

Volunteer Satisfaction Survey for 2025



What our volunteers told us
about their time with Health in Mind

Our volunteers rated their
experience with us

4.4 out of 5



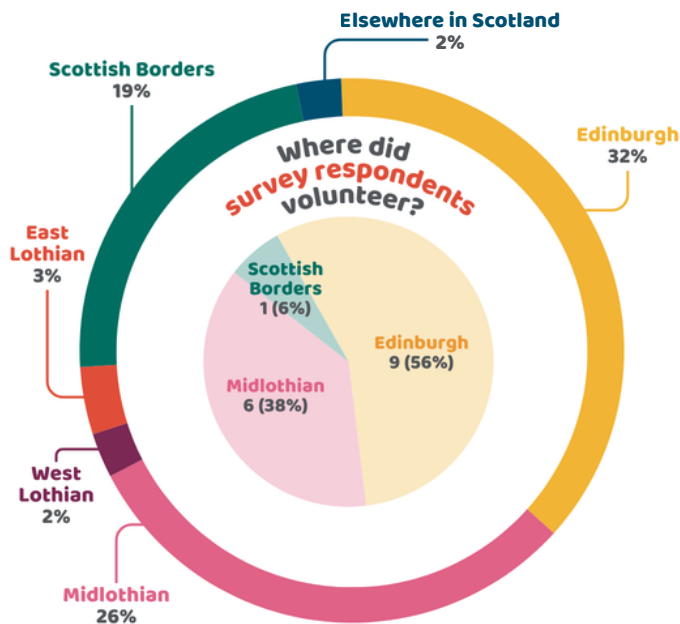


Who are our volunteers?

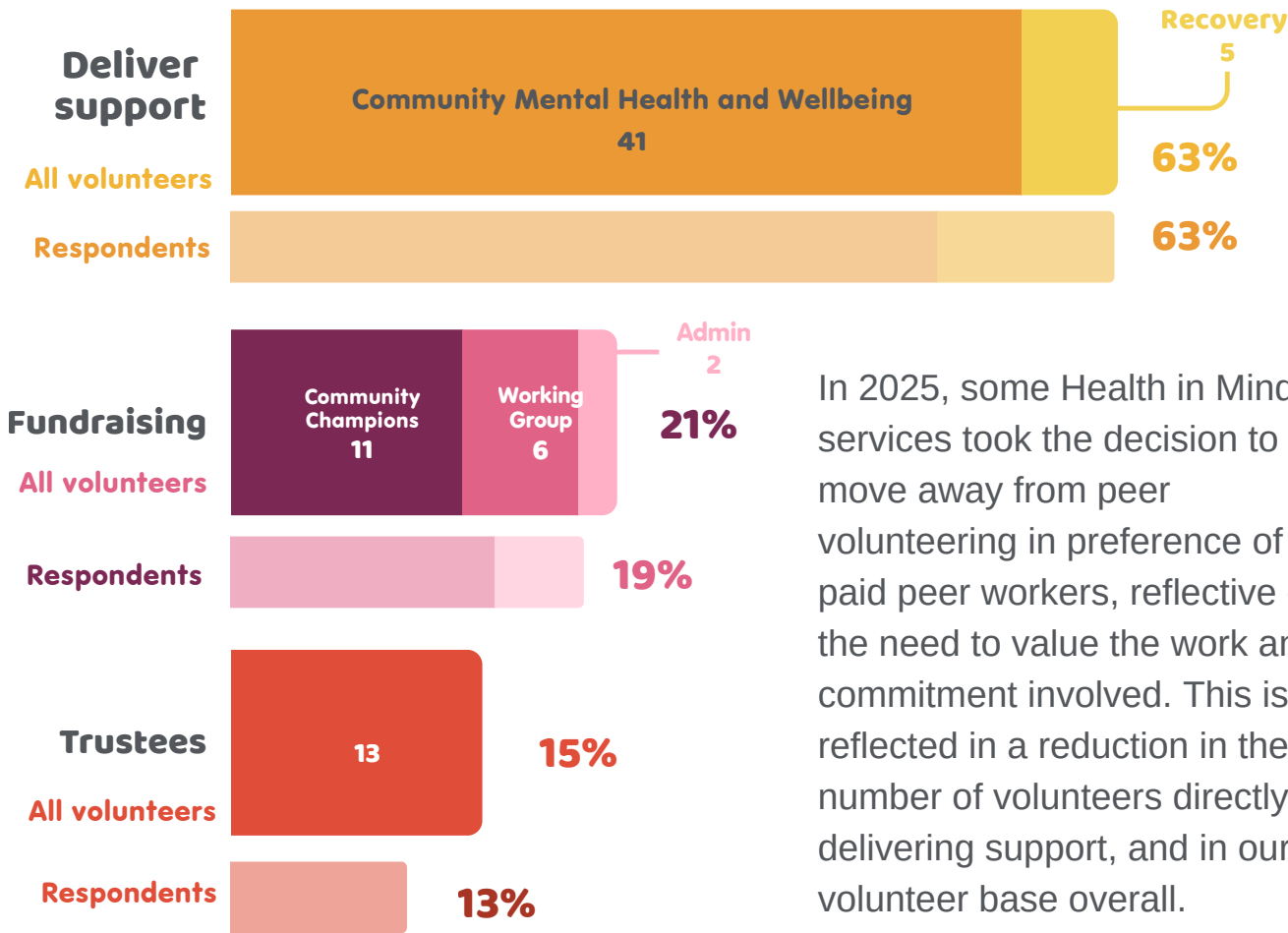
In 2025, we had **88** volunteers operating across 5 regions, with volunteers contributing to service delivery in **Edinburgh, Midlothian, West Lothian** and the **Scottish Borders**, and fundraising volunteers located in East Lothian and elsewhere.

18% of those volunteers responded to our 2025 Volunteer Satisfaction Survey, with a spread reflecting our overall balance of volunteers.

Where are our volunteers?



What do our volunteers do in their roles with Health in Mind?



In 2025, some Health in Mind services took the decision to move away from peer volunteering in preference of paid peer workers, reflective of the need to value the work and commitment involved. This is reflected in a reduction in the number of volunteers directly delivering support, and in our volunteer base overall.

Your volunteer experience



You said...

We asked participants in this year's survey what brought them to Health in Mind, and almost half said they **wanted to help people**. Many participants also cited **lived experience** and/or **past support from Health in Mind** as their reason to get involved.

Why do you volunteer with Health in Mind?



'I went through a lot and the help I received from services has been amazing...I wanted to do my thing and try help other people who are like myself.'

We also asked about what people enjoyed most once they were in the role. The most common themes were that people liked **making a difference** and **helping others**. Relationship building and learning new skills were also important themes.

What do you enjoy about your volunteering?



'I feel like I am making a difference and helping people who need it'

'Building a trusting relationship, and seeing them progress over the time we are together.'

'I feel a valuable member of the team...even on the most difficult days, I know, trust and believe I'm competent and capable in my volunteering roles.'



Collaboration and communication

You said...

Inclusive decision making means keeping people informed, so we included new questions in 2025 to make sure we're communicating clearly with volunteers.

When asked if they had enough information before and during their role, nobody said they had not. However, there were some areas where people suggested improvements, such as:

- **More regular contact**
- A greater emphasis on the **personal** touch
- **Advance notice of office closures** (eg bank holidays)
- More information on **making services more accessible**
- More information on **how the organisation is doing**

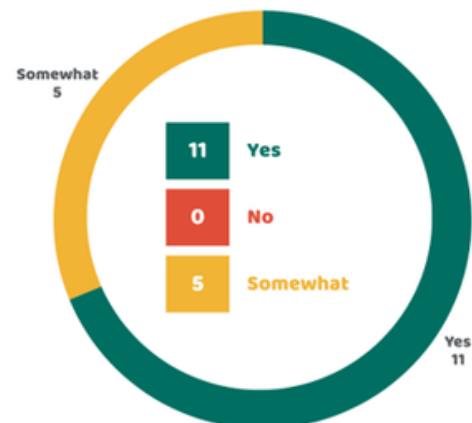
We also asked how often people would like to hear from us alongside contact from supervisors/teams. Health in Mind currently send 2 newsletters a year to volunteers - however, the majority of respondents felt updates should come at least every 2-3 months.

We will...

The themes from these questions were that people would like to receive more frequent communication. Therefore, we commit to...

- **Move to a quarterly newsletter**, which will include some organisational updates as well as training opportunities and information about events.

Do you receive the right amount of information from Health in Mind to feel supported, connected, and clear about your role?



"There is a wealth of information we are given, I don't think there is anything missing."



Training and events

You said...

In response to requests, we developed a full training programme for 2024-25, built collaboratively with volunteers across the organisation.

Since then, the number of requests for specific training has dropped, and a higher proportion of respondents reported being satisfied with the training provided.

This year the most commonly identified barrier was **a lack of time to attend training**. We also recieved some specific requests, most of which suggest a desire to expand on existing training topics, such as:

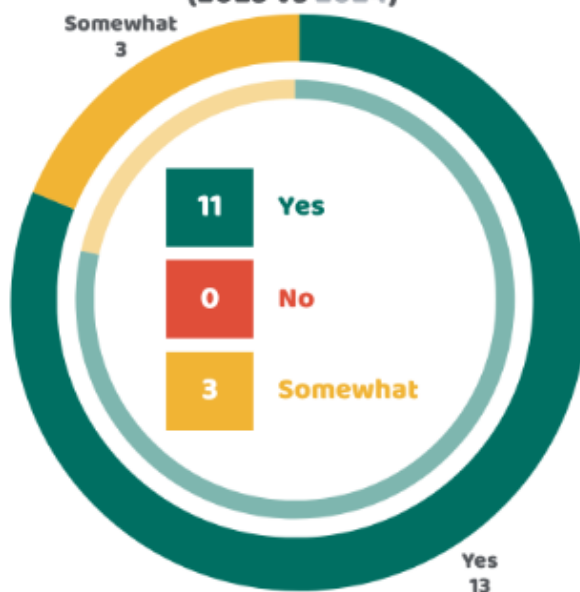
- Refresher training for peer support
- Self-harm training
- Neurodiversity training
- Food hygiene
- Trauma training

We will...

- **Build a training and events calendar for 2026-27**, replicating successful training and looking at new opportunities
- **Share relevant online trainings throughout the year** in order to provide more flexible, non-timebound options.

Do you feel that you received enough training and support to feel prepared and carry out your volunteering as effectively as possible?

(2025 vs 2024)



“Health in Mind has been proactive and responsive to our training suggestions so far.”

“[Health in Mind] offer more free training...they are listening to volunteers and we are now being offered a variety of face to face and online events.”



Support and supervision

You said...

All our survey participants said they felt wholly or mostly supported in their roles, with almost all comments reflecting positive feeling about supervision and support.

"I feel very supported"

"I value and appreciate supervision. I've fed back...and was absolutely listened to."

"I'm well supported"

When asked how we could better support our volunteers, the only direct area for improvement raised was from a Peer Connecting volunteer, who said they had not been informed of change in a timely way and asked that we **"Make proactive communication."**

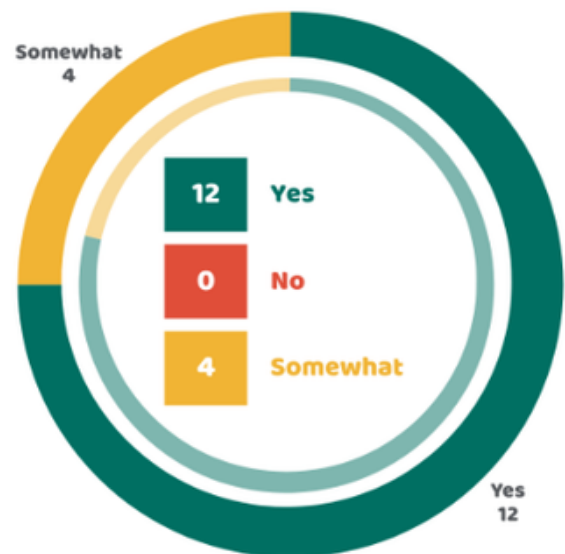
We will...

In 2024-25, supervision and training were a focus, and we have reviewed our handbooks, staff guidances, and internal monitoring to make sure all our staff are meeting the expectations for quality support. In 2026-27, we will review these impacts, making sure we:

- **Monitor our supervision** and check with volunteers as well as staff that supervision is happening as intended.
- **Review the impact of our updated Staff Handbook and guidances for supervisors** to ensure that support remains consistent, thorough, and suitable for the role.

Do you feel supported in your role? (through ongoing contact, supervision and ongoing training etc?)

(2025 vs 2024)





Valuing our volunteers

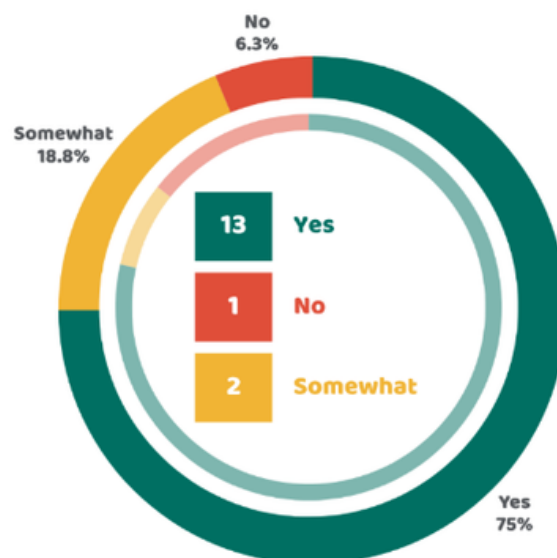
You said...

Most of the volunteers who responded to the survey felt valued for their contribution to Health in Mind.

Twelve fully agreed that they felt valued and three somewhat agreed that they felt valued. Only one respondent did not feel valued.

We asked how we could make sure respondents feel valued. Some themes carried over from other sections, such as the need to clearly communicate change. Others suggested team days, events or exploring possible perks.

Do you feel valued by Health in Mind?
(2025 vs 2024)



'Attending a fun team building day or event. I absolutely love opportunities like that. It's like a pat on the back for volunteering.'

'I think that our contributions are valued because they help others. That said, it would be great to have a few perks.'

However, the majority of comments suggested no changes needed:

'Nothing much more than you always do'

'All good I'm happy couldn't do better'

We will...

- **Ensure that we keep in touch with volunteers** when they are waiting to get involved, following training
- **Continue to arrange opportunities for volunteers to meet each other.**



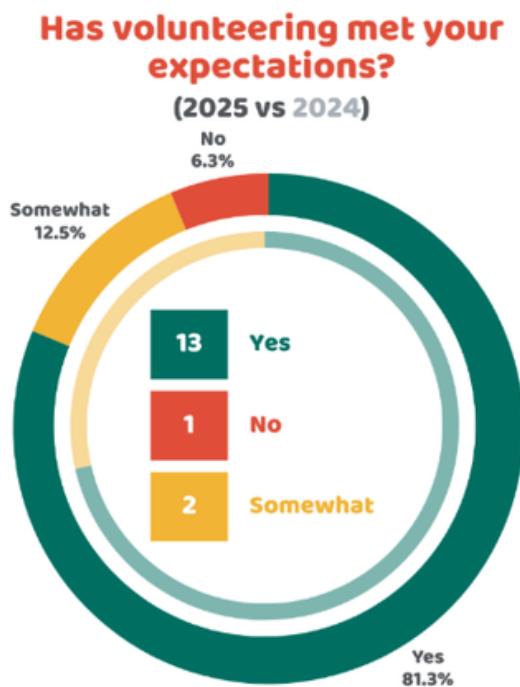
Meeting your expectations

You said...

Following a mixed response in 2024, we focused on improving experience, and that has been reflected in a higher proportion of positive responses. However, we still have work to do.

We asked all respondents what we could do differently to better meet their expectations. Almost half of responses said they were happy with our work. Others suggested improvements around:

- Managing the impacts of **staff absence and turnover**
- **More regular contact** from Health in Mind as an organisation
- **More social contact** with other volunteers and with teams.



‘My teams great ‘

‘Edinburgh offer a well run service’

‘I think Health in Mind is doing a great job given financial and staffing constraints.’

‘More time to meet with fellow team members off duty but getting together, similar to the volunteer get together we had recently’

We will...

- **Ensure our webpage offers clear information about what to expect** to make sure people can access the roles that are right for them
- **Increase the frequency of central volunteer contact** with newsletters that include upcoming office closures
- **Build stronger protocols for volunteer supervision handovers** to ensure that volunteers receive consistent support in case of a supervisor’s absence or departure.

Updates from our 2024-25 commitments

You said...	We did...	We're working on...
Explore ways to offer more opportunities for feedback throughout the volunteer journey, including through supervision and departure.	In addition to supervision, we have added new feedback routes, including through our volunteer newsletter. We have also created a standardised feedback document for volunteers finishing their role. Volunteers were involved in selecting training, supported the co-design of services, and served as part of advisory groups and interview panels. Volunteers were involved in our Strategy Learning and Implementation Group and our new Lived Experience Steering Group.	We will continue looking at ways to improve feedback opportunities and channels
Build a 2025-26 training and events calendar	We had a full calendar of events during 2025, including social events, workshops, and peer reflective practice sessions	We are reviewing feedback and attendance, and using this to form the training calendar for 2026-27
Review the mandatory training for volunteer roles	We have reviewed, and felt these were suitable without being too overwhelming.	We will continue to review, and will start to adapt mandatory training for specific roles.
Find online training options available to all volunteers.	We highlighted available online training through the newsletter and on our training page.	We have a comprehensive list of relevant training for volunteers, and will continue to promote throughout the year
Commit to regular supervision and ensure that it's delivered consistently, thoroughly, and in a way that suits the role and the volunteer.	We have updated our staff guidelines and handbook to ensure expectations are clear. We are also checking supervisions are happening consistently every quarter.	We will continue to monitor this, and check with volunteers, using the various feedback options in place, that supervision is working as intended.

Updates from our 2024-25 commitments

You said...	We did...	We're working on...
Explore options for lanyards, pins, or other visible signifiers of volunteers' roles.	We have reviewed our current lanyards, and developed visually distinct volunteer ID badges with slightly updated layouts.	Badges will be renewed in the new style as old ones run out for relevant roles. We continue to look at other ways volunteers can be recognisable.
Continue work on developing language guidance to ensure we accurately reflect the importance of volunteering.	We have reviewed handbooks and policies to ensure we are reflecting the importance of volunteering.	We will continue to monitor how we speak about volunteering.
Provide clear guidances on appropriate volunteer tasks as part of our upcoming Volunteer Agreement rollout	Guidelines are included as part of the volunteer agreement which is being used for all new volunteer roles.	We will monitor this rollout and identify anywhere guidance is not being followed
Develop an organisational working group to centre the voice of lived experience and peer-led working in our planning and delivery	The new Lived Experience Steering Group (LESG), which is a space for lived experience to help shape our services and approach, first met in February 2026.	
Explore options to promote volunteering opportunities more widely, and to ensure we reach the right people with the right roles.	We have fewer volunteering roles currently due to the shift away from peer-led services. With the roles we do have, we have gone out to new places to try and reach new people. We have also made small adjustments to our website so it is clearer which roles are open, work which carries over into 2026-27.	We continue to review our recruitment approach, looking at our digital and in-person outreach