

2. Summary of Findings

Volunteering in heritage activities has a massive social benefit and economic impact in Somerset and is vital to the cultural and tourism industries.

- ⇒ **88%** of respondent organisations have volunteer staff
- ⇒ **40%** of respondent museums are entirely run by volunteers
- ⇒ **84%** of those providing heritage in the county of Somerset are volunteers.

There are **1463** volunteers within Somerset.

Volunteers make a massive economic impact:

- ⇒ Volunteers give an estimated **13,532 hours** in an average month
- ⇒ The estimated economic value of volunteering is **£2.36 million** per year
- ⇒ It is a massive industry of people dedicating their time and skills for free.

Volunteer Profile

Volunteers are involved in all aspects of the provision of heritage including:

- ⇒ Stewarding and front-of-house duties
- ⇒ Curatorial, conservation and archive duties
- ⇒ Learning and education activities
- ⇒ Organisational support and governance.

Most current volunteers:

- ⇒ Steward or work as front-of-house
- ⇒ Are aged over 46
- ⇒ Have been volunteering at the same site for 5 years
- ⇒ Come from the same village or town where they volunteer
- ⇒ Volunteer at least once a month, the majority once a week.

Volunteer Recruitment

In terms of volunteer support and management, most organisations:

- ⇒ Offer some kind of incentive to recruit and retain volunteers
- ⇒ Have a range of policies in place to care for and protect their volunteers.