



The Green Hub Project for Teens

Green Hub Adult Volunteer Survey Findings, April 2026



April 2026





Introduction

At the heart of our mission at The Green Hub Project (GHP), we seek to promote improved mental wellbeing for young people (10-18) facing social, emotional and mental health challenges, along with their families and carers.

Recently completed evaluation of these programmes, 2025, concluded that:

'Green Hub delivers effective, evidence-based programmes based on green social prescribing, therapeutic gardening, parent support initiatives, and support for vulnerable teenagers experiencing social, emotional, and mental health challenges, as well as for their families and carers. Green Hub is not only supporting recovery in the present but helping to prevent long-term negative outcomes for teens and their families.'

The GHP could not have grown or had the successes in the extensive ways we have without the wonderful support of all our Adult Volunteers (AVs). Indeed, all strands of our work, including the all-important behind the scenes administration and business development, is largely undertaken by volunteers. We now have a small team of five part time and one full time paid staff whose role is to *'provide the scaffolding'* to support AVs in delivering the GP mission / programmes.

The GHP Trustees and Board members, with a majority being volunteers themselves, initiated a 'listening' survey in January 2026 to hear from all our Adult Volunteers (AVs). This follows a similar exercise in late 2023 and is designed to gather experiences, lessons learned, and insights from all involved with delivering the GHP.

The context for the survey being:

- ✓ **Response to Growth:** GHP's growth, which relies heavily on volunteers for both frontline delivery and behind-the-scenes administration.
- ✓ **Strengthening Support:** to encourage participation and ensure the organisation effectively supports its volunteer workforce, recognizing that proper management and ongoing support for volunteers require significant investment of time.
- ✓ **Learning from Experience:** to understand the "why, benefits and what works and could work better" in volunteering with GHP to enhance the overall experience.
- ✓ **Volunteer Impact:** to evaluate how GHP can best support AVs, improve morale, and continue to deliver high quality impacts and better outcomes for our teens and families.

This report summarises the findings, received from the majority of AVs (recognizing there were some who did not respond), from the 2026 survey, and suggested actions in response to suggestions for improvements.





We would like to thank all our Adult Volunteers who took the time to share their views with honesty and constructive suggestions for improving some aspects of systems and delivery.

Methodology

The AV survey, was initiated by the GHP Evaluation Working Group—comprising both AVs and staff – and is designed to gather comprehensive feedback on the volunteer experience, specifically to ensure that volunteers feel valued and that their experience, skills, and knowledge are utilised. The Trustees and Board members confirmed their support and willingness to learn and improve where needed.

The survey objectives were to:

- ✓ Hear how they feel they are getting on with us and identify personal benefits to them of volunteering.
- ✓ Hear any concerns they may have
- ✓ Hear if they feel they have any other training needs
- ✓ Hear if they feel they are not being fully utilised
- ✓ Evaluate personal benefits of volunteering – as part of our GHP evaluation and to assist with further fundraising.

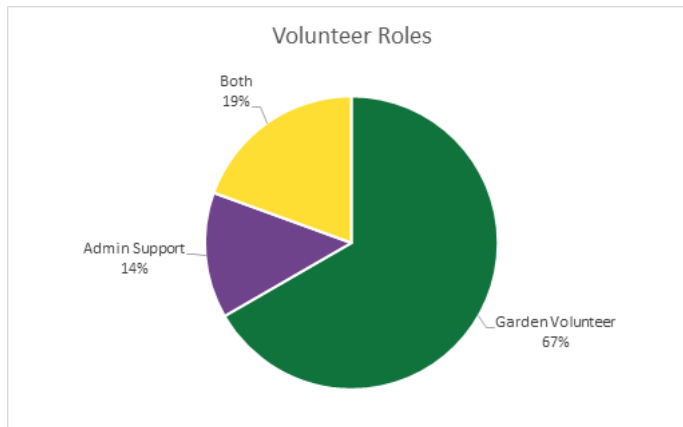
The survey was distributed to all 68 AVs (who were on our database at the time of circulation) via email and was an online self-completion form. Reminders were sent to encourage participation in the survey enabling it to be completed within a month.

The Evaluation Working Group members then undertook an initial analysis of key sections looking to identify key themes as well as some individual feedback points. An AV then collated the feedback findings into an initial document. This was then passed to the GH Evaluation Coordinator to compile a report on the findings with indications of potential responses to suggestions for maximizing systems, experiences and positive mental wellbeing impacts from volunteering or working with GHP; and suggestions for actions arising from areas that need improving.

A bit about the people, roles and locations.

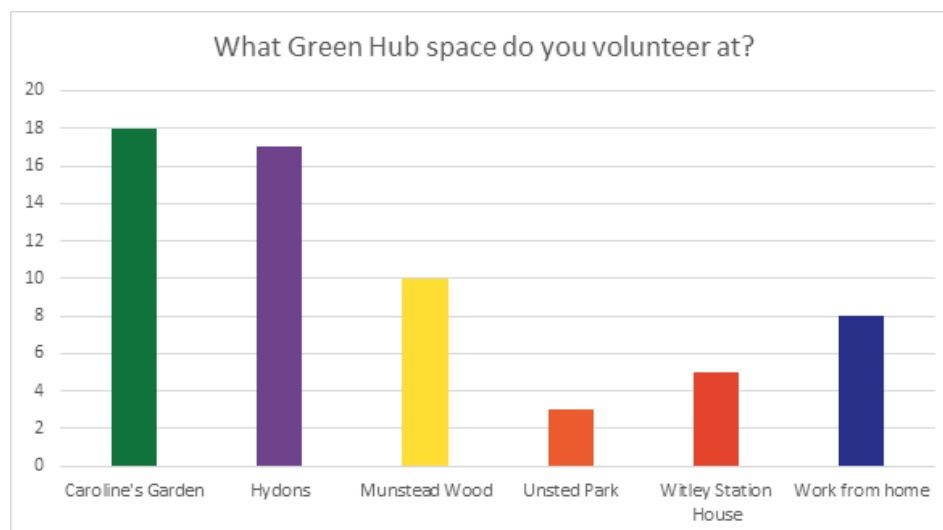
68 people (including Board members who are volunteers) were sent the survey. We had a 56% response rate (38 in number). An AI search suggested that a 56% survey response rate is **excellent** and well above the average for most industries. Generally, a response rate above 30% is considered good, while 50% or higher indicates high engagement, a strong relationship with the audience, or a highly relevant topic.





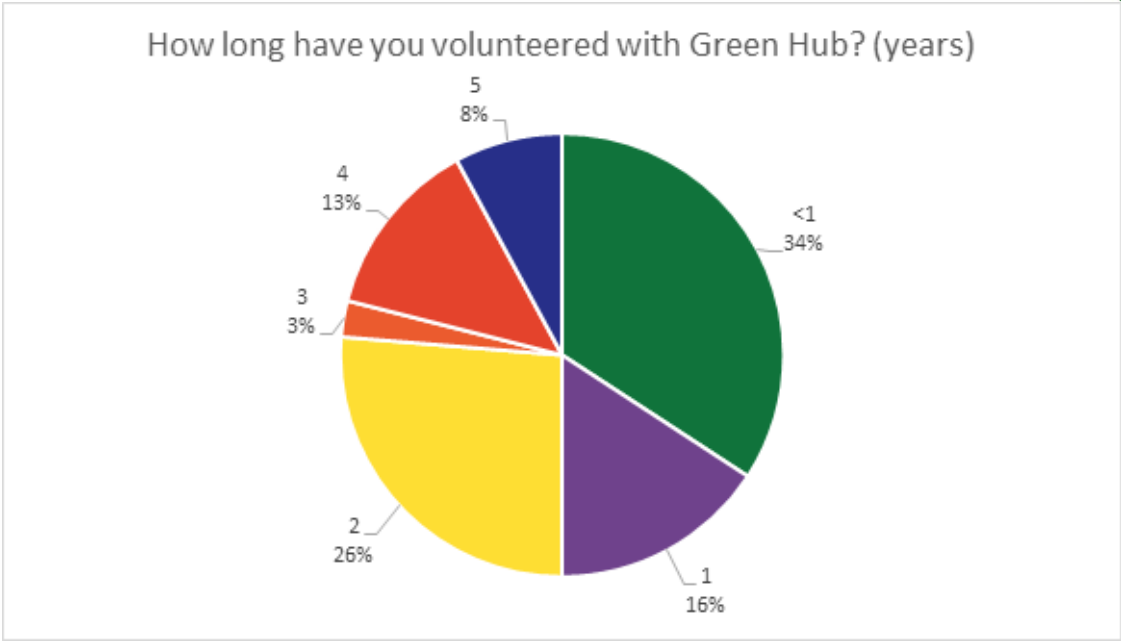
AVs were asked to identify what their role is and they were categorised as either Admin or Garden. In some cases, they were both 'Admin' which includes Trustee & Board members. A further breakdown of roles is in Appendix B.

The '**spaces**' that the AVs volunteer at (some more than 1 hence 39 responses) show that the majority work in the GHP garden locations, whilst others either at the new GHP offices at Witley Station or from home.



In terms of **how long the AVs** have been with us it is 50% have been with us for a year or less. This is partly due to an overall increase of 50% in total number of AVs over the last year – reflecting the strategic growth of GHP. However, there is also a natural turnover of AVs serving with us for a period and then moving on for personal reasons such as changes in life situations, moving away or perhaps feeling they had served for long enough. This natural turnover is less than many Charities anecdotally report. We need to be continually recruiting in more AVs especially as we are expanding our programme 'reach.' Another reason why we want to support and retain our AVs.







Findings

There were nine key questions covered in the survey. We have presented the findings in the areas for these as follows:

A) What attracted you to volunteer at GH	6
B) On Boarding	7
C) Expectations from volunteering & benefits (5 Ways to Wellbeing)	8
D) Training	10
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A What attracted you to Green Hub.

The majority of respondents quoted the four following reasons as their key drivers for volunteering with Green Hub, as a way of giving back, using their own life experience in either a personal or professional capacity:

- ✓ **Knowing the benefit of being in nature/gardening for wellbeing;**
- ✓ **Prior experience as a parent or professional dealing with teens;**
- ✓ **Prior professional experience of working in mental health;**
- ✓ **Prior professional experience of horticulture.**

Other reasons given were based on the needs of the volunteers themselves to gain: **a sense of identity, connection, purpose and overall belonging to a community**. It was so interesting to read that respondents had sought the opportunity to give them **'confidence', 'company' and a sense of 'connection' for their own wellbeing**. These motivations clearly support the benefit that the volunteering can bring to the volunteer as well as the benefit we receive in terms of their knowledge, skills and experience. A final reason for joining was cited by a handful of respondents as being because **Green Hub had a strong and very positive reputation** amongst their own circle and on local social media.

"Issues of anxiety in teens important to me & love the ethos of the charity. Also wanted to be part of a community & make new connections"

ACTION SUGGESTED OR TAKEN

- GHP already has a successful 'narrative' that speaks to the potential expectations in recruiting to new AVs. Suggested that this is reviewed to ensure it incorporates the above.
- Add these comments to our volunteer section on web site and utilise for social media. We feel confident that these comments will be/are already being used for funding applications and when promoting GHP.

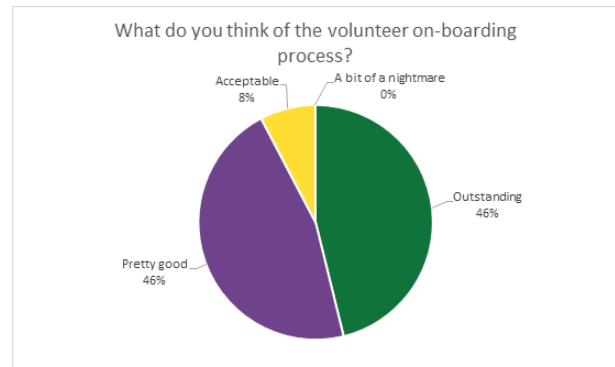




B What do you think of the on-boarding process?

GHP has worked hard over the years to continually improve our 'on-boarding' process for new 'recruits', including meeting legislative requirements. This is with a view to ensuring the 'right fit' both for AVs and also the GHP.

13 people completed this section as they had been recruited in the previous 12 months. It is pleasing that 92% thought the experience had been 'pretty good or outstanding' with none saying a 'bit of a nightmare'.



Comments in relation to the on-boarding process

Where additional comments were given, these often cited how '**professional**', '**quick**' and '**efficient**' the process was.

However, there were two comments relating to the process being somewhat '**overwhelming**' and finding the frequency of the automated reminders 'annoying'.

Other comments related to induction of AVs into 'other gardens' and also with new teens.

"Comms. to volunteers about the other gardens and a proper induction from someone in the mgmt team when a person starts".

"Doing a proper induction with new starters is really important too - I don't think having one given by another AV is enough."

ACTION SUGGESTED OR TAKEN

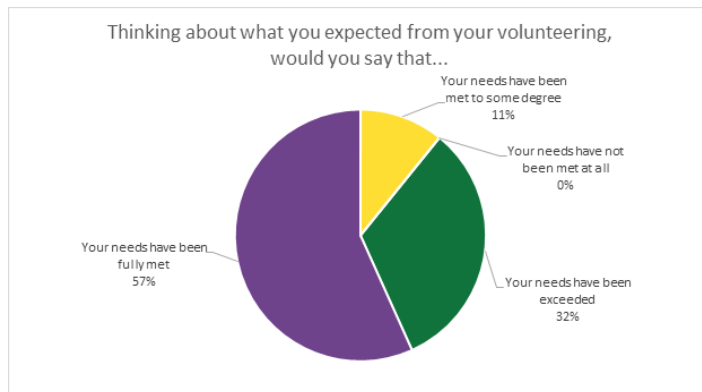
- Ensure the well-received professional on-boarding process is included in the recruitment publicity.
- Ensure that every volunteer's Induction also includes a booked session at Witley HK to meet the majority of the team and go through some of the on-line training and review the frequency of sessions they want to commit to.
- Explore including a Witley HQ section for volunteer induction to meet the core team, do some in person training and ensure they fully confident about who is who and how GH operates before embarking on their garden induction? Perhaps with a follow-up check in from Volunteer liaison once they about 6 sessions in to see how things are going.





C Volunteering expectations

C.1 Thinking about what you expected from your volunteering to what extent have those been met?



89% of respondents said that their needs had been fully met or had been exceeded. The other 11% said their needs had been met to some degree, and no respondents felt that their needs hadn't been met at all.

Comments on your expectations of Volunteering with GH: The majority of respondents who added comments spoke about the benefits of their volunteering experience which included personal benefits of:

✓ **witnessing positive change in teens**

"The opportunity to witness positive change amongst the teens over the sessions."

✓ **getting outside and being active:**

"I have gained a lot the volunteering is fulfilling and good for my health"

✓ **gaining new connections and skills:**

"I love the focus on developing volunteers to take on as much as they feel able"

Unexpected benefits cited by some included the options to be part of the volunteering at Munstead Wood, enjoying the crafts and the bonds developed with other AVs worked with.

"I have met some amazing individuals – it has exceeded my expectations because of the people I have met"

ACTION SUGGESTED OR TAKEN

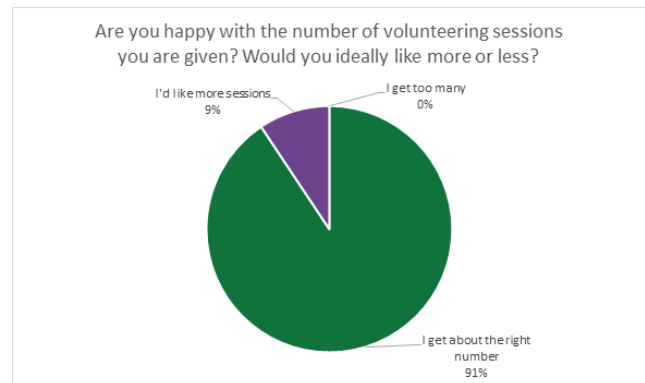
- GHP already has a successful 'narrative' that speaks to the potential expectations in recruiting to new AVs. Suggested that this is reviewed to ensure it incorporates the above.





C.2 Number of volunteering sessions offered

Asked about the number of volunteering sessions people were given the vast majority, 91% said they were happy, with 9% saying they'd like more sessions. However, 2 people commented related to not being given the opportunity to volunteer as frequently as they wished to give continuity to the teens and themselves a sense of belonging.



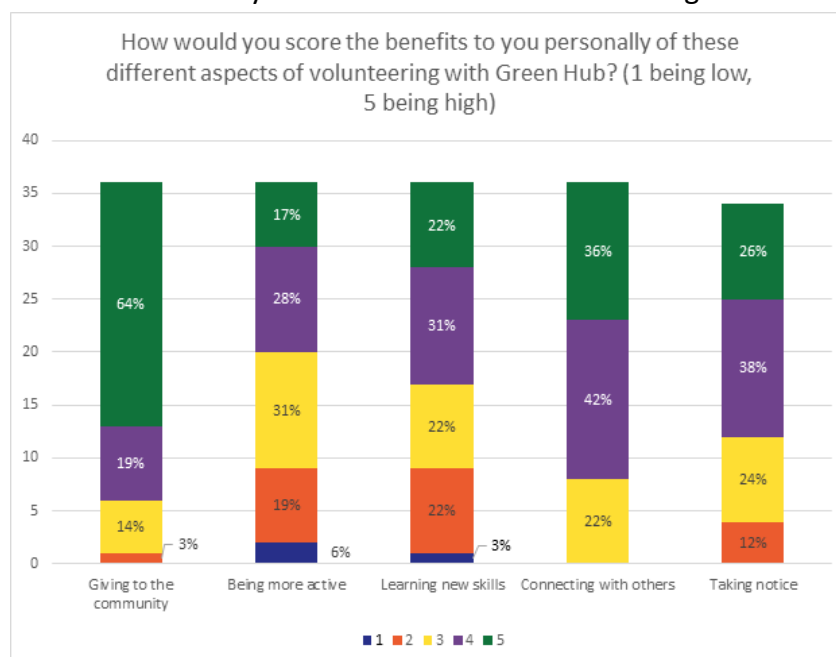
ACTION SUGGESTED OR TAKEN

- To explore a strategy of having closer communications with individual volunteers as discussed, we can put this on the check list of 'checking in' questions.
- As above use the Witley HQ part of Volunteer Induction to review the frequency of sessions a volunteer would like and instigate a check-in with new volunteers after their first 6 sessions or similar.

C.3 Benefits of volunteering based on the Five Ways to Wellbeing

How would you score the benefits to you personally of these different aspects of volunteering with Green Hub?

This question received 36 responses for each of the aspects, except for 'Taking Notice', which received 34 responses. This latter may be due to AVs not understanding what 'Taking Notice' means?



'Giving to the community' is the aspect with the highest mean score (4.44), with 64% scoring it 5, and 83% scoring it either 4 or 5. The aspect with the second highest mean score is **'Connecting**





with others' (4.14) with 78% of respondents scoring it 4 or 5, the third highest is ***'Taking notice'*** (3.79) with 64% scoring it 4 or 5, and the fourth highest is ***'Learning new skills'*** (3.47) with 53% scoring it 4 or 5. The aspect with the lowest mean score is ***'Being more active'*** (3.31) with 45% of respondents giving it a score of 4 or 5.

The high wellbeing scores, particularly in given to ***'Giving to the Community'***, ***'Connecting with others'*** are also key recognised impacts of mental wellbeing of volunteering – hence it is pleasing to see that GHP AVs feel these benefits, as well as the other three being relatively well valued.

ACTION SUGGESTED OR TAKEN

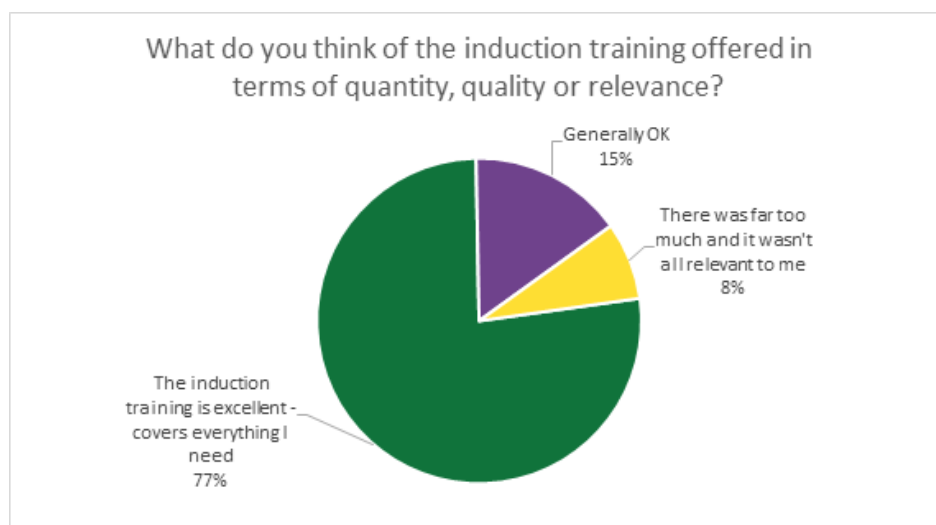
- Emphasise the benefits to mental wellbeing of volunteering with GHP in any recruitment campaign.
- Find more ways to allow AVs to connect with others – social, check ins etc

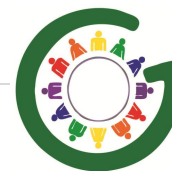
D Training

D.1 Induction Training: quality, quantity & relevance

This question was only shown to the 13 volunteers who have joined Green Hub in the last 12 months and received 13 responses.

92% of respondents found the induction training to be generally OK or excellent. The one person who said they found that the training wasn't very relevant to them is a Community Fundraiser, and this role may not have much overlap with the majority of other volunteer roles at Green Hub when it comes to training.



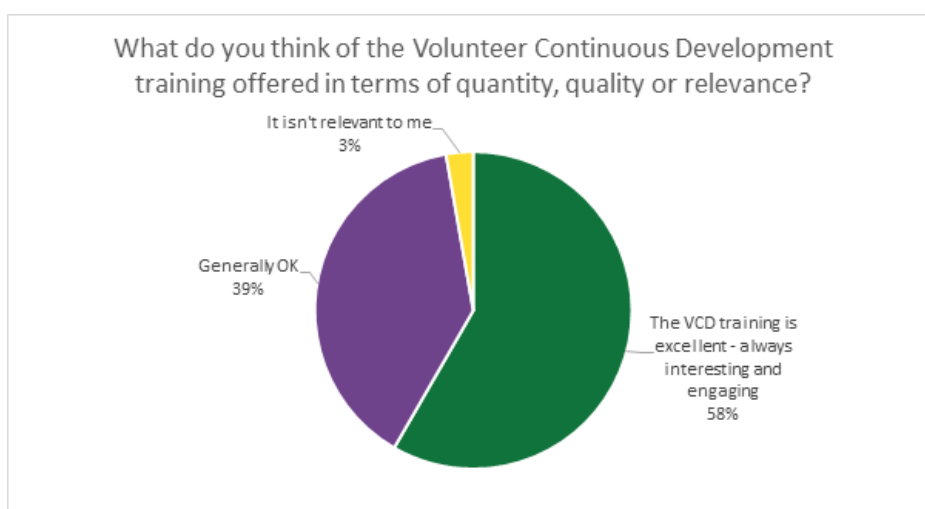


D 2 Views on quantity, quality or relevance of quarterly VCD

AVs are expected to attend 2 out of four quarterly VCD sessions per year. One of these should include Safeguarding as this is best practice particularly when working with 'vulnerable' teens.

This question received 36 responses.

The vast majority of AVs found the VCD training to be either excellent or generally OK. The one person who found the VCD training to not be relevant to their role is a Community Fundraiser, who doesn't have contact with teens or parents within their role in Green Hub.



The main theme of additional comments concerning the VCD training were that the sessions are:

"informative", 'interesting', 'enlightening' and 'relevant'"

"an opportunity to 'connect' and 'meet' staff and volunteers and to feel involved with Green Hub"

Most felt that the number, frequency and variety of sessions are about right. However, there was one person felt there was *"pressure to attend"*, another that the themes were *"repetitive"*, and one that they were a *"box ticking exercise"*.

There were a couple of suggestions to do some VCDs on weekdays or at the weekend.

ACTION SUGGESTED OR TAKEN

- Discussions on reviewing training are underway.





E Safeguarding

E.1 Confidence in GHP Safeguarding Policy and Procedures

Are you confident that you understand the Green Hub procedures for Safeguarding?

50% of respondents feel very confident in their understanding of the Green Hub's safeguarding procedures, and 50% are somewhat confident.



GHP have made substantial efforts to reach a high standard of Safeguarding Policy & Procedures over the last 2 years. Hence, it is reassuring that everyone responding to the survey either felt 'broadly speaking or fully confident' in their understanding of the GHP Procedures for Safeguarding.

Additional comments made were mostly positive with the caveat that there is always room to learn more.

"Good to stop at the end of each session and check with the team for that day whether any issues came up during the session. This keeps us aware that sensitivity and observation are important parts of what we are doing."

Themes such as '*confidence*' and '*feeling supported*' were common in the responses and in general respondents know where the information is and how to access it.

Two volunteers said they have had direct experience of reporting concerns. Both mentioned how thorough the process was, how it was dealt with professionally and how supported they felt.





ACTION SUGGESTED OR TAKEN

- *“Reviewing the Safeguarding Policy & Procedures has revealed many of our Procedures needing to have been or still to be reviewed, improved and communicated to our AVs.”* Our next Safeguarding VCD training will be promoting the revised Policy & Procedures to AVs.
- All AVs will be sent a copy of the new Safeguarding Procedures and a link to the Policy shortly.
- *“To have more safeguarding information in the gardens which can be accessed easily”* This is already underway.
- *“Further training for Garden Leader and Parent Liaison Teams”* This is now being followed up.

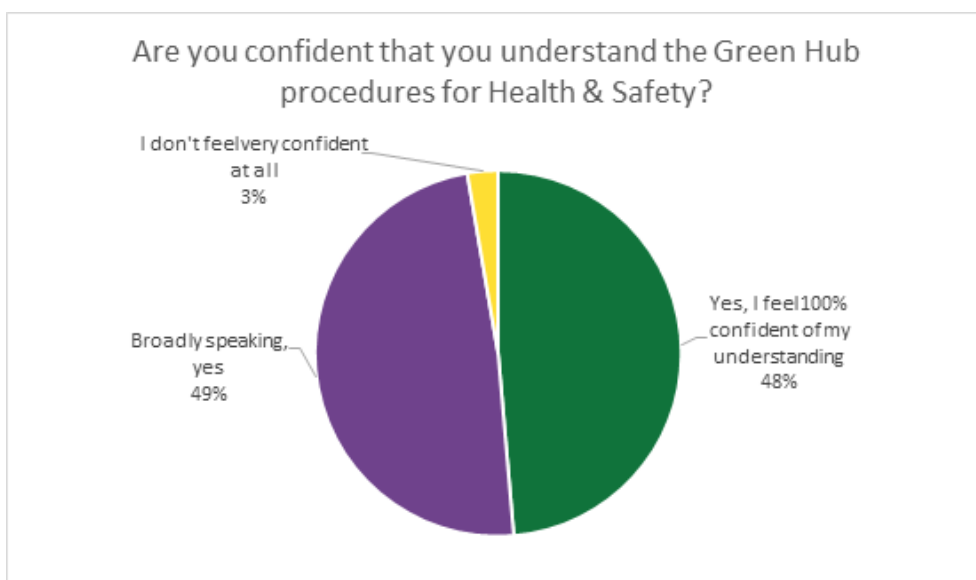
F Health and Safety

F.1 Are you confident that you understand the Green Hub procedures for Health & Safety?

This question received 37 responses.

48.65% of respondents feel very confident in their understanding of the Green Hub’s safeguarding procedures, and 48.65% are somewhat confident. *“We always check the garden for hazards and the Teens are supervised throughout our time at GH. We are provided with appropriate PPE / equipment.”*

The one person who doesn’t feel very confident in the Health & Safety procedures at Green Hub is a Community Fundraiser.





ACTION SUGGESTED OR TAKEN

The following improvements were suggested and are being actioned as below:

- A refresher training after two years. This is currently being reviewed.
- Manuals, for each GHP garden with all relevant Policies and Procedures, including health & safety and Safeguarding, are currently being produced.
- It has also been flagged that H&S procedures are not always followed by all volunteers.

"I understand the procedures but I have noticed that not everyone follows them."

Garden Leaders have been asked to highlight any breaches of H&S to AV's or mention to Garden Manager to decide how or if to action.

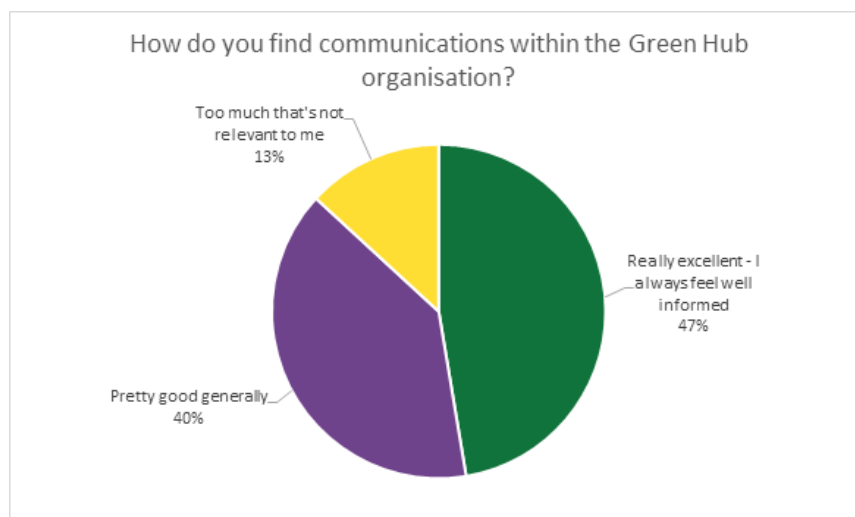
G Communications

This drew a large response. It is fair to say that the responses varied greatly – but a number of themes emerged.

How do you find communications within the Green Hub organisation?

This question received 38 responses.

Whilst the majority (87% of AVs felt communications within GHP to be either 'excellent – I always feel well informed' or 'generally pretty good' there was a group of AVs who felt there was 'too much that's not relevant to me.'



Details of feedback on the respective methods of GHP communication with AVs is presented below.





G.1 WhatsApp

A good number of AVs thought that the communications had improved significantly recently and were sufficiently well targeted.

“Comms have become more organised and focused since I first started. The GH central WhatsApp is a great way to communicate key matters to everyone, and then there are all the sub groups which means I only have to hear the traffic relevant to my patch as it were.”

WhatsApp as a means of communication was thought by some to be **“user friendly”** and **“in general good”** comments included **“Most things are relevant and necessary”** and **“I feel well informed generally”**

However, a significant minority (10 respondents) thought that there was too much WhatsApp traffic, with five using the word **“overwhelming”** to describe the volume of messages. There was a feeling that the volume meant that **“This can mean you miss an important message”** and **“I think there's a risk people simply switch off”**

Suggestions for improvement

- A number of respondents suggested that **better WhatsApp “etiquette”** could solve much of the issue of too much ‘traffic’

“I have noted from time to time that Vanessa has suggested people limit personal explanation but largely to no avail!”

- Some also suggested **“some messages to the group should be dealt with off the group chat.”** and **“some messages could definitely be DMs”**

G.2 Emails and other Communications

Once again there was varied feedback.

Some felt that our **external communications were very good:**

“I think the GH is particularly good at communicating with external people/organisations, the website and information leaflets etc. The Branding is always top of the class!”

However, there were a small number of concerns expressed about **‘internal’ email communications** with AVs and Parents of teens.

“Sometimes feels somewhat pushy - Repeated requests and instructions”

“I think that there is a degree of overkill on some of the Green Hub centralised mailings - at certain times of the year (for instance at Christmas - cards/raffle)”

One AV felt that Parents were **receiving too much ‘centralised’ mail:**

“At times, I've almost been embarrassed to email a parent for an evaluation because I've seen that they've just been bombarded with or three other 'centralised' mailings from Green Hub “





However, to balance out the above concerns there were some AVs who felt that people needed more information:

"It's hard, sometimes to keep up with where we're at in terms of schools and new sites coming on stream."

"I'd like to know more about what goes on in the other gardens and whether there are opportunities to volunteer there."

"other times feel like I don't have enough information. E.g. when I came back to volunteer, I didn't know who was who in the management team"

"I'd like to know how to become a garden leader"

"Sometimes it can feel like wider comms. are only focussed on training or fundraising, which are important but not the whole picture!"

Several suggestions were made that our success with the teens be better communicated to the AVs.

"Communicate the success we have with the Teens".

"We always seem more focused on the volunteers than the Teens as rarely see any number of teenagers we have helped and the positive impact it has had on them"

A suggestion was made for **putting all information in one place**:

A quarterly "news sheet" listing new AVs, new safeguarding procedures, updates from the gardens, updates on training, who's who in the central team - this could save loads of WhatsApp traffic and pull together all the Greenhub news in one place and be emailed out to everyone"

It is clear from the variety of responses that it is **difficult to get the communications right for everyone** – and there was an acknowledgement of this in several comments

"I guess as Green Hub grows, communication can become more challenging" and "It's difficult to fully communicate with all AVs in formats they feel comfortable with"

ACTION SUGGESTED OR TAKEN

- Clarify membership of each WhatsApp group
- Remind all GHP WhatsApp users of 'etiquette' – perhaps, occasionally, in the VCD training explain why important and seek views on 'Code of Conduct'? Explain that conversations can be 'Archived' to make them a pull/fetch communication as opposed to push/alert
- Produce a monthly newsletter, including successes, impacts we're having, case studies and other news for all staff and AVs – this has already been started this year.





H What do you think works well at Green Hub?

A huge response to this question speaks to the many different strengths of GHP.

H.1 Making a difference to our teens

Several mentioned our **core purpose** here:

"The approach to working with the teens works well, allowing them to rediscover at their pace what they are capable of and who they can be again".

"The sessions clearly deliver the benefit we are hoping for to the majority of teens."

"The quality of the Garden sessions appears to be excellent "

"I think we give the young people space and time out from the stresses of their lives."

H.2 Well Led

A number of respondents mentioned how **well led** GHP is:

"Vanessa's vision for the charity is extraordinary, and her unwavering drive and commitment clearly filters down to everyone involved"

"The ...reputation we have now built - led particularly by Vanessa."

"Vanessa's driving force..."

H.3 Green Hub staff and organisation

Many people remarked on the **quality of the organisation** - whether that be the staff or the volunteers doing the tasks "behind the scenes".

"The organisation feels calm, well-structured and quietly confident in its approach"

"I can honestly say that I have seen nothing but a positive, well-considered structure in place at Green Hub"

The **newly appointed staff team** were appreciated:

"The quality of our staff team" was noted and *"the structure behind the scenes."*

The **improvement in administration support for the sessions** was clear:

"The admin has really improved over the past 6 months e.g. correct lanyards and forms at the locations".

Similarly, the **AV team** working "behind the scenes" was praised.

"... was amazing with all aspects of the onboarding process".

"The quality of the Parent Liaison Team"

"... is fantastic with new families" and "Rota system is great ... does a brilliant job"





H.4 Friendliness and Teamwork

A significant number of AVs mentioned **the friendliness of GHP**.

"It has been lovely that everyone I have met or have had contact with so far has been really friendly and welcoming"

"Good comrades" "kindness and camaraderie"

Some said **the way we all work as a team in various settings** was appreciated:

"Flexible teams of supportive people. When someone cannot make a session, I see others stepping in at short notice if necessary".

"Everyone pulling together for the joint good"

"Lovely to have people from so many different backgrounds coming together for a common purpose. Every week I am with a different combination of people and it still works".

H.5 Continuity

The rota is now constructed to try to get some continuity in the AVs attending. This is clearly appreciated.

"Continuity of volunteers is much better now"

"I feel I am able to get to know the teens and see their progress (which is really rewarding) additionally as I know the teens I am able to pick up if they are having an off day, and plan the sessions to encompass what they enjoy. I know several volunteers have also voiced how much they enjoyed doing sessions regularly - for the same reason"

H.6 Training

Training was mentioned many times in addition to the comments in the earlier Training section of this report.

"All the training sessions are really interesting" "excellent focussed training."





H.7 Other things that work well.

- ✓ The **provision of crafts** was mentioned and appreciated.
- ✓ having a good **number of men involved in delivering the programme** was a positive thing for the teens.
- ✓ Many enjoyed the **chance to get together as a group** – whether at training sessions or at the summer plant party
- ✓ *“HQ at Witley is wonderful - how can it be optimised for parents and teens?”*
- ✓ The enthusiasm and passion expressed by many AVs is summed up in the quote from an AV:

“This is a difficult question to answer because so much at Green Hub works well. I joined at a particularly exciting time of growth and have really enjoyed watching the charity go from strength to strength — expanding into additional gardens and school settings, while continuing to build an ever-growing core team. This takes hard work and good people!”

ACTION SUGGESTED OR TAKEN

- Celebrate the success of GHP ...
- Continue to try to build consistency of AVs in each garden – although recognising this is not always possible.
- Optimise opportunities for socialising between AVs.
- Other?

I What do you think we could do better?

We had a good response to this question with lots of constructive feedback.

I.1 Teen Recruitment

By far the most mentioned was the recruitment of the teens. It was recognised that we have a really excellent offering and yet the sessions are often not fully subscribed although this has recently improved with the appointment of a staff member - ‘Referrals Manager’.

Comments ranged from a simple:

“We need more teens to be at the sessions” to “From my observations, referrals seem to be one of the most challenging aspects for the charity. Each young person’s circumstances are





unique and often complex, which can make the process of supporting them into a garden far from straightforward. Yet it is also one of the most crucial areas”.

“If I am to pick one area where we could continue to improve, it would be in strengthening and streamlining the referral pathway — working even harder to reach those teenagers who would benefit most and supporting them into the garden settings. Ensuring that each setting is consistently full would allow us to maximise the positive impact we are able to offer”.

There was also some recognition that this is already being addressed centrally.

I.2 GL/AV Role at the garden sessions

A number of suggestions were made about the need for streamlining the experience of the AVs at the sessions.

A number of the comments reflected the **seriousness with which the whole AV team take their responsibility for each individual teen** particularly with regard to new teens joining a garden session.

*“Maybe to have a **basic profile for Teens ideally including picture**, to remind the adult volunteers of the Teens needs / interests, Prior to sessions.”*

*“Get **information relevant to new teens to us sooner than half an hour before** they arrive for the first time. We can't possibly absorb it in the time. Some are very complex and we need time to think that through”.*

However, one AV commented they thought there also seemed to be a lot of responsibility in sharing information which was sometimes missed.

“There seems to be a lot of responsibility on individuals in the WhatsApp group and garden leaders to share out information, e.g. which teens are coming, and sometimes the communication gets missed”.





The **role of Garden Leader** was recognised as being, at times, quite demanding and thus putting some off stepping forward.

"I think personally, what put's me off being garden leader is the added extras at the end of the session with regards to remembering teen initials, who's coming, who's not, ringing to follow up etc, filling out the form".

Some wondered if this could be made less so by **increasing the level of support** - though again it was recognised that this is improving.

1.3 Communication between Management/Staff team and the AVs in the gardens

The GHP has grown a lot in the last couple of years with the recent appointment of paid staff. Some AVs felt the subsequent relationship between staff and AVs /structure has not, 'always', been effectively communicated to the AVs running sessions:

"I think that now you have built the staff team it would be good to communicate to volunteers who is responsible for what. I appreciate there are probably still some changes as the team has just increased, and some of the tasks might be being re-assigned, but for example, who is the (adult) volunteer manager? It would help volunteers' sense of belonging to know who their point of contact is, at the moment this isn't clear".

Although the AV Rota was generally praised it was mentioned that:

"Some comms around filling in rotas may be beneficial. I know some people think the poll is actually the sessions they are opting to do so perhaps making it clearer might get more people completing the polls for more sessions. Thus, closing gaps".

A member of management wondered **if there was some work to be done to communicate** to GHP AVs and others the **role of the Trustees and Board**.

"..how do we communicate both our role and work to the rest of the organisation?"

1.4 Balancing the "now" with the strategy

An interesting theme to emerge was that of getting the balance right between focussing on what we deliver to teens right now and developing a broader GHP strategy.

Some thought **strategy needed more focus**:

"I personally think we could improve how we work as a Board - it doesn't always feel as if we're clear on our roles and strategic direction of travel. It feels like we have a lot of business re operational issues and not enough on 'where are we going'.

Others urged **keeping focus on the operational "now"**

"I think Green Hub has achieved some amazing things in a very short space of time. Build on those, and don't spread yourselves too thin - keep up the attention to detail".





However, other felt the balance can be struck...

"Focus on doing what we do well in balance with potential growth plans."

"Thank you and well done for successfully growing the Green Hub whilst seeking to improve things for all and maintaining our shared values. 🙌"

"Some key initiatives such as the Theory of Change and the spin-off initiatives could be advanced more quickly. But they are complex and hard to achieve so we shouldn't be too self-critical"

I.5 Other suggestions for improvement were offered

- Golden gnome for senior teens?
- More celebration of AVs – training sessions get us together but maybe another event?
- Could we use Witley office to host something for parents/teens?
- The training session we had before Christmas which focused on the 5 Ways of Working' had some fun activities - there has been no follow up or roll out of this from the session, which is a shame."
- Wanting more slots/lack of continuity/competing with new AVs for slots
- One AV thought each session should have at least one "expert gardener"

ACTION SUGGESTED OR TAKEN

- Celebrate the success of GHP
- Review the suggestions above.





Conclusion

It is clear that the majority of our valued Adult Volunteers feel fulfilled, well trained, supported and their expectations from volunteering with GHP have been largely met. Volunteering for GHP is benefiting their mental wellbeing as demonstrated by some of the high values given to the '5 Ways to Wellbeing' particularly through '*Giving to the community*', '*Connecting with others*' and '*Taking notice*.' Our volunteers value working for a Charity that is serving teens with emotional, social and mental health concerns and their families in an effective way. For some this is particularly important as they have personal or family experience of these concerns. They also appreciate volunteering for a local Charity that has a high-profile positive reputation not only for the quality of their programmes and impacts, but also for their delivery, branding and focus on volunteering.

They value the organisational systems, communications and contributions they can make, not only to the 'front line' garden sessions but also to the 'behind the scenes' administrative including on-boarding, supporting parents, fund raising, management and other activities.

However, there were some AVs who felt, in particular, some of the training and communication was either overwhelming or not relevant to their roles.

This report outlines a number of actions that have already been undertaken by Green Hub management in response to this survey and other suggestions are being explored.

We would like to thank all our Adult Volunteers who took the time to share their views with honesty and constructive suggestions for improving some aspects of systems and delivery. One AV gave invaluable time and thought to the initial collation and analysis of the findings. Also, a 'shout out' to the GHP staff who helped with the development and promotion, as well as the analysis and developing actions in response to some of the AV suggestions.

Anthea Cooke, Evaluation Coordinator, April 2026

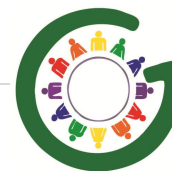




Appendix A Adult Volunteer Survey Questions

1. Name
2. Your email
3. Your role in Green Hub
4. What Green Hub space do you volunteer at?
 - a. Caroline's Garden
 - b. Hydons
 - c. Munstead Wood
 - d. Unsted Park
 - e. Witley Station House
 - f. Work from home
 - g. Other
5. Have you joined Green Hub within the last year?
 - a. Yes
 - b. No
6. How long have you volunteered with Green Hub?
7. What attracted you to volunteer at Green Hub? For example: wanting to help young people, enjoying gardening, making new friends...
8. What do you think of our volunteer on-boarding process?
 - a. Outstanding
 - b. Pretty good
 - c. Acceptable
 - d. A bit of a nightmare
9. Any additional comments on the volunteer on-boarding process?
10. Thinking about what you expected from your volunteering, would you say that...
 - a. Your needs have been exceeded
 - b. Your needs have been fully met
 - c. Your needs have been met to some degree
 - d. Your needs have not been met at all
11. Any additional comments on your expectations of volunteering with Green Hub?
12. Are you happy with the number of volunteering sessions you are given, and would you ideally like more or less?
 - a. I get too many
 - b. I get about the right number
 - c. I'd like more sessions
13. How would you score the benefits to you personally of these different aspects of volunteering with Green Hub? (1 being low, 5 being high)
 - a. Giving to the community
 - b. Being more active
 - c. Learning new skills





- d. Connecting with others
- e. Taking notice

14. What do you think of the induction training offered in terms of quantity, quality or relevance?

- a. The induction training is excellent – covers everything I need
- b. Generally OK
- c. There was far too much and it wasn't all relevant to me

15. Any additional comments on the induction training?

16. What do you think of the Volunteering Continuous Development training offered in terms of quantity, quality or relevance?

- a. The VCD training is excellent – always interesting and engaging
- b. Generally OK
- c. It isn't relevant to me

17. Any additional comments on the VCD training?

18. Are you confident that you understand the Green Hub procedures for Safeguarding?

- a. Yes, I feel 100% confident of my understanding
- b. Broadly speaking, yes
- c. I don't feel very confident at all

19. Any additional comments on your understanding of the Green Hub procedures for Safeguarding?

20. Are you confident that you understand the Green Hub procedures for Health & Safety?

- a. Yes, I feel 100% confident of my understanding
- b. Broadly speaking, yes
- c. I don't feel very confident at all

21. Any additional comments on your understanding of the Green Hub procedures for Health & Safety?

22. How do you find communications within the Green Hub organisation?

- a. Really excellent – I always feel well informed
- b. Pretty good generally
- c. Too much that's not relevant to me

23. Any additional comments on communication within Green Hub?

24. What do you think works well at Green Hub?

25. What do you think we could do better?

26. Anything else you'd like to share with us?





Appendix B Key roles of respondent’s breakdown

The list of roles given by the volunteers are:

- | | |
|-------------------------|--------------------------|
| Garden Leader | Social Media Coordinator |
| Garden Assistant | Parent Liaison |
| Garden Maintenance | Management Board Member |
| Admin Support Volunteer | Evaluation Coordinator |
| Referrer Coordinator | Acting DSL |
| Community Fundraiser | |

