

Midlothian Volunteer Satisfaction Survey

2025 Insights



Midlothian Community Action are pleased to publish findings from the 2025 Midlothian Volunteer Satisfaction Survey. This survey was created to strengthen the collective evaluation and impact measurement of volunteering activities in Midlothian. The aim is to understand the impacts of volunteering **on** volunteers, to enhance volunteer support and help organisations better demonstrate their impact.

This year is our first iteration of the survey, and as such was only shared for a limited time with a hand full of Volunteer Involving Organisations (VIOs). We were pleased to receive a total of 68 responses from a wide range of volunteers across Midlothian.

The insights demonstrate the remarkable impact volunteering has on both our volunteers and the wider community they serve.

Who Are Our Volunteers?

Our volunteers span all age groups, with particularly strong representation from those aged 55 and older, bringing valuable experience and skills to their roles. They also come from across Midlothian, with the highest number of respondents from Dalkeith (30%) and Penicuik (19%).

- 85% volunteer at least once a week

Weekly volunteers see more community connection: Those volunteering weekly were more likely to feel part of their community. (93% vs. 65% for less frequent volunteers).

- 47% have volunteered for over 5 years

Long-term volunteers reported wellbeing improvements: Volunteers with 5+ years of experience were more likely to report improved wellbeing. (92% vs. 83% overall)

Why Do People Volunteer?

“Volunteering makes life more interesting.”

Our volunteers are primarily motivated by:

- Helping others (28%)
- Community involvement (25%)
- Using existing skills (17%)
- Giving back to society (10%)
- 99% said volunteering helped them achieve their motivation for starting.

An increase in confidence, skills, social connection, and well-being were all common themes in volunteer responses.

The Impact of Volunteering

“Volunteering has been a really positive experience for me mentally, physically, and socially.”

Volunteering creates profound positive personal and community impacts:

- 98% said volunteering has helped them make a difference in others' lives.
- 91% have made new contacts or friendships.
- 91% have gained confidence & self-esteem.
- 88% have improved health & wellbeing.
- 88% have acquired new skills.

Volunteering bridges generational gaps: The intergenerational benefits were a common theme in responses, with multiple older volunteers specifically mentioning the job of working with young people.

“As I am older, working alongside young people brings me great joy as they include me in their conversations and treat me with respect.”

Health benefits increase with age: 85% of volunteers aged 65+ reported improved health and wellbeing, compared to 62% of those under 65.

“Ability to leave the house, reduced agoraphobia and social anxiety. Less depression. A sense that we can effect change.”

Volunteer Experiences

“Life-changing. Astounded by the skill of the staff and other partners to provide inclusive opportunities. Proud to be a part of my project and I feel my contribution is well valued.”

Organisations are doing an excellent job of supporting volunteers:

- 97% get support whenever they need it.

- 97% are satisfied with the recognition they have received for volunteering.
- 97% are satisfied with the training & development opportunities available.
- 96% feel the contribution they make is valued.

“I enjoy working with the people involved & find the organisation to be valuable to the community.”

This survey paints a vibrant picture of volunteering across Midlothian and demonstrates the often-hidden impacts of volunteering on volunteers themselves. Building on these insights, we plan to run this survey annually and expand its reach to include a wider range of VIOs & volunteers. This will help deepen our understanding over time and support the sector to better recognise, value, and evidence the impact of volunteering on volunteers.

Survey data analysis was conducted with the support of AI tools to identify key patterns and correlations in volunteer responses.



Midlothian

