

Volunteer-involving heritage organisations survey

Overview

Help us make heritage volunteering more inclusive!

Make Your Mark <<http://www.makeyourmark.scot/>> , a campaign to increase the number and diversity of heritage volunteers in Scotland, is running a survey with **Volunteer Scotland** <<https://www.volunteerscotland.net/>> and **Our Past, Our Future** <<https://www.historicenvironment.scot/our-past-our-future/>> , Scotland's national strategy for the historic environment, to better understand volunteering in Scotland's heritage sector. By heritage, we mean built, cultural and natural heritage.

The survey is open to volunteer-involving heritage organisations and groups in Scotland. The survey should be filled out by the person(s) in your organisation who oversee the management/organisation of volunteers. Please provide one response per organisation.

The survey is mostly multiple choice and should take approximately 20-35 minutes to complete. There's also a section about your demographic information - this is completely optional.

The survey will close for responses on 3 June.

All survey results are anonymous and will be stored on a secured Microsoft Teams website to which only Make Your Mark and Historic Environment Scotland's National Strategy Data Analyst have access. Analysed and summarised survey results will be shared in reports to Make Your Mark's funders and through Our Past, Our Future and may appear in our annual reports.

Why your views matter

Your responses will inform what support we offer to volunteer-involving organisations, and will help us advocate for your needs within the sector and beyond, as well as help make heritage volunteering accessible, inclusive and enjoyable for everyone.

Consent statement

For the purposes of this survey, Historic Environment Scotland ('HES') is the Data Controller of any data you choose to share. Make Your Mark, through the Society of Antiquaries of Scotland is a Data Processor operating on behalf of HES.

Your Data

All individual survey responses will be anonymous. Please note that if you provide the information requested, the lawful basis for collecting and processing it is consent and by completing this section, you are consenting to HES collecting this information. You can find more details about how we manage your personal data in our [privacy notice](https://www.historicenvironment.scot/privacy-notice/). <<https://www.historicenvironment.scot/privacy-notice/>>

What will we do with your data?

We collect demographic information to allow us to assess whether heritage volunteering is accessible for everyone. It enables us to better understand if anyone is excluded from participating, which we then use to better inform our programmes and support available for volunteers.

We appreciate that you may not wish to share personal information about yourself, and there is the option not to answer any of the following questions, except the name of the organisation you are working for.

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For further information, our [Privacy Notice](https://www.historicenvironment.scot/privacy-notice/) <<https://www.historicenvironment.scot/privacy-notice/>> explains your rights and our role in protecting the information that you share with us.

We will process your personal data in strict accordance with the [UK General Data Protection Regulation \(UK GDPR\)](https://www.legislation.gov.uk/eur/2016/679/contents) <<https://www.legislation.gov.uk/eur/2016/679/contents>> and the Data Protection Act 2018.

Do you consent to our GDPR statement?

(Required)

Please select only one item

- ☐ Yes I consent to this GDPR statement
- ☐ No I do not consent to this GDPR statement

You must select yes to consent to our GDPR statement to take part in the survey.

Part 1: About your organisation

What is the name of your organisation?

(Required)

Is your organisation:

Please select only one item

- ☐ Public sector
- ☐ Private sector
- ☐ Third sector

Is your organisation:

Please select only one item

- ☐ UK-wide
- ☐ Scotland-wide
- ☐ Local authority-wide
- ☐ Community based

Other (write in):

What type of heritage does your organisation cover (select all that apply)?

Please select all that apply

- ☐ Archive or library
- ☐ Archaeology
- ☐ Civic or local places
- ☐ Historic site or monument
- ☐ Historic landscape or garden
- ☐ Local history
- ☐ Museum or gallery
- ☐ Nature or environment
- ☐ Park or greenspace
- ☐ Zoo

Other (write in):

How many paid staff members (FTE) does your organisation have?

Please select only one item

- ☐ 0 (we are entirely volunteer run)
- ☐ 1-10
- ☐ 11-25
- ☐ 26-50
- ☐ 51-100
- ☐ 101-250
- ☐ 250+

Is your organisation a Make Your Mark member?

More information

Make Your Mark <<https://makeyourmark.scot/>> supports everyone in Scotland to volunteer with history, culture and nature organisations. Make Your Mark currently has **100+ member organisations** <<https://makeyourmark.scot/about-us/members>> across Scotland.

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Unsure

What is your role title?

How long have you worked in this role?

Please select only one item

- ☐ Less than 1 year
- ☐ 1–2 years
- ☐ 3–5 years
- ☐ 6–9 years
- ☐ 10+ years
- ☐ Prefer not to say

Part 2: About your volunteer programme

Does your organisation have a volunteer manager?

What is a volunteer manager?

A volunteer manager is a person responsible for overseeing aspects of an organisation's volunteer programme, including recruiting, training, supervising and managing volunteers.

Please select only one item

- ☐ Yes - there are multiple paid, full-time roles dedicated entirely to volunteer management
- ☐ Yes - there is one paid, full-time role dedicated entirely to volunteer management
- ☐ Yes - there are multiple paid, part-time roles dedicated entirely to volunteer management
- ☐ Yes - there is one paid, part-time role dedicated entirely to volunteer management
- ☐ Yes - volunteer management is part of a paid staff member's larger role (community engagement, events, etc)
- ☐ Yes - a volunteer oversees other volunteers
- ☐ No - we don't have a volunteer manager

Other (write in):

How many volunteers does your organisation have?

Do you record volunteer hours?

Please select only one item

- ☐ Yes
- ☐ No

If yes, what is the total number of volunteer hours you recorded for 2024?

What tasks do volunteers undertake at your organisation? (select all that apply)

Please select all that apply

- ☐ Admin (helping with organising meetings, responding to emails, answering the phone, arranging post and deliveries, taking minutes, updating computer records, etc)
- ☐ Archaeology (helping out with surveying, recording and excavating archaeological features, etc)
- ☐ Archive, library or collections (helping with preserving, restoring, organising and maintaining objects, or preparing objects for display, etc)
- ☐ Building conservation (helping out with recording the condition of monuments and historic buildings, sometimes involving photography and usually requiring the completion of paper or online forms, or creating drawings of certain elements, etc)
- ☐ Climate and nature action (helping with habitat management, recording wildlife, removal of invasive species, etc)
- ☐ Digital (developing and managing websites, posting on social media, caption digital archives, use digital design tools, etc)
- ☐ Education and outreach (helping with designing workshops to engage young people to learn more about a subject or object, creating activities for families such as craft sessions or trails, supporting marginalised people to engage with the site or collections, etc)
- ☐ Equality, diversity and inclusion (sitting on community representative forums, feeding back on inclusion policies, etc)
- ☐ Events (helping to welcome and direct visitors, overseeing ticket sales, answer visitor queries, etc)
- ☐ Front of house (helping with greeting visitors, overseeing ticket sales, maintaining facilities like toilets and cloakrooms, ensuring the safety of visitors, answering visitor queries, etc)
- ☐ Fundraising (helping with writing funding bids, meeting with existing and potential donors, organising fundraising events, etc)
- ☐ Guiding/guided tours (delivering talks or tours, leading activities, etc)
- ☐ Hospitality (helping out in a cafe)
- ☐ Litter picking (at outdoor sites)
- ☐ Marketing and communications (helping with writing press releases, creating printed flyers, etc)
- ☐ Outdoor and gardening (helping with maintaining green spaces and gardens by planting and weeding, path maintenance, etc)
- ☐ Research (helping out with collecting data by searching the Internet, reading books and articles, hosting oral history session and supporting focus groups and interviews, as well as helping to analyse and interpret data to draw conclusions and make recommendations, etc)
- ☐ Retail (helping out in a shop)
- ☐ Trustee and committees (helping to oversee the governance of an organisation)

Other (write in):

Part 3: Volunteer support and development

Are you experiencing challenges in retaining volunteers?

Please select only one item

- ☐ No challenges in retaining volunteers
- ☐ Yes - slight challenges in retaining volunteers
- ☐ Yes - moderate challenges in retaining volunteers
- ☐ Yes - significant challenges in retaining volunteers

Part 3: Volunteer support and development (Retention)

What are your three biggest challenges in retaining volunteers?
(select 3)

Please select all that apply

- ☐ People have less time to volunteer than they used to have
- ☐ Volunteers can struggle to get on-site
- ☐ Volunteers can't afford travel costs
- ☐ Organisation does not pay other volunteer expenses
- ☐ Our volunteers are reluctant to claim expenses
- ☐ Lack of a dedicated volunteer coordinator
- ☐ Lack of time to support volunteers
- ☐ Deterioration in volunteers' health and wellbeing
- ☐ Volunteer fatigue / burnout
- ☐ Volunteer apathy due to ongoing social crises
- ☐ Lack of funding and expertise to meet volunteer access needs
- ☐ Lack of diversity in lived experience amongst volunteer base
- ☐ Lack of diversity in lived experience amongst staff
- ☐ Lack of available training and development opportunities for volunteers
- ☐ Lack of funding or time available to express volunteer recognition or appreciation
- ☐ Don't know

Other (write in):

Have you tried to respond to these challenges by changing your practices or policies?

Please select only one item

- ☐ Yes
- ☐ No

Part 3: Volunteer support and development (Retention ctd 1)

How have you tried to respond to your volunteer retention challenges?

Write in:

Has anything you have tried been successful? Please provide details.

Write in:

Part 3: Volunteer support and development (Succession)

Does your organisation have a succession plan in place for volunteer roles?

What is succession planning?

Succession planning for a volunteer programme is a structured approach to ensure the organisation has a steady pipeline of qualified individuals to replace current volunteers, especially those in key roles, when they leave or are no longer able to volunteer. It involves identifying, developing, and training potential replacements, minimising disruptions and maintaining programme effectiveness.

Please select only one item

- ☐ Yes, we have a formal succession plan
- ☐ Yes, we have informal approaches to succession planning
- ☐ We are currently developing a succession plan
- ☐ No, we do not currently have one
- ☐ Not sure

Other (write in):

Part 3: Volunteer support and development (Succession ctd 1)

Please briefly describe what your succession planning for volunteers entails.

Write in:

Part 3: Volunteer support and development (Succession ctd 2)

If you don't have a succession plan for volunteers, or are currently developing one, what would help you to develop one? (check all that apply)

Please select all that apply

- ☐ More staff capacity
- ☐ Training or guidance on how to do succession planning
- ☐ Support from our board or leadership team
- ☐ Tools or templates to get started
- ☐ Funding or external support
- ☐ Not currently a priority for our organisation

Other (write in):

Part 3: Volunteer support and development (ctd 1)

How do you foster an inclusive environment for volunteers at your organisation? (select all that apply)

Please select all that apply

- ☐ We don't do anything in particular
- ☐ We welcome everyone
- ☐ We pay volunteer travel expenses
- ☐ We pay volunteer equipment expenses
- ☐ We pay volunteer childcare expenses
- ☐ We pay volunteer food expenses
- ☐ We cover the cost of volunteer disclosure checks
- ☐ We have an organisation-wide equality, diversity and inclusion strategy
- ☐ We offer organisation-wide equality, diversity and inclusion training
- ☐ We ask volunteers during recruitment about their access needs
- ☐ We regularly check in with volunteers about their experience
- ☐ We provide safe spaces for employees and volunteers to share their experiences and perspectives
- ☐ We signpost to relevant specialist support services, such as mental health organisations
- ☐ We host volunteer social events
- ☐ We do not require previous experience for volunteer roles
- ☐ We offer opportunities to shadow an existing volunteer
- ☐ We offer multiple ways to apply
- ☐ We offer training materials in a variety of languages
- ☐ We have a hearing loop
- ☐ We have gender neutral toilets
- ☐ We have gender neutral baby changing facilities
- ☐ We provide free period products
- ☐ We have available quiet spaces
- ☐ We have available prayer space
- ☐ We allow service dogs on-site

Other (write in):

Do you support volunteers to develop skills?

Please select only one item

- ☐ Yes
- ☐ No

Part 3: Volunteer support and development (Skills)

How do you find out what skills your volunteers want to develop? (select all that apply)

Please select all that apply

- ☐ Ask potential volunteers during the recruitment process
- ☐ Ask volunteers during regular check ins about their development
- ☐ Conduct an annual skills audit of your volunteers

Other (write in):

What skills do you support volunteers to develop? (select all that apply)

Please select all that apply

- ☐ Archaeology skills (excavation techniques, field drawing, mapping and surveying, etc)
- ☐ Communication skills
- ☐ Conservation techniques (cleaning artefacts, condition assessment and documentation, preventive conservation, handling and/or packing of fragile collections etc)
- ☐ Digital skills (social media, IT, etc)
- ☐ Entrepreneurial/business skills
- ☐ Environmental skills (habitat and species management and/or identification, biodiversity awareness and understanding, countryside management skills etc)
- ☐ Equality, diversity and inclusion skills (working with and supporting people with different experiences, abilities and backgrounds)
- ☐ Fundraising and financial planning skills
- ☐ Health and safety skills
- ☐ Heritage science, archaeological science and lab skills (dendrochronology, conservation science, XRF analysis, radiocarbon dating, etc)
- ☐ Leadership and management skills
- ☐ Problem solving skills
- ☐ Project management skills
- ☐ Public speaking skills
- ☐ Research and documentation skills
- ☐ Retrofit skills (traditional building insulation, knowledge of energy efficiency systems and of sustainable energy, retrofitting assessments, etc)
- ☐ Social and interpersonal skills
- ☐ Team work and relationship building skills
- ☐ Time management skills
- ☐ Traditional and craft skills (stained glass, stonemasonry, stone conservation, joinery, roofing, slating, thatching, iron work, etc)
- ☐ Visitor engagement and education skills
- ☐ Working machinery
- ☐ Writing skills

Other (write in):

How do you support volunteers to develop skills? (select all that apply)

Please select all that apply

- ☐ Volunteer inductions
- ☐ Access to professional development workshops
- ☐ Access to online courses and webinars
- ☐ Access to learning materials and manuals
- ☐ Certification programmes
- ☐ Mentorship programmes
- ☐ Shadowing other volunteers
- ☐ Shadowing staff
- ☐ Networking opportunities with heritage professionals
- ☐ Grants or funding for further training
- ☐ Internship or apprenticeship placements

Other (write in):

Is access to skills development resources or training provided for free to volunteers?

Please select only one item

- ☐ Yes
- ☐ No, but we do signpost volunteers to it

Other (write in):

How do you measure skills development amongst your volunteers?
(select all that apply)

Please select all that apply

- ☐ Collecting feedback from volunteers about their skills development
- ☐ Collecting feedback from trainers about volunteer skills development
- ☐ Number of volunteers who transition into heritage-related careers
- ☐ Volunteer retention and continued engagement
- ☐ Positive feedback from mentors or supervisors
- ☐ Tracking positive outcomes and destinations

Other (write in):

Part 3: Volunteer support and development (ctd 2)

Do you have volunteers who are interested in a career in the heritage sector?

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Unsure

Part 3: Volunteer support and development (Career)

What barriers, if any, do you think volunteers face in transitioning into heritage careers? (select all that apply)

Please select all that apply

- ☐ They do not face any barriers in transitioning to a career in heritage
- ☐ Lack of paid opportunities at entry level
- ☐ Low pay for heritage jobs once in the sector
- ☐ High demand for limited job opportunities
- ☐ Financial constraints
- ☐ Lack of formal qualifications
- ☐ Limited networking opportunities
- ☐ Geographical limitations
- ☐ Unclear career progression
- ☐ Lack of mentorship and/or guidance
- ☐ Lack of acknowledgement of transferable skills
- ☐ Job insecurity (i.e. short term contracts)

Other (write in):

Do you actively encourage and support volunteers in their transition to careers within the heritage sector?

Please select only one item

- ☐ Yes
- ☐ No

Part 3: Volunteer support and development (Career ctd 1)

How do you encourage and support volunteers in their transition to careers within the heritage sector? (select all that apply)

Please select all that apply

- ☐ Providing career coaching or mentoring
- ☐ Offering work experience placements
- ☐ Writing recommendation letters
- ☐ CV and interview prep
- ☐ Career pathway guidance
- ☐ Access to job boards in the heritage sector
- ☐ Opportunities to work on real heritage projects
- ☐ Support in obtaining relevant qualifications
- ☐ Offering shadowing opportunities
- ☐ Connecting volunteers with heritage employers
- ☐ Organising networking events with industry professionals
- ☐ Supporting them to develop transferable skills

Other (write in):

Part 3: Volunteer support and development (Career ctd 2)

What is keeping you from encouraging and supporting volunteers in their transition to careers within the heritage sector? (select all that apply)

Please select all that apply

- ☐ Limited staff time to write recommendations, provide mentoring or offer placements
- ☐ Limited resources to offer training, workshops, etc
- ☐ Unsure where to signpost volunteers for employability support
- ☐ Unsure where to signpost volunteers for heritage job opportunities
- ☐ Unsure what support to provide volunteers in transitioning to heritage careers

Other (write in):

Part 4: About you

We collect demographic information to allow us to assess who currently manages heritage volunteers. It enables us to better understand if any groups are excluded or underrepresented, which we then use to better inform our programmes and support available for volunteer managers, or those interested in becoming one.

We appreciate that you may not wish to share personal information about yourself, and there is the option not to answer any of the following questions.

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Where are you based?

Dropdown with all Scottish councils listed in alphabetical order

Please select only one item

- ☐ Aberdeen City
- ☐ Aberdeenshire
- ☐ Angus
- ☐ Argyll & Bute
- ☐ Clackmannanshire
- ☐ Dumfries & Galloway
- ☐ Dundee City
- ☐ East Ayrshire
- ☐ East Dunbartonshire
- ☐ East Lothian
- ☐ East Renfrewshire
- ☐ Edinburgh, City of
- ☐ Falkirk
- ☐ Fife
- ☐ Glasgow City
- ☐ Highland
- ☐ Inverclyde
- ☐ Midlothian
- ☐ Moray
- ☐ Na h-Eileanan Siar
- ☐ North Ayrshire
- ☐ North Lanarkshire
- ☐ Orkney Islands
- ☐ Perth & Kinross
- ☐ Renfrewshire
- ☐ Scottish Borders
- ☐ Shetland Islands
- ☐ South Ayrshire
- ☐ South Lanarkshire
- ☐ Stirling
- ☐ West Dunbartonshire
- ☐ West Lothian
- ☐ Prefer not to say

What is your postcode?

Text input field to enter your postcode

What is your age?

Please select only one item

- ☐ Under 16
- ☐ 16-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-59
- ☐ 60-74
- ☐ 75+
- ☐ Prefer not to say

What is your gender?

Please select only one item

- ☐ Female
- ☐ Male
- ☐ Non-Binary
- ☐ Prefer not to say

Write in:

Do you consider yourself to be trans, or have a trans history?

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Which of the following best describes your sexual orientation?

Please select only one item

- ☐ Straight/heterosexual
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Prefer not to say

Write in:

What is your ethnic group?

Please select only one item

- ☐ African, Scottish African or British African
- ☐ Arab, Scottish Arab or British Arab
- ☐ Asian, Scottish Asian or British Asian
- ☐ Bangladeshi, Scottish Bangladeshi or British Bangladeshi
- ☐ Caribbean or Black
- ☐ Chinese, Scottish Chinese or British Chinese
- ☐ Indian, Scottish Indian or British Indian
- ☐ Mixed or multiple ethnic groups
- ☐ Pakistani, Scottish Pakistani or British Pakistani
- ☐ White Scottish
- ☐ White Other British
- ☐ White Irish
- ☐ White Gypsy/Traveller
- ☐ White Polish
- ☐ White Roma
- ☐ White Showman/Showwoman
- ☐ Other white ethnic group
- ☐ Don't know
- ☐ Prefer not to say

A different ethnic group or groups (write in):

What religion, religious denomination or body do you belong to?

Please select only one item

- ☐ None
- ☐ Church of Scotland
- ☐ Roman Catholic
- ☐ Other Christian
- ☐ Muslim
- ☐ Hindu
- ☐ Buddhist
- ☐ Sikh
- ☐ Jewish
- ☐ Pagan
- ☐ Prefer not to say

Other (write in):

Do you have any physical or mental conditions or illnesses lasting or expected to last 12 months or more?

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to say

If yes, do any of your illnesses or conditions reduce your ability to carry out day to day activities?

Please select only one item

- ☐ Yes - a lot
- ☐ Yes - a little
- ☐ Not at all

What is the highest level of educational qualification you have received?

Please select only one item

- ☐ 'O' Grade, Standard grade or equivalent (SVQ level 1 or 2)
- ☐ Higher, A level or equivalent (SVQ Level 3)
- ☐ HNC/HND or equivalent (SVQ Level 4)
- ☐ Degree, Professional qualification (Above SVQ Level 4)
- ☐ No qualifications
- ☐ Qualifications not known
- ☐ Prefer not to say

Other qualification (write in):

What is your current working pattern?

Please select only one item

- ☐ Self employed
- ☐ Employed full time
- ☐ Employed part time
- ☐ Looking after the home or family
- ☐ Permanently retired from work
- ☐ Unemployed and seeking work
- ☐ At school
- ☐ In further/higher education
- ☐ Government work or training scheme
- ☐ Permanently sick or disabled
- ☐ Unable to work due to short-term illness or injury
- ☐ Prefer not to say

Other (write in):

Apart from anything you do as part of PAID employment, do you look after, or give any regular help or support to family members, friends, neighbours or others because of either long-term physical / mental ill-health / disability; or problems related to old age?

Please select only one item

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Part 4: About you (ctd 1)

In total, how many hours each week approximately do you spend providing any regular help or support?

Include care provided both inside and outside the household. Exclude any caring that is done as part of any paid employment.

Please select only one item

- ☐ Up to 4 hours a week
- ☐ 5 - 19 hours a week
- ☐ 20 - 34 hours a week
- ☐ 35 - 49 hours a week
- ☐ 50 or more hours a week or continuous care
- ☐ Varies

Part 5: About you (personal information)

Your name and email address, if you choose to provide them, will be collected separately from your survey questions. This means your answers will remain completely anonymous, and your personal details will only be used if you have agreed to be contacted for follow-up or to receive the research findings.

If you don't want to be contacted further, simply hit "continue" to move to the next page.

What is your name?

What is your email?

I want to be contacted about (select all that apply):

Please select all that apply

- ☐ Follow up questions
- ☐ The research findings
- ☐ Make Your Mark membership