



We give
our time



volunteer impact across aberlour

2024-2025



volunteer
impact
across
aberlour
2024-2025

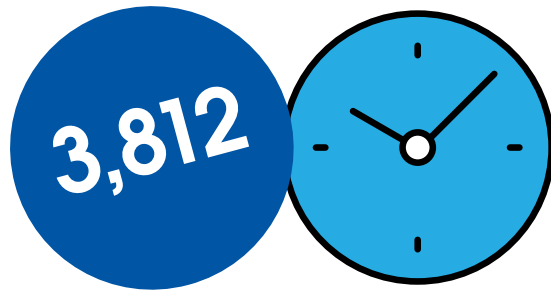


statistics

statistics

380 
volunteers

regularly volunteered
for Aberlour in 2024-2025



direct volunteer support hours
to children, young people,
parents, and families
in 2024-2025



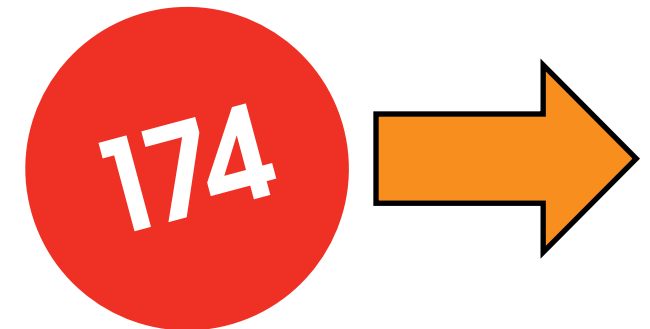
**volunteering
hours**



and
250 sessions
of **volunteer training**
delivered

Top 3 reasons for leaving

- 1** Service Closure
- 2** My **work circumstances** have changed
- 3** My **home circumstances** have changed



**volunteers have
left in 2024-2025**

statistics

volunteer activity

2,344
activities



113
Home
Visits

240
support
phone
calls



26
education
sessions.



200
hours

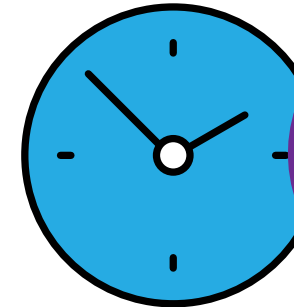
from our
Young Planners
for AbJam



31
hours
of food
preparation
and deliveries



219
outdoor, play
and sports
activities



over
225

Trustee hours

414

of support calls
and supervision
sessions to
volunteers

statistics

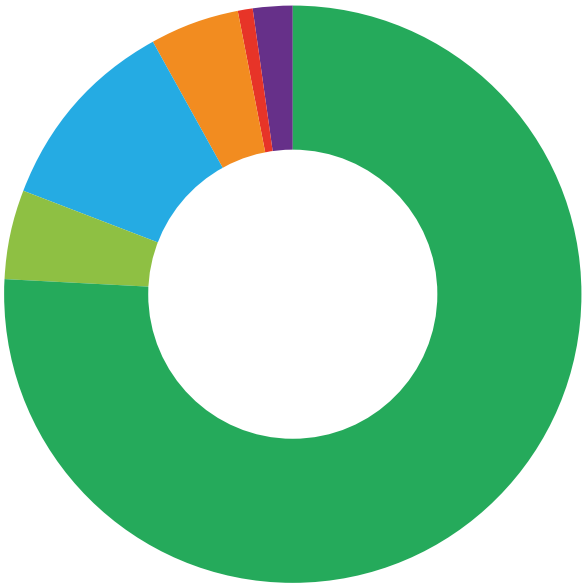
gender



1% Prefer to self describe

ethnicity

White	76%
Mixed / Multiple ethnic groups	5%
Asian / Asian British	11%
Black / African / Caribbean / Black British	5%
Arab	1%
Prefer not to answer	2%



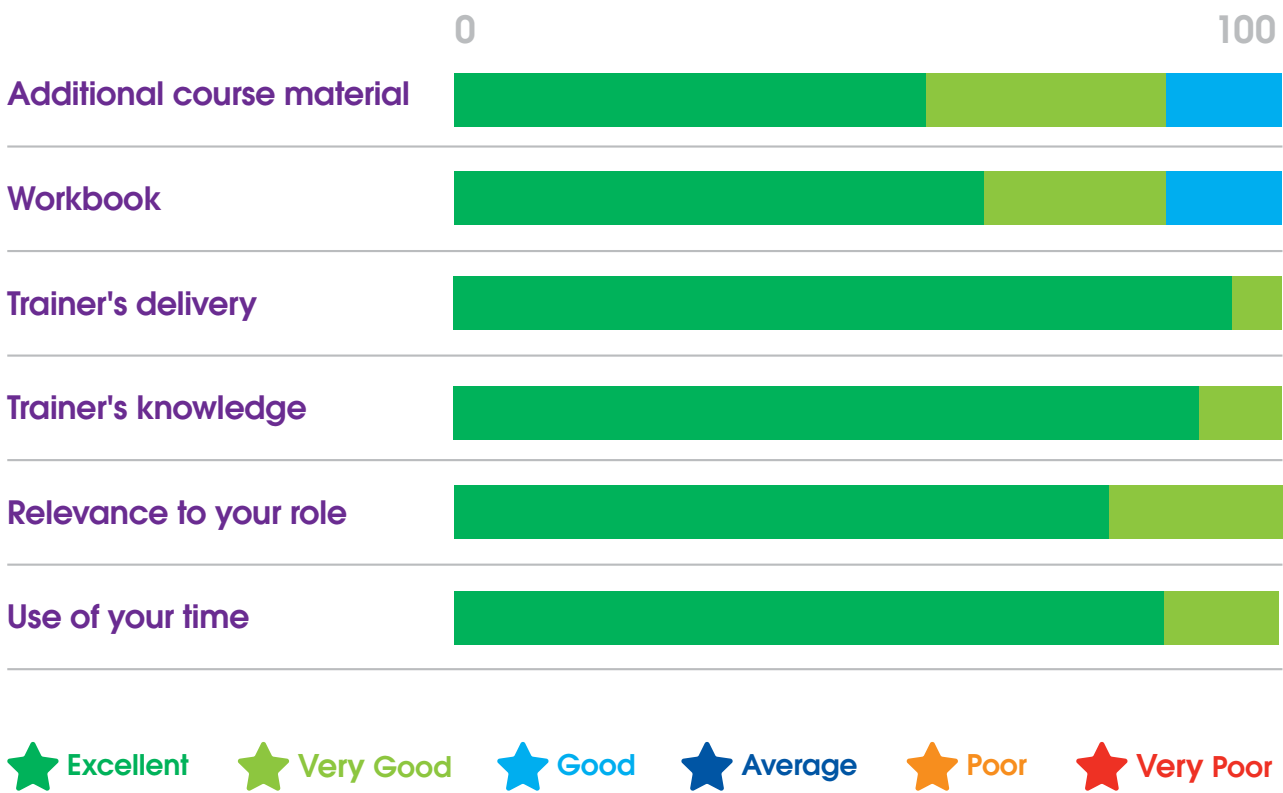
statistics

Volunteer Training

Over 2024–2025 feedback forms have been completed, volunteers have rated training overall as 4.91 out of 5 stars.



Volunteer Feedback



statistics

181 volunteers volunteered for North and South volunteer roles in 24/25.

Volunteering roles South services



Volunteering roles North services

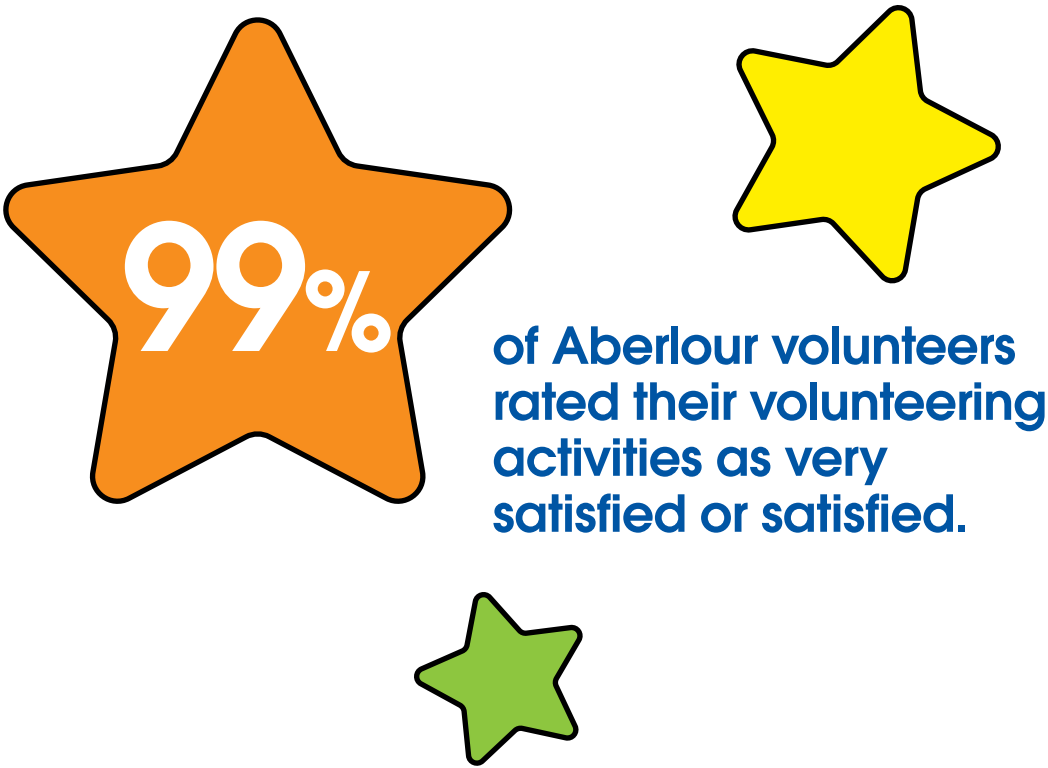


statistics

Volunteer led services 2024/2025

	volunteers across the year	placements	leavers
Perinatal Forth Valley	42	33	21
Perinatal East Lothian	42	17	10
Attain	44	6	38
Intandem	10	9	0
Befriending Young Refugees	44	11	30
YouthPoint Moray	25	15	14

Volunteer experience



statistics

Outcomes for supported people

Perinatal Services

- combined outcomes for Forth Valley and East Lothian:

-
- | | |
|------------|--|
| 79% | of women experienced an improvement in anxiety |
|------------|--|
-
- | | |
|------------|---|
| 17% | stayed the same – due to complex relationships with partners including domestic abuse |
|------------|---|
-
- | | |
|------------|---------------------------------|
| 84% | women improvement in depression |
|------------|---------------------------------|
-
- | | |
|------------|---|
| 16% | maintained levels citing relationship breakdown and difficulties as factors |
|------------|---|
-

Isolation

-
- | | |
|------------|---|
| 82% | saw an improvement in social connections and feeling more connected |
|------------|---|
-
- | | |
|------------|---------------------------|
| 15% | maintained the same level |
|------------|---------------------------|
-
- | | |
|-----------|---|
| 5% | decreased due to classes closing down in local community and no access to transport |
|-----------|---|
-

Self-Efficacy

-
- | | |
|------------|--|
| 86% | of women saw a significant increase in their self-efficacy |
|------------|--|
-
- | | |
|------------|--|
| 14% | remained at the same level – due to complex mental health issues |
|------------|--|
-
- | | |
|------------|---|
| 95% | of women reported feeling increased satisfaction in motherhood and attachment with their baby |
|------------|---|
-

volunteer
impact
across
aberlour
2024-2025



volunteer feedback



volunteer experiences

"No matter the weather; rain, snow or sunshine, George and Graham get our kids to the service and home again safely. Without them some of our kids would not get any support."

"Volunteering with Aberlour allows me to keep in touch with someone who I now consider a friend but used to be in my care. Thanks to them I can stay in touch with someone I hold in high esteem".

"It's good having a younger volunteer as I can talk to them."

"It's a good opportunity for me to give something back to Aberlour and great for my CV too."

"C has helped develop L's skill and confidence with the guitar and he is now continuing to learn using free online tutorials."

"I enjoy feeling like I am making a difference and contributing to the great work that Aberlour does."

"My recent favorite moment is that after a long struggle, my befriender started college to fulfill her dream. I would definitely recommend befriending to others"

volunteer experiences



Feedback

Perinatal
Befriending

Gillian, Volunteer Befriender,

"My experience with team perinatal has been an evolving journey that's had an impact on life in a lot of positive ways, from making new friends to influencing my academic career journey. I am proud to say I've been part of the team since the beginning and to know the service has made such a difference to the people they have supported over the last 10 years."

Quotes from mums:

"The support has been invaluable, I don't know where I'd be without it, probably heavily medicated in a dark place. Formal support such as PNMHT ends at 1 year and other services stop abruptly. Having support for a further 3 to 6 months would have been so beneficial. I am fortunate enough to have 1 year mat leave but it feels like as soon your baby hits 1 year old, you are left abruptly. Not Aberlour though, they extended my support beyond the 1 year mark which I am so grateful for."

"I still have a long way to go with my mental health. My anxiety and PTSD won't go away, but having someone to see and speak to every week who is supportive makes me hopeful for the future. I can see a time when I will be able to leave the house without fear or worry and will feel more like myself."

"I hadn't anticipated seeing a change in myself as quickly as I have. Since we've left hospital, we've also had to go back in for appointments and my befriender has checked in on me and offered phone calls and a listening ear."

"Having someone who can just listen without judgment, and help to validate my emotions, has been invaluable to me in these first months of my son's life. We plan to attend a pilates class together, which I've felt really nervous about, particularly being new to the area. Having someone with me who I know is supporting me, is amazing."

volunteer experiences

This summer our volunteer befrienders and their befriendees enjoyed an incredible day out at Blair Drummond Safari Park.

Everyone had a wonderful time getting out and seeing all the animals and attractions! We love facilitating fun days out where our young people can get the most out of the summer holidays.



staff feedback

Options Aberdeen

George and Graham help us with picking kids up for sessions and taking them home again, rather than taking the kids on outings. This is more important as they wouldn't get a service at all otherwise. They have gone above and beyond in all weathers making sure the kids are home safely.

A sensory garden has also been set up at Aberdeen Options this year, with the help of volunteers.



Youth Volunteers in Glasgow

Our Youth Volunteers supported a community event at Kennishead to raise awareness of the other services in the area, most of which we work in partnership with. This included the WIN Project, Working Rite, and local counsellor Sean Ferguson. The event strengthened the partnerships that had been established already, and it was also a chance to get to know parents of children that come to the club. There was consultation with parents and young people on what they would like to see at the club and how we could improve things.

staff feedback

Glasgow Youthclub

Having the young people as volunteers has really helped with the demands of a busy youth club as they each bring unique skills and experience to the club. It is also very rewarding to see these young people take on some extra responsibility and flourish from it: developing their autonomy, sense of responsibility and self-esteem.



Aberlour's Mother and Child Recovery House in Falkirk

The Recovery meeting continues to thrive, with the mums expressing positive feedback about their experiences. The mums currently participating regularly discuss how beneficial the sessions have been for them. They report actively applying the strategies they've learned and feel increasingly comfortable verbalising their emotions and challenges. Fiona's support has been instrumental in creating a safe space where they feel heard and empowered.

Additionally, another one of our volunteers has been incredibly proactive in enhancing the garden space. Working alongside one of the mums, she has painted and filled troughs, built a greenhouse, and planted a variety of vegetable seeds—bringing vibrancy and productivity to the outdoor area. Her engagement not only improves the environment but also fosters strong relationships with both the mums in the house and the staff, strengthening the sense of community.

volunteer experiences

What's the best thing about volunteering with Abelour?

To be able to provide an amazing service to people in need for free

Making a difference to the people I befriend and building relationships and feeling part of a community

I get to work with new mums and their babies, I love to see the visible change in a young Mums confidence and wellbeing after a period of befriending

Helping make a difference to someone else's life and allowing them to switch off from their worries for a short time

Volunteering as a child/young person's mentor with Aberlour is an incredibly rewarding experience, offering the chance to make a meaningful difference in young lives

Helping and supporting the young person

Seeing the difference it can make to someone no matter how small

Working with the whole family and seeing their confidence develop and them achieving things they never thought they would. Developing people's confidence and helping to build coping strategies

I enjoyed the thorough training and I enjoyed making a difference out in the community

Helping others

Knowing that my contribution of giving my time can help the services, as well as helping out fundraising

Meeting new people and making friends

The people

Befriending Young Refugees

Volunteers' End of Service Feedback

"It is such a valuable service, I know firsthand what a difference it makes. The difference in W from when we were first introduced to now is incredible and I know she credits a lot of that to confidence and support she received through this scheme. It gave her the space to become the young woman she is today, and she can't speak more highly of both of you (Tom and Megan). It also showed O that people cared about him within a system that he felt had failed him. Hopefully the funding gets sorted over the coming months and you can resume matching people as usual. Sad to hear that third sector funding is so precarious."

"I have been just digesting the news about the service ending. It really is a shame for the young people, but also for volunteers. I am sure I am not the only one who finds the opportunity to be involved very rewarding. You (Tom) and Aberlour have done so much work to make it a great experience for volunteers. I have volunteered for quite a long time in different roles and the experience at Aberlour has without a doubt been a highlight, the gold standard in my opinion. The attention and care from yourself has been really great and made me feel very supported throughout this process. I have really enjoyed working with you and figuring out activities to do with the young people."

"This is very sad, it is a great service that is so needed in Glasgow. You (Tom) did a brilliant job at making the befriending service a success for so many young people."

"S said she enjoyed A's company and had a laugh with him: such a fun guy! She felt she learned a lot (for example about Ramadan and his Faith). S said she was so glad to have been a part of the service and she really enjoyed her volunteering 'from start to finish', thought the training was 'very thorough', and felt 'equipped going into the sessions'."

volunteer experiences

Volunteers' End of Service Feedback

"I am sad to hear that the Befriending Young Refugees service is to be wound up. It provided a valuable resource for young refugees which will be missed and I very much enjoyed volunteering for the service."

My young person has made a real success of his life in Scotland. He has passed his higher exams; he has conditional offers to university and has passed his driving test! I feel very privileged to have witnessed his journey from an apprehensive and shy young lad who spoke little English to such a competent, respectful and delightful young man with a very bright future ahead!"

"I am extremely sorry to hear that the befriending service is closing. My match was such a rewarding one and I know I will always remember the experience. The impact on the YP was immeasurable and it is sad to think that other YP won't get same the chance to be matched with a volunteer."

"This is such sad news, I feel lucky to have been amongst the last of your volunteers. Thank you for the excellent support I received whilst undertaking my volunteer role. I experienced the volunteer service as being very well thought out and well structured to offer your service users and volunteers a good experience."

"It's such a sad news the Befriending project won't be continued. I think this worked really well and helped YP to feel welcomed, get accustomed with the local culture and improve their English. I will miss working with you and YPs. Thank you for giving me the opportunity to be part of the Befriending project and being able to make a change and give something back to our community."

volunteer experiences

Volunteers' End of Service Feedback

"I really enjoyed and benefitted from both of my matches (and hope they did too!) so I can't imagine the full impact it had for everyone involved. thank you for making it happen, it's all been a really positive experience."

"Thanks for all your support in your role while I was volunteering with the service - I knew it would be a great thing to be involved with, but that fact that I got as much from it as I did was testament to what a great mentor and coordinator you were Tom, so thank you."

"I'm very sorry to hear that the Befriending Service will not continue. It's a fantastic service and offered so much to young people and volunteers alike, for what it's worth I think you should all be very proud of what you achieved."

"Thank you so much for giving me the opportunity to volunteer, it was a truly amazing experience, over both matches, and I have very fond memories of the meetings with both young people and I am very grateful to have had the chance to meet them and get to know them. Just an all round wonderful experience and thank you so much for all your support and advice from the training sessions through to the last meeting with A.

Very sad to hear that news. Thanks for being such a great support when I was volunteering. It was an experience like no other I'd had before and it was a real privilege to meet the young people you introduced me to."

"Thank you for bringing the Kindness, not to mention the fun and depth, that you have, to my life!"

volunteer
impact
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case studies



case studies



Ryan's Story

Primary Years
Outreach
Service

Ryan was referred to Primary Years Outreach Service by his school head. Ryan was experiencing emotions of being overwhelmed that would sometimes mean he hit out at his peers. Ryan's relationships with his peers began to break down, he began to isolate himself within the school as he felt he had "no friends."

At home Ryan lived with his mum, stepdad, older brother, and younger sister. His older brother has complex developmental needs and is non-verbal. His sister loves being the focus of attention, which she receives as she is very funny! Ryan struggled with his emotions at home too, he learned that if he behaved "badly" he would receive attention from his mum and stepdad, even if it were negative.

Family outings were often cut short due to Ryan's brother's needs. This would further frustrate Ryan as he felt he never got to finish any activities.

After being supported by his keyworker to recognise the impact his feelings have on his body, Ryan was identified as benefiting from having a befriending volunteer. The focus of the sessions was to help Ryan identify activities that he liked to do and explore them without feeling he had to be time limited because of his brother's needs.

Ryan was matched and he was able to experience caring for animals on a farm, he would help feed and clear out the pens. Most importantly was the time spent just for Ryan, he identified that he liked talking, and through the support of his befriender he started to integrate himself back into peer groups in school.

Ryan's befriending journey has come to a natural end, initiated by Ryan as he has found his own peer group of friends that he has hobbies in common with and he is spending positive time with them. Ryan's behaviour has improved as his emotions are more stable, and he is aware of the strengths he has as a brother and a friend.

Without the time spent with Ryan exploring his interests, Ryan would still be struggling to see where he fits into the world. The support has reduced Ryan's anxiety, frustration, and anger.



case studies

“

Claire & Mitzy

Why do you love volunteering for Aberlour?

“It’s so rewarding being part of the young people’s lives and seeing them grow up. Aberlour is so supportive to its volunteers with access to a dedicated member of the volunteering team making it easy to get the support you need. I can take my therapy dog with me to share the joy, compassion, friendship and unconditional love she gives me with the young people. Seeing their faces light up when they see her and enjoying playing fetch for the hour with my dog playing as long as they want to.”

What is your favourite volunteering memory?

“Seeing a young person I volunteered with since she was at primary school move into her own flat, get a job and raise a child of her own.”

What has surprised you most about yourself since becoming a volunteer?

“My ability to stick with a role of any kind paid or voluntary for such a long time.”

What do you wish more people knew about volunteering?

“How rewarding and enjoyable it is to be making a difference to someone’s life. Also learning new skills, meeting new people and it’s great for your CV.”

Why should other people volunteer Aberlour?

“The support and training Aberlour provide is second to none. It is such a rewarding opportunity, and you learn so much from the young people.”



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case studies

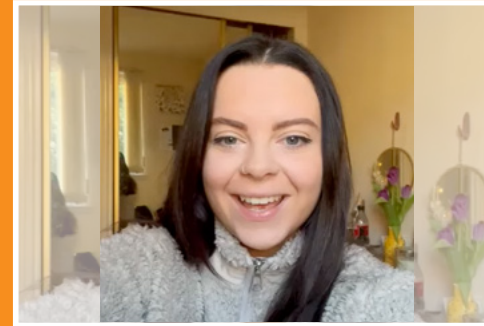
Click on the links below to watch on youtube



Klara and Gillians Story
Perinatal Befriending
Service, Forth Valley



Beverly's
Perinatal Befriending
Service, Forth Valley



Kirsty's
Volunteering
Story Aberlour



Taylor's,
Volunteering
Story Aberlour



volunteer
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2024-2025



volunteer engagement report

volunteer engagement

Volunteer engagement survey 2024

Select year

Questions

Overall Positive %

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

volunteer engagement

Volunteer engagement survey 2024

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

I saw it as the opportunity to make a difference	94%
I really believe in what the organisation does	59%
I thought it would give me a chance to use my existing skills	65%
I wanted to get involved in my community	24%
I enjoy doing voluntary work in general	30%
I wanted to make good use of my free time	35%
I wanted to learn something new	41%
I felt it was my moral duty / a chance to fulfill my principles	18%
Improve my mental health and wellbeing	18%
I wanted to improve my CV / employability	30%
I wanted to meet new people or make new friends	24%
I wanted to work with a team of people	12%
I wanted to give people a voice	12%
This organisation has helped me in the past	6%

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

I get satisfaction from making a difference	76%
It broadens my experience of life and other people	71%
I just really enjoy it	59%
It gives me a sense of personal achievement	47%
It gives me a chance to learn new skills	35%
It makes me feel good about myself	47%
I feel part of my community	29%
It makes me feel needed and valued	41%
I've made new friends	59%
It gives me the chance to do things I am good at	24%
It helps to improve my employment prospects	18%
It gives me more confidence	29%
It gives me experience of leadership or responsibility	12%
Makes me feel less stressed	24%
Helped me complete a course of study	4%

volunteer engagement

Volunteers fed back on the engagement survey that they wanted:

“More training on Perinatal Mental Health”

“Periodic Refresher Training”

“Larger budget for activities”

“More face to face meet ups and opportunities for peer support”

“Expand the Perinatal Befriending Service throughout Scotland.”

“To get funding to bring back the Befriending Young Refugees Service”

“More funding to help more people through volunteering”

“More feedback from the people we support”

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:
Jennifer Reston - Head of Volunteering at jennifer.reston@aberlour.org.uk

