Volunteer Survey Report 2026

The 2026 Volunteer Survey highlights a highly positive volunteering experience at The Bishop's Palace, with volunteers demonstrating strong commitment to the organisation and its mission. Feedback shows that volunteers feel valued, supported, and proud to contribute to the success of one of Wells' most important historic attractions.

Overall satisfaction levels were exceptionally high. 92% of respondents agreed that The Bishop's Palace is a great place to volunteer and would recommend volunteering to others. Around 89% felt valued for the contribution they make, while 88% agreed that their wellbeing and safety are well looked after. In addition, over 90% reported having a clear understanding of their role and feeling supported by the organisation in carrying out their responsibilities.

The survey also highlights the significant personal benefits volunteers gain from their involvement. Around 84% of respondents reported that volunteering positively impacts their mental wellbeing, while approximately 72% experienced benefits to their physical health. Nearly three-quarters felt that volunteering improved their social connections, and over 90% described their role as rewarding. These findings demonstrate that volunteering creates value both for the organisation and for the individuals who dedicate their time and expertise.

Training preferences showed a clear preference for face-to-face learning opportunities, with approximately 70% favouring in-person training over online alternatives. Volunteers commented that in-person sessions provide valuable opportunities to meet colleagues, ask questions, and feel more connected to the wider volunteer community. However, many also recognised the convenience and flexibility that online training can provide.

In conclusion, the survey demonstrates that The Bishop's Palace benefits from an enthusiastic, dedicated, and highly satisfied volunteer workforce. Volunteers overwhelmingly value their experience and recognise the positive impact their work has on visitors, the local community, and the future of the Palace. By continuing to build on existing strengths while addressing opportunities around communication, engagement, and role clarity, the organisation can further enhance an already successful volunteer programme.

Comments

- It was stated that approximately 10% of volunteers felt that there should be an increase in volunteer engagement and meetings *Response: we do run at least two social events per year, monthly coffee meet ups, training sessions, visits, a choir that meets regularly and this year a monthly craft group making decorations for Christmas. Additionally volunteers can join in with any Palace*

Friends events. In terms of increased engagement, we do try to keep track of how regularly volunteers come in and follow up if we haven't seen them for a while. We have one team meeting a month and we have three volunteers who take it in turns to come along. We ask for new people each year.

- 8% of volunteers also believed that their role description was not well defined and could be explained in a clearer manner *Response: all volunteer role descriptions are listed on the volunteer website and a reminder of this will be sent out with this report summary)*
- Even though this Volunteer survey collected 109 responses, there seemed to be some questions where only a third of the volunteers answered that specific question. Response : It may be that some questions are not relevant for the whole team. We will review this for next year's survey.

Quotes

- "Being able to appreciate the beautiful surroundings whilst carrying out my duty gives me the motivation to volunteer at The Bishop's Palace."
- "I love volunteering on Fridays with the gardening team. At the moment, it is perfect!"
- "I really enjoy volunteering at the Bishops Palace, and it's something that I hope to be able to continue to do going forwards."
- "It is always good to interact with other volunteers so maybe this should be encouraged."

Kai Morfey Oct 2026

Responses by Siobhan Goodwin, Community Engagement Manager