



The Green Hub Project for Teens

Adult Volunteer Survey

Summary of findings, May 2026

A copy of the full report is available in the Volunteer section of the website.

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

One AV who gave invaluable time and thought to the initial collation and analysis of the findings.

Also, a 'shout out' to the Green Hub Project staff who helped with the development and promotion, as well as the analysis and development of actions in response to some of the suggestions.

The Green Hub Project (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, has been largely undertaken by AVs. 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 GHP mission / programmes.

The GHP conducted a survey in January 2026 to better understand AV experiences, identify strengths, and highlight areas for improvement as the organisation continues to grow. There was a good response rate of 56% (38 out of 68 AVs), hence the findings provide a valuable and reliable picture of their experiences and suggestions for development in some aspects.





Summary of findings

Overall, AVs reported a **highly positive experience**. The majority feel fulfilled, well-supported, and understand and value the GHP's mission to improve mental wellbeing in young people through nature-based interventions. Their key motivations for volunteering include a desire to give back, apply personal or professional experience. Other reasons included a wish to serve their local community and meet other local people.

AV expectations are largely being met or exceeded (89%), with significant reported benefits in contributing to their local community, particularly teens and families, building relationships and friendships, and personal mental wellbeing. Training, safeguarding, and health and safety processes are generally well regarded, with most volunteers expressing confidence in procedures and satisfaction with the quality of training provided.

Volunteering for GHP is benefiting AVs 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.'

GHP's strengths were identified as being its effective work with teens and their families, strong leadership, a positive organisational culture, and the friendliness and teamwork among AVs. Recent improvements in administration, onboarding, safeguarding and session continuity were recognised.

However, there were a small number of areas for improvement identified.

Some operational challenges were mentioned by a few AVs around clarity of roles, particularly with the growing staff structure, and the need for better information flow to support AVs in sessions. A few people noted concerns about volume and relevance of communications, particularly via WhatsApp and email. A small number of AVs found aspects of training repetitive or not role-specific. There were also calls for clearer strategic direction alongside maintaining focus on current delivery.

In response, GHP has already begun implementing changes, including improved communication practices, development of a regular newsletter, review of training programmes, and ongoing work to strengthen safeguarding and referral processes.





Examples of actions arising:

- Noticeboards and manuals being prepared and placed in all garden locations displaying key Procedures such as Health & Safety, Safeguarding, 'Organisational structure showing relationship between Trustees, Operational Board, staff and AVs.
- Remind all GHP WhatsApp users of 'etiquette' – perhaps, occasionally, in the VCD training explain why this is important and seek views on 'Code of Conduct'
- A monthly newsletter was introduced in January, 2026, designed to share information and stories about what's happening and planned for GHP; as well as good news stories and lessons we're learning.

Revising the AV section of the website.

In conclusion, GHP is seen as a highly valued, effective, and well-led organisation with a committed volunteer base. Addressing the identified challenges will further enhance AVs experience and maximise impact for the teens and families we serve.

Anthea Cooke, Evaluation Coordinator, Green Hub Project for Teens, May 2026

