



One Crew Your View Surveys 2026 Volunteer Survey Results

Classification: Restricted

Photo: RNLI



Purpose and method

Survey open for four weeks:
Monday 13th April to Sunday
10th May

*We will sustain a safer, more
effective and inclusive One Crew by
attracting and retaining volunteers
and staff who are set up with the
right skills, training and equipment*

Robust and reliable sample

Volunteers



4,243 responses
20% response rate

Survey measures engagement:

Say

E.g. would recommend the RNLI
as a great place to volunteer



Stay

E.g. would like to continue
volunteering with the RNLI



Strive

E.g. volunteering for the RNLI
gives a sense of achievement



And other parts of the volunteer experience:

Role clarity, resources and
training

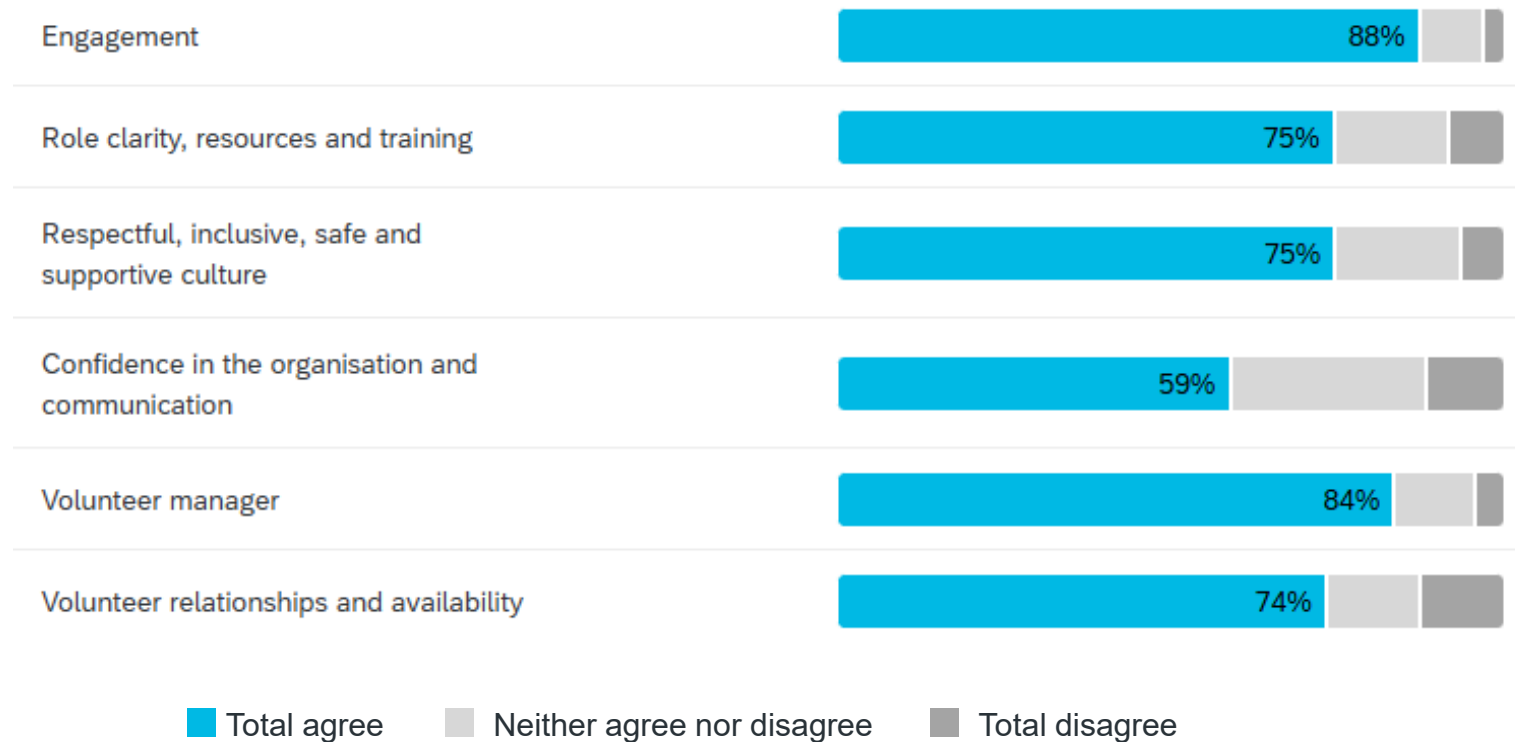
Respectful, inclusive, safe,
supportive culture

Confidence in the organisation
and communication

Volunteer manager

Volunteer relationships and
availability

**2026 scores – average per theme
(multiple measures under each theme)**



**Total % agree scores – 2026 scores, per theme broad volunteer groups compared to all volunteers
(multiple measures under each theme)**

Comparison:

All volunteers ... ▾

Breakout:

Role group br... ▾

[Expand all](#)

Comparison:

All volunteers ...

Breakout:

Role group br...

Expand all

		All volunteers 2026	Fundraising & events	Lifeboat operations	Other	Shop	Visitor experience	Water safety
Response Counts	4243	821	1992	159	779	188	247	
> Engagement	88%	88%	87%	89%	90%	91%	90%	
> Role clarity, resources and training	75%	68% ▾	76%	76%	79% ^	77%	76%	
> Respectful, inclusive, safe and supportive culture	75%	69% ▾	77%	77%	76%	76%	82% ^	
> Confidence in the organisation and communication	59%	59%	56% ▾	62%	66% ^	62%	67% ^	
> Volunteer manager	84%	82%	85%	84%	86%	85%	84%	
> Volunteer relationships and availability	74%	70% ▾	74%	76%	80% ^	74%	70%	

■ +5 percentage points or more above all volunteers

■ -5 percentage points or more below all volunteers

Up / down arrows indicate whether difference compared to all volunteers is statistically significant

**Total % agree scores – comparison per theme 2026 compared to 2024 for broad volunteer groups
(multiple measures under each theme – only includes measures asked in both 2024 and 2026)**

Comparison:

All volunteers 2026

Expand all

Breakout:

Role group br...

All volunteers 2026

Fundraising & events

Lifeboat operations

Other

Shop

Visitor experience

Water safety

All volunteers compared to 2024

Response Counts	4243	821	1992	159	779	188	247	
> TREND Engagement	88%	88% (-3) ▾	87% (-1)	89% (0)	90% (-3) ▾	91% (-2)	90% (+1)	-2
> TREND Role clarity, resources and training	78%	73% (-7) ▾	76% (-4) ▾	81% (+1)	84% (-5) ▾	80% (-4)	80% (+2)	-4
> TREND Respectful, inclusive, safe and supportive culture	73%	66% (-6) ▾	75% (-2)	75% (-3)	74% (-7) ▾	74% (-3)	81% (+5)	-4
> TREND Confidence in the organisation and communication	60%	62% (-7) ▾	55% (-1)	63% (-2)	66% (-6) ▾	64% (-2)	69% (+5)	-4
> TREND Volunteer manager	84%	82% (-2)	85% (0)	84% (-3)	86% (-5) ▾	85% (-2)	84% (+4)	-2

*Numbers in parentheses represent differences from HISTORIC One Crew Your View volunteer survey 2024

■ +5 percentage points or more above 2024 score

■ -5 percentage points or more below 2024 score

Up / down arrows indicate whether difference compared to 2024 score is statistically significant

**Total % agree scores – 2026 scores, per theme, RNLI region compared to all volunteers
(multiple measures under each theme)**

Comparison:

All volunteers ... ▾

Breakout:

RNLI Region ▾

Expand all

	All volunteers 2026	Ireland	North & East	Scotland	South East	South West	Wales & West & IOM
Response Counts	4243	483	689	523	854	755	827
> Engagement	88%	88%	88%	89%	88%	87%	89%
> Role clarity, resources and training	75%	78%	74%	78%	74%	74%	75%
> Respectful, inclusive, safe and supportive culture	75%	78%	74%	78%	74%	74%	76%
> Confidence in the organisation and communication	59%	62%	58%	61%	57%	59%	60%
> Volunteer manager	84%	84%	82%	85%	84%	84%	85%
> Volunteer relationships and availability	74%	74%	71%	75%	73%	76%	74%

+5 percentage points or more above all volunteers

-5 percentage points or more below all volunteers

Up / down arrows indicate whether difference compared to all volunteers is statistically significant

**Total % agree scores – 2026 scores, per theme, RNLI region compared to all volunteers
(multiple measures under each theme)**

Comparison:	Breakout:						
All volunteers 2026	RNLI Region ▾						
Expand all	All volunteers 2026	Ireland	North & East	Scotland	South East	South West	Wales & West & IOM
Response Counts	4243	483	689	523	854	755	827
> TREND Engagement	88%	88% (-4) ▾	88% (0)	89% (-1)	88% (-1)	87% (-2)	89% (-3) ▾
> TREND Role clarity, resources and training	78%	80% (-4)	76% (-4) ▾	79% (-4)	77% (-4) ▾	77% (-5) ▾	78% (-6) ▾
> TREND Respectful, inclusive, safe and supportive culture	73%	76% (-3)	71% (-3)	76% (-2)	72% (-4) ▾	72% (-5) ▾	75% (-3)
> TREND Confidence in the organisation and communication	60%	62% (-4)	59% (-3)	61% (-4)	58% (-4)	60% (-4)	61% (-4) ▾
> TREND Volunteer manager	84%	84% (-2)	82% (-3)	85% (-2)	84% (+2)	84% (-2)	85% (-2)

*Numbers in parentheses represent differences from HISTORIC One Crew Your View volunteer survey 2024



+5 percentage points or more above 2024 score

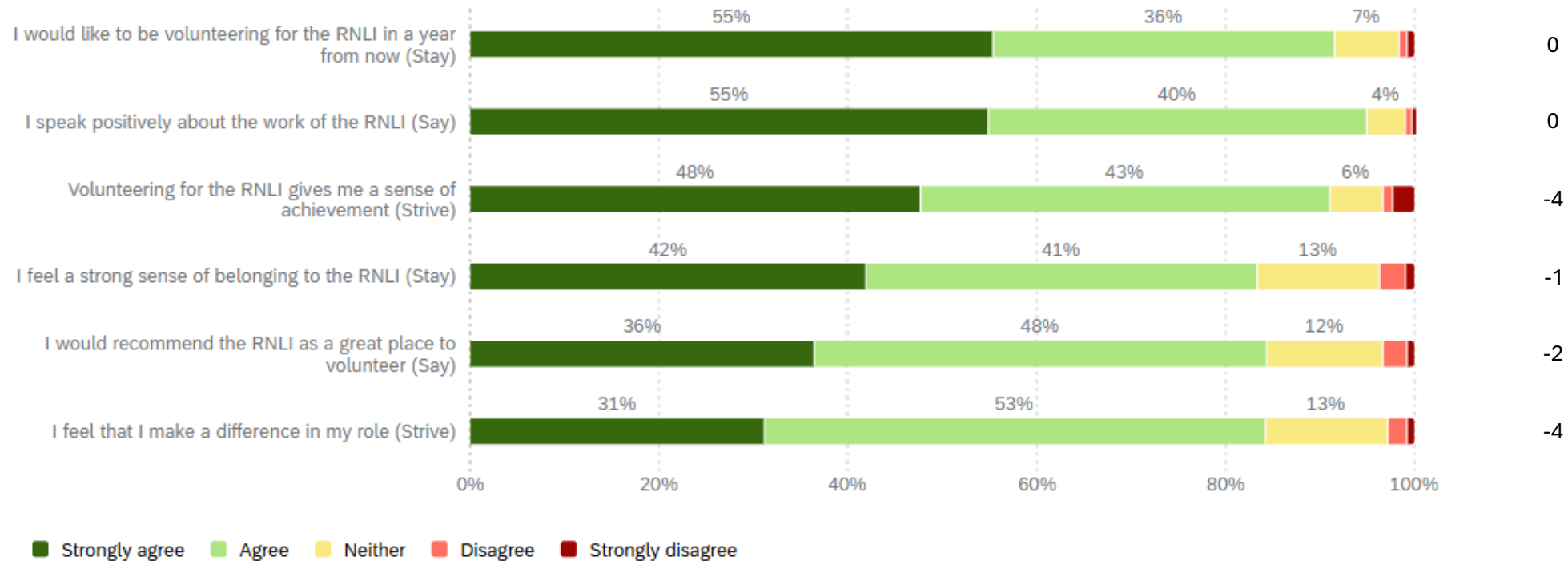


-5 percentage points or more below 2024 score

Up / down arrows indicate whether difference compared to 2024 score is statistically significant

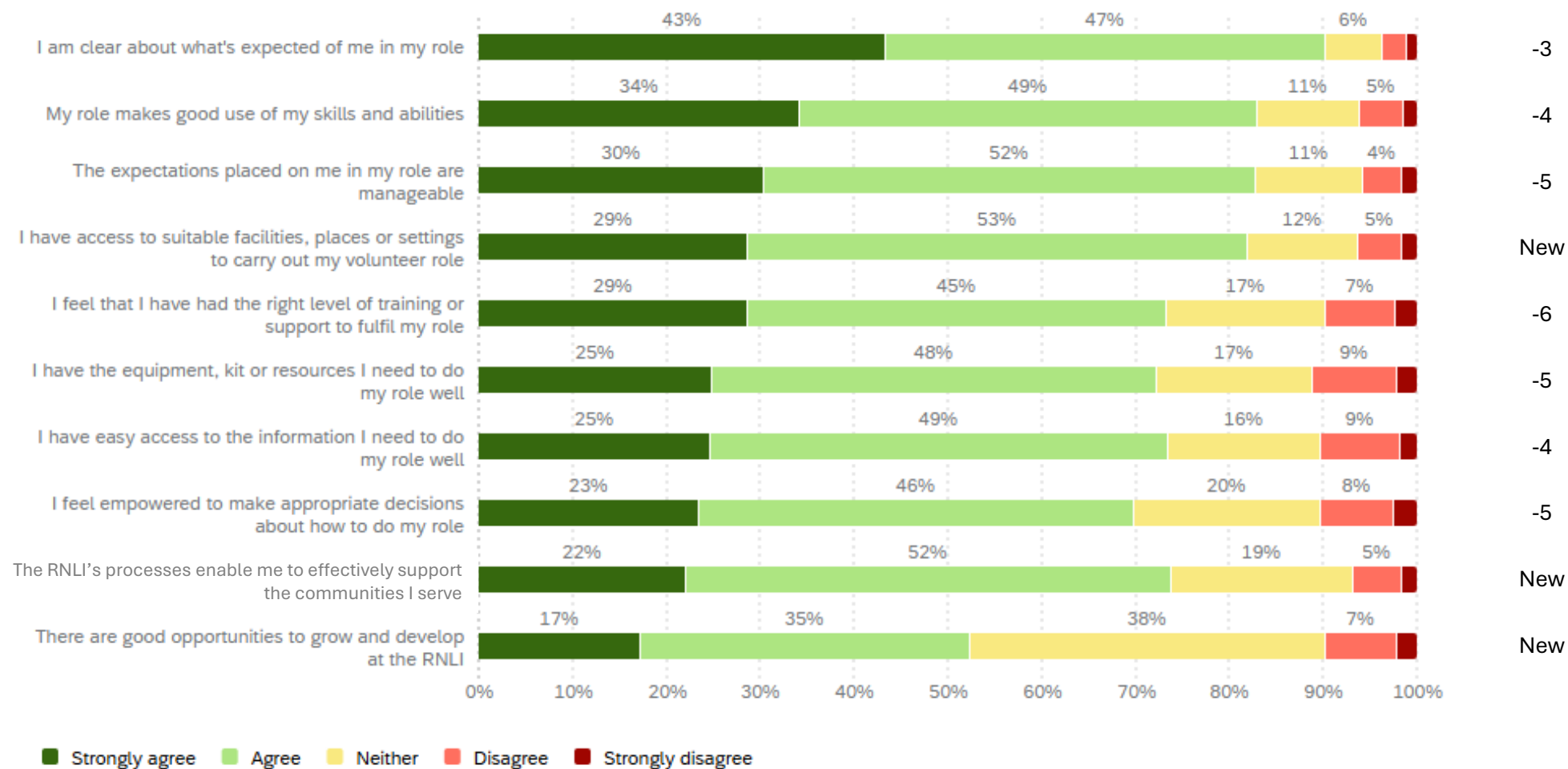
Engagement measures - full breakdown of scores 4,184

% total agree
compared to 2024



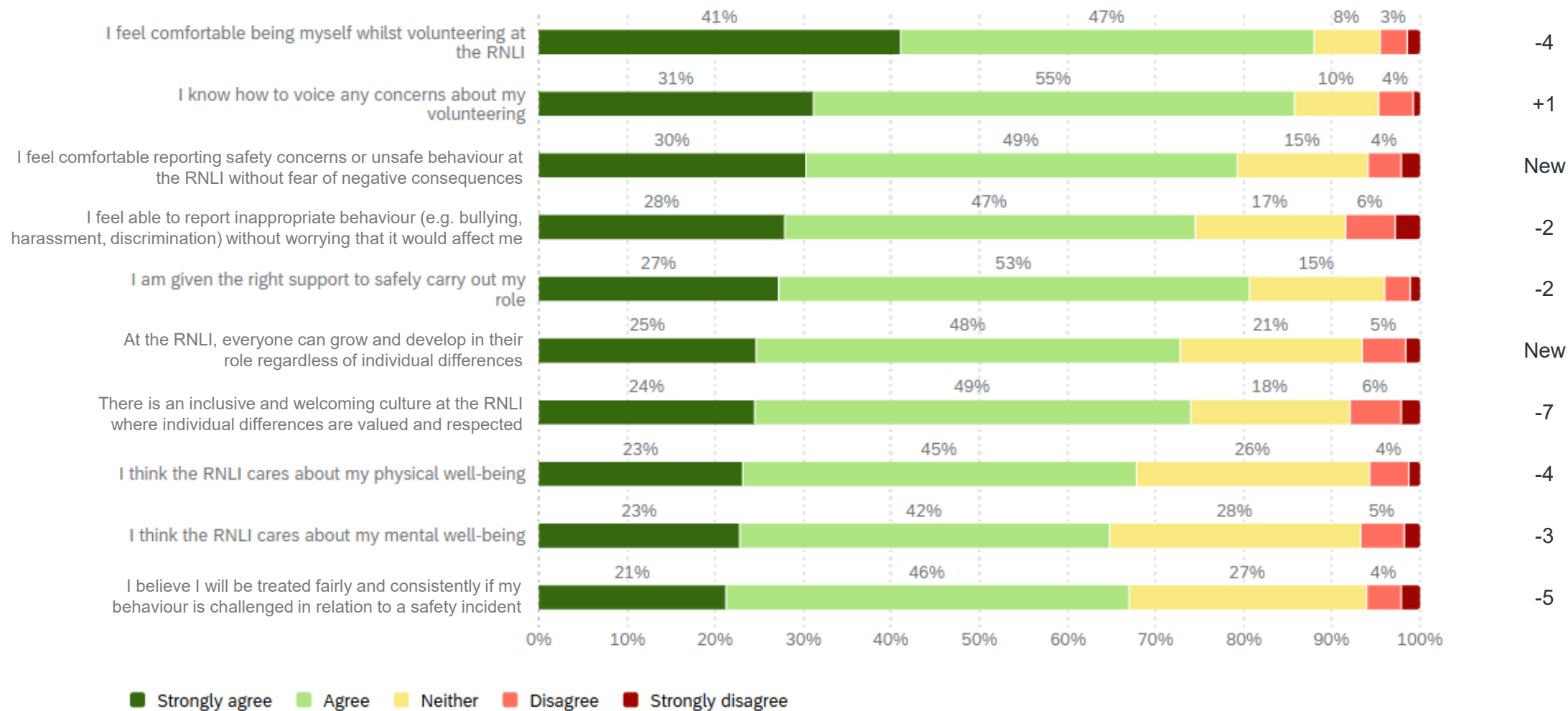
Role clarity, resources and training - full breakdown of scores 4,182

% total agree
compared to 2024



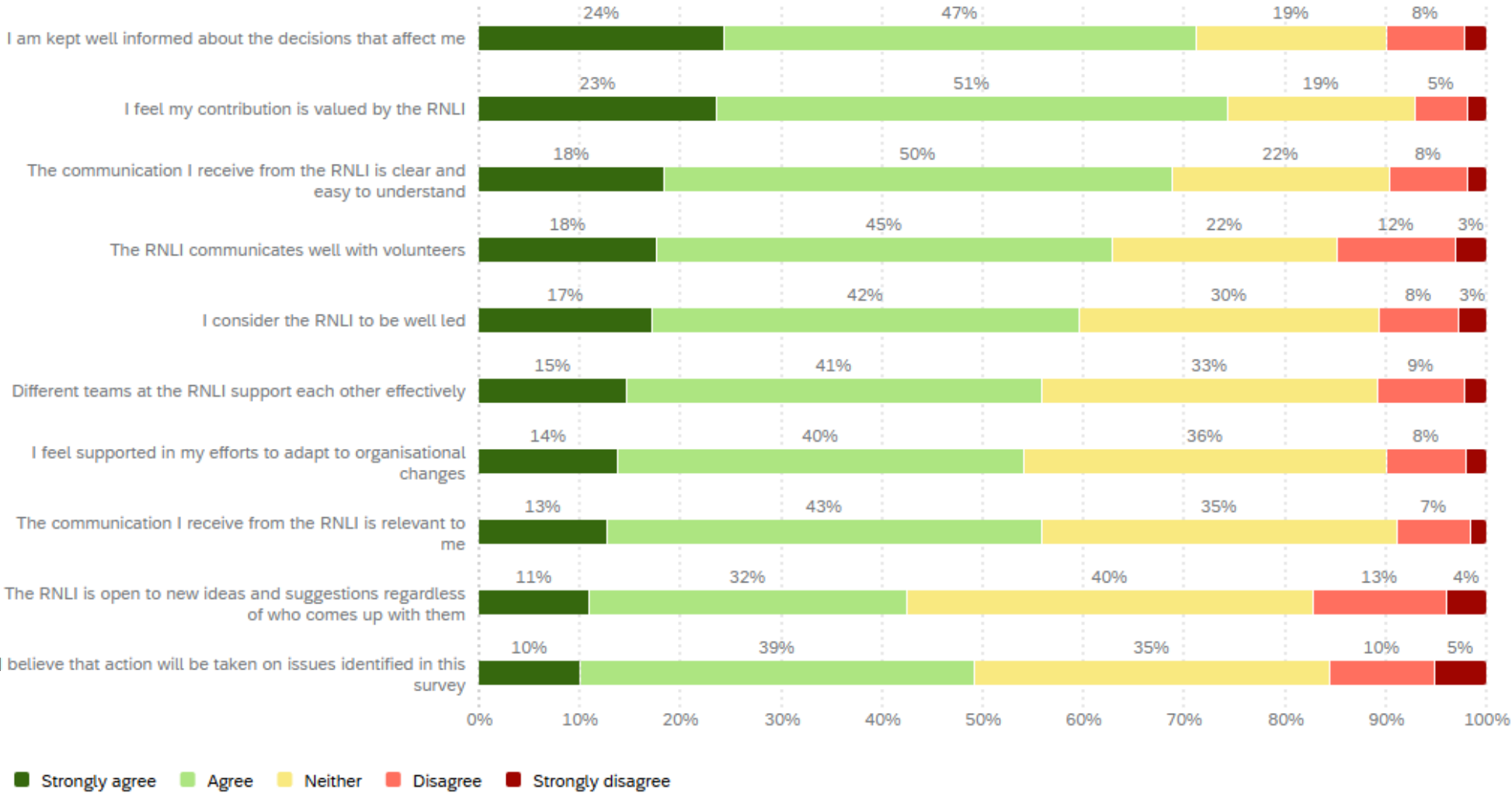
Respectful, inclusive, safe and supportive culture measures - full breakdown of scores 4,183

% total agree compared to 2024



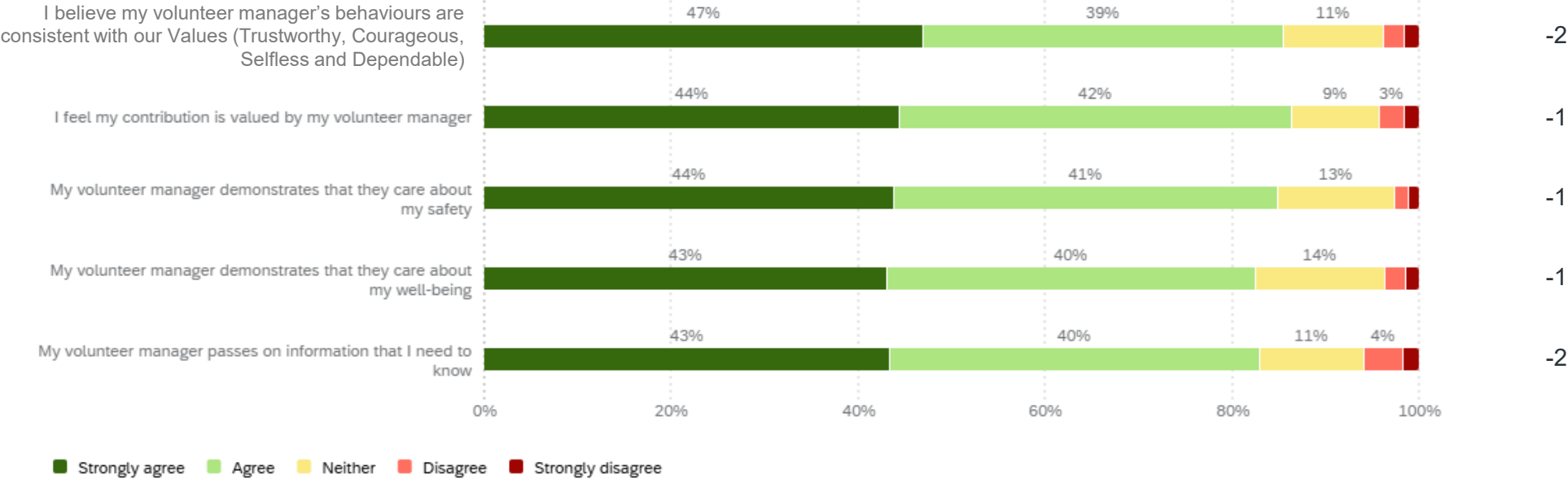
Confidence in the organisation and communication measures - full breakdown of scores 4,184

% total agree compared to 2024



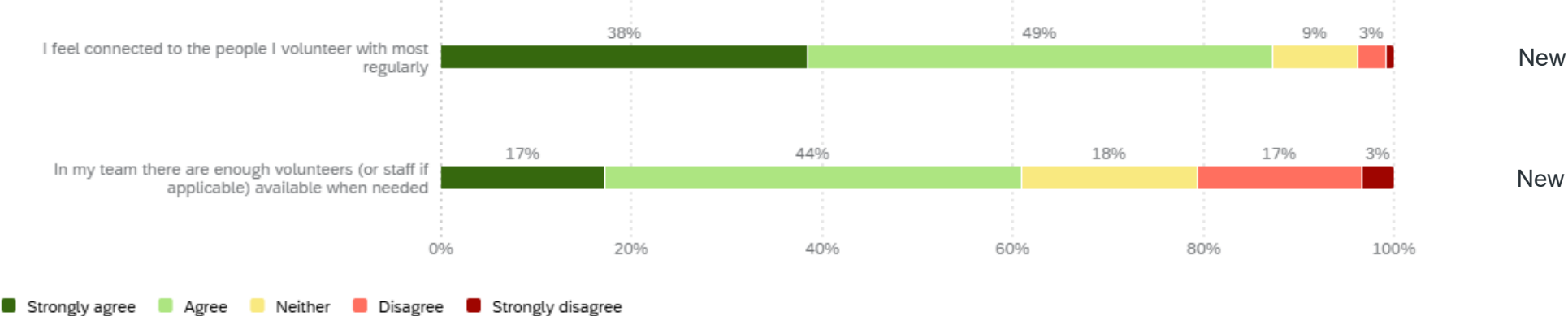
Volunteer manager measures - full breakdown of scores 4,013

% total agree
compared to 2024



Volunteer relationships and availability measures - full breakdown of scores 4,181

% total agree compared to 2024



What one thing would most improve your volunteer experience at the RNLI? Comment themes. 2,038

