

Volunteer Satisfaction Report

Healthwatch Tower Hamlets
2026



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Executive Summary

This report evaluates the experiences, motivations, and satisfaction levels of volunteers at Healthwatch Tower Hamlets based on survey data collected between February and March 2026.

Based on feedback from 19 volunteers with a range of lengths of service, overall satisfaction is very high, with an average rating of 4.58 out of 5. Volunteers consistently highlighted the opportunities to develop new skills and improve their employability as key benefits of their experience. While the feedback was overwhelmingly positive, one volunteer noted concerns about the responsiveness of communication. Although this was an isolated comment, it suggests an area where the organisation could further strengthen the volunteer experience.

Implementing structured check-ins, networking opportunities, and clearer communication channels will ensure high retention and continuous engagement moving forward.

How we use our report

Our local Healthwatch has representation across various meetings, boards and committees across the borough where we share the findings of this report.

Additional Deep Dives

This report functions as a standardised general overview of what Tower Hamlets Volunteers have told us within the last Two months. Additional deep dives relating to the different sections can be requested and are dependent on additional capacity and resource provision.

Introduction & Methodology

Introduction

The purpose of this report is to analyse volunteer feedback to optimize the volunteer lifecycle, improve retention, and refine training offerings.

Methodology

This report is based on a volunteer satisfaction survey conducted between February and March 2026. Responses from 19 volunteers were analysed using both quantitative and qualitative methods to assess satisfaction, experiences, motivations, and areas for improvement.

Methodological Limitations : Given the small sample size ($n = 19$), the findings should be interpreted with caution. Individual responses may have a greater influence on the results, and the findings may reflect specific experiences rather than wider trends across the volunteer population.

Data Overview



Sample Size:
19 Volunteers



Data Collection Window:
February – March 2026



Roles Represented:

- Community Engagement
- Marketing & Communication
- Data Evidence & Insight
- Community Research
- Interns



Respondent Tenure Breakdown:

- 1–3 months: 10 (52.6%)
- 6–12 months: 4 (21.1%)
- 1 year +: 5 (26.3%)

Key Findings

Overall Satisfaction & Experience

Most volunteers report an exceptional experience with Healthwatch Tower Hamlets.

Satisfaction Rating (Out of 5)	No of Respondents	Percentage
5 (Excellent)	14	73.7%
4 (Very Good)	4	21.1%
3 (Good)	-	-
2 (Fair)	-	-
1 (Poor)	1	5.3%
Average Score	4.58/5	91.6%

Employability and Skill Development

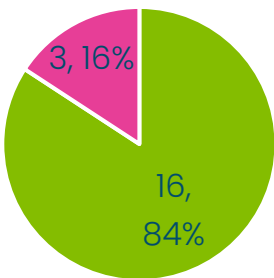
Volunteers strongly agree that their time with Healthwatch is preparing them for future career steps.

Employability Boost: 84.2% (16 out of 19) believe volunteering has made them more employable.

Confidence Growth: 94.7% (18 out of 19) state that volunteering has improved their confidence to communicate with others.

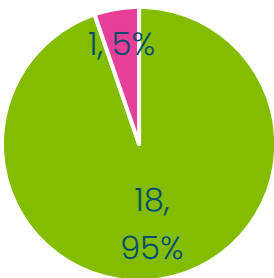
Core Skills Acquired: Qualitative research, thematic analysis, public speaking, data entry, report proofreading, and cross-cultural communication.

Employability Boost



■ Yes ■ No

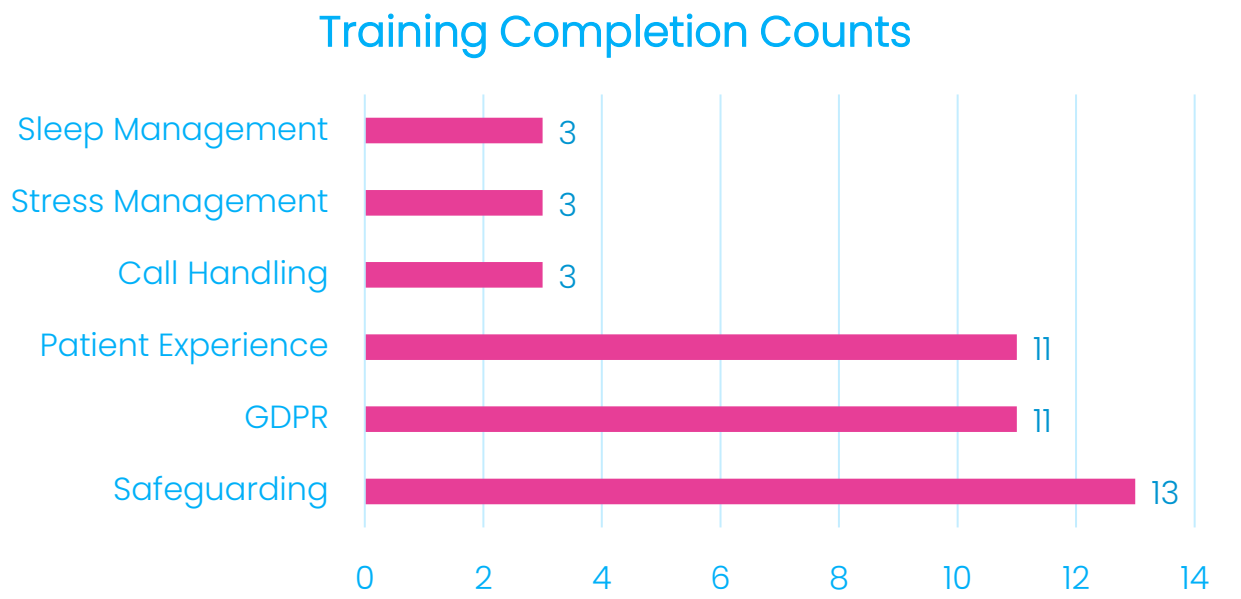
Confidence Growth



■ Yes ■ No

Training

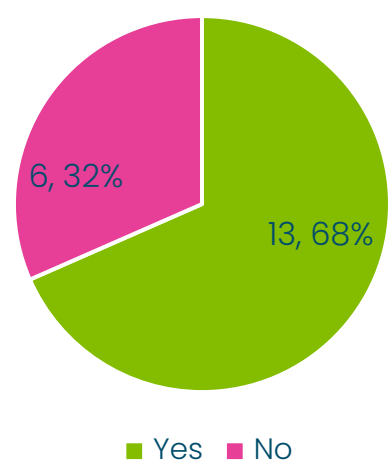
Training Utilization: Safeguarding, GDPR and Patient Experience training were the most heavily completed, followed by Call Handling, Stress Management and Sleep Management.



Social Connectedness

Social Integration: 68.4% (13 out of 19) have attended volunteer social events, leaving a notable 31.6% who have not yet engaged socially.

Social Integration



What is working well?

Based on the feedback received from the qualitative data received from volunteers.



Career skills and development

This is our strongest offering. Volunteers are successfully using their roles to build resumes and develop professionally. (e.g., *"Through patient engagement and feedback analysis, I've gained experience in identifying patterns in qualitative data..."*).



Social connections

The findings indicate that social connection is an important aspect of the volunteering experience. One respondent reported learning *"how to better engage with people"*, highlighting the interpersonal benefits of volunteering.



Increased confidence

94.7% of respondents reported that volunteering improved their confidence to communicate with others. One respondent shared that they *"gained more social skills which has made me more confident!"* This shows that Healthwatch is not just a place for task execution, but a space that actively builds up the personal well-being of its participants.



Keeping active

Some feedback indicated that volunteering may be used as a coping mechanism when volunteers are experiencing long term unemployment. One respondent reported that volunteering *"kept them busy"* and maintained a sense of being in a *"working environment"* during a long-term period of unemployment due to personal reasons

What could be improved?

Based on the feedback from the qualitative survey data, the organization should focus on four actionable pillars:



Improve Email Responsiveness

One volunteer reported delays in receiving responses to emails after induction.

Recommendation: Aim to respond to volunteer emails within three working days and use an automatic acknowledgement email with alternative contact details when staff are unavailable..



Introduce Regular Check-Ins and Role Rotation

Some volunteers, particularly those working remotely or in research-focused roles, may feel isolated or want broader experience.

Recommendation: Hold brief monthly online check-ins to encourage peer support and include a clear role rotation pathway during induction, allowing volunteers to gain experience across different areas of the organisation.



Improve Forward Planning and Scheduling

Scheduling conflicts can make it difficult for some volunteers to participate.

Recommendation: Share a rolling one- to two-month schedule of upcoming activities and events, giving volunteers more time to plan and attend.



Strengthen Career Support

Some volunteers are looking for more support in progressing to paid roles.

Recommendation: Continue the organisation's regular recognition activities, such as certificates and appreciation events, while introducing CV and LinkedIn workshops to further support volunteers' career development.

Conclusion

Overall, the findings indicate that Healthwatch Tower Hamlets provides a positive and rewarding volunteering experience, with volunteers reporting high levels of satisfaction and valuing the opportunities to develop new skills, gain experience, and improve their employability. While feedback was overwhelmingly positive, a small number of areas for improvement were identified, particularly around communication and providing additional support for volunteer engagement and career development. By addressing these areas while continuing its existing strengths, Healthwatch Tower Hamlets can further enhance the volunteer experience and maintain a motivated and well-supported volunteer community.





healthwatch

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