

Volunteer Satisfaction Survey Report 2025



Excellence
in Volunteering



About Carers Leeds

Who are we?

Carers Leeds offers free support and information to unpaid carers across Leeds. A carer is someone who, without payment, provides support to a family member or friend who, due to illness, disability, dementia, mental health issues or an addiction, cannot manage without their help.

We help unpaid carers through:

- Support Line – someone to talk to, information and guidance.
- 1:1 support – in person or on the phone.
- Support groups – opportunities to meet with people who have similar experiences.
- Information to help with caring.

We also support carers with their health and wellbeing, relationships, money and practical issues, and finding time for themselves.

Get in touch

Call Us **0113 380 4300**
Mon, Wed, Thu, Fri: 9am - 4.30pm
Tue: 9am - 6.30pm

Webchat Click the webchat icon on our website to speak with a member of our team.

Website Visit carersleeds.org.uk for more information and resources.

Email support@carersleeds.org.uk



Support Line
0113 380 4300

Volunteer Survey 2025

Introduction

At Carers Leeds, we are committed to creating a positive, inclusive and rewarding volunteering experience. Listening to our volunteers is an important part of achieving this.

Each year we invite volunteers to share their experiences of volunteering with us. Their feedback helps us understand what we're doing well, identify opportunities to improve, and ensure volunteers continue to feel supported, valued and connected to our organisation.

This report presents the findings from our 2025 Volunteer Survey, alongside a selection of volunteer comments.

Thank you to all our volunteers, and to everyone who completed this year's survey. Your feedback helps us understand and celebrate your experiences and continue to improve our volunteering programme.

Valerie Banks

Volunteer Programme Coordinator

Volunteer Involvement

Carers Leeds is proud of the work that volunteers undertake, individually and as a team, and recognises the positive effect that volunteers have on the organisation. The benefits to Carers Leeds include:

- Increasing resources
- Diversity
- Accountability
- Community involvement

Volunteers in numbers

January - December 2025

43

Volunteers



12

Volunteer
roles



12

Volunteer
Carers



7

Volunteer
Former Carers



980+

Volunteer Hours
(estimate)



20

Years
combined
service

Long Service
Awards



VOLUNTEER SATISFACTION SURVEY 2025

Volunteers were invited to respond to the survey either online or by post



35

volunteers were active
when the survey went out



66%

volunteers who
responded (23 of 35)



100%

of respondents were
satisfied

Volunteer Satisfaction Survey

2025

The results below show what volunteers told us in the survey. Percentages are based on the volunteers who answered each question.

	100% Overall, I am satisfied as a volunteer at Carers Leeds	100% Carers Leeds cares about its volunteers	
100% I'm getting what I want from volunteering	100% I feel appreciated for the work that I do	100% My supervisor supports me in my volunteering	84% I enjoy the events organised for volunteers
96% My role description accurately reflects what I am asked to do	96% I receive information regarding my volunteer role	95% I have received the training I need to perform my volunteer role	96% I feel part of a team supporting the work of Carers Leeds
100% I feel safe when carrying out my volunteering duties	100% I enjoy reading the volunteers' newsletter	100% I intend to continue volunteering at Carers Leeds	

Feeling Valued and Appreciated

A selection of the feedback shared by volunteers in our annual survey.



- *"Carers Leeds looks after its volunteers and does not take them for granted."*
- *"I really feel valued and appreciated. The regular supervision is excellent and monthly meetings with other Befrienders are very worthwhile."*
- *"I have always felt valued as a volunteer and included and feel that the organisation looks after volunteers extremely well."*
- *"The organisation regularly offers events and activities which demonstrate that we, as volunteers, are appreciated and are thanked both in person and by cards which means a lot."*
- *"The staff are very appreciative of the work done by their volunteers and it is very impressive that we appear to be treated as equals."*
- *"Just to be thanked is all I ask and they do – thank you."*



Carers Leeds Long Service Award

THANK YOU

**Christine (5 years), Evrim (5 years),
Jane M (5 years), Margaret (5 years)**

Thank you for 20 years combined service!

**Your commitment and contribution as a
volunteer really makes a difference**

Presented on: Volunteers Week 2025

From: Carers Leeds



Excellence
in Volunteering

#VolunteersWeek



Feeling Supported

A selection of the feedback shared by volunteers in our annual survey.



- *"Our supervisor is very supportive and friendly."*
- *"I've just started volunteering but from the start the staff have been respectful, informative, supportive, welcoming and lovely."*
- *"Plenty of support, feel part of the team and volunteer alongside some great people."*
- *"I feel supported and would know where to go if I had an issue."*
- *"Excellent relationship with my volunteer supervisor. I can turn to her for anything – support, updates, advice etc."*
- *"Achievements and challenges are acknowledged and there are opportunities to discuss these regularly on an individual basis and in a group."*

Belonging and Inclusion

A selection of the feedback shared by volunteers in our annual survey.



- *"I like volunteering for Carers Leeds Advice Team. They make me feel like I am a member of the team."*
- *"Carers Leeds always makes me feel as though I am part of the wider team and there are opportunities to contribute to future plans through joint staff/volunteer meetings and invitations to submit ideas."*
- *"Definitely feel included and treated with respect which is conducive to feeling part of a team and giving your best effort."*
- *"It feels like everyone is welcome."*
- *"Good team spirit."*
- *"I enjoy being part of the team."*

Leeds Pride 2025

Staff, volunteers, carers, family and partners



**Carers
Leeds**

Working together to support carers

Barca
LEEDS

Making a Difference

A selection of the feedback shared by volunteers in our annual survey.



- *"It's great being a part of Carers Leeds, knowing I am making a difference to carers' lives."*
- *"Maximum job satisfaction. Always happy to help people."*
- *"I enjoy helping other carers. I know what a tough role it can be."*
- *"Many positive experiences during the year... positive feedback from carers attending the Book Group and how they feel that it has benefited them."*
- *"If I have in some way helped my clients with their problems so that after the 12 visits their life has changed a little for the better, then I am happy!"*
- *"Feeling that I made a difference through my role in support groups."*



Carers Leeds

Mill 6, Ground Floor One
Mabgate Mills,
LS9 7DZ

Scan to
subscribe to
our newsletter



Need support?

Tel	0113 380 4300
Email	support@carersleeds.org.uk
Website	carersleeds.org.uk

Socials

Facebook	Carers Leeds
Instagram	@carersleeds
Linkedin	Carers Leeds



Support Line
0113 380 4300

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