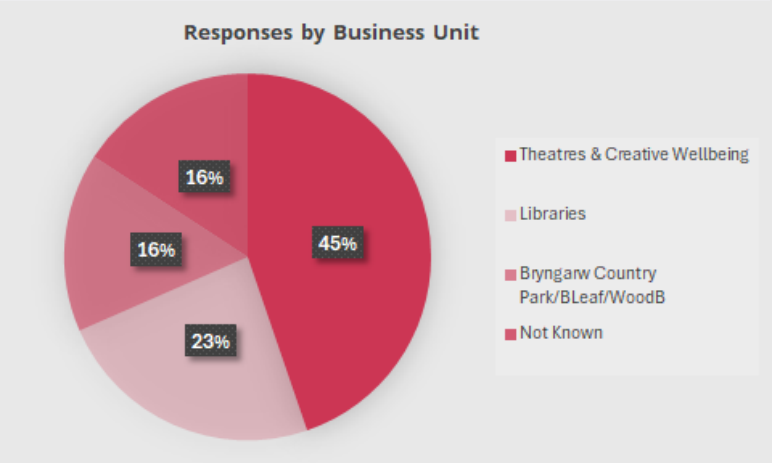
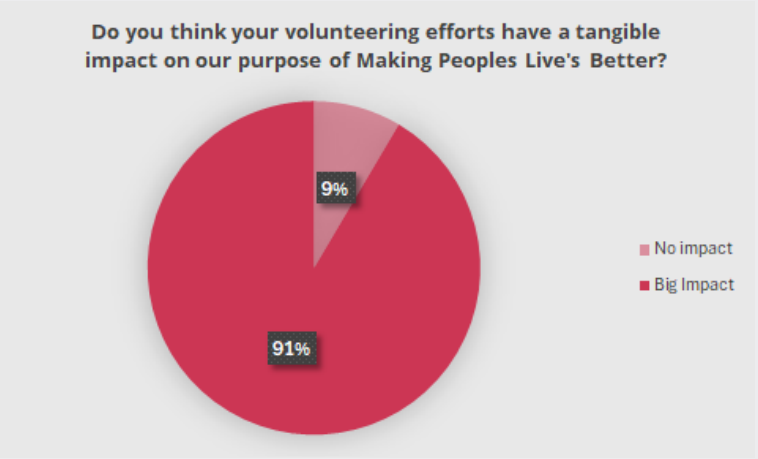
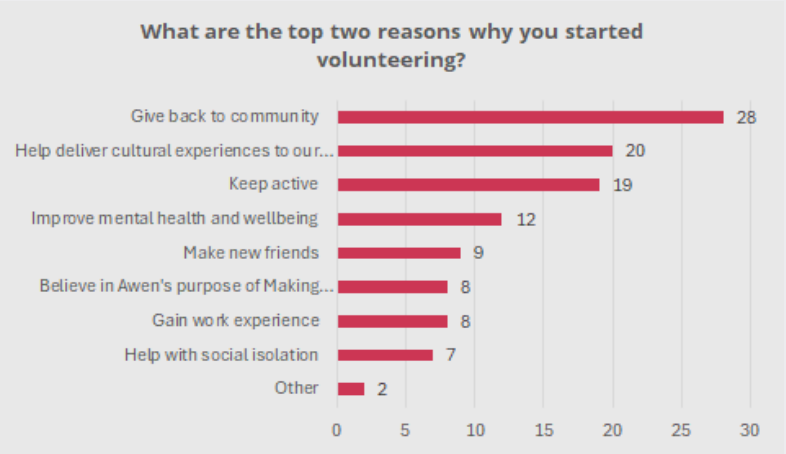
Volunteer Survey 2025

We received 38 responses to the survey in comparison to 10 in 202 .





There are many reasons why you started volunteering, with giving back to the community and helping with the delivery of cultural experiences to communities being the most popular reason. Keeping active and improving mental health and wellbeing were also important factors.



Volunteering has also strengthened social connection. Individuals highlighted forming friendships, feeling welcomed, and developing a strong sense of belonging. For those experiencing life transitions such as bereavement, relocation or retirement, volunteering provided structure, stability and valuable social support.

Skills development was another clear theme. Volunteers spoke of gaining new knowledge in horticulture, park management, customer service, library operations and event support. Several noted that the experience enhanced their confidence and preparedness for future career aspirations.



Feedback from volunteers demonstrates a consistently positive and meaningful impact across Awen's programmes and venues.

Volunteers reported significant improvements in wellbeing, particularly in mental health, confidence and overall life satisfaction. Many described gaining a renewed sense of purpose, especially through outdoor activities, community engagement and

Across all services, volunteers expressed pride in contributing to their community and supporting well-loved local facilities. Many emphasised the personal fulfillment that comes from helping others and being part of something positive. Even those new to volunteering reported warm welcomes and an inclusive team culture.

Overall, the feedback highlights that volunteering with Awen delivers strong personal, social and developmental benefits, while also enriching our organisation and the communities we serve.







Overall, volunteers report high levels of satisfaction, appreciation and inclusion across Awen's services, with many stating they feel valued and supported. Most respondents indicated they did not currently see a need for changes. However, several helpful suggestions emerged that could further enhance the volunteer experience.

A recurring theme is the desire for stronger communication, particularly around upcoming projects, organisational updates, and opportunities where volunteer expertise could be better utilised.

Some volunteers also expressed interest in having more influence, especially in arts venues, contributing ideas around programming, promotion, or general operations.

Several practical improvements were suggested, including resting points for roles that involve standing, travel expense support, volunteer fleeces, name badges or lanyards to help build familiarity, and more regular volunteer updates. A small number mentioned interest in additional training, expert-led sessions, or more targeted topics within discussion groups to enhance learning and progression.

Volunteers also identified opportunities for expanding their involvement, such as attending events as seat fillers, meeting more people, or increasing the frequency of their contribution.

Suggestions around recognising volunteers' contributions, listening to their feedback, and ensuring continued appreciation were also noted, though most felt this is already happening consistently.

Overall, the feedback shows that volunteers feel valued and positive about their experience, while also highlighting constructive ideas to deepen engagement, improve communication, and strengthen the support offered.



What we have done, are doing

- Continuing with the roll out of Volunteero and use of group chat for updates and information.
- Please speak to your Volunteer Lead about fleeces and name badges.
- Volunteers already have an entitlement to expenses and these are outlined in the Volunteer Expenses Policy. Your Volunteer Lead can provide you with a copy or email support@awen-wales.com
- All volunteers can have access to our Digital Learning Platform which has over 300 modules, if you would like access please email support@awen-wales.com and Nicola will be in touch to set this up for you.
- For the next 12 months all volunteers also have access to the Charity Mentoring Network. If and if you would like further information please email support@awen-wales.com
- We are signing up to Tempo Time Credits which will enable you to build up credits for your volunteering time and then access shows and events across England and Wales. More detail will be sent out about this shortly.
- Updated the Volunteering at Awen brochure to include all up-to-date benefits and entitlements, this will be circulated shortly.
- Feedback will be discussed with Volunteer Leads to enable local solutions to be put in place where possible.
- Recirculate the Volunteer Policy, Volunteer Expenses Policy and Volunteer Problem Solving Procedure.
- Creating compliance training pathways for volunteer roles which will be rolled out during 2026/27.
- Remind people about wearing lanyards particularly those who are visiting venues they don't normally work at.
- Volunteers are often our next employees and to help with the volunteer to employment journey we will be advertising all internal vacancies to volunteers through the volunteero Chat.
- We have introduced a digital Share or Suggest Box for you to submit any feedback or thoughts anonymously on an ongoing basis. If you would like to submit anything outside of the annual survey please use this link Share or Suggest Box

What you can do..

- If you have feedback or questions you can
  -Enter feedback when submitting your time reports on Volunteero
  -Speak to your manager or volunteer lead
  -Use Share or Suggest anonymous feedback box
  -contact the people team on support@awen-wales.com

- Familiarise yourself with the Volunteer Policy, Volunteer Expenses Policy and Problem Solving Procedure.
- Ask for access to Awen Learn where there are over 300 modules available to you.
- If you haven't had your lanyard, please speak to your volunteer lead or email support@awen-wales.com
- If there is particular training, experience or knowledge you feel is required for your volunteer role, chat ti through with your volunteer lead.

