

## ANNUAL VOLUNTEER SURVEY 2024

### Feedback Summary

No. Respondents: 87

Response Rate: 32%

#### Key Findings:

- Motivation: Volunteers are driven by a desire to take action for the planet and learn new skills.
- Positives: High appreciation for flexibility, variety, and support from Earth Trust. Volunteers feel supported and recognised for their expertise.
- NPS Score: 54

#### Areas for Improvement:

- Learning & Development: While the programme is appreciated, scheduling can be challenging.
- Forums: Preference for online sessions or holding them at the centre, some reluctance to attend in person while others are keen to have a voice.

#### Demographics:

- Broad representation across all roles, with a majority volunteering weekly.
- Most volunteers have been with us for 1-3 years and 5-10 years.
- Age group predominantly 60-80
- Nearly equal participation from men and women.

#### Next Steps:

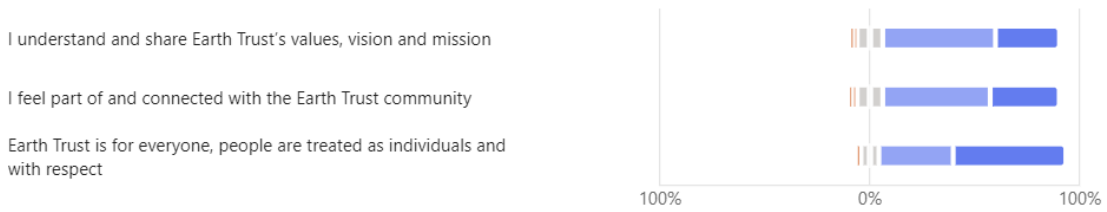
- Staff leads will be consulted to address feedback and enhance Learning & Development and Forums.
- A detailed report will be shared with the Volunteer Experience Team for further support.

Nic Frost, Volunteer Manager  
8 October 2024

1. To what extent do you agree with the following statements about Earth Trust?

[More details](#)

● Strongly Disagree ● Disagree ● Neutral ● Agree ● Strongly Agree



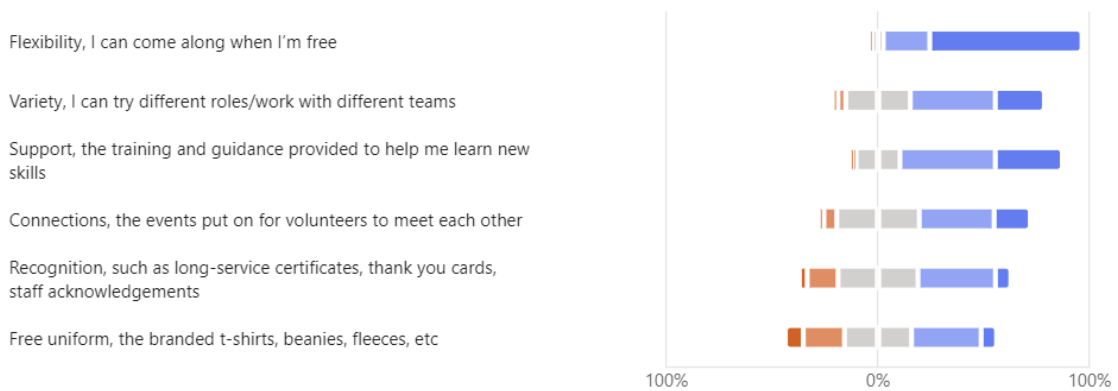
2. What impact has volunteering with Earth Trust had on you? Rate in order from first to last by dragging each one up or ...



3. How important are these elements of our volunteer programme to you?

[More](#)

● Not Important at all ● Reasonably Unimportant ● Neutral ● Reasonably Important ● Very Important



4. We aim to have a collaborative working culture with our volunteer community. Could you tell us if you feel supported b... [More details](#)

82  
Responses

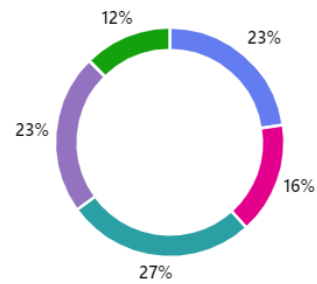
Latest Responses  
 "Yes I feel supported"  
 "I feel well-supported."  
 "I feel that if I've ever needed support it's been available"  
 ...

25 respondents (30%) answered feel supported for this question.



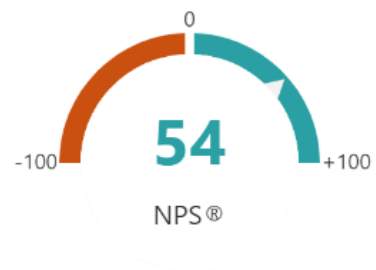
5. What phrase/s best describe/s your experience of volunteering with us? *Tick all that apply* [More details](#)

- I understand how my volunteering supports Earth Trust's vision (*A society where accessible green space...*) 60
- I can voice my opinions freely and I feel they are listened to and appreciated 42
- It is fun and rewarding volunteering with Earth Trust 71
- There is a sense of common teamwork amongst volunteers and staff 60
- Earth Trust is taking steps to become a more inclusive organisation 33



6. How likely are you to recommend being a volunteer at Earth Trust to a friend or colleague?

Promoters	52
Passives	23
Detractors	7



7. We have a year-round training programme to provide volunteers with knowledge, skills and development about Earth Tru... [More details](#)

82  
Responses

Latest Responses

"I wanted to learn Scything and looking after/sharpening tools- both catered ..."  
 "I like learning more about the animal and plant life in the area."  
 "Any green woodworking type event"  
 ...

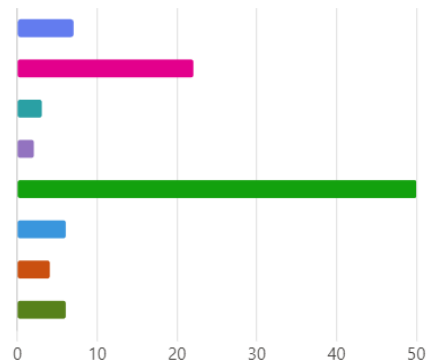
15 respondents (18%) answered training for this question.



11. What team/s do you volunteer with?

[More details](#)

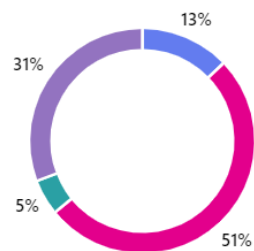
● Education	7
● Events	22
● Fundraising	3
● Gardening	2
● Land Management	50
● Maintenance	6
● Office / Administration	4
● Other	6



12. How often do you volunteer with us?

[More details](#)

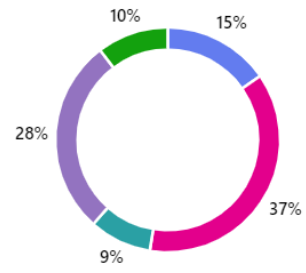
● More than once a week	10
● Weekly	40
● Monthly	4
● When I can / for events	24



13. How long have you been an Earth Trust volunteer?

[More details](#)

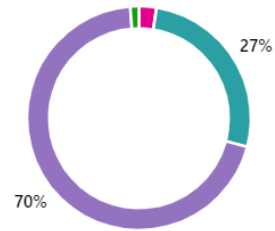
● Less than one year	12
● 1-3	29
● 3-5	7
● 5-10	22
● 10+	8



14. What age bracket are you in?

[More details](#)

● 13-20	0
● 20-40	2
● 40-60	21
● 60-80	55
● 80+	1



15. What is your gender?

[More details](#)

● Female	43
● Male	37
● Prefer not to say	1

