



Volunteer Satisfaction Survey 2022

What our volunteers tell us about volunteering with Health in Mind
January 2023



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1. Volunteering with Health in Mind

Health in Mind volunteers are vital in the support we provide and to our whole organisation.

It is important to us that our volunteers are satisfied and fulfilled within their roles. Our annual Volunteer Satisfaction Survey sits alongside day-to-day support and supervision as a way of ensuring this is the case.

In addition to our Health in Mind Board of Directors, who are all volunteers, our volunteers fall into two main groups:

- Volunteers who come to us through our recruitment campaigns- some offering a regular commitment (for example, our communications volunteers) and some offering a more irregular or one-off commitment (for example, some of our fundraising volunteers)
- Volunteers who are recruited specifically for their lived experience (for example, our peer volunteers in our Peer Connecting service)

We currently have a total of 142 volunteers, and over the year, 166 volunteers have been involved in the following Health in Mind services.

Service	Whole year	Current	Service	Whole year	Current
Edinburgh Community Mental Health and Wellbeing services	65	54	West Lothian Community Mental Health and Wellbeing Services	4	4
Midlothian/ East Lothian Community Mental Health and Wellbeing services	40	24	Scottish Borders Community Mental Health and Wellbeing Services	13	10
Fundraising	43	20	Online Information and Communication	1	0
TOTAL				166	142

This was a decrease from 2020, when we involved 180 volunteers over the course of the year. This represents a trend as the number of volunteers involved in 2021 decreased from 2020. We understand that this reduction is due to changes in our service delivery models, which have been in place since March 2020.

We are delighted to share that 5 volunteers have gone on to work within Health in Mind in 2022.

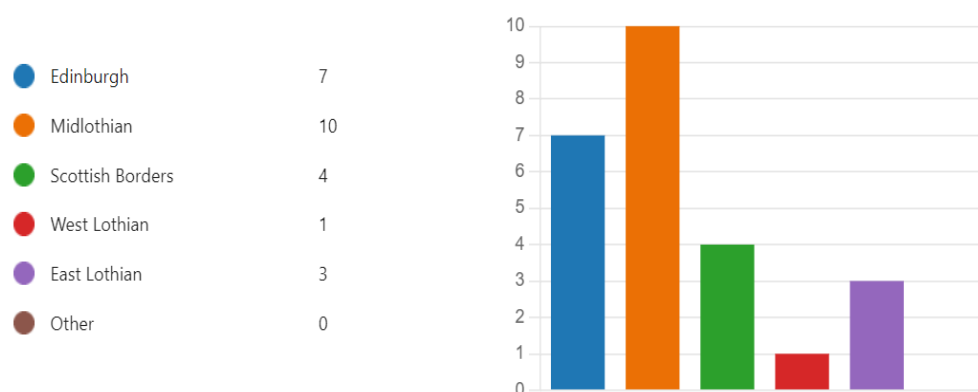
2. Results from Volunteer Satisfaction Survey 2022

2.1. Response Rate

We received 23 replies to our survey which is a 16% return rate. This compares to 13% return rate in 2021. We will continue to work hard to gather feedback from volunteers through support and supervision to ensure that we hear the voice of all volunteers within the organisation.

We will also work to increase the response rate to our annual volunteer survey.

Volunteers who responded were based in the following areas:



Respondents held the following roles:

Peer Group facilitator	7
Peer Connecting	10
Fundraising	1
Arts, Green, and Active	4
Administration	1

2.2. Reasons for volunteering

‘To provide support with recovery, promote the opportunity for personal growth and self-esteem in others, if we could all help one person at least once...’

To give back and help a service that has been vital to my own mental health and to help other people with their mental health	22%
To help others	17%
Health in Mind values	13%
To help others facing difficulties and for my own mental health	13%
It’s a great opportunity to connect with others who have struggled with their mental health	13%
Enjoyment and to feel useful	10%
Enjoy taking part in outdoor activities and helping people with mental health challenges	4%
It’s good to give back to the community, it has given me purpose and direction and I value Health in Mind	4%
Helping others using my life experience and other more formal skills, it is rewarding to see someone make progress regardless of what that looks like.	4%

‘I enjoy interacting and connecting with people in my community. I learn skills and techniques, I wanted to give something back by helping others, I get to be in nature which benefits my own wellbeing and to prepare myself for returning to paid employment when the time is right. I'd lost my confidence so to be asked to become a volunteer was a big turning point for me. ... For the first time in years, I believed in myself again. I felt yes, I can do this. The working team of staff and volunteers combined with interacting with others are the reason I enjoy it so much. It's also really important to note it fits in with my caring commitments with my parents.’

2.3. Volunteer Recruitment

When asked how they first heard about our need for volunteers, our volunteers told us:

	2022	2021	2020	2019	2018
I use Health in Mind services	31%	26%	21%	21%	36%
Health in Mind member of staff	17%	4%	21%	18%	9%
Other	13%	17%	19%		
Volunteer Centre/Volunteer Scotland Website	9%	17%	5%	5%	7%
Volunteer Centre	9%	4%	5%	9%	10%
Health in Mind Website	9%	17%	9%	13%	10%
Word of Mouth	4%	9%	14%	7%	14%
Volunteer Recruitment Event (e.g., volunteer fairs)	4%	4%	2%	7%	8%
Information leaflet	4%	0%	0%	2%	0%
University/ College	0	0%	2%	11%	3%
Workplace	0	0%	2%	2%	-

We understand that the increase in the number of people who began volunteering due to hearing about the opportunity from a member of staff, or because they use Health in Mind services is due to an increase in in person support following the relaxation of covid restrictions during 2022. This sees a return to pre-covid response rates.

Recommendation

1. Continue to use numerous and varied channels to recruit new volunteers

2.4. Volunteer Commitments

When asked how many hours per week they volunteer with us, our volunteers told us:

	2022	2021	2020	2019	2018
Occasional/ monthly basis	13%	14%	12%	16%	23%
1-2 hours per week	52%	62%	44%	39%	26%
3-4 hours per week	5%	10%	23%	22%	20%
5-6 hours per week	9%	13%	5%	13%	15%
7-10 hours per week	13%	0%	9%	3%	9%
Over 10 hours per week	4%	0%	2%	7%	7%
Other	4%	1%	5%		

These figures represent an increase in the number of people volunteering 7- 10 hours each week. Volunteering 1 – 2 hours per week continues to be the greatest commitment from volunteers.

When asked how long they have volunteered with us, our volunteers told us:

	2022	2021	2020	2019	2018
Less than 3 months	9%	25%	5%	13%	9%
3-6 months	9%	13%	7%	13%	14%
7-11 months	13%	9%	19%	11%	12%
1-2 years	22%	26%	20%	26%	23%
2-3 years	17%	9%	19%	13%	9%
More than 3 years	30%	18%	30%	23%	33%

It is great to see that volunteers are staying with the organisation, often supporting more than one person, or getting involved in a number of various activities.

Recommendation

2. Continue to offer a range of volunteer opportunities with different demands on people's time both on a weekly and ongoing basis.

2.5. Volunteer Satisfaction

What do you enjoy about volunteering with us?

‘I enjoy being part of groups and working with other volunteers and staff. It means a lot to me that I never feel on a lower level than staff, we all just work together and there’s not any divide.’

Seeing impact of support and involvement/ helping others	29%
Communication/ support	16%
Meeting people/ Being part of a supportive group of likeminded people	13%
Being in nature, gardening and being outdoors	10%
Supporting my mental health and recovery/ feeling supported when I’m struggling due to my own mental health issues and feeling understood	8%
Keeping busy/ sense of purpose/ feeling useful	8%
Learning new skills/ training/ trying new things/ employability	5%
Coherence of values within the staff and volunteers	5%
The human connections and shared experiences	3%
Everything	3%

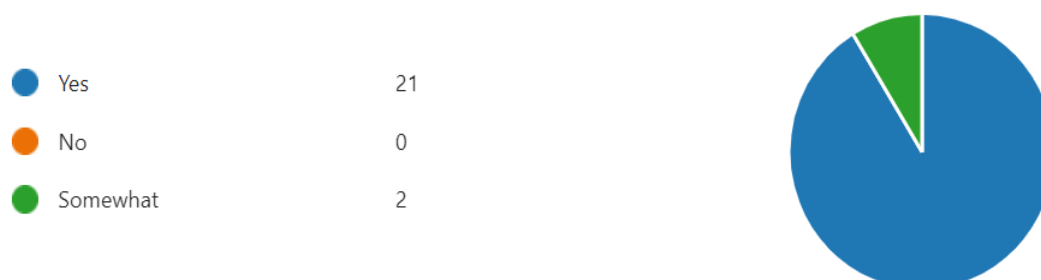
‘The supervision is incredible, the community is inclusive and welcoming, and it is very rewarding to connect with other people to improve our mental health collectively.’

Recommendation

3. Develop new ways to seek feedback from volunteers who were unable to complete the volunteer survey to ensure all voices are heard.

2.6. Meeting Volunteer Expectations

Volunteering has met the expectations of 91% of respondents.



We asked those who responded somewhat what we can do differently to meet their expectations. One volunteer said they weren't sure and the other person told us:

'This response is merely because I have not been utilised with a gap in any contact during that period. It was difficult to contact the organisation to ascertain why I was not being contacted and matched so I could continue volunteering. I have now had contact and understand the matching process is now underway. I look forward to the resumption of my volunteering in 2023.'

Recommendation

4. Continue to keep in touch with volunteers who are not actively volunteering, being clear about the reasons for any gaps and how to get in contact.

2.7. The Volunteering Experience

We asked respondents if they felt that they received enough training and information to feel prepared and carry out their volunteer work as effectively as possible. 96% of respondents answered yes.

We went onto ask what additional training and support could help volunteers feel more prepared. Volunteers told us:

All training courses attended have been excellent, free of charge and completely relevant, can't see how this can be improved	It would be helpful to have more evening-based training opportunities
Lots already	I would prefer more online training options as I find travel difficult
I am comfortable with the training I have received. Having a point of contact is important	Computers
My supervisors at Health in Mind are very good about informing me of what training and support is available	It's difficult to know what training could help if I'm unsure or don't know what's available
Don't need any more support	Possibly meeting other staff members so you know who your peer knows in the service
Everything has been great. My supervisor has been approachable and available to discuss all my concerns about the work I did	Suicide prevention/ eating disorders/ mental health first aid/ regular series of trainings on different diagnoses/ boundaries/ confidence/ practice

During 2022, we have been working to further develop volunteering training across Health in Mind. This includes a rolling programme of evening and online training which will be implemented during 2023.

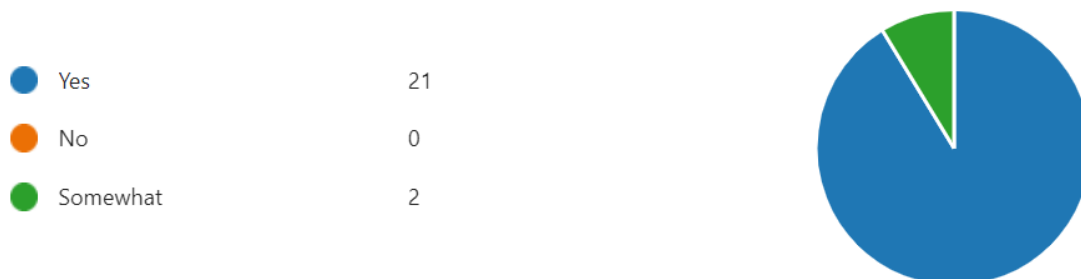
Recommendations

5. Ensure all volunteers are aware of training available to them

6. Ensure training is available in person, online, during the day and in the evening

2.8. Valuing our volunteers

We asked volunteers if they felt valued by Health in Mind. 91% of volunteers answered yes.



We asked what more we could do to value volunteers' contributions. The majority of volunteers told us there was nothing they could think of and they felt appreciated. Others let us know we could:

- Offer more training online or outside Edinburgh
- Give plenty of notice in changes or future groups
- Keep in contact when staff change
- Provide more opportunities to meet with others both within teams and within the wider organisation
- Have a development plan for each volunteer- and ensure that volunteers' skills are utilised

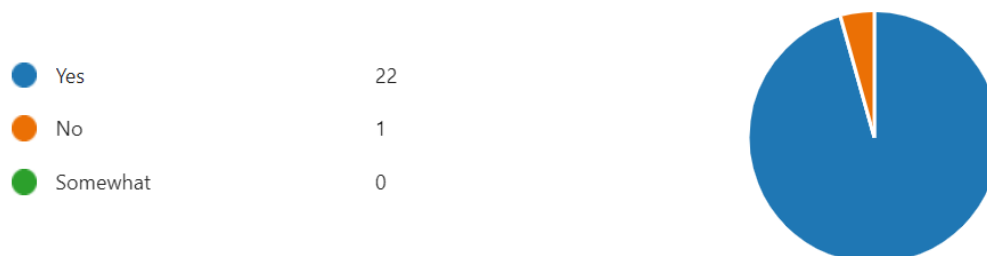
Recommendations

7. Offer opportunities to meet with team and wider organisation.

8. Continue to offer support and supervision for volunteers, discussing development and ensuring skills are utilised.

2.9. Supporting our volunteers

We went onto ask if volunteers felt supported in their role through ongoing contact, supervision, and training.



96% of volunteers told us they felt supported in their role.

We asked how we can support volunteers better. Volunteers responded:

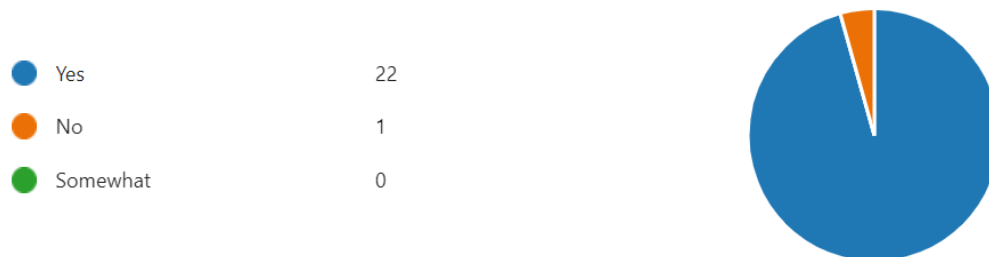
- Regular meet ups with fellow volunteers
- More training
- Reviewing support together with person receiving support

Recommendation

9. Ensure volunteers are informed about/ involved in reviews of support.

3. Involving Volunteers

We asked if volunteers felt comfortable sharing their input or suggestions with us. 96% of volunteers told us they did.



It was suggested that we ask for suggestions on a regular basis in supervision, including ensuring volunteers can share what they would like and what they are unhappy with.

Recommendations

10. Ensure supervision includes an opportunity to share views.

4. Rating Volunteering with Health in Mind

Finally, we asked volunteers to rate their volunteering experience with us. The average rating was 4.75/5.



5. Summary of Recommendations

1. Continue to use numerous and varied channels to recruit new volunteers.
2. Continue to offer a range of volunteer opportunities with different demands on people's time both on a weekly and ongoing basis.
3. Develop new ways to seek feedback from volunteers who were unable to complete the volunteer survey to ensure all voices are heard.
4. Continue to keep in touch with volunteers who are not actively volunteering, being clear about the reasons for any gaps and how to get in contact.
5. Ensure all volunteers are aware of training available to them.
6. Ensure training is available in person, online, during the day and in the evening.
7. Offer opportunities to meet with team and wider organisation.
8. Continue to offer support and supervision for volunteers, discussing development and ensuring skills are utilised.
9. Ensure volunteers are informed about/ involved in reviews of support.
10. Ensure supervision includes an opportunity to share views.

6. Update on Recommendations from the Volunteer

Satisfaction Survey in 2021

Recommendation	What we did
Continue to use numerous and varied channels to recruit new volunteers.	We continued to use numerous and varied channels to recruit new volunteers. Volunteers were consulted in the development of our refreshed website.
Continue to offer a range of volunteer opportunities with different demands on people's time both on a weekly and ongoing basis.	We have continued to offer a range of volunteer roles.
Review our induction processes to ensure that volunteers joining us get the best possible experience.	The induction process was reviewed. We are currently updating the Volunteer Handbook and have developed the volunteer journey to ensure all staff are clear about best practice in supporting volunteers.
Develop new ways to seek feedback from volunteers who were unable to complete the volunteer survey to ensure all voices are heard.	We have undertaken work to develop new ways to seek feedback, for example in the development of our new strategy. We know we can do more in this area and this will continue to be a priority in 2023.
Continue to keep in touch with volunteers who are currently unable to be actively involved because of COVID-19.	We continued with regular contact with volunteers. We are delighted that volunteers have been able to recommence in person support again.
Re-establish in person catch ups when safe to do so, continue Zoom catchups for all volunteers.	We took a measured approach in restarting in person catch ups throughout 2022 in order to ensure safety of our volunteer team. In person catch ups will be fully in place in 2023.
Review volunteer training opportunities including recording sessions for those who couldn't attend.	We have reviewed all volunteer training during 2022. This has included developing a number of training modules and agreeing an organisation wide training programme for volunteers.
Continue to offer support and supervision for volunteers, checking in to ensure the level of support offered meets volunteer's needs.	Volunteer supervision, support and check ins have continued in line with volunteer needs.
Explore how volunteers can further develop their skills in different roles in the organisation.	Exploring how volunteers can further develop their skills played a central role in our volunteer training and volunteer journey reviews.
Continue to offer a range of volunteer roles within Health in Mind.	We have continued to offer a range of volunteer roles in Health in Mind. We have also developed new roles in 2022.
Continue to deliver a range of support within Health in Mind.	Health in Mind continues to offer a range of support. During 2022, new support and services were also developed.

7. Developing our new strategy

During 2022, we began developing our new strategic plan.

Building on the progress we have made over the last two years of our current strategy, we prioritised engaging with all our stakeholders, including staff, volunteers, key partners, and people who use our services. We did this through surveys and online meetings.

During our engagement sessions, volunteers helped us by sharing their ideas and views on the Health in Mind's core purpose and identity, our future priorities and external developments, team development and wellbeing, and developing our approach to support.

We are grateful to our volunteer team for sharing their views and getting involved in our strategy development process.

Volunteers will be invited to our strategy launch in April 2023.

8. Saying Hello to 40

Health in Mind celebrated our 40th birthday in 2022.

During our celebrations, we honoured and recognised the work of volunteers throughout the organisation. We took time to reflect on what has changed and also what has remained constant over the last 40 years.

Over the last 40 years, our volunteer team has grown and volunteers continue to support our work throughout Health in Mind. We wouldn't be the organisation we are today without all the people who have freely given their time, skills and dedication.

We were delighted to see so many of our volunteers at our birthday party at the Edinburgh Botanical Gardens in July, and we are thankful to those who shared their experiences throughout our celebrations.

9. Some Feedback from our Staff

In addition to asking our volunteers for feedback, we asked key Health in Mind staff about volunteering in Health in Mind.

When asked the benefits of involving volunteers, staff told us:

'Our volunteers are an inspiration. They inspire people who use our services, other volunteers, and the whole staff team. Volunteers bring a wide range of experience,

as well as real energy and passion to what they do.' **Midlothian Community Mental Health and Wellbeing Service**

'Volunteer involvement is essential in restarting and resuming our new Peer Connecting service here in West Lothian and are excited for the year ahead in bringing another element to our Peer Connecting Service with our BAME service and recruitment and training of new volunteers to support and walk alongside supported peoples' recovery through a person-centred approach and individuals own lived experience' **West Lothian Community Mental Health and Wellbeing Services Team**

'Without the volunteers the anxiety and depression group wouldn't be able to exist. The experiences, ideas and skills that each of the volunteers brings to the group is what makes it a space that can be healing and safe for people as and when they need it. I've learnt so much from my volunteer team and it's such a privilege to see them pass on what they have learnt through their recovery and life in general to others.' **Edinburgh Community Mental health and Wellbeing Services Team**

'We wouldn't be able to do what we do without the support of our amazing volunteers who give their time, experience and skills to help us. From carol singing to bucket collections, cheering on our runners or providing admin support, we are so grateful to each and every person. Our volunteers are crucial to our fundraising work, they inspire us with their range of skills and enthusiasm and those with lived experience help us raise awareness around our services in such a helpful way. We love to watch our volunteers' confidence grow as they volunteer with us as they realise their potential.' **Fundraising team**

'Our peer support volunteers do amazing work out in the community, and it's an honour to support them supporting others to improve their mental health. I see how it fosters growth and development in themselves and those they support' **Scottish Borders Community Mental health and Wellbeing Services Team**

'Each one of our Peer support Volunteers bring their own unique experiences to the quality of support through shared learning' **Scottish Borders Community Mental health and Wellbeing Services Team**

10. A Final Word from our Volunteers

We'll leave the final word in this report to our volunteers. In addition to the quotes used throughout the report, volunteers also told us:

'Volunteering has made a great impact on my healing journey, helping me to feel safe and be myself whilst helping others'

'It gives me purpose and a reason to go out and self travel'

'It has been a lifeline for me and a major part of my ongoing recovery, especially after the pandemic'

'I'm extremely grateful for the opportunity. It has been a fantastic focus to get me through extremely difficult personal circumstances. For example, I received difficult and upsetting news yesterday. Today I was out volunteering and focusing on my own and other people's wellbeing. ... A year ago, after receiving difficult news I'd have shut myself in my room, turned my phone off for at least 4-5 days and not cared about myself or anyone else'

'I enjoyed volunteering with Health in Mind for years and I feel comfortable to continue for more'

'It is inspiring to be part of an organisation who seem to genuinely be committed to reflection and not afraid of changing and adapting to meet people's needs'

'I would like to thank you for the opportunity to help others. And thank you for the great work you do as an organisation'



Get in touch

For further information on Health in Mind services, volunteering, employment opportunities, feedback/complaints procedures, or for information about how you can support our work, please contact us at:

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