

Volunteer Survey Report - April 2024

Summary

Overall it is very encouraging to see in response to our Volunteer Survey that 100% of the 23 volunteers who responded, strongly agree or agree that the Bishop's Palace is "a great place to volunteer" and they would "recommend it to others." 100% of Volunteers also find volunteering at the Bishop's Palace "rewarding" and 96% of the volunteers who responded feel they have a clear role description which closely reflects the voluntary work they do with only 1 volunteer remaining neutral about this statement.

Most volunteers feel well supported by the Bishop's Palace to carry out their duties to the best of their ability with 17 volunteers strongly agreeing or agreeing with this, however it is worth noting that 26% of volunteers remain neutral on this statement. This does not necessarily mean they are not feeling supported, but it may indicate that some volunteers do not feel the organisation is supporting them as much as it could.

It is positive to see 78% of volunteers feel their team has a set of shared objectives however 17% of volunteers feel neutral about this and 1 person disagreed with this statement. This shows us perhaps more work could be done by managers to communicate team objectives better with their volunteer teams. Another volunteer commented it would be helpful if there was "a little more feedback between the volunteers." **Action : Siobhan to raise with Senior Management Team**

Most volunteers did not feel volunteering would improve their work prospects, however looking at the demographic of the volunteers this is mainly down to most being retired and not undertaking volunteering to improve their job prospects. It is worth noting that more than 10% of our staff team is made up of former volunteers.

In terms of negative comments or other improvements to be made, there may be an issue with morale in some teams as 26% of volunteers remained neutral when asked if morale in their team was good and 1 disagreed with this statement. A few VSVs commented they were unhappy about the positioning of VSVs in the lodge area saying they have to stand in "the coldest, draftiest spot" and another saying "it can be very lonely if you are alone". Other improvements suggested by volunteers included the length of the VSV shifts with 3 volunteers wanting "shorter shifts" or "3 hours rather than four in the summer". **Action: Shorter shifts is something now being trialed by the Visitor Services team in response to this.** It is worth noting that some volunteers still prefer the 4 hr VSV shifts.

On the maintenance team one volunteer mentioned "the equipment we use is not up to scratch. Not sharp enough etc" which is something to look into so volunteers can feel more satisfied in their role. **Action: Siobhan to highlight to Property Manager.**

Finally, the visibility of trustees is another weak area as when asked if the trustees are visible and approachable 26% disagreed and strongly disagreed with this statement with only 30% agreeing that trustees are visible. Some steps have been made to tackle this such as the Trustees inviting volunteers to a social in National Volunteers Week and Merryn Kidd and Roger Hawes doing quarterly videos which are sent out to all volunteers in the Volunteer News emails. It must be noted that very few volunteers attended this year's annual briefing which is a good opportunity to meet the trustees. **Action: Siobhan to discuss with trustees on People Committee**

Author - Gemma Palmer