



Because no one
should face death
or grief alone

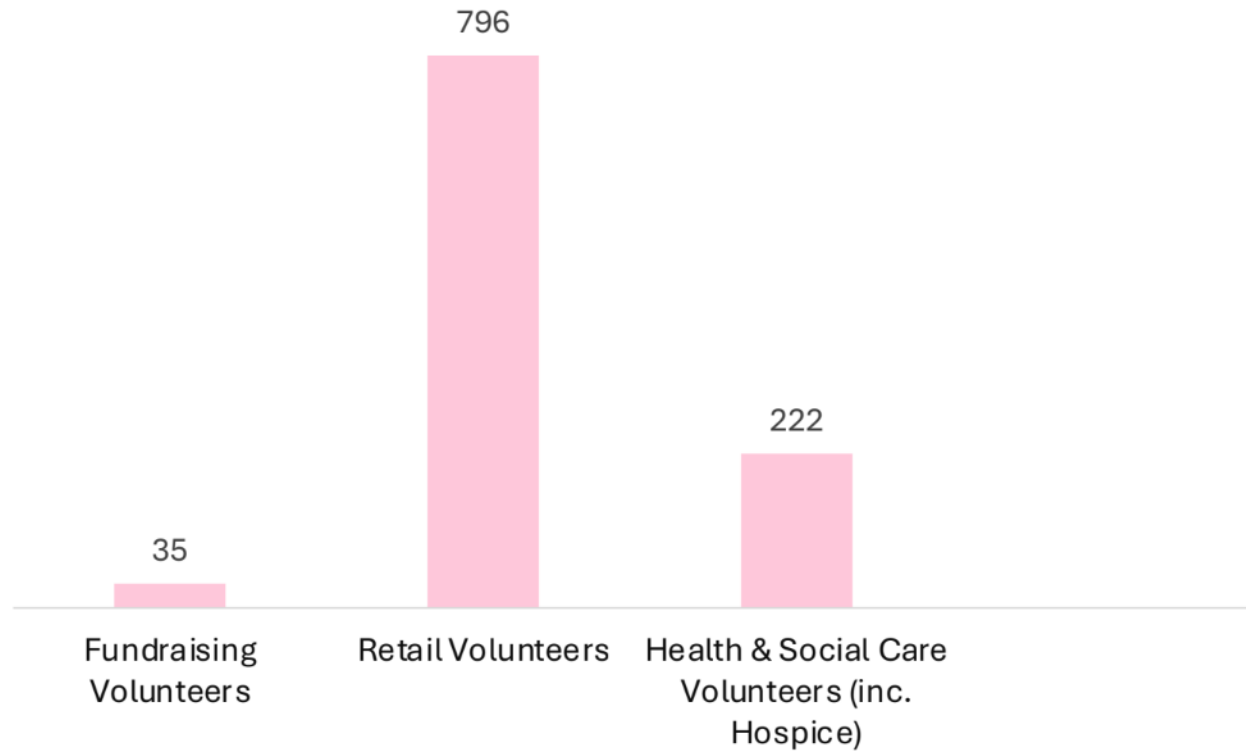
2025 Volunteer Voice Survey Results

Results and key highlights

Participation and engagement



- 1053 respondents in total (approximately 15% of volunteers)



Overall scores

- 8< An area felt by staff to be running very well, or with a high level of engagement
- 7-8 Running reasonably well
- 6-7 Could possibly be improved
- >6 Probably indicates an area which could be improved, or engagement enhanced

Supportive: Listen, Respect, Encourage	
The way my line manager / team lead communicates and engages with me makes me feel valued and respected	8.9
I am encouraged and given opportunities to enhance my skills	8.0
I regularly get recognition and encouragement at work	8.5
Sue Ryder genuinely prioritises volunteer wellbeing	8.1
My immediate line manager/ team lead regularly checks in with me to support my wellbeing	8.1
I feel that I can ask for help if I need support with my mental health and wellbeing	8.2
Sue Ryder provides appropriate support to those suffering a bereavement whilst volunteering at the charity (please leave blank if not sure)	8.4
People of all cultures and backgrounds are respected and valued in Sue Ryder	8.8
I feel that I belong in Sue Ryder and can bring my true self when I'm volunteering.	8.6
Sue Ryder prioritises the health, safety, and security of its volunteers	8.2
I feel that if I raised concerns, they would be acted upon and I would receive help and support	8.2
Sue Ryder treats volunteers who are involved in an error or incident fairly	8.1
Sue Ryder is committed to equity, diversity and inclusion for all its volunteers	8.7
Sue Ryder is a great place to volunteer	8.9

Overall scores

- 8< An area felt by staff to be running very well, or with a high level of engagement
- 7-8 Running reasonably well
- 6-7 Could possibly be improved
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Connected: Communicate, Collaborate, Share	
I understand how my role contributes to the creation of a society that supports everyone through dying and grief	8.7
I can explain what the aims of Sue Ryder are	8.3
People in my team demonstrate the Sue Ryder values (supported, connected and impactful)	8.5
My achievements are shared and celebrated	8.0
There are opportunities to connect and/or collaborate with other volunteers and the wider Sue Ryder community.	7.5
I am kept well informed of what is going on in Sue Ryder	7.8
I am comfortable talking about bereavement with people	8.2
I am comfortable talking about my background and cultural experiences with my colleagues	8.6
Impactful: Challenge, Improve, Deliver	
I would be happy for a member of my family or a close friend to be cared for in one of Sue Ryder's services	9.0
I would recommend Sue Ryder as a place to volunteer	9.0
People are encouraged to try new approaches and learn from their efforts, mistakes and successes	8.1
Sue Ryder is making positive steps towards sustainability (sustainability is the ability to exist and develop without reducing all of the natural resources needed to live in the future)	7.8
Engagement Score	
	8.4

10 highest scoring statements



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I would be happy for a member of my family or a close friend to be cared for in one of Sue Ryder's services	9.0
I would recommend Sue Ryder as a place to volunteer	9.0
Sue Ryder is a great place to volunteer	8.9
The way my line manager / team lead communicates and engages with me makes me feel valued and respected	8.9
People of all cultures and backgrounds are respected and valued in Sue Ryder	8.8
I understand how my role contributes to the creation of a society that supports everyone through dying and grief	8.7
Sue Ryder is committed to equity, diversity and inclusion for all its volunteers	8.7
I am comfortable talking about my background and cultural experiences with my colleagues	8.6
I feel that I belong in Sue Ryder and can bring my true self when I'm volunteering	8.6
People in my team demonstrate the Sue Ryder values (supported, connected and impactful)	8.5

10 lowest scoring questions



I am comfortable talking about bereavement with people	8.2
My immediate line manager/ team lead regularly checks in with me to support my wellbeing	8.1
Sue Ryder treats volunteers who are involved in an error or incident fairly	8.1
People are encouraged to try new approaches and learn from their efforts, mistakes and successes	8.1
Sue Ryder genuinely prioritises volunteer wellbeing	8.1
I am encouraged and given opportunities to enhance my skills	8.0
My achievements are shared and celebrated	8.0
Sue Ryder is making positive steps towards sustainability (sustainability is the ability to exist and develop without reducing all of the natural resources needed to live in the future)	7.8
I am kept well informed of what is going on in Sue Ryder	7.8
There are opportunities to connect and/or collaborate with other volunteers and the wider Sue Ryder community	7.5

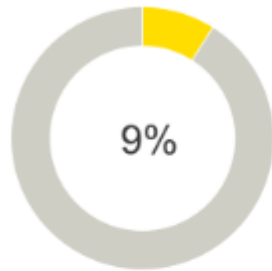
Spotlight: Bullying and Harassment



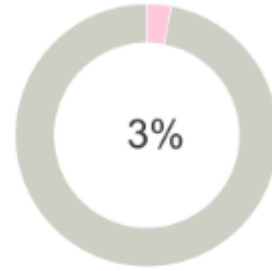
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Fundraising

Witnessed Bullying

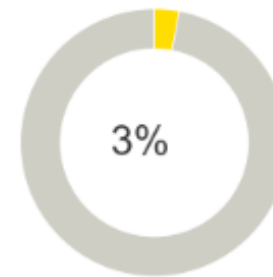


Experienced Bullying

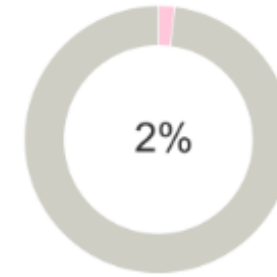


Health & Social Care (inc. Hospice)

Witnessed Bullying

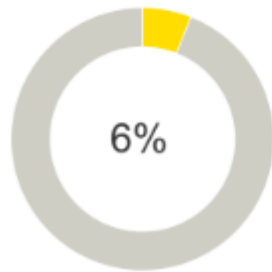


Experienced Bullying

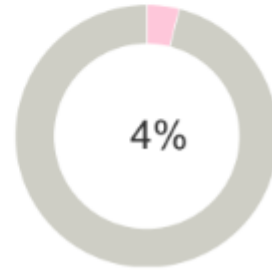


Retail

Witnessed Bullying



Experienced Bullying



Volunteering comments



What do you like most about volunteering at Sue Ryder?

Overall: 756 positive, 118 neutral, 12 negative, 8 mixed

- Volunteers appreciate the flexibility of our roles and how supportive and caring colleagues are.
- They feel valued and that their work is appreciated, which contributes to a positive environment.
- Some volunteers also mentioned the benefits of learning new skills and the social aspects of volunteering, which they enjoy.
- The discounts on items and the feeling of giving back to a worthy cause are also sources of satisfaction.
- A few volunteers expressed concerns about management and communication, but overall, they have a positive experience volunteering at Sue Ryder.

Volunteering comments



What would make volunteering at Sue Ryder even better?

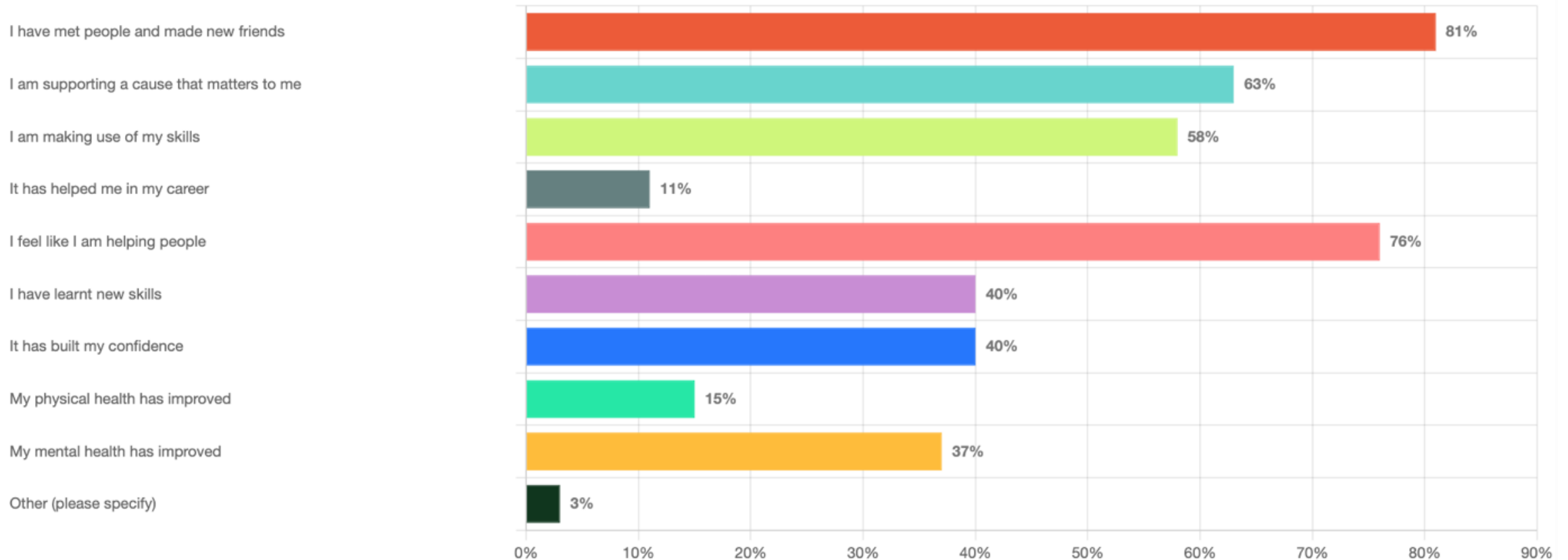
Overall: 308 positive, 208 neutral, 146 negative, 52 mixed

- Training and IT accessibility - emphasising a desire for less training and more accessible digital tools
- Communication and recognition - highlighting the importance of clearer communication and support from managers
- Donation handling and facility improvements - calling for better donation systems, improved working spaces in retail, and better safety measures
- Volunteer recognition – with a well-being focus
- Inclusion and accessibility - the need for more inclusive practices

The benefits of volunteering



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Priority areas



STATEMENT 1 - I am kept well informed of what is going on in Sue Ryder

STATEMENT 2 - My achievements are shared and celebrated

STATEMENT 3 - I am encouraged and given opportunities to enhance my skills

STATEMENT 4 - Sue Ryder genuinely priorities volunteer wellbeing

STATEMENT 5 - There are opportunities to connect with other volunteers and the wider Sue Ryder community