



We give
our time



volunteer impact across aberlour

2025-2026





volunteer
impact
across
aberlour
2025-2026



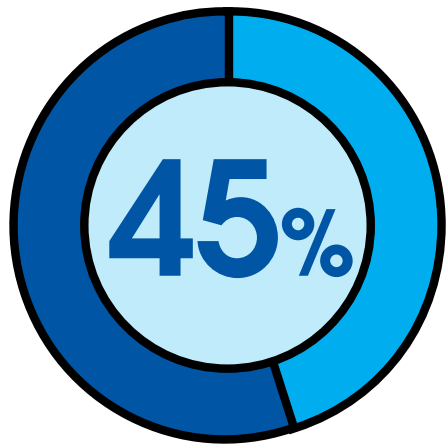
statistics



statistics

308 
volunteers

regularly volunteered
for Aberlour in 2025-2026



**Volunteer
Retention Rate**
in 2025-2026



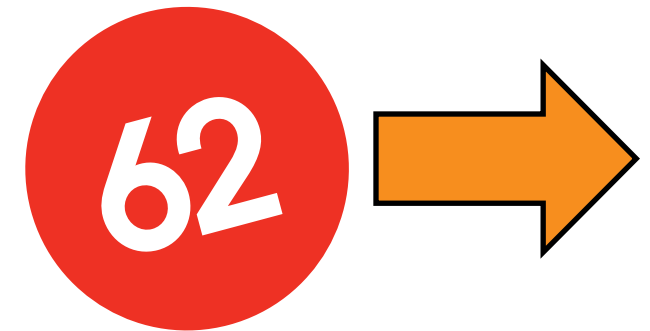
**volunteering
hours**



and
316 sessions
of **volunteer training**
delivered

Top 3 reasons for leaving

- 1** End of Tenure /
End of Service
- 2** My **home circumstances**
have changed
- 3** My **work circumstances**
have changed



volunteers have left in 2025-2026

32 were not suitable for volunteering.
30 left, reasons for work and
home commitments.



statistics

volunteer activity



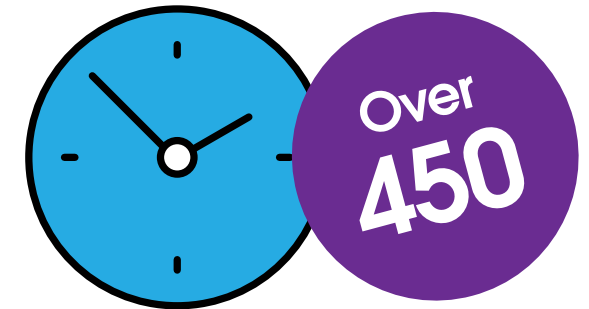
Driving
Sessions



32
gardening
activities



outdoor, play
and sports
activities



Trustee hours



of support calls
and supervision
sessions to
volunteers



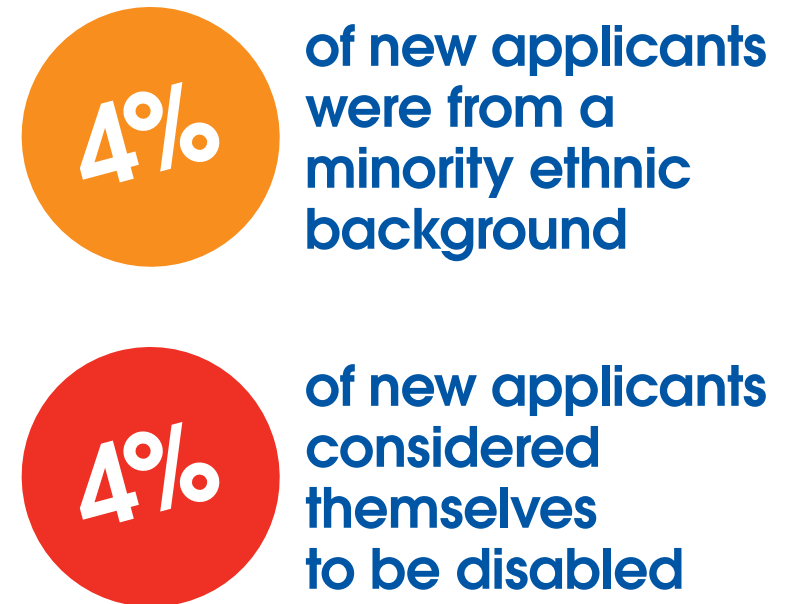
statistics

gender



1% Prefer to self describe

equality & diversity



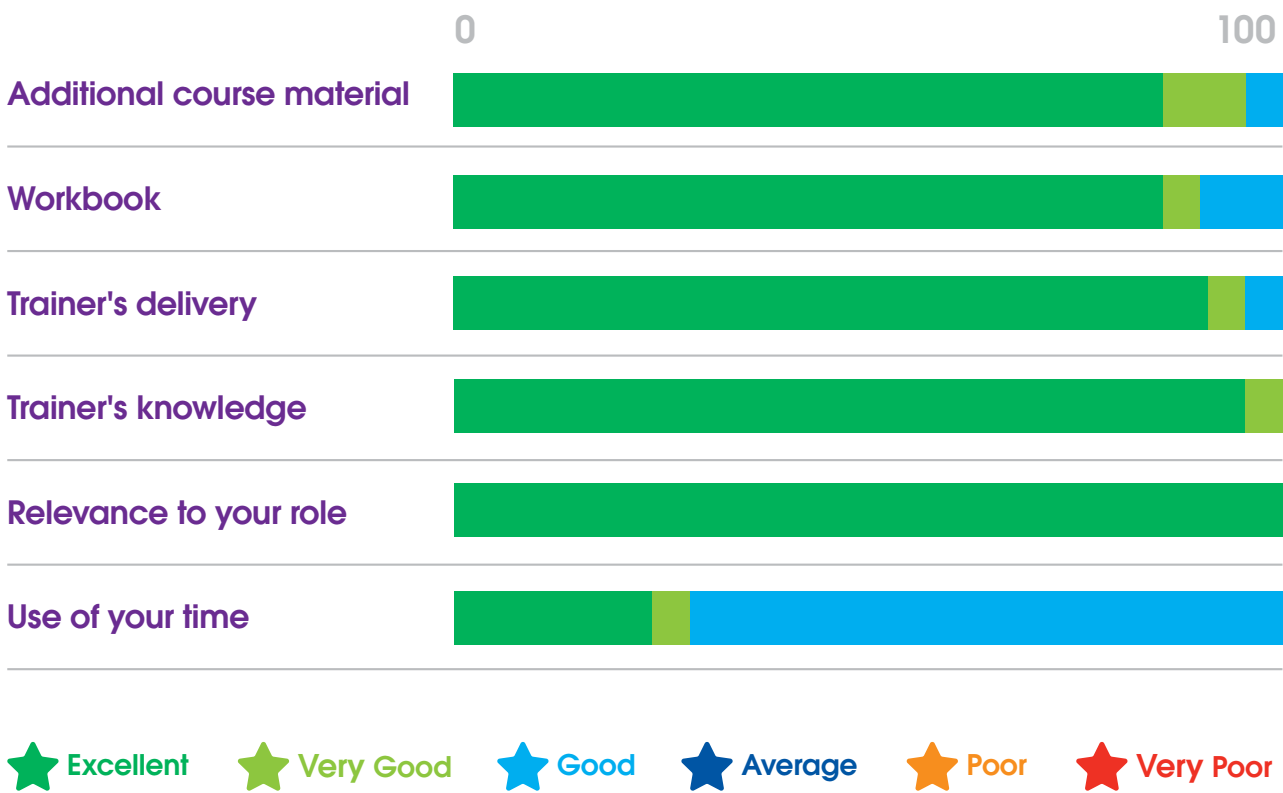
statistics

Volunteer Training

Over 2025–2026 feedback forms have been completed, volunteers have rated training overall as 4.7 out of 5 stars.



Volunteer Feedback



statistics

84 volunteers volunteered for North and South volunteer roles in 25/26.

Volunteering roles South services



Volunteering roles North services

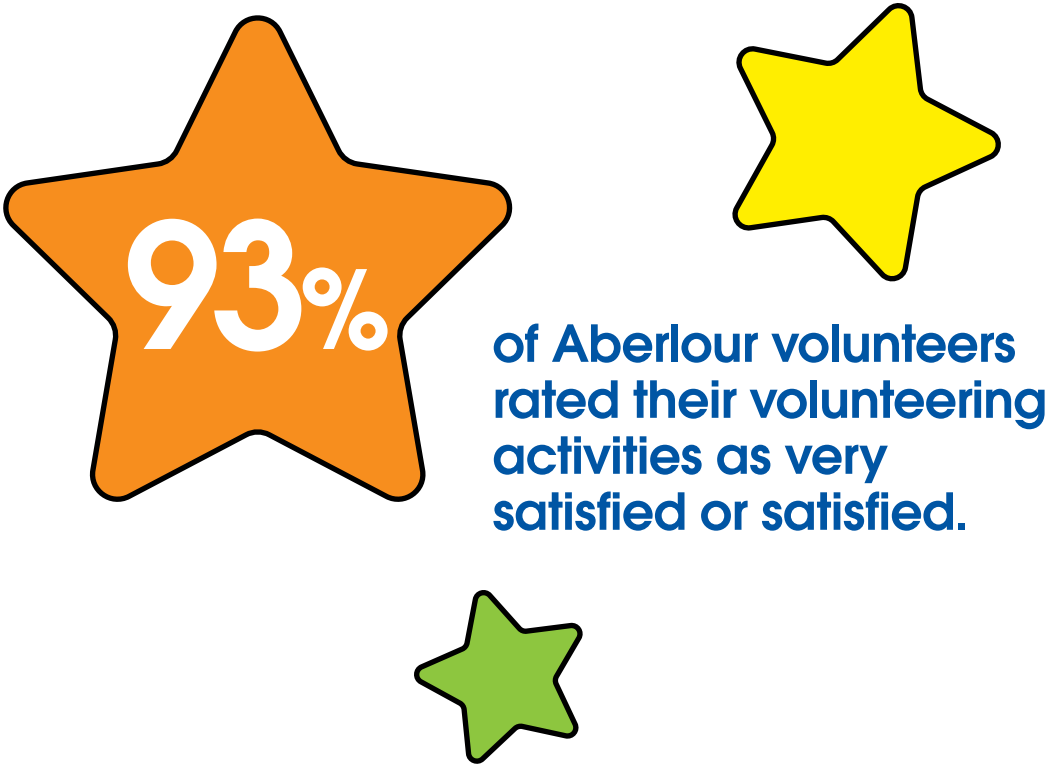


statistics

Volunteer led services 2025/2026

	volunteers across the year	placements	leavers
Perinatal Forth Valley	37	31	10
Perinatal Lothian	39	33	13
Intandem	15	14	8
YouthPoint Moray	11	8	1
Hearts & Minds Renfrewshire	5	5	0

Volunteer experience



statistics

Outcomes for supported people

Perinatal Services

Our perinatal befriending model is providing the type of support mums say they need, with outcomes evidencing the impact:

91% improved mental and emotional health through relationship-based support

91% improved or maintaining their social networks of support

90% improved or maintaining a positive attachment with their baby

100% improved self efficacy

Complex Challenges

12% with child protection concerns in comparison with none the previous year

18% (additional to those with child protection concerns) victims of gender-based violence

Poverty

Families

Helping families access emergency support for essentials through Aberlour's Urgent Assistance Fund. (The Foundation's July 2025 donation to this fund enabled us to provide essentials to 758 children three years old and under).

Volunteers

Offer our volunteers advanced expenses so they're not out of pocket.



statistics

Outcomes for supported people

Category	% of Total	Met %	Improving %	Not Met %	New %
Achieving	19.70%	68.80%	4.20%	22.90%	4.20%
Active	6.60%	62.50%	12.50%	25.00%	0.00%
Healthy	38.10%	64.50%	14.00%	9.70%	10.80%
Included	18.40%	71.10%	8.90%	15.60%	4.40%
Nurtured	6.10%	60.00%	13.30%	26.70%	0.00%
Respected	2.50%	83.30%	16.70%	0.00%	0.00%
Responsible	4.50%	81.80%	0.00%	18.20%	0.00%
Safe	4.10%	80.00%	0.00%	20.00%	0.00%
TOTAL	100.00%	68.00%	9.80%	16.00%	5.70%



volunteer
impact
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volunteer feedback



volunteer experiences

“My mentee’s desire to learn and further her own experience was inspiring.”

“You can make a huge difference to a mums life and be a listening ear for them.”

“It is an opportunity to do something worthwhile, which benefits the mothers, as well as the befriender.”

“How easily I formed a good relationship with the families I am befriending.”

“Making a difference in a young person's life, and showing him that adults can be trusted, and for the wee man to know I am there solely for him and I have his best interests and welfare at the core of everything I do for him.”

“When you earn the trust of a young person who hasn't had the best start in life, the sense of achievement and satisfaction that this makes you feel is awesome.”

“Having the mum say she was glad I was back from my holidays as she really missed me.”

“For a young person to know that you are there for them and have their best interests at the heart of everything you do makes such an impact on the young person, probably more than what us befrienders realise, it is also rewarding to know that you are giving the parent/s or carers some respite too.”



volunteer experiences

Perinatal Befriending



"I love befriending because I know the difference it can make when someone takes time to really listen. Perinatal befriending is extra special because the benefit of befriending isn't just on "Mum" but is on "Baby" too. When babies have attuned adults taking care of them it has an effect on their biology. I love how amazing that is. Perinatal Befriending creates positive ripples throughout life."

"I have really enjoyed being a volunteer since I started in October 25. I have enjoyed getting to know the mum and her baby and knowing that her just talking and saying out loud everything she is processing internally with the "mum mental load" helps (I hope) clear her head and give her some thinking space. I am inspired by how well she knows herself and what is right for her children and advocates for them and it has been a privilege to get to spend part of her perinatal journey with her."



volunteer experiences

Perinatal Befriending

"I have really loved the befriending more than I expected as I didn't realise that I would love it so much. Going swimming has been great and I've got so much out of it. I coordinate volunteer mentors and I can't believe how much I have learned myself and it has given me a greater understanding of what it's like to be a volunteer which will help me in my paid job. The match has been quite challenging at times but the support I have had has been amazing and having someone to run things by on the end of a phone has been invaluable."



volunteer experiences

Perinatal Befriending



"Volunteering for Aberlour has been a heart-warming, uplifting & enriching experience. From the wonderful weekly training & having the opportunity to meet likeminded volunteers, to the match and finding such reward in supporting a Mum in her post-natal journey. This experience has taught me so much about myself and allowed me to spend time doing something very special and unbelievably rewarding. Thank you Aberlour for investing in me and more importantly supporting local Mum's invest in themselves."

"I really enjoyed the training to become a befriender and felt eager to be matched up. I was matched very quickly with a mum and since then I've found befriending to be so rewarding. When I have my weekly befriending session, I feel all other distractions in my own life go quiet and I'm able to completely be there in the moment to listen to the mum I'm befriending. While it's taken some weeks to get to know each other I'm in no doubt of the benefit the mum is feeling from the sessions, which in turn makes me feel like I'm making a real difference. Befriending has reminded me of the power of simply being there and listening to someone's experience. With so much going on in everyone's lives it's nice to slow right down and just talk, listen and take some time out."



volunteer experiences

Befriending

"I have been volunteering with Aberlour for over a year now. I began volunteering as I wanted to gain more experience working with children and young people and have a positive impact on their lives. I seen the advert on Facebook and decided to give it a go! After reading about Aberlour and their values, I knew it was the right charity for me. My whole experience at Aberlour has been positive and given me the confidence to search for employment in a similar field. Building up a trusting and positive relationship with the young person I volunteer with has been brilliant to see. I look forward to each time we meet up. Aberlour has been there for me each step of the way."

"I wanted to give something back by helping someone else, and knowing that I could make a positive difference. Spending time with someone and helping to make their day a little brighter makes it all worthwhile. The best part is when I take my young person out and hear from him, or from his foster carer and Gill, that he's had a really good time. I hadn't realised how many people are in difficult circumstances, or the scale of the support network needed. It's been a real eye-opener. Many children are already isolated, so even though I only see him once a month, that time really matters. Without it, it would be one less outing, one less positive experience, and one less person showing they care. Giving your time to help someone else is incredibly rewarding. There's a real sense of satisfaction in knowing you've made a difference."

"I really enjoyed the 1:1 sessions I was originally on but the group sessions are much more fun as less intense and allow the kids to dip in and dip out as they need."



volunteer experiences

Staff feedback

"The young person is growing in confidence and this has been very evident from starting to go to the gym with adult support, they now walk to and from the gym and work out by themselves when at the gym. They have self-travelled over the last few months on public transport. It has been really positive to see them flourish and feel good about themselves, they enjoy one-to-one time where they can express themselves fully."

"D is always asking me to organise time with Claire and Mitzie (Therapy Dog), she finds this relaxing and comforting. As their relationship has grown, they now share stories, and D is excited to show Claire her new bunny rabbit Poppy. Just to have an adult in your life who chooses to spend time with you on an unpaid basis is powerful for our children."

"Having a volunteer has provided opportunities for our young person to meet personal goals independently. These opportunities have helped her to build her social skills, boost her self-esteem and strengthen her independent life skills."

"The volunteer drivers are an invaluable resource for Aberlour Options Aberdeen. Their offering of their own time to drive for our service literally enables sessions to take place by providing a crucial travel link to and from the service. The volunteers by proxy then help offer the children and their parents the respite service they so dearly need. The volunteer drivers are all friendly, reliable and helpful individuals who have helped with driving in the day-to-day and were a crucial asset in the difficult winter weather with one volunteer offering the services of his all-weather 4x4 vehicle to ensure service continuity. They have also even helped with garden landscaping jobs, which is also extremely helpful. These are just some of the examples of the invaluable input the volunteers offer."



tribute to Durene Campbell

Perinatal Befriender Forth Valley



Durene a key part of the perinatal befriending service. With a listening ear, endless empathy and a completely non-judgemental approach, she made a huge impact on the families she supported over the years with the service. Durene helped mums build confidence and self-esteem when they were at their lowest, always offering calm reassurance when anxiety felt overwhelming.

Durene wasn't afraid to roll up her sleeves and get stuck in, whether it was rocking a baby to sleep, popping on a pair of marigolds to help clean and organise a home, or being the moral support for a mum who had a tough appointment to attend. Durene was there. No task was too big or small when it came to making a family feel supported. This is what earned Durene the special volunteer of the year award showing she went above and beyond.

Always ready to help, Durene was the first to volunteer at events and proudly spread the word about the work of the service. She was a true ambassador for Aberlour and the Perinatal Befriending Service. Durene was eager to create change for families who were struggling.

With her bubbly personality, calming presence and infectious laugh and wonderful quirkiness Durene brought light into every event and meeting she attended. Durene earned the nickname perinatal nana because of her commitment, warmth and humour. Durene is deeply missed by staff, volunteers, and the mums whose lives she touched.

Durene's passion left a legacy. The families she supported achieved fantastic outcomes and her passion will continue to guide the service today. She didn't just volunteer, she made a lasting difference!

“When I retired I thought my connection to children and families was over. I joined Aberlour as a perinatal befriender 4 years ago during which time I have learnt so much about empathy, sympathy, laughter and tears with so many families. All the families need individual support of some kind and no support is more or less important. I believe Aberlour has a place in society today and is needed to support mums and babies at their most vulnerable time”



volunteer
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case studies



case studies

Stephen's Case Study

Early Help & Mentoring
YouthPoint Moray

Youthpoint required significant improvements to its workshop space to ensure it was safe, functional, and appropriate for young people. The environment needed to be more organised, compliant with safety standards, and suitable for delivering a supportive and engaging, child-friendly service.

Action

Stephen has shown outstanding commitment and dedication by investing a significant amount of time and energy into transforming the workshop and developing opportunities for young people. Working closely with management, Stephen:

- Supported with updating and organising the workshop inventory
- Reviewed and strengthened risk assessments to ensure full safety compliance
- Improved signage and posters to promote awareness and safe working practices
- Ensured appropriate Personal Protective Equipment (PPE) was in place, accessible and correctly managed with lockable lockers
- Led a major clearance and reorganisation of the space, creating a safer, more functional environment

In addition, Stephen has worked proactively with management to plan and deliver a structured project programme for young people. This includes:

- Introducing a workshop induction programme
- Supporting young people to create models from recycled materials, encouraging creativity and sustainability
- Planning and delivering an introduction to welding, helping build practical skills and confidence

Beyond his day-to-day role, Stephen has also shown exceptional personal commitment by completing a 90-mile walk to raise much-needed funds for young people, further enhancing opportunities and resources within the service.

Impact

As a result of Stephen's dedication:

- The workshop is now a safe, compliant, and welcoming environment
- The space is fit for purpose and significantly more child-friendly
- Young people have access to structured, engaging activities that support skill development and confidence
- Staff benefit from a well-organised and functional workspace
- Additional funds have been raised to further support and enhance provision for young people

Stephen was also involved in our very first pantomime, showing the fun-loving side of his many attributes. Playing the Grinch, it took him a few shampoos to wash out the green hairspray!

Stephen consistently goes above and beyond expectations. His commitment, initiative and genuine passion for supporting young people have made a lasting difference to YouthPoint. He is an absolute asset to the service, and we are extremely fortunate to have him as part of the team.



case studies

Lesley & Anne's Case Study

Volunteer
counsellors

Many young people and their families accessing Youthpoint face emotional, behavioural, and personal challenges that can impact their wellbeing, relationships, and ability to reach their full potential.

There is a clear need for consistent, trusted support to help individuals navigate these challenges and build resilience. The introduction of counselling provision has been a much-needed addition to the range of services we can offer our families.

Action

Both Lesley and Anne, as counsellors, provide regular weekly support sessions to both parents and young people, creating a safe, supportive, and non-judgemental environment.

Through their work they:

- Offer consistent, structured counselling sessions that build trust and stability
- Demonstrate strong listening skills, allowing individuals to feel heard, valued, and understood
- Use their insight and professional expertise to help uncover underlying issues and barriers
- Support both young people and parents to reflect, understand behaviours, and explore solutions
- Empower individuals to make positive choices and take ownership of their development
- Provide guidance and strategies that help families implement and sustain meaningful change

Lesley and Anne approach their work with compassion, patience and professionalism, ensuring each individual feels respected and supported throughout their journey.

Impact

As a result of Lesley and Anne's dedication:

- Young people are better able to understand themselves and manage their emotions
- Parents feel more confident and equipped to support their children
- Relationships within families are strengthened
- Individuals are empowered to make positive changes and, importantly, maintain those changes over time
- There is improved wellbeing, resilience, and engagement among those accessing the service

This vital service has strengthened the overall support YouthPoint can offer, ensuring families receive the help they need at the right time. Lesley and Anne's insightful, caring and empowering approach has made a lasting difference, helping young people and their families to unlock and realise their potential.



case studies

Shirley's Case Study

YouthPoint's craft provision and community engagement activities needed additional support to improve organisation, enhance delivery and create a welcoming environment for families and young people. There was also a need to strengthen fundraising and raise awareness of the organisation within the wider community.

Action

Shirley has made an outstanding contribution through her dedication, organisation and enthusiasm in supporting craft groups and wider service activities. She supports craft sessions, helping to create a calm, structured and welcoming environment.

- Demonstrates excellent organisational skills, maintaining a tidy and well-ordered workspace
- Led a full reorganisation of the craft room, carefully labelling all materials and ensuring everything has a clearly designated place
- Developed an inventory system to track resources, allowing the team to monitor usage and identify items that need replenishing.

Shirley has also contributed to wider service initiatives by:

- Supporting Youthpoint's very first pantomime, helping to raise valuable funds and warmly welcoming families attending the show
- Creating bespoke frames for staff and volunteers, helping to showcase a "who's who" display and celebrate the people behind the service
- Designing frames to display young people's canvases, promoting creativity and recognising their achievements

In addition, Shirley actively supports awareness of YouthPoint by attending events alongside the Volunteer Co-ordinator, Nikki. At these events, she confidently shares her own positive experiences, highlighting the value of volunteering and the difference the organisation makes.

Impact

As a result of Shirley's contributions:

- The craft room is now highly organised, accessible, and easy to maintain
- Staff and volunteers can efficiently manage resources, improving planning and delivery of activities
- Young people benefit from a more structured and creative environment
- Fundraising efforts have been strengthened, contributing to the sustainability of the service
- The organisation has increased visibility within the community through event engagement

Shirley's enthusiasm and advocacy inspire others to get involved and recognise the value of YouthPoint.

Shirley's commitment, attention to detail and passion for supporting others have made a clear and positive difference. Her work enhances day-to-day provision and strengthens YouthPoint's overall impact and reputation within the community.



case studies

Intandem Mentoring Service

Recent feedback sessions with families highlighted how invaluable intandem support is across many aspects of young people's lives. For many, intandem is a lifeline, offering vital support to families caring for young people through challenging circumstances.

Many families told us they often feel judged by schools, extended family, the public and even professionals, making it difficult to ask for the help they need. Our dedicated coordinators and volunteers help to break down those barriers, becoming trusted, friendly faces that young people genuinely look forward to spending time with.

Feedback showed that mentoring helps young people grow in confidence, develop social skills and build positive relationships. Families reported improved school attendance, stronger relationships and increased opportunities to take part in social activities. Parents and carers also raised concerns about young people's mental wellbeing, often describing them as staying in their bedrooms glued to screens. Mentoring provides an important break from this, encouraging young people to get out, try new experiences, have fun and reconnect with the world around them.

One young person's journey clearly demonstrates the impact of mentoring. When they were first referred to intandem, they were socially isolated, had no meaningful peer relationships and had experienced emotional and physical bullying at school, resulting in poor attendance. They found it difficult to trust adults or build safe, supportive relationships and had been self-harming.

Through regular mentoring, they were given the opportunity to get out each week and enjoy activities in a safe, supportive environment. Discovering a love of the outdoors, they were encouraged to join a local walking group alongside their mentor. They now attend regularly, have developed positive relationships within their community and have grown significantly in confidence and self-esteem. They feel valued and included, have begun setting personal fitness goals and are looking forward to the future with greater optimism. Their physical and mental wellbeing have improved, and their school attendance has increased.

This story reflects the wider impact we see across the intandem programme. The benefits of mentoring extend far beyond the time spent together each week or month. By providing trusted relationships, positive experiences and consistent encouragement, mentors help young people feel valued, supported and understood, while giving families reassurance that someone is there to listen, encourage and care.



case studies

Robin

Options
Aberdeen

I wanted to volunteer with Aberlour to gain more experience driving and supporting people, especially children with a range of complex disabilities and abilities, including learning disabilities, physical disabilities and neurodivergence. I am autistic and have ADHD, some OCD traits and mild learning disabilities, but I do not let any of this slow me down. I want to be part of mainstream society and contribute in a meaningful way. One of the most important things in everyday life is learning from children, staff, support workers, care workers, escorts and other volunteers.

I currently work as a warehouse assistant and van driver for C-FINE (Community Food Initiatives North East), where I mainly deliver fruit and vegetables. I have been doing this for ten years. During that time, I wanted to learn more about minibus driving, so I completed my minibus training and had D1 added to my driving licence. This means I can drive larger vehicles, although not over 3.5–7.5 tonnes yet.

I decided to volunteer with Aberlour to gain more experience working with passengers, which may support future employment opportunities. One of the most important gifts I have is my desire to help and share with others, particularly people who may have similar disabilities, abilities or backgrounds to my own. My most important value is sharing my talents, helping everyone feel included, and treating others with the respect and kindness we all deserve.



case studies

Lynn

Glasgow Early
Intervention
Service

Lynn was inspired to become a befriender at Aberlour because she wanted to help and support young people and their families, and make a difference. As a retired university lecturer, Lynn felt she now had more time to give back to her community. In April 2025, Lynn met her befriender, Kat, and Kat's three children for the first time. Lynn met with Kat and the children regularly, usually through weekly visits to soft play during the first few months.

As their time together continued, Lynn noticed that the children built a strong connection with her. After a three-week break in befriending activities due to holidays, the children came running out of the lift to welcome Lynn back on their return activity together.

Reflecting on one of their summer days out, Lynn said her main memory of the day was all of them laughing and feeling happy.

In befriending reviews, the service highlighted Lynn's warm, nurturing nature, the great support she had provided to her match, and how much the family enjoyed spending time with her.

Lynn and Kat continued to organise regular activities together until their match came to a planned end in December 2025. After an emotional final activity, Kat and Lynn decided they would meet up again outside Aberlour once befriending had finished, and Lynn was invited to a family barbecue the following summer.



case studies

Lyndsey Hall

Perinatal
Befriending
Lothian



As my children grew older and began to leave home, I had more time on my hands and was looking for a new challenge. I was interested in volunteering because it would allow me to do something positive, while giving me more flexibility than going back to work.

I liked the idea of doing something with children, which led me to Aberlour. The befriending service really appealed to me as I remember very clearly how long days can feel at home with a little baby.

Before becoming a befriender, there is a period of training. I think it was one evening a week for seven weeks. I really enjoyed the training; it was interesting and taught me valuable listening skills.

The time commitment for being a befriender is usually one afternoon a week, rarely more than three hours including travel. There are also occasional supervision meetings with your coordinator, which are relaxed — usually a coffee and a catch-up. The team at Aberlour are amazing: incredibly supportive and helpful. I love being part of it.

I've been a befriender for nearly three years now and have been matched with four mums over that time. The service is provided until the baby's first birthday.

What we do is very much shaped by the mum. Often, we sit on the floor playing with the baby and having a chat. That might not sound like much, but sometimes a bit of company and someone to give you a wee lift can make a bad day much better. I've also helped by rocking the baby while mums have a haircut or go to the dentist, and I've kept a mum company at a Bookbug session because she was nervous about going on her own.



case studies

Lyndsey Hall

Perinatal
Befriending
Lothian



Sometimes it can bring back lovely memories of my boys when they were babies. Things I had forgotten. Some of the mums we work with have had mental health issues from before pregnancy. Others are struggling with the pressure of being a new mum. The most important thing is that we are not there to judge, advise or fix things. We are there to be alongside them and provide a sympathetic ear. You do not need special qualifications, just a willingness to listen and support.

That first year can be a very tough time for new mums. Everyone telling them that it should be a happy time can make it even harder to talk about it if they are feeling anxious or depressed. Some mums just need some encouragement to get out and about.

It can be easy to become isolated with a new baby. Sometimes mums have no one to talk to. Sometimes they have family, but do not want to be judged or seem critical of the support they are already receiving.

They know they can pour their hearts out to us and tell us how they really feel, because we are separate from their family and day-to-day lives.

It has been nice to feel a little challenged while being part of a team, to do something unconnected to my family and home. I feel lucky to have found a place in the service and find it incredibly satisfying. It is only a few hours each week, but it feels like time really well spent.

The volunteers are just trying to make what can be a tough time a little easier. That feels like a good thing to do, a worthwhile thing.



case studies

Rong's Case Study



Rong came to us as a PhD graduate of the University of Glasgow with an academic background and research focus on adolescence and young adults' mental health and well-being.

Rong told us that her previous experiences in supporting others made her realise how meaningful it is to help young people build confidence and achieve their goals, which is why she would love to become a volunteer at Aberlour.

While volunteering at the Glasgow Youthpoint youth club sessions Rong got involved with lots of creative activities. 'We did some watercolour painting and tried straw painting. The children made Mother's Day cards, folded paper planes, and also took part in some ball games.'

The staff at the club told us 'Rong is doing great. She is so enthusiastic and the kids love her.' In her volunteering feedback Rong told us - 'It was lovely yesterday; we made bracelets and a ring with rainbow colour string and painted using plastic bags. The children are so sweet! One girl added my name to her bracelet, and a boy shared his favourite blue candy with me - I got a blue tongue! The staff at the club were supportive.'

As the youth club in Glasgow came to an end Rong shared her experience of her final volunteering activities - 'It was wonderful yesterday. A biologist brought some animals there and we could touch them. The children were very happy, so was I. I can't believe next week will be the last session. Please run more clubs like this.'



case studies

Click on the links below to watch on youtube



Robin's Story
Sharing his volunteering
experience



Caroline's Story
Perinatal Befriending
in Lothian



**Samantha and Durene's
perinatal story**
Perinatal Befriending
Forth Valley



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volunteer engagement report



volunteer engagement

Volunteer engagement survey 2026

1. Why do you volunteer? (Choose up to 5)

I saw it as the opportunity to make a difference	83%
I really believe in what the organisation does	61%
I wanted to make good use of my free time	52%
I thought it would give me a chance to use my existing skills	48%
I enjoy doing voluntary work in general	39%
I wanted to get involved in my community	30%
I wanted to learn something new	30%
I wanted to improve my CV / employability	22%
Improve my mental health and wellbeing	17%
I wanted to give people a voice	13%
I felt it was my moral duty / a chance to fulfill my principles	13%
I wanted to work with a team of people	4%
This organisation has helped me in the past	4%
I wanted to meet new people or make new friends	4%

2. What have you gained from volunteering? (Choose up to 5)

I get satisfaction from making a difference	83%
I just really enjoy it	65%
It broadens my experience of life and other people	52%
It gives me a sense of personal achievement	52%
It gives me the chance to do things I am good at	44%
It gives me a chance to learn new skills	39%
It makes me feel needed and valued	39%
It makes me feel good about myself	30%
I've made new friends	30%
I feel part of my community	30%
It helps to improve my employment prospects	26%
It gives me experience of leadership or responsibility	17%
It gives me more confidence	17%
Helped me complete a course of study	4%
Makes me feel less stressed	4%



volunteer engagement

Volunteer engagement survey 2026

Questions	Overall Positive %	Select year	
		2024	2026
3. I am proud to tell people that I volunteer for Aberlour			100%
4. I would wholeheartedly recommend Aberlour as a good place to volunteer			94%
5. I intend to still be volunteering for Aberlour in 12 months' time		82%	
6. I see Aberlour's values being acted out in practice			94%
7. People here are treated equally irrespective of ethnicity, gender, disability, age, sexual orientation or religion			100%
8. I am kept informed of what is happening elsewhere in Aberlour			88%
9. I trust and respect the leadership group at Aberlour			88%
10. I believe that Aberlour delivers a high quality service to its service users /supported people			94%
11. I trust and respect my supervisor			88%
12. I receive regular, timely feedback that helps me improve my performance		76%	
13. Aberlour demonstrates by its actions that it cares about its volunteers			94%
14. I receive prompt acknowledgment and recognition for my volunteering			88%
15. I am given the training necessary for me to carry out my volunteering role effectively			94%
16. Volunteers and employees work well together			94%
17. My volunteering role allows me to make good use of my skills and experience			100%
18. I am clear how my role contributes to the organisation's objectives		82%	
19. My volunteering role makes me feel good about myself			88%
20. I feel that I make an impact through the volunteering that I do		82%	
21. Aberlour provides effective support to its volunteers			94%



volunteer engagement

Key Themes and Areas for Improvement

1. Digital Resources and CMS Portal Enhancement

A recurring theme was the preference for digital access to resources rather than paper-based information. Volunteers highlighted that digital documents are easier to store, search and access when needed. Expanding the CMS volunteer portal could improve the volunteer experience by providing:

- Training materials and guidance in digital format.
- Online access to feedback and expense claim forms.
- A central repository for policies, resources and FAQs.
- Timely updates on volunteering opportunities and assignments.
- Easier access to forms and administrative processes.

Opportunity: Develop the CMS portal into a comprehensive self-service hub, reducing reliance on paper documents and improving accessibility.

2. Communication and Information Sharing

Volunteers would value more proactive communication before and throughout their volunteering journey. Suggestions included:

- More information about young people (where appropriate) prior to matches.
- Earlier notification of volunteering assignments.
- Greater communication from the wider staff team, helping volunteers feel part of the organisation rather than communicating solely through their coordinator.

Opportunity: Use the CMS portal alongside regular communications to provide updates, assignment information and key organisational news.

3. Volunteer Training and Development

Training was viewed positively overall, with volunteers appreciating opportunities to develop their knowledge. However, some expressed concerns about the increasing volume of mandatory training and the time commitment required. Volunteers also requested:

- Ongoing professional development on topics such as mental health, attachment and relationships.
- A structured volunteering pathway with feedback, goals and potential progression into employment opportunities.

Opportunity: Deliver more training through the CMS portal using flexible, self-paced digital learning, whilst reviewing mandatory training requirements to ensure they remain proportionate for volunteers.

4. Building the Volunteer Community

The strongest recurring suggestion was the desire for greater opportunities to connect with fellow volunteers. Ideas included:

- Coffee mornings and informal social events.
- Regional meet-ups to improve accessibility.
- More opportunities to share experiences and peer support.
- Many volunteers also expressed a desire to feel more integrated into the wider organisation.

Opportunity: Complement face-to-face events with a CMS-based volunteer community space, event calendar and discussion forums to strengthen engagement.



volunteer engagement

What's the best thing about volunteering with Abelour?

"Seeing people gain confidence in themselves and begin to believe I've got this."

"It is a practical way of doing something worthwhile."

"Giving back to the community."

"Making a difference especially to children & young people's lives."

"Makes me feel valued."

"The smallest achievement is the biggest to some people."

"The chance to make a difference for families."

"Kindness."

"Learning opportunities."

"Feeling that I have helped a young person to move into their next step forward."

"The support provided when needed"

"I make a difference to young people and I enjoy it."

"I can see first hand how the service makes a real difference to mums and their babies."

"Getting to be part of an amazing organisation and being able to make a difference."

"Great bunch and a really caring team. High values are carried out at all times."

"Knowing that help at the perinatal stage can have huge ripples throughout a lifetime."

"Being able to create fun activities for children."

"Making a difference and being able to help people."



thank you!

www.aberlour.org.uk

To find out more about volunteering please go to
www.aberlour.org.uk/volunteer or to speak with
the volunteering team please call **0141 260 9180**
or email volunteering@aberlour.org.uk

For further information on this impact report please contact:
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