

## Some Volunteer Centre Publications

**A Woman's Place?** a study of parents of young children as volunteers.

**Bargain or Barricade:** the role of the social services in meeting social need through involving the community.

**Creative Partnerships:** voluntary community involvement in Leicestershire.

**Crossing of Purposes:** the area team and the volunteer community.

**Limited Liability:** a report on some good neighbour schemes.

**The Cost-effectiveness Imperative,** the Social Services and Volunteers.

**The Role of Television in Stimulating Voluntary Action**

**Time to Give:** retired people as volunteers.

**Why Volunteers?** ten points of view.

**Working with Volunteers:**

- 1 Support
- 2 Training
- 3 Recruitment and Selection

**Young people as Volunteers**

**Voluntary Service Co-ordinators in the Health Services 1975-80:** a statistical analysis

**Volunteers and Psychiatric Aftercare**

**Volunteers and the Frail Elderly**

**Volunteer Involvement in the National Health Service:** evidence to the Royal Commission on the National Health Service.

**Volunteers:** study notes for BBC Television further education series.

**Case Studies**

To date, there are 40 case studies in this series.

Each one examines a project or group of projects in which volunteers are involved in new or interesting ways.

For a full list of titles and prices, please send a stamped addressed envelope to The Volunteer Centre at the address below.

The Volunteer Centre,  
29 Lower King's Road, Berkhamsted  
Herts HP4 2AB  
Tel: Berkhamsted (044 27) 73311



*President:* Baroness Serota    *Chairman:* Professor Adrian Webb  
*Treasurer:* Lord Seebohm    *Director & Secretary:* I. W. Bruce

SRU

# THE COST OF VOLUNTEERING

A pilot survey of volunteers' out-of-pocket expenses and insurance

Patricia Orwell & Angela Whitcher



The  
Volunteer  
Centre

80 pence

## INTRODUCTION

Widespread availability of out-of-pocket expenses is a necessity if this country is to have the contribution of volunteers from all walks of life. One only has to think of the rising costs of public transport and petrol to realise that volunteering can be expensive. Volunteers should not be paying twice, first with their time freely given and second through unavoidable expenses incurred in the work. Nor is it satisfactory for expenses to be available in only a token way – it should be standard practice for expenses to be offered unhesitatingly, so that there is no stigma attached to accepting. The "you won't need expenses, will you" approach loses good volunteers.

But such a positive policy costs money and it is difficult to escape the conclusion that the statutory authorities will end up with the bill – in whole or in part. This may seem harsh in the present climate but the alternative conclusion is equally harsh – lost volunteers.

However, this small pilot study cannot and does not address all these issues. It simply tests out the feasibility and desirability of a more widespread survey and at the same time gives some interesting background information on the policy and practice of paying expenses in one London borough and one county. Two recommendations are listed on page 4 and anyone with an interest in either should contact The Volunteer Centre.

Ian Bruce  
Director

December 1980

# THE COST OF VOLUNTEERING

A pilot survey of volunteers' out-of-pocket  
expenses and insurance

Patricia Orwell & Angela Whitcher



The  
Volunteer  
Centre



Patricia Orwell is  
Organiser of Camden  
Council of Social Service  
Volunteer Bureau

Angela Whitcher is  
Information Officer at  
The Volunteer Centre

First published in 1981  
by The Volunteer Centre,  
29 Lower King's Road,  
Berkhamsted, Herts HP4 2AB.  
Printed in England  
by Robendene Ltd.,  
Amersham, Bucks.

## CONTENTS

Recommendations .....	4
Origins, Design and Conduct of the Survey .....	5
Results of the Survey .....	8
Bibliography .....	12
Tables of Statistics .....	13
Appendices .....	25

## ACKNOWLEDGEMENTS

We are grateful to the 290 agencies who took the time and trouble to complete our questionnaire; to John Hall, MA, DipEd, and Clive Wood of the Survey Research Unit, Department of Applied Social Studies, Polytechnic of North London, who provided computing facilities for this study; and to Dr Diana Leat, for her useful comments and careful cross-checking of statistics.

Camden VB would particularly like to thank Katie Jonas, Louise Reddin and Helen Taylor, who worked as volunteers on the study and were responsible for most of the telephone follow-up and the coding of questionnaires. The Volunteer Centre would like to thank Jill Alexander, Stock Exploitation Officer, Hertfordshire County Library, for her assistance with the mailing list; and Elizabeth Carter, who undertook much of the administration of the survey in Hertfordshire.

# RECOMMENDATIONS

This survey highlights the need for:

1. **An agreed national policy in favour of the payment of out-of-pocket expenses to volunteers.**

The Volunteer Centre is convening a working party to make recommendations. Members will include representatives of the voluntary and statutory sectors, nationally and locally.

2. **Clarification of insurance as it relates to volunteers.**

The Volunteer Centre is carrying out an investigation into insurance for volunteers, which may lead to the publication of guidelines relevant to the voluntary and statutory sectors.

# 1 ORIGINS OF THE SURVEY

The Government's response to the Wolfenden Report, entitled *The Government and the Voluntary Sector: A Consultative Document*, was published in late 1978. Chapter 8 of that document dealt with the use of individual volunteers, and its paragraph 8.5 with out-of-pocket expenses:

"Practice varies regarding the reimbursement of travelling and other out-of-pocket expenses incurred by individual volunteers. There is evidence to suggest that the presence or absence of small sums of money, particularly for such things as telephone or postage, can mean the difference between survival and demise for informal means of care."

The issue thus raised led directly to discussions between the staff of The Volunteer Centre and Camden Council for Social Service Volunteer Bureau. Both organisations felt that there was a lack of reliable information on which to base future policies.

As a result of these discussions, it was decided to carry out a survey of current practice in the payment of expenses to volunteers in the London Borough of Camden and in the county of Hertfordshire. These two locations were chosen as examples of, respectively, an urban and a semi-rural area where access to information was fairly readily available and the cost of telephone follow-ups, to be undertaken by staff at Camden CSS VB and The Volunteer Centre, could be kept to a minimum.

# 2 DEVELOPMENT OF THE SURVEY

## a) Aims

The prime aim of the survey was to gather factual information on the payment of expenses to both volunteers and paid staff. At the same time, information was obtained on insurance for volunteers and on the extent and types of voluntary work currently being undertaken in the two areas.

## b) Design of questionnaire

The questionnaire was designed by Camden CSS Volunteer Bureau, in consultation with The Volunteer Centre, and was piloted among members of Camden Volunteer Organisers' Forum – an informal group of those professionally concerned with the recruitment and use of volunteers. Comments from this group were incorporated in the final version of the questionnaire (Appendix 2).

c) *Method of data collection*

For practical reasons, it was decided to use a postal questionnaire followed by a telephone interview with non-respondents. Telephone calls were also made, where necessary, to verify information or to query omissions.

### 3 CONDUCT OF THE SURVEY

a) *In Camden*

The questionnaire was sent to all known voluntary organisations in the London Borough of Camden. The source for this mailing list was the Camden Council of Social Service Directory of Voluntary Organisations, published in 1979. In addition, questionnaires were sent to known respondents in the statutory services – social services, health, education and probation.

A total of 291 questionnaires were sent out and 207 (71 per cent) were eventually completed. Only 133 were, in fact, relevant to the survey: 29 organisations, although based in Camden, do not operate within the borough; a further 42 make no use of volunteers; and 3 questionnaires arrived too late to be included.

The questionnaire was piloted in October 1979. The main fieldwork began in February 1980 and was completed by mid-March.

b) *In Hertfordshire*

The questionnaire was sent to all identifiable voluntary organisations in Hertfordshire. The mailing list was compiled from various sources, since no comprehensive directory of such organisations then existed. The bulk of the addresses were therefore taken from the index of organisations held by the Hertfordshire County Library, and the remainder from various lists held by The Volunteer Centre. The questionnaire was also sent to the statutory health, education and probation services. The director of social services, however, felt that the current work-load of his staff made it inappropriate to canvass social service departments. We recognise that the absence of returns from a sector where a large number of volunteers are actively engaged will account for some of the differences in findings between the two areas.

A total of 140 questionnaires were sent out and 82 (58 per cent) were eventually returned. Only 75 were coded; of the 7 not used, 4 were from agencies with paid staff only, 2 were returned uncompleted, and 1 contained information which proved impossible to check. The somewhat lower rate of return in Hertfordshire reflects the fact that The Volunteer Centre, a national advisory agency, was attempting to collect local information in a constituency where it was not particularly well known. The fieldwork was begun in mid-February 1980 and completed by the end of March.

## GENERAL COMMENTS

This was essentially a "pilot" survey, and its results should not be regarded as definitive. We are publishing them in order to provide some indication of how volunteers are valued and involved in a wide variety of projects.

Throughout the survey we have used the following definitions:

*Voluntary organisation:* a self-governing body which, although it may receive funds from government sources, is able to act independently and decide its own priorities. It may or may not involve volunteers in its work.

*Statutory authority:* an agency with both mandatory and permissive powers authorized by Act of Parliament and which is the responsibility of government departments and/or local authorities.

# RESULTS OF THE SURVEY

## A PAYMENT OF OUT-OF-POCKET EXPENSES

Nearly half the agencies who replied to our questionnaire reimburse out-of-pocket expenses to all staff, whether paid or volunteer. In this respect, there is little difference between Camden and Hertfordshire (Table 2a). In both areas, one in 5 agencies commented that expenses were not always claimed.

Question 2a "Are out-of-pocket expenses refunded to .....

Number of Respondents	Camden 133	Herts 75
	%	%
all staff (paid and voluntary)	45	44
paid staff only	5	5
some volunteers	20	16
all volunteers	17	13
paid staff and some volunteers	3	9
No expenses paid	4	15
No response	7	1

In Camden a small minority either limited payment to paid staff or did not reimburse expenses at all; whilst in Hertfordshire 15 per cent did not reimburse expenses Table 2a and 2c.

In addition, only about one in four of the agencies paid expenses to some of their volunteers. Comments to the effect that expenses are available if requested, but that few volunteers claim them, might indicate that volunteers have not been adequately informed of their entitlement to expenses, or have not been positively encouraged to claim. By not asking volunteers to claim expenses, agencies may unwittingly be restricting volunteering to those best able to spare both time and money.

'Only when they bother — or remember — to claim'  
(branch of national voluntary organisation)

'Our mileage allowance is 9p per mile, which I think is derisory'  
(branch of national voluntary organisation)

'We reimburse members either wholly or partly for expenses incurred, to the extent that branch funds allow'  
(branch of national voluntary organisation)

'In certain cases we pay expenses, but most volunteers don't ask for them'  
(branch of national voluntary organisation)

'No one asks for reimbursement'  
(Local voluntary organisation)

'If they ask for them — but they don't always claim'  
(Local voluntary organisation)

'Expenses are paid to volunteers by a circuitous method; I have no allowance for it. They get expenses only if they ask'  
(Part of a statutory body)

'Very few volunteers get expenses, but we pay fares to one or two in special circumstances'  
(branch of national voluntary organisation)

'No-one is refunded, but then no one is *required* to make a contribution of help or service'  
(Local voluntary organisation)

In the majority of agencies where both paid and volunteer staff have expenses reimbursed, the actual rates are the same; however, Camden has a better record than Hertfordshire, where only 3 out of 10 agencies treat volunteers and paid staff equally over expenses (Table 3).

In Hertfordshire, national voluntary organisations have by far the best record for reimbursing expenses to both paid staff and volunteers, whereas in Camden the differences between the three types of organisation are slight (Table 2b).

About half of the agencies interviewed expect to reimburse their volunteers for fares or petrol used while working and for postage, telephone calls and stationery. A smaller proportion pay for tea, coffee or snacks consumed while working. As might be expected, payment for petrol is more frequent in Herts, where the distances to be covered are usually greater than in Camden. Only a third of the agencies in both locations will reimburse fares or petrol used between home and the place of work (Table 4a).

In both Camden and Hertfordshire, national voluntary organisations are the most likely to reimburse volunteers for expenditure on fares, petrol and postage (the most common items). Local voluntary organisation come second, (Tables 4b-4d).

We have the distinct impression that in many agencies volunteers are regarded as somehow inferior to paid staff — an attitude reflected in the finding that only half the agencies in our sample refund out-of-pocket expenses to both volunteers and paid staff.



## B INSURANCE

In all employment, paid staff must, by law, be covered by Employers' Liability Insurance. Most employers also hold Public Liability Insurance to cover employees and members of the public using their premises or acting on their behalf. These PLI policies require a special endorsement before cover can be extended to include volunteers. During our telephone contact with respondents, we were much concerned at their apparent ignorance of this subject.

Although more than 6 out of 10 volunteers are covered by the insurance policy of their employing agency, it is disconcerting to find that, even within this group, some volunteers are not covered for the same risks as paid staff.

In nearly 4 out of 10 agencies using volunteers in Camden and 3 out of 10 in Hertfordshire, respondents either say that there is no insurance cover for volunteers or that they do not know what the cover is (Table 5c).

Here again, national voluntary organisations have the best record and statutory bodies the worst (Table 5b).

## C TYPE AND EXTENT OF VOLUNTEER INVOLVEMENT

In the course of our survey we collected some useful information about the type and extent of volunteer involvement in Camden and Hertfordshire. Once again, however, our findings should not be regarded as definitive.

### a) Staffing

About half the agencies in both areas work with a mixture of paid and voluntary staff. In Camden 2 out of 10 do not use volunteers and in Hertfordshire 4 out of 10 are staffed solely by volunteers, with no paid workers at all (Table 1a).

### b) Type of Project

Organisations using volunteers were asked to define their client groups. Seven out of 10 projects in Camden and 9 out of 10 in Hertfordshire describe their activities as "general social work", ie covering all possible client groups. Five out of 10 agencies in both areas are concerned with "information and advice".

The emphasis on particular client groups varies according to area. Camden is particularly concerned with the physically handicapped and the unemployed, whilst Hertfordshire has a greater involvement with families (Table 8).

### c) Type of Volunteer Work

Agencies were first asked to categorize the kind of work done by their volunteers, under the following headings:

administration/committee work

fund raising

advice/information/counselling

giving direct service

and secondly, to estimate the numbers involved. Some agencies found difficulty in analysing the activities of volunteers in this way but, generally speaking, in both areas "direct service" occupied the greatest number of individuals; an average of 25 volunteers per project in Camden and 28 in Hertfordshire.

As for the other three categories, more volunteers were active in Hertfordshire than in Camden, especially in fund-raising (an average of 27 per project in Hertfordshire compared with 5 in Camden). (Table 6a).

In terms of the actual head-count, we found one organisation in Hertfordshire, a branch of a national voluntary organisation, which involved over 1,000 volunteers in fund-raising, whilst one teaching hospital in Camden had 260 people providing direct service (Table 6b).

### d) Number of Hours Worked

We asked respondents to estimate the hours worked by volunteers in the month of January, 1980.

About two-thirds of the agencies had sufficiently detailed records to be able to provide this information, but it should be borne in mind that January is not necessarily a typical month. Five out of 10 projects in Camden and 6 out of 10 in Hertfordshire said it had been representative, but in most of the other agencies there was less voluntary involvement than usual. So our figures are, if anything, a conservative estimate (Table 7b).

Nonetheless, 34,421 hours of service were provided by volunteers in Camden and 136,487 in Hertfordshire. (The latter figure includes two organisations which between them accounted for 114,361 hours' work.) This reported total of 170,908 hours of voluntary effort is even more impressive when one considers that, of the 290 respondents, 119 (41 per cent) were unable to answer this question.

## BIBLIOGRAPHY

*The future of voluntary organisations: the report of the Wolfenden Committee.*  
Croom Helm, London, 1978.

*The Government and the voluntary sector: a consultative document*, Voluntary Service Unit, Home Office, London, 1978.

Hatch, Stephen. *Voluntary work: a report of a survey*. The Volunteer Centre, Berkhamsted, 1978.

Hatch, Stephen, and Mocroft, Ian, "Voluntary workers", in *New Society*, 7 April 1977.

*Insurance protection for voluntary organisations and voluntary workers.*  
National Council for Voluntary Service, London, 1978.

## TABLES OF STATISTICS

### NOTES ON TABLES

- 1 Wherever possible, tables have been percentaged on the basis of the total number of respondents, since a non-response may be indicative of a lack of concern about the issues under consideration.
- 2 Table order corresponds to questionnaire order.
- 3 Percentages do not necessarily add up to 100, owing to rounding-off of decimal places.



TABLE 1A

Question 1 "Are the staff of your organisation ....."?

All respondents:	Camden 204	Herts 79
	%	%
paid only	21	5
volunteers only	19	43
volunteers & paid	46	52
No local work	14	—

Note: All subsequent tables are based on those respondents who use volunteers.

TABLE 1B

Question 1 "Are the staff of your organisation.....?"

Number of respondents:	Camden 133	Herts 75
	%	%
volunteers only	29	45
paid & volunteers	71	55

TABLE 2A

Question 2 "Are out-of-pocket expenses refunded to.....?"

Number of respondents:	Camden 133	Herts 75
	%	%
all staff (paid & voluntary)	45	44
paid staff only	5	5
some volunteers	20	16
all volunteers	17	13
all paid staff, some volunteers	3	9
No expenses paid	4	15
No response	7	1

TABLE 2B

Question 2 "Are out-of-pocket expenses refunded to ....."?  
(by type of agency)

Number of respondents:	Camden 133	Herts 75
	%	%
Refunded to all staff:—		
local voluntary organisation	15	7
national/regional voluntary organisation	17	32
statutory body	14	5
Not refunded to all staff	45	43
No expenses paid	4	15
No response	7	1

TABLE 2C

Question 2 "Are out-of-pocket expenses refunded to .....?"  
(Comments)

Number of respondents:	Camden 133	Herts 75
	%	%
not always claimed	23	21
sometimes paid	18	1
no expenses paid	4	15

TABLE 3

Question 3 "Do volunteers receive out-of-pocket expenses at the same rates as paid staff?"

Number of respondents:	Camden 133	Herts 75
	%	%
Yes	42	31
No	17	28
Don't know	3	3
No response	38	39

TABLE 4A

Question 4 "Are volunteers reimbursed for.....?"

Number of respondents:	Camden 133	Herts 75
	%	%
Fares incurred while working	54	49
Petrol/mileage incurred while working	49	63
Fares between home and work	35	29
Petrol/mileage between home and work	27	36
Tea/coffee while working	36	40
Snacks/meal while working	24	16
Postage	46	49
Telephone calls	42	45
Stationery/sundries	39	43
No response	17	13

TABLE 4B

Question 4 "Are volunteers reimbursed for (fares incurred while working)?"  
(By type of agency)

Respondents who reimburse fares to volunteers:	Camden 72	Herts 37
	%	%
Local voluntary organisation	28	16
National/regional voluntary organisation	49	70
Statutory body	24	13

TABLE 4C

Question 4 "Are volunteers reimbursed for (petrol/mileage incurred while working)?" (By type of agency)

Respondents who reimburse petrol/mileage to volunteers:	Camden 65	Herts 47
	%	%
Local voluntary organisation	31	17
National/regional voluntary organisation	43	70
Statutory body	26	13

TABLE 4D

Question 4 "Are volunteers reimbursed for (postage)?"  
(By type of agency)

Respondents who reimburse postage to volunteers:	Camden 61	Herts 37
	%	%
Local voluntary organisation	34	16
National/regional voluntary organisation	59	76
Statutory body	7	8

TABLE 5A

Question 5a "Does your organisation's insurance policy cover volunteers?"

Number of respondents:	Camden 133	Herts 75
	%	%
Yes	56	68
No	23	15
Don't know	16	13
No response	5	5

TABLE 5B

Question 5a "Does your organisation's insurance policy cover volunteers?"  
(By type of agency)

Respondents whose policy covers volunteers:	Camden 75	Herts 51
	%	%
Local voluntary organisation	33	18
National/regional voluntary organisation	48	69
Statutory body	19	14



TABLE 5C

Question 5b "Are volunteers covered for the same risks as paid staff?"

Number of respondents:	Camden 133	Herts 75
	%	%
Yes	41	49
No	2	3
Don't know	7	4
No insurance for volunteers/don't know	38	28
No response	13	16

TABLE 6A

Question 6 "How many volunteers working in your organisation are concerned with ....."?

Average numbers of volunteers per project	Camden	Herts
administration/committee work	8.8	19.2
fund raising	5.0	26.8
advice/information/counselling	6.6	13.7
giving direct service	24.8	27.5

TABLE 6B

Question 6 "How many volunteers working in your organisation are concerned with ....."?

Maximum number of volunteers per project	Camden	Herts
administration/committee work	120	600
fund raising	50	1000
advice/information/counselling	120	100
giving direct service	260	208

Notes to Tables 6A & 6B

- Figures for Hertfordshire include one agency where 600 volunteers are concerned with administration/committee work and another with 1000 volunteers involved in fund-raising.
- 18 agencies in Camden and 7 in Hertfordshire are not included in these analyses, since they did not respond to the question.

TABLE 7A

Question 7a "About how many volunteer hours were worked  
 — in Camden during January 1980?  
 — in Hertfordshire during January 1980?"

	Camden	Herts
Number of volunteer hours worked	34,421	136,487

## Notes

1. Two projects in Hertfordshire account for 114,361 hours.
2. Only 87 agencies in Camden and 46 in Hertfordshire kept records which enabled them to reply to this question.

TABLE 7B

Question 7b "Is that .....?"

Hours in January	Camden 133	Herts 75
	%	%
more than usual	8	1
less than usual	14	7
about the same	50	60
No response/don't know	27	32

Note This table includes some respondents who were unable to reply to Question 7a.

TABLE 8

Question 8 "Is your organisation working with.....?"

Number of respondents:	Camden 133	Herts 75
	%	%
Alcoholics	1	8
Children/young people	31	27
Drug addicts	—	4
Elderly	17	21
Families	15	32
Homeless	5	7
Hospital patients	12	11
Immigrants	11	5
Mentally handicapped	11	16
Mentally ill	5	9
Non-readers	5	1
Physically handicapped	23	20
Prisoners/offenders	4	1
Information/advice/counselling	50	47
General social work	68	89
Unemployed	20	12
Overseas	1	—
Pressure group	4	1

TABLE 9

Question 9 "Are you ....."?

Number of respondents:	Camden 133	Herts 75
	%	%
a voluntary organisation in Camden/Herts	35	15
part of a national or regional voluntary organisation	46	73
part of a statutory body	20	12

## APPENDIX ONE: EXAMPLES OF CURRENT PRACTICE IN THE PAYMENT OF EXPENSES

### I. *The Women's Royal Voluntary Service*

The Women's Royal Voluntary Service has agreed with the Association of County Councils, the Association of Metropolitan Authorities and the Association of District Councils on the payment of a mileage allowance to meals-on-wheels volunteers. The following is an extract from a circular issued by the ACC to appropriate chief executives:

- 1 The Associations recommend local authorities to pay a minimum mileage rate calculated on the basis of the "Casual User" allowance of the NJC for the APT and C grades as applied to a mileage per annum of 4801-9000 miles and an engine capacity of 1200-1450 cc, as determined by the NJC from time to time, but presently standing at 11.8p.
- 2 Local authorities may, at their discretion, pay mileage rates higher than the minimum where local circumstances warrant this, using NJC "Casual User" allowances as the basis for such increased payments, in order to attract sufficient volunteers.
- 3 The increased rate will not be back-dated, but will apply from the date of the circular letter advising authorities. In future, any changes in the rate will not necessarily take effect from the dates applicable to NJC staff, but from the first day of the month following promulgation of the new rate by the NJC.

### II. *The Probation and Aftercare Service*

The Probation Service has a system of accreditation of volunteers, and until accreditation has been granted no expenses are payable and it is not permissible to transport clients prior to accreditation. On accreditation, volunteers receive the following information:

I am also enclosing an identity card accrediting you as a volunteer. Should you cease work as a volunteer the certificate should be returned to me immediately.

#### *Car mileage*

As you will know, you have been designated a casual car user in respect of car journeys undertaken on behalf of the probation and after-care service.

I think it would be helpful for you to know that there is a special proviso in respect of casual car users, and this is that any mileage allowance figure you receive should not exceed the



amount you would have received had you been designated an essential car user. (An essential car user receives a monthly lump sum together with a smaller allowance per mile).

Where only a small mileage has been covered the casual user's mileage allowance is obviously not affected. The break-even figure is about 276 miles per month. If the mileage is a larger one, the proviso will apply, and the county treasurer will deduct any over-payment from subsequent travelling claims, in consultation with headquarters and the person concerned. The position will be assessed towards the end of each year, so that the deductions, if any, would normally be effected during the last three months of the current financial year.

#### *Subsistence Allowance*

The Home Office has agreed that volunteers may claim subsistence allowances while engaged on duties on behalf of the probation and after-care service. Allowances may be claimed as follows:

- a) the cost of light refreshments when engaged in local activity;
- b) the cost of a main meal and, if necessary, overnight accommodation, where a long journey is undertaken.

## APPENDIX TWO: THE QUESTIONNAIRE USED IN THIS SURVEY

### SURVEY ON VOLUNTEERS' EXPENSES

1	2	3
---	---	---

PLEASE  
TICK

- 1 Are the staff of your organisation who work in Hertfordshire -
- |            |                          |     |
|------------|--------------------------|-----|
| paid       | <input type="checkbox"/> | 4/1 |
| volunteers | <input type="checkbox"/> | 2   |
| both?      | <input type="checkbox"/> | 3   |

IF NO VOLUNTEER WORKERS, PLEASE GO TO Q8 and 9

- 2 Are out of pocket expenses refunded to -
- |                                |                          |     |
|--------------------------------|--------------------------|-----|
| all staff (paid and voluntary) | <input type="checkbox"/> | 5/1 |
| paid staff only                | <input type="checkbox"/> | 2   |
| COMMENTS..... some volunteers  | <input type="checkbox"/> | 3   |
| ..... all volunteers           | <input type="checkbox"/> | 4   |
| ..... don't know               | <input type="checkbox"/> | 5   |
- 6/

- 3 Do volunteers receive out-of-pocket expenses at the same rates as paid staff?
- |                          |                          |     |
|--------------------------|--------------------------|-----|
| Yes                      | <input type="checkbox"/> | 7/1 |
| No                       | <input type="checkbox"/> | 2   |
| COMMENTS..... Don't know | <input type="checkbox"/> | 3   |
- 8/

- 4 Are volunteers reimbursed for -
- |  |                          |     |
|--|--------------------------|-----|
| Fares incurred while working?          | <input type="checkbox"/> | 9/1 |
| Petrol/mileage incurred while working? | <input type="checkbox"/> | 2   |
| Fares between home and work?           | <input type="checkbox"/> | 3   |
| Petrol/mileage between home and work?  | <input type="checkbox"/> | 4   |
| Tea/coffee while working?              | <input type="checkbox"/> | 5   |
| Snacks/meal while working?             | <input type="checkbox"/> | 6   |

OTHER EXPENSES?	Postage?	<input type="checkbox"/>	7
.....	Telephone calls?	<input type="checkbox"/>	8
.....	Stationery/sundries?	<input type="checkbox"/>	9
			10/
5a Does your organisation's insurance policy cover volunteers?	Yes	<input type="checkbox"/>	11/1
	No	<input type="checkbox"/>	2
	Don't know	<input type="checkbox"/>	3
<u>If yes</u>			
b Are volunteers covered for the same risks as paid staff?	Yes	<input type="checkbox"/>	4
	No	<input type="checkbox"/>	5
COMMENTS.....	Don't know	<input type="checkbox"/>	6
			12/
6 How many volunteers working in your organisation in Hertfordshire are concerned with -	administration/committee work	.....	13-15
	fund raising	.....	16-18
	advice /information/counselling	.....	19-21
(please write in numbers)	giving direct service	.....	22-24
7a About how many volunteer hours were worked in Hertfordshire during January 1980?	No of hours	.....	25-27
b Is that -	more than usual	<input type="checkbox"/>	28/1
COMMENTS.....	less than usual	<input type="checkbox"/>	2
	about the same	<input type="checkbox"/>	3

8 Is your organisation working with -  
(tick all boxes which apply)

Alcoholics	<input type="checkbox"/>	29/1	Immigrants	<input type="checkbox"/>	30/1
Children/young people	<input type="checkbox"/>	2	Mentally handicapped	<input type="checkbox"/>	2
Drug addicts	<input type="checkbox"/>	3	Mentally ill	<input type="checkbox"/>	3

Elderly	<input type="checkbox"/>	4	Non-readers	<input type="checkbox"/>	4
Families	<input type="checkbox"/>	5	Physically handicapped	<input type="checkbox"/>	5
Homeless	<input type="checkbox"/>	6	Prisoners/offenders	<input type="checkbox"/>	6
Hospital patients	<input type="checkbox"/>	7			
Others.....					
9 Are you - a voluntary organisation in Hertfordshire	<input type="checkbox"/>	31/1			
	part of a national or regional voluntary organisation	<input type="checkbox"/>	2		
	part of a statutory body	<input type="checkbox"/>	3		
Any other comments? .....		32/			
.....					
.....					
Signed .....	Date .....	33-35			
Organisation .....					

PLEASE RETURN TO:

BY 10 MARCH 1980