

VOLUNTEER SURVEY REPORT 2025

Total number of responses – 53 responses

Average Time – 10 minutes

Summary

Overall it is very encouraging to see that 100% of the 53 volunteers who responded to the survey, strongly agree or agree that the Bishop's Palace is "a great place to volunteer" and they would "recommend it to others."

It is positive to see 84% of volunteers feel their team has a set of shared objectives. Perhaps more work could still be done by managers to communicate team objectives better with their volunteer teams so we can achieve nearer 100%! Approx 1 in 10 respondents said that they don't know what the objectives of The Palace Trust are and neither understand its future direction.

Action: prompt managers to share this information with their teams and remind volunteers it is also on the volunteer website and on the Bevy Room notice board.

The majority of respondents felt volunteering improved their social support but most didn't feel volunteering would improve their work prospects, this is mainly down to most volunteers being of retirement age.

A few VSVs commented they were unhappy about the positioning of VSVs on the lodge saying they have to stand in the cold and it can get lonely at quiet times. VSVs also said that they find the shifts a bit too long and that they should reduce it .

Action: the new Welcomer role, which will start once the new shop and entrance is established, will remedy these issues.

Most volunteers are motivated by a love for history, nature, and community, finding purpose in giving back, staying active, and connecting with others.

Comments

- 'I would love to show more people where I volunteer but many of my friends can't afford the entrance fee.' *(There are 4 days per year when you can bring a friend for free albeit these days are not flexible as the volunteer would have liked)*
- 'It is lovely when members of the Senior Team make an effort to speak to you - Siobhan, Gemma and Merryn always acknowledge volunteers. Jeremy is brilliant at dealing with all the volunteers and makes you feel welcome and useful.' 'Always excellent support from Siobhan who is always ready to listen.'
- 'I am disappointed that volunteers don't meet together enough. It's a great pity because shared experiences help to further the way in which the site is run. Sharing is knowledge!' *(we do run at least two social events per year plus monthly coffee meet ups and training sessions but of course not everyone wishes to attend)*
- 'Meeting visitors from all over the world and discussing the Palace history. Finding out more information about the Palace history from many sources and talking through this with other guides. The Palace staff and volunteers are like a group of friends - I enjoy just walking round the gardens at all times of year.'