
- Time given by volunteers
- Age, gender, ethnicity
- Balance between paid and voluntary work

Q4. What do you think are the major factors behind any significant changes in volunteering for major events?

Q5. Are you aware of any particular difficulties involving volunteers at your events?
- Recruiting volunteers
- Managing / working with volunteers
- Retaining volunteers
- Training volunteers
- Volunteer expenses
- Other
Q6. What is your feeling about recruiting young people (16-24 years) as volunteers at events?

Q7. Have you heard of Sport England's VIP (Volunteer Investment Programme)?
   Yes ☐  No ☐

Q8. Is your organisation a member of VIP?
   Yes ☐  No ☐  Don't know ☐

Q9. Have you made use of VIP?
   Yes ☐  No ☐  Don't know ☐
   If yes which of the following have you made use of:
   VIP welcome pack ☐  VIP training courses ☐
   VIP hotline ☐  VIP promo materials & discounted publications ☐
   VIP free seminars ☐  VIP fact sheets ☐
   VIP good practice guides ☐  VIP recognition awards ☐
   Running Sport booklets / home study packs ☐
   Other ☐

Q10. Does your event benefit from any assistance from other organisations for volunteers in events? For example:
   Local Authorities ☐  No ☐  Don't know ☐
   Sport England ☐  No ☐  Don't know ☐
   National Governing Bodies ☐  No ☐  Don't know ☐
   Volunteer support agencies ☐  No ☐  Don't know ☐
   Other ☐

Q11. Are you aware of any other forms of external assistance for volunteers at your event that you have not chosen to use?
   Local Authorities ☐  No ☐  Don’t know ☐
   Sport England ☐  No ☐  Don’t know ☐
   National Governing Bodies ☐  No ☐  Don’t know ☐
   Volunteer support agencies ☐  No ☐  Don’t know ☐
   Other ☐

Q12. Does your event have a volunteer co-ordinator? (i.e. one person who organises the recruitment, management and retention of volunteers)
   Yes ☐  No ☐
   Comments:

Q13. Do you have a written volunteer strategy? (covering such issues as recruitment, retention, training, management) If so can we have a copy?
   Yes ☐  No ☐
   Comments:
Q14. Do you produce written guidance for volunteers? If yes can we have copies?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
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<tbody>
<tr>
<td>Handbook</td>
<td>☐</td>
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<td>Health &amp; safety awareness and first aid</td>
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<tr>
<td>Other</td>
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</tbody>
</table>

Thank you very much. The results will be used to help Sport England learn how best they can help voluntary sports clubs.

Can we contact you again if we require additional information?

Yes ☐ No ☐
TELEPHONE INTERVIEW WITH LOCAL AUTHORITIES

Local Authority:  
Contact Person:  
Date:  

Q1. Does your local authority have a strategy for developing volunteers in sport?  
   • Does it work with voluntary sports clubs?  
   • Does it provide assistance to voluntary sports clubs, if so what?  
   • Does it have a database of sports volunteers?  
   • Does it recruit volunteers?  

Q2. Has your local authority been involved with any volunteer initiatives e.g. VIP, Millennium Volunteers. If so, how? Results?  

Q3. What are the benefits of voluntary sports clubs to your local authority area?  

Q4. What issues and challenges do you face in trying to develop the voluntary sport sector in your area?
FOCUS GROUPS WITH CLUB VOLUNTEERS

Beforehand
Ask if other volunteers could attend the focus group, in addition to the Club Committee. Take pens, badges/labels and good tape recorder with multidirectional microphone.

Introduction
Explain the research objectives and how this meeting will contribute to them. Explain that you will initially distribute a questionnaire that each person will fill in individually. This will give us general information about volunteers in clubs and some of the issues facing volunteers. This will take about ten minutes. The answers are confidential and will not be shared with the other committee members, although some of the questions will act as a warm up for the group discussion. In the general discussion explain that they will be asked, as a group, about a range of issues that face volunteers in sports clubs. The whole thing should take about an hour to an hour and a half - is that OK or is there a shorter time limit? Any questions?

Administer the questionnaires
In addition, give sufficient questionnaires and reply paid envelopes to the secretary or chair, asking them to distribute them to all other volunteers, encouraging them to complete and return the questionnaires.

FOCUS GROUP DISCUSSION
The detailed questions below are only a guide. Better to start with the general issues and let the group develop the discussion, steering if necessary to some of the detailed considerations. NB Important questions are in bold, illustrative questions are not, advisory notes are in italic.

1. Size and scope of volunteering in the club
Which volunteers are missing from the meeting? Ask about all the voluntary work done in the club i.e. an audit of the types of work done, how many people are involved and how many hours a week each; for different functions such as administration, grounds maintenance, coaching, captains, match officials, bar/catering, events, socials. (This is to allow calculation of total hours per year voluntary work done for the club, as a check on stage one research findings.)

2. The amount of work to be done and the quantity of volunteers
What do you think about the number of volunteers in this club in relation to the work that needs doing?
Enough to do the work that is needed?
Too little? What else needs to be done?
Too much? What is not needed?

Have there been changes in the last five years in the amount of work to be done or the amount of volunteers in the club? (Start with an open approach, exploring the issues that are important to the group. If problems emerge from the group, prompt if necessary for reasons – NB three types: personal problems such as time and other commitments; club-specific problems such as poor organisation and recognition of volunteers; societal problems such as the baby-sitting attitude of parents, increased veterans playing, threat of litigation.)
3. The type of work and the type of volunteers
Have there been changes in the type of voluntary work to be done in this club in the last five years?
e.g. more specialised work? (e.g. applications for funds) new types of work?
Have there been changes in the nature of volunteering at this club in the last five years?
e.g. older volunteers? more occasional volunteers?

4. What are the attractions and barriers to volunteering
Why do people volunteer for this club and keep doing this type of work?
What does the club do to attract volunteers?
Why do you think other people don’t volunteer in this club?
What do you think are the main problems in recruiting and retaining volunteers?
What would attract more people to volunteer for this club?

5. The management of volunteers in the club
To what extent are volunteers in this club ‘managed’?
(Almost certainly need to explain and prompt with, e.g., procedures for allocating roles and tasks; supervision, support/training, discipline, etc.)
What are the strengths of the club’s approach to volunteers?
Can you think of any ways in which volunteers could be better managed?
(probably need to prompt certain issues here, e.g. clearer instruction – briefing/induction, job descriptions?; incentives/rewards; succession policy; training/qualifications.)
If this club had a volunteer strategy would it make a difference? Explain what such a strategy might contain. What do you think?
If this club had a volunteer coordinator would it make a difference? Explain what a coordinator would do. What do you think?

6. Young volunteers
What do you think about involving young volunteers (16-24 years) in the club?
(The following are illustrative questions – only needed if the discussion is not generated)
Does the club have young volunteers (16-24 years)?
Do you have a club policy regarding the involvement of young volunteers?
Do you have specific recruitment strategies to attract young volunteers?
(important to get both advantages and disadvantages, not see this as a problem-orientated question)

7. Benefits from volunteering
What do you think are the main benefits from volunteering at your club for:
i) yourselves as individuals?
ii) young people
iii) the club?
iv) the local community?
FOCUS GROUPS WITH YOUNG PEOPLE IN CLUBS

Beforehand

Take pens, badges/labels and good tape recorder with multidirectional microphone.

Introduction

Explain the research objectives and how this meeting will contribute to them. Explain that you will discuss ‘what is volunteering?’ first, before distributing a questionnaire that each person will fill in individually. This will give us general information about young people in clubs and some of the issues facing them. This will take about ten minutes. The answers are confidential and will not be shared with the other club members, although some of the questions will act as a warm up for the group discussion.

In the general discussion explain that they will be asked, as a group, about a range of issues concerning young people and volunteering in sports clubs. The whole thing should take about an hour to an hour and a half - is that OK or is there a shorter time limit?

Any questions?

FOCUS GROUP DISCUSSION

The detailed questions below are only a guide. Better to start with the general issues and let the group develop the discussion, steering if necessary to some of the detailed considerations.

NB Important questions are in bold, illustrative questions are not, advisory notes are in italic.

1. The meaning of ‘volunteering’ for the club
What do you think is involved in ‘volunteering’ for this club? Exploring their views on what volunteering consists of – helping out occasionally? committing to a regular job for the club? or simply playing for the club?

Administer the questionnaires – self completion by all young people present i.e. they can only answer questions about volunteering when there is agreed understanding of what it is.

2. The extent of volunteering by young people in the club
Identify the composition of the group – how many are young participants only; how many are volunteers? Ask about other young volunteers not present. Ask how many hours a week other young volunteers contribute.

3. Their views on volunteering for the club
What do you think about volunteering for this club? Giving something back? A duty/chore? A responsibility to do something for the club? Something which will help you in future, e.g. look good on your CV?

4. Attractions and barriers to volunteering
Why do young people volunteer in this club? How does this club get young people to volunteer? If they are successful how come? If not why not?

Why do you think more young people don’t volunteer for jobs in this club? (Start open; prompt if necessary with attitudes e.g. not cool; no time; not interested; lack of awareness; just haven’t been asked)

What do you think are the main problems in getting and keeping young volunteers?

How could your club get more young people to volunteer? Ask them? Promote the idea regularly? Offer incentives such as training?
5. Problems faced by young volunteers in the club
Are there any problems/difficulties faced by young volunteers in the club?
For example with the number of volunteers (too few?), the amount of work (too much?) or the type of work (too demanding?).
(Start with an open approach, exploring issues/problems important to them. Prompt if necessary for personal problems such as time and other commitments; for club-specific problems such as poor organisation and recognition of volunteers.
How might the problems identified be resolved?
(Start open. Prompt if necessary with internal measures and networks, and possibility of external help from, e.g., local authority, national governing body)

6. The management of young volunteers in the club
How are young volunteers actually managed in the club?
(prompt procedures for allocating roles and tasks; supervision, support/training, discipline, etc.)
What are the good points about the way young volunteers are managed in the club?
Can you think of any ways in which young volunteers could be better managed?
(probably need to prompt certain issues here, e.g. clearer instruction – briefing/induction, job specifications?; incentives/rewards; succession policy; training/qualifications.)
If this club had a volunteer strategy would it make a difference? Explain what such a strategy might contain. What do you think?
If this club had a volunteer coordinator would it make a difference? Explain what a coordinator would do. What do you think?

7. Benefits from volunteering
What do you think are (or would be) the main benefits from volunteering at your club for:
i) yourselves as individuals?
ii) the club?
iii) the local community?
CLUB VOLUNTEER QUESTIONNAIRE

This research is being conducted for Sport England by the Leisure Industries Research Centre at Sheffield. The purpose of the research is to find out the importance of volunteers in the organisation of sport in England and to help Sport England to devise policies to help them.

This questionnaire is designed to find out about some basic characteristics and motivations of volunteers in sports clubs. Volunteers are defined as people volunteering through formal sports organisations, with no payment for their work, other than expenses. The subsequent group interview will go on to consider issues such as the importance of volunteers to your club; and the recruitment, motivation and retention of volunteers in your club.

Club..............................................................................................................
Sport..........................................................................................................  

1. For how many years have you been a member of this club?   
   (Please give approximate number of years if exact number not known)   
   ..... years

2. Do you actively participate in sport at this club?  
   Yes ☐ No ☐

3. What is your current main role as a volunteer in this club? (Please tick one)  
   Chair ☐ Secretary ☐ Treasurer ☐ Team captain ☐ Coach ☐ Fixtures secretary ☐ Match official ☐ Committee member ☐ Other - please specify ☐

4. For how many years have you acted as a volunteer in the club?   
   (Please give approximate number of years if exact number not known)   
   ..... years

5. On average how many hours a week and for how many weeks a year do you do voluntary work for the club? (Please give an estimate, no matter how approximate it is)  
   In season ..... hours a week, for ....... number of weeks  
   Out of season ..... hours a week, for ....... number of weeks

6. When you started helping at this club, was it for any of the following reasons?   
   (Please tick any that applied to you at the time you started volunteering for the club)  
   It’s connected with my needs or interests ☐  
   It’s connected with the needs or interests of other members of my family or friends ☐  
   It’s connected with my paid work ☐  
   There was a need in the community ☐  
   I wanted to improve things/help people ☐  
   I wanted to meet people/make friends ☐  
   Other - please specify ................................. ☐
7. And did you start helping for any of these reasons? (Please tick any that applied to you at the time you started volunteering for the club)

Someone asked me to help □
I offered to help □
I started the club □
I had time to spare □
I'm good at it □
I thought it would give me the chance to learn new skills □
Other - please specify .......................................................... □

8. Which of the following issues affect your voluntary work for the club? (Please tick all that are important to you)

a) There are not enough other people willing to volunteer in the club. □
b) Things could be better organised in the club so you feel your efforts are sometimes wasted. □
c) Your work as a volunteer in the club increasingly requires specialist skills. □
d) Increasingly the work is left to fewer people. □
e) There is little time left after paid work. □
f) The club is asking more of you because of pressures from other organisations. (e.g. national governing body, local authority) □
g) Your children are no longer involved in the club, so you are less motivated. □
h) You have stopped playing the sport, so are less motivated. □
i) Conflict with your family commitments. □
j) You are not appreciated or thanked for your efforts for the club □
h) Any other important issues? Please specify ............................... □

9. Which two of the issues above most affect you?
(Please put the letters of the two most important issues)

Most important issue ………………….
Next most important issue  ………………….

10. What are your attitudes to young volunteers (16-24 years)? (Please tick one response for each of the following statements)

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young people are important to the club and should be recruited as volunteers</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Young people are risky as volunteers because they are more unreliable than older volunteers</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Young people have too many demands on their time to volunteer</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The experience of volunteering is good for young people</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Not many young people are interested in volunteering at this club</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>It would take too much time to train, mentor and support young volunteers</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

11. What do you feel are the best and worst features of the management of volunteers at the club? (if any)
Best feature
12. Have you heard of Sport England’s VIP (Volunteer Investment Programme)?
   Yes [ ] No [ ]

Finally, a few questions about yourself:
(Please tick one from each question)

13. Age
   16 - 19 [ ]
   20 - 24 [ ]
   25 - 34 [ ]
   35 - 44 [ ]
   45 - 59 [ ]
   60 - 69 [ ]
   70 + [ ]

14. Sex
   Male [ ]
   Female [ ]

15. Number of dependent children under 16 living at home
   None [ ]
   One [ ]
   Two [ ]
   Three or more [ ]

16. Age of youngest dependent child
   Under 2 years [ ]
   2 - 4 years [ ]
   5 - 9 years [ ]
   10 - 15 years [ ]
   16 - 18 years [ ]

17. Employment status
   In full-time employment [ ]
   In part-time employment [ ]
   Unemployed [ ]
   Retired [ ]
   In full time education [ ]
   Other [ ]

18. Highest level of educational attainment
   Degree level or higher [ ]
   Higher education below degree level [ ]
   GCE ‘A’ level or equivalent [ ]
   GCSE grades A-C or equivalent [ ]
   GCSE grades D-G/commercial qualifications/apprenticeship [ ]
   Foreign or other qualifications [ ]
   Other qualifications, please specify [ ]
   .......................................................... [ ]
   No qualifications [ ]

THANK YOU
CLUB YOUNG PERSONS QUESTIONNAIRE

This research is being conducted for Sport England by the Leisure Industries Research Centre at Sheffield. The purpose of the research is to find out the importance of volunteers in the organisation of sport in England, to find out what young people (16-24 years) think of volunteering and to help Sport England to devise policies to help volunteers.

This questionnaire is designed to find out about young people’s views about volunteering in sports clubs. Volunteers are defined as people volunteering through formal sports organisations, with no payment for their work, other than expenses. The subsequent group interview will go on to consider issues such as what barriers prevent young people from volunteering and what would encourage them to volunteer.

1. How long have you been a member of this club?  
   (Please give approximate number of years if exact number not known)  
   .. years

2. Do you do any voluntary work for this club? (Please tick one)  
   Yes □ (Please go to Q5)  
   No □ (Please go to Q3)

3. If your answer to Q2 is no, what prevents you from volunteering for work at this club?
   I have no time for voluntary work □
   I have no interest in doing voluntary work for the club □
   I am not interested in any work that is not paid for □
   I do not know what volunteering would involve □
   No-one has ever asked me □
   Voluntary work is not cool □
   Volunteering would clash with other things I do with friends/family □
   Any other important barriers? Please specify .....................................□

4. Is there anything the club could do to make volunteering more attractive to you?  
   (Please tick one) Yes □ Please specify what  
   ..............................................................
   No □
   (Whether you responded yes or no, please go to Question 13)

5. If your answer to Q2 is yes, what kind of voluntary work do you do for the club?  
   (Please specify the volunteer role/jobs that you do)  
   ..............................................................
   ..............................................................

6. How long have you done voluntary work for the club?  
   (Please give approximate number of years if exact number not known)  
   .. years

7. On average how many hours a week do you do voluntary work for the club?  
   (Please give an estimate, no matter how approximate it is)  
   In season ..... hours a week, for ....... number of weeks  
   Out of season ..... hours a week, for ....... number of weeks
8. When you started helping at this club, was it for any of the following reasons?  
(Please tick any that applied to you at the time you started volunteering for the club)

- It interested me □
- Other members of my family or friends volunteered □
- It was relevant to my paid work or what I wanted to do in the future □
- The club needed volunteers □
- I wanted to improve things/help people □
- I wanted to meet people/make friends □
- Other - please specify ................................................................. □

9. And did you start helping for any of these reasons?  
(Please tick any that applied to you at the time you started volunteering for the club)

- Someone asked me to help □
- I offered to help □
- I had time to spare □
- I’m good at it □
- I thought it would give me the chance to learn new skills □
- Other - please specify ................................................................. □

10. What do you feel are the best and worst features of the management of young volunteers at the club? (if any)
Best feature

Worst feature

11. Which of the following issues affect your voluntary work for the club?  
(Please tick all that are important to you)

- a) There are not enough other people willing to volunteer in the club. □
- b) Things could be better organised in the club so you feel your efforts are sometimes wasted. □
- c) Too much specialised work is needed. □
- d) Increasingly the work is left to fewer people. □
- e) I don’t seem to have enough time. □
- f) Volunteering clashes with other things I do with friends/family □
- g) I am not appreciated or thanked for my efforts in the club □
  - h) I need to spend my spare time earning money; I can’t afford to volunteer □
- i) Any other important issues? Please specify ................................. □

12. Which two of the issues above most affect you?  
(Please put the letters of the two most important issues)

Most important issue
Next most important issue
13. What do you think the attitudes of the club members are to young people (16-24 years) volunteering in the club? (Please tick one response for each of the following statements) 

<table>
<thead>
<tr>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young people are seen as important to the club and recruited as volunteers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Young people are viewed as risky because they are seen as more unreliable than older volunteers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Young people are viewed as having too many demands on their time to volunteer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The experience of volunteering is seen to be good for young people</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Older club members and volunteers don’t trust young people to take on more responsibility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Club members think that not many young people are interested in volunteering at this club</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14. Do you do voluntary work for any other organisation(s) at the moment? (Please tick one) Yes ☐ No ☐

If yes please specify the type of other organisation(s) you volunteer for: .................................................

Finally, a few questions about yourself: (Please tick one from each question)

15. Age
   - under 16 ☐
   - 16 - 19 ☐
   - 20 - 24 ☐
   - 25 + ☐

16. Sex
   - Male ☐
   - Female ☐

17. Employment status
   - In full-time employment ☐
   - In part-time employment ☐
   - Unemployed ☐
   - In full time education ☐
   - Other ☐

18. Highest level of educational attainment (please tick one)
   - Degree level or higher ☐
   - Higher education below degree level ☐
   - GCE ‘A’ level or equivalent ☐
   - GCSE grades A-C or equivalent ☐
   - GCSE grades D-G/commercial qualifications/apprenticeship ☐
   - Other qualifications, please specify ................................................................. ☐
   - No qualifications ☐

THANK YOU