



We give
our time

volunteer impact across aberlour

Scotland 2017-2018







aberlour 
scotland's children's charity

statistics

statistics



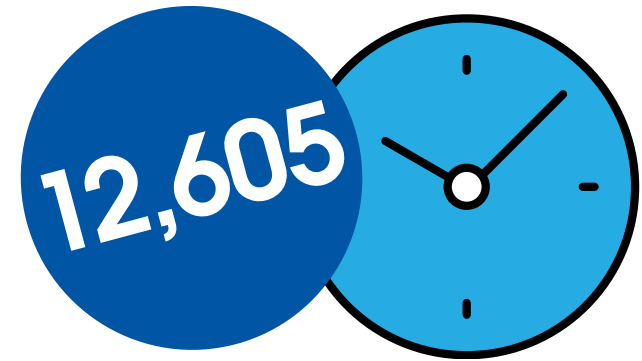
volunteers regularly volunteered for Aberlour in 17/18



A further 219 people volunteered their time doing one off volunteering for Aberlour in 17/18



enquiries from people wanting to volunteer with Aberlour in 17/18

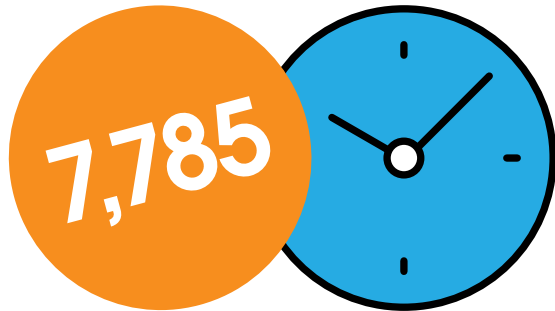


contributing 12,605 hours to aberlour which is 525 days



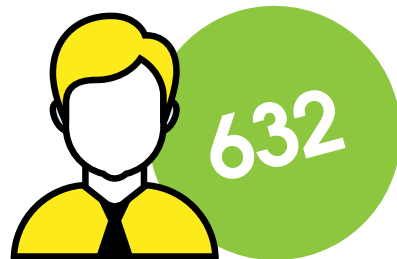
in time donated

statistics



7,785 hours of direct volunteering work with children, young people & families

756 hours of volunteer leadership training delivered to our young people this year ranging from age 12 +

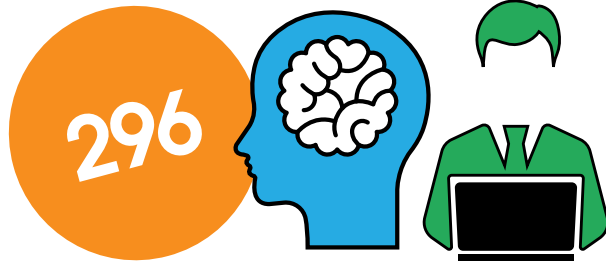


632 volunteer hours were donated to the fundraising team

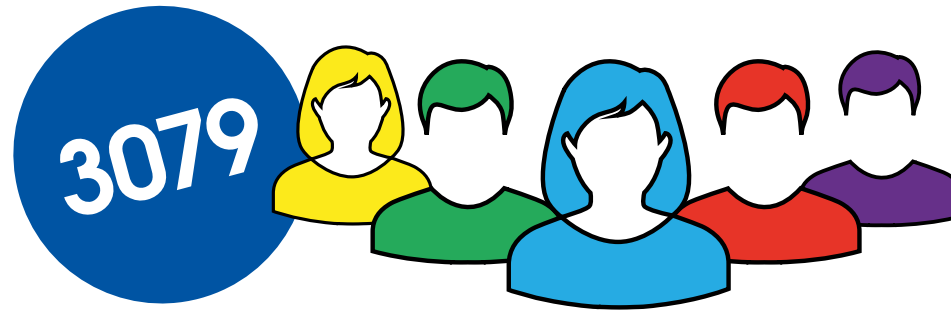


813 hours of volunteering from our young volunteers in the planning and delivery of our Youth Conference.

statistics



296 hours by our trustees who offer their expertise within areas of law, finance, accounting, investments, business, marketing, psychology and social care.



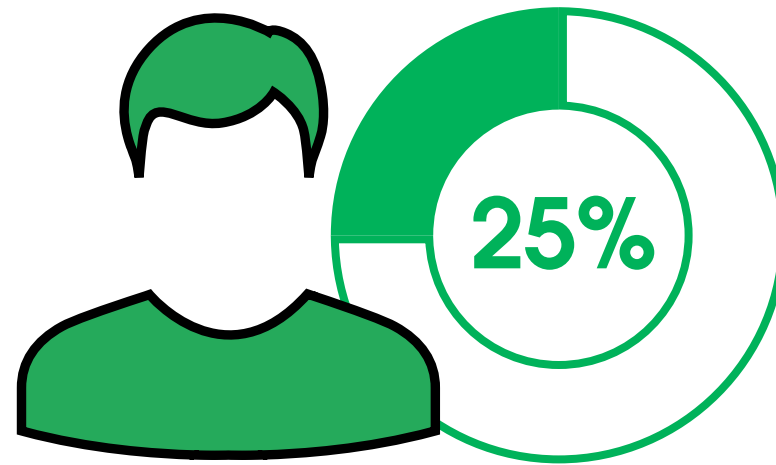
3079 hours of volunteer training delivered including child protection, child & adolescent development, trauma, mental health awareness, resilience and attachment and children's rights.



158 children, young people & parents took part in participation groups to influence policy and contribute to the issues that affect their lives.

statistics

gender



statistics

age

12 to 17	15%
18 to 24	20%
25 to 34	19%
35 to 44	22%
45 to 54	14%
55 to 64	5%
65 to 74	4%
75 or older	1%





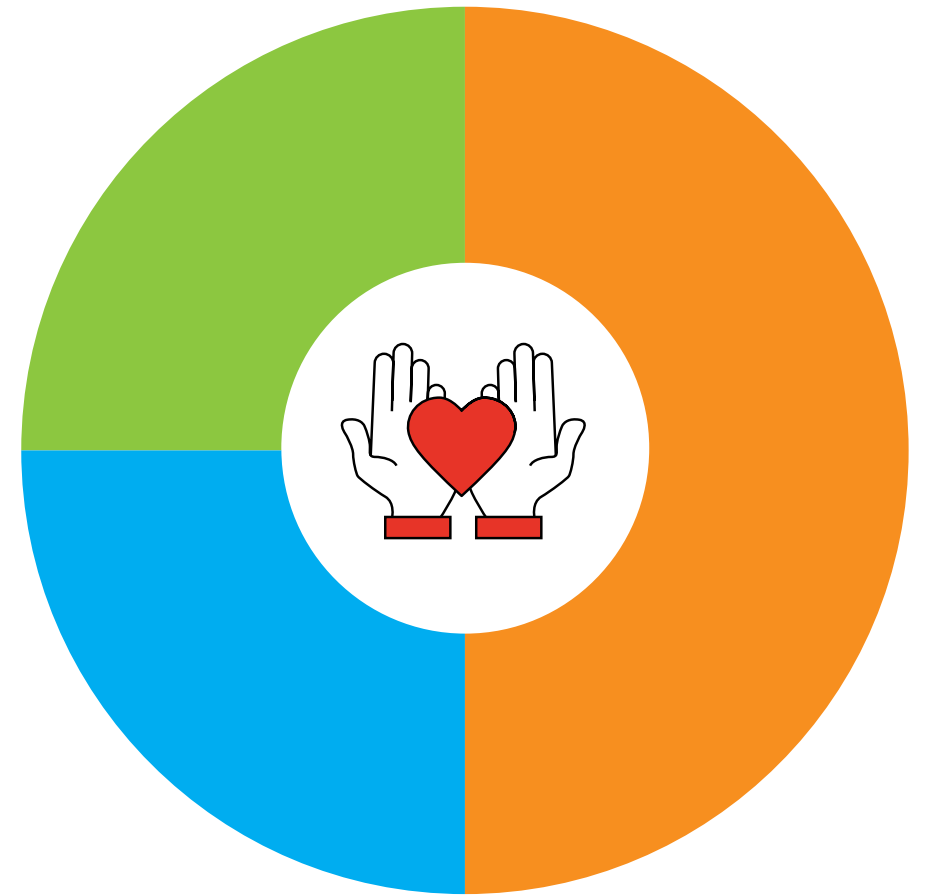
volunteer feedback



volunteer feedback

how often do you volunteer with Aberlour?

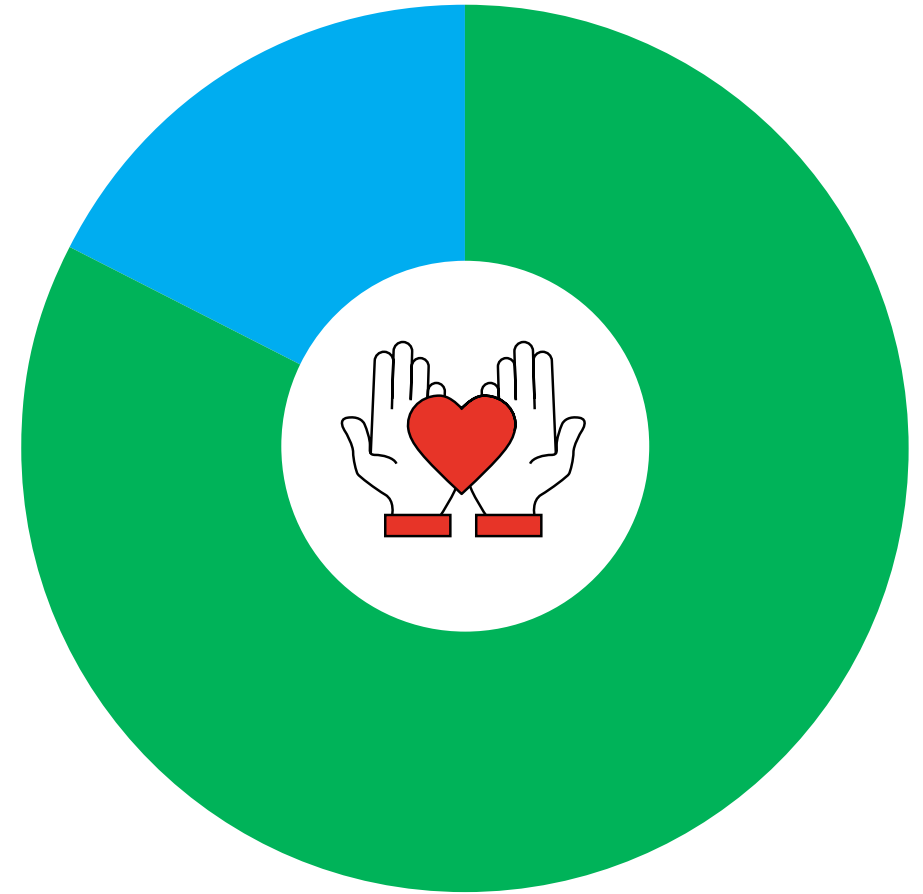
Weekly	43.48%
Fortnightly	21.74%
Monthly	21.74%
Quarterly	0%



volunteer feedback

how friendly are the staff at Aberlour?

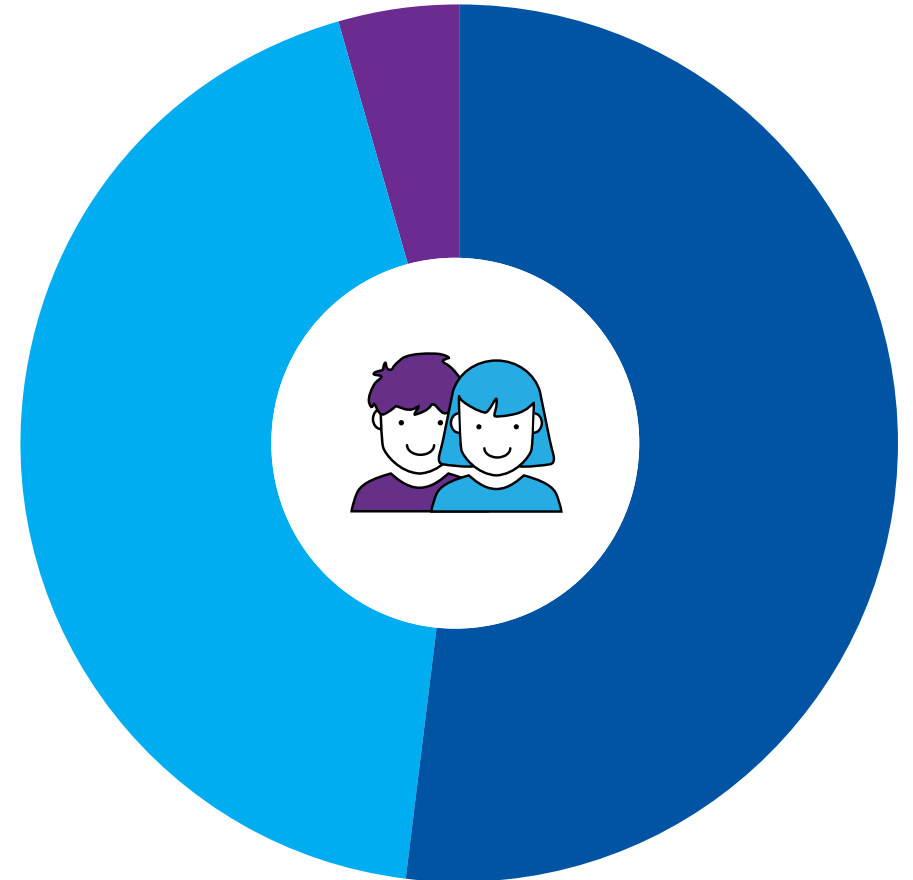
Extremely friendly	82.61%
Very friendly	17.39%
Somewhat friendly	0%
Not so friendly	0%
Not at all friendly	0%



volunteer feedback

how appreciated does your
volunteer supervisor make
you feel?

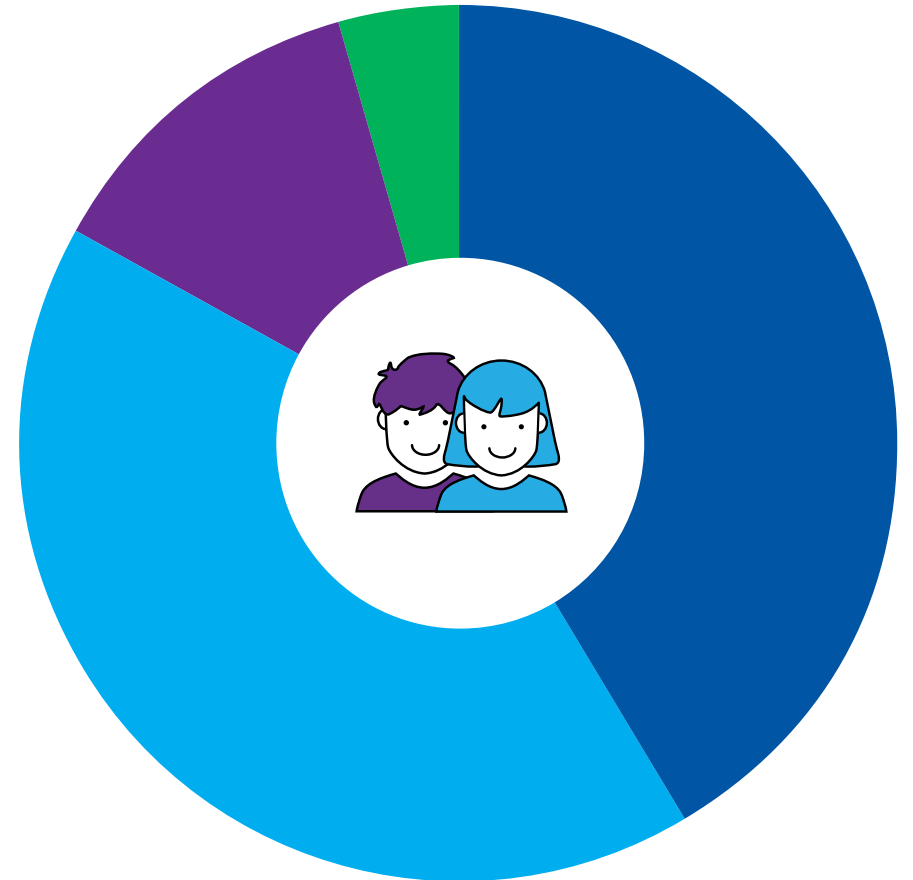
Extremely appreciated	52.17%
Very appreciated	43.48%
Somewhat appreciated	4.35%
Not so appreciated	0%
Not at all appreciated	0%



volunteer feedback

how much impact do you feel your volunteering has on children, young people and families?

A great deal of impact	41.67%
A lot of impact	41.67%
A moderate amount of impact	12.5%
A little impact	4.17%
Not any impact at all	0%



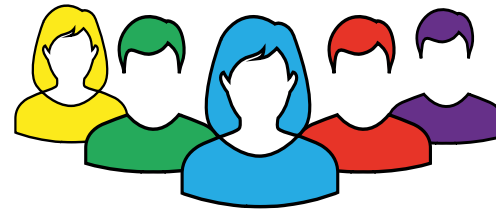
volunteer feedback

what does
aberlour do
really well?

Make everyone feel
part of the 'family'.

They treat everyone
with respect and
everyone equally.
The way the staff
welcome you just
makes you look
forward to coming
back every week
and the time there
just flies by because
it's that much fun.

Very approachable.
It is heartening
to see that the
service users really
appreciate services
provided.



Understanding
children's needs.

Create a safe
environment.

volunteer feedback

what does
aberlour do
really well?

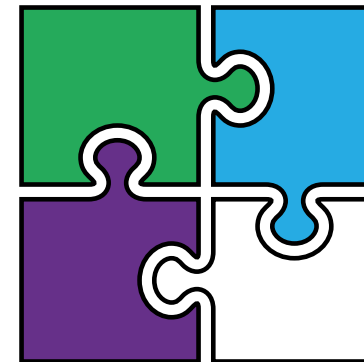
Strong sense of
community, through
a caring and
supportive ethos and
atmosphere.

Very appreciative
and supporting.

Support volunteers.

Educate and train
volunteers.

Makes everyone
feel valued.

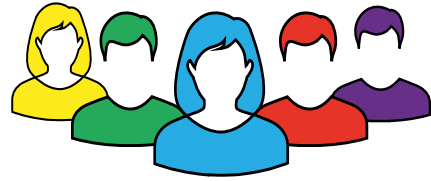


Support volunteers,
communicate and
champion their
service.

Make volunteers feel
valued, included and
supported to be able
to be an amazing
support to someone.

volunteer feedback

what does
aberlour do
really well?



Put into practice
their values, deliver
personalisation
through a holistic
approach.

Care for everyone
involved with the
service.

They help young
people with a lot of
problems and also
help young people
become leaders and
gain confidence.

Supports staff,
volunteers and
service users.



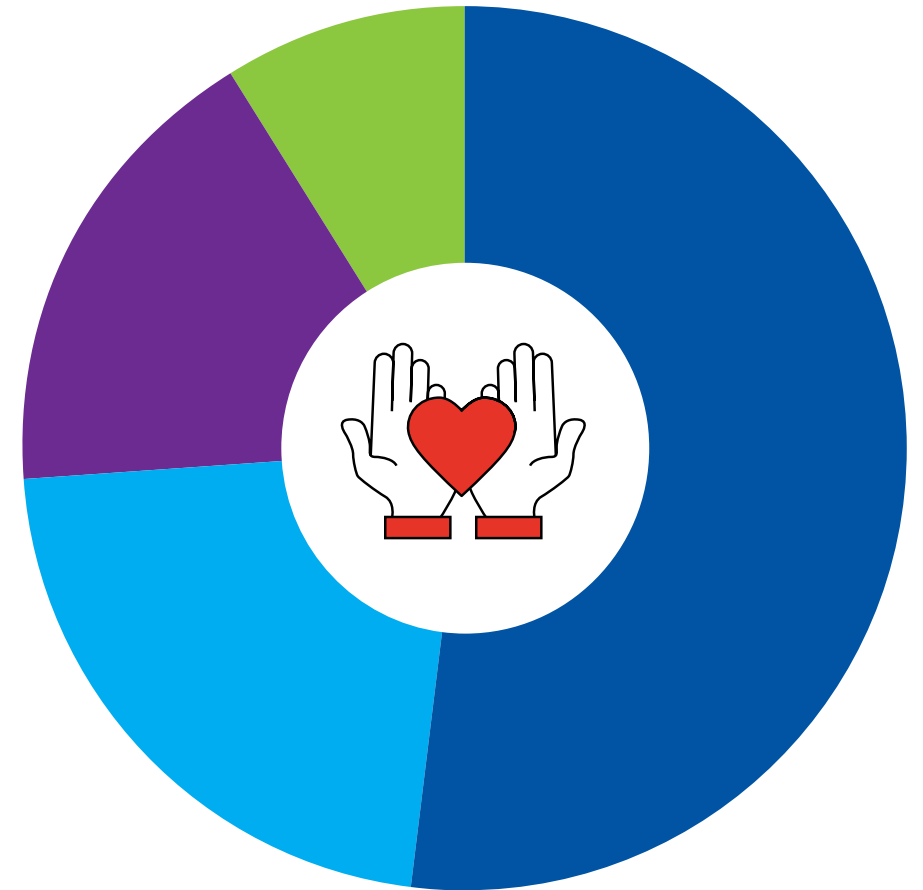
Make each and
every one know
they are a valued
member of the team.

It's incredibly good
at providing support
for volunteers - from
offering extra training
to arranging regular
catch-up meetings.

volunteer feedback

how likely are you to continue volunteering for Aberlour in the future?

Extremely likely	52.17%
Very likely	21.74%
Somewhat likely	17.39%
Not so likely	8.70%
Not at all likely	0%



volunteer feedback

from our
volunteers



volunteer feedback

from our
volunteers



volunteer feedback

“Well, it's a good way to spend free time. I could do so many other things for myself, but knowing that you were there for someone who needed it and never asked for it - it's simply brilliant :)”

Pamela

Sports Mentor at Youthpoint and Befriender at Langlees

volunteer feedback

“Befriending has made me a nicer, more empathetic and compassionate person. I get so much satisfaction knowing I am making a difference in two people’s lives.”

Perinatal Befriender
Forth Valley

volunteer feedback

“My motivation was to give something back to the world. The high points give back more to me in return than I ever anticipated.”

“Volunteering is so rewarding and I learn so much from the young people.”

volunteer feedback

“I decided to volunteer with Aberlour because of the organisation's longstanding history and excellent reputation in promoting the welfare of children and families across Scotland.

My role as a volunteer admin assistant has allowed me to gain valuable skills, knowledge and work experience while also supporting a worthwhile cause. The staff are friendly and welcoming and my input and opinions are valued.”

Deborah

Volunteer Administrator

volunteer feedback

“Volunteering with Aberlour has been a fantastic experience, filled with a lot of fun and support from everyone involved.

There have been many positive moments that I can cherish for many years, and many people I am happy to call my friends. It's been a great way to create meaningful bonds with people, and improve my skills and confidence in almost everything I do. The staff at Aberlour have been wonderful, giving me all the support I need, and are completely understanding of my goals and the time I am able to put in, even with a full time job they are happy to work around my schedule. I believe that the time I spend volunteering has not only improved key skills that I can use in my job, and other daily tasks, but it's given me a rare opportunity to do something meaningful which I can be proud of. It's also been a great opportunity for young people to engage in all sorts of activities, have new experiences, make new friends and improve their self-confidence. I'm excited to be a part of the growth of a fantastic organisation, committed to the growth of young people across the nation.”

Kevin

Befriender Scottish Guardianship Service

volunteer feedback

“As of the summer 2017 I volunteered with Youthpoint Glasgow. Immediately I was impressed with the set up that they had and felt that the transition to volunteering was smooth and very professional. All the staff were extremely welcoming and helpful which made things so much easier.

The more situations that I volunteered for the more I witnessed the work that was put in by everyone involved and I was in awe of their hard work, selflessness and dedication to the children who came to the different clubs.

What also remained a constant was the appreciation of all the children who come to the service and genuine friendships that were established. I am so privileged to have been a part of something so special.”

Stuart Hay, Sports Mentor
YouthPoint Glasgow

volunteer feedback

“I just wanted to say thank you for giving me the opportunity to get some experience with Aberlour.

It really inspired me and helped me to get a new job. You've made a positive difference in my life which is what it is all about. Thank you.”

Andrew

Cooking Class Volunteer, Family Service, South Ayrshire

volunteer feedback

“The environment of Aberlour is very friendly and welcoming. Aberlour is a very organised charity and is the perfect combination of very structured and organised, whilst being incredibly accommodating to students.

I’ve been really grateful for this as I can get stressed around exam time. I enjoy that you can try different roles, and the training and support kept my interest. I’ve made friends with other volunteers and I feel that I can approach any member of staff.”

Martha, Befriender
Family Outreach, Dundee

volunteer feedback

“I was very fortunate growing up and had supportive parents in a happy home. Many of my family and friends weren’t as lucky but I saw the help they received from organisations and the positive impact it has had on their lives.

I hope my volunteering has given young people someone to talk to. I don’t believe that anyone should go through things alone and often it is easier to talk to someone that’s not involved.

My job is very stressful and commercially driven. Volunteering has helped me get perspective about what is important and given me more experience of dealing with people.”

Mentor

Aberlour Mentoring Service, Moray

volunteer feedback

“I have loved every second of my volunteering experience. It is a privilege to have mums welcome me into their home and to share their worries and feelings with me (not to mention the new baby cuddles!). The support, training and supervision has been excellent.

I passed my SVQ3 in Social Services Children and Young People thanks to input from Aberlour. I have made lifelong friends here. I have had the opportunity to participate in amazing training programmes; I have gained an enormous amount of experience and the confidence I needed to return to studying and to pursue a career working with vulnerable families.”

Sharlene

Perinatal Befriender, Forth Valley

volunteer feedback

“Many mums have told me my support of them has made a huge impact on both them and their baby’s wellbeing. I have helped many mums commence breastfeeding or to continue breastfeeding.

I have supported Mum's when they are experiencing difficulties with their motherhood journey. I have helped mums deal with birth trauma and difficult parenting issues.

I have helped mums find themselves again when they're feel like they drowning in motherhood. It gives me a sense of doing something worthwhile and an opportunity to meet many amazing and diverse people. I have also experienced situations I wouldn't have done in my normal work and home life.”

Perinatal Befriender

1

volunteer feedback

“Volunteering has allowed me to see a caterpillar grow into a beautiful butterfly. Watching someone grow from not believing in herself or believing she was not worthy of accepting help has been worthwhile. The distance she has travelled from the beginning of our sessions has been amazing.

I am so glad I found Aberlour Perinatal Befriending. Thank you for believing that I could help change someone's life for the better.”

Perinatal Befriender

2

volunteer feedback

“I think being a volunteer has helped me to figure out what I want to do with my life in terms of a career, and it has also helped me figure out what I am good at, and also what I have to work on myself.

Having this opportunity has been so rewarding. Seeing the positive changes that these families make for themselves. Seeing them go from being in one of the lowest points in their lives, to being happy and confident enough not to need you anymore, and knowing that I've been a part of that, is an incredible feeling. I have loved every moment of my time volunteering with Aberlour. It has inspired me to make a total career change, and I am now currently looking for job opportunities so that I can continue doing (hopefully!) similar work with families.”

Perinatal Befriender

3

volunteer feedback

“I originally went for the art therapy position at the Sycamore services in 2015, but unfortunately did not get the job. I was incredibly inspired by the interview and the work that Aberlour does and was keen to be a part of the organisation.

Jill and Audrey were very supportive and encouraged me to become a volunteer within the Lifeworks team. The art therapy work has been powerful, and surprising. I am always amazed with what the young people bring to the sessions; their bravery, determination and courage to work through difficult and challenging experiences, find the positives and learn from them.

I have really enjoyed my time with Aberlour Lifeworks so far, and hope to continue the great and important work already achieved by the charity, for a long time to come.”

Emily

Volunteer Art Therapist, Lifeworks

volunteer feedback

“Volunteering at Aberlour has challenged me more than I ever imagined possible. I wanted to be pushed out of my comfort zone and to learn, whilst at the same time hoping to help young people through developing relationships and sharing life experience.

It has been a rollercoaster with some inevitable failures and many small successes and throughout this Aberlour has been a supportive, calm and dependably positive influence.

It’s hard to imagine a better organisation to volunteer with, or a more deserving group of children and young people that they focus on helping.”

Mentor
Lifeworks

volunteer feedback

“Befriending has helped me to help my young person to develop life skills and to build in confidence. They've learned to improve their social skills, manage their own behaviour, build on maintaining relationships and much, much more; things which you might not even realise.

Being a befriender has given me experience of caring for children of all ages and with different needs as they all have unique life experiences and skills. Befriending is very rewarding and to watch a young person who is quiet and shy to become more confident and to try new things is great.

It has helped me to change my career and become a foster carer.”

Befriender
Fife



aberlour 
scotland's children's charity

case studies

case studies

case studies

case studies

“I love meeting K and making a difference to a young person’s life. We look forward to seeing each other and planning our time together. Our relationship is really positive.

Due to my befriending role I would now like to work with children & young people, preferably with Aberlour.”

Sycamore befriender

“Being a befriender changed my life. Due to my commitment to A, I decided to become a Foster Carer and he now lives with me full time.”

Sycamore befriender

“I enjoy my time with L. I’m always welcomed with a smile and hug, he really appreciates seeing me.”

Sycamore befriender

case studies

“She's great, she's the best. I chose her and We get on well.”

Young person
Sycamore befriending

“I enjoy spending time with her and she always asks me what I want to do, she listens to me and is easy to talk to.”

Young person
Sycamore befriending

“I love spending time with B, we do fun things together and I look forward to seeing her.”

Young person
Sycamore befriending

“My befriender changed my life because he took me away from the residential house I lived in.

I now live with him and we get on well.”

Young person
Sycamore befriending

case studies

“I have been doing English classes to unaccompanied refugee children for almost a year now and have been blown away by the positive impact that it has on young people and myself.

When I started teaching I didn't expect some of the challenges that I would need to overcome, such as cultural barriers and language barriers (a lot of young people never went to school and cannot read or write even in their own language). It also can be challenging to prepare for class by preparing materials and lesson plans for each individual student, but I do that because I believe that is how they get the most benefit out of these classes.

Teaching a young person to write their name for the first time or to read, or to have their very first social interaction where they can finally find words to speak their mind is absolutely worth it. I am blessed to have this amazing opportunity to watch young people grow and develop from the first lesson when they don't know ABC to them later being able to go to college and begin to build their life here in Scotland. I find this volunteering position very inspiring and rewarding”.

Skye

Volunteer Teacher - Scottish Guardianship Service

case studies

“When I started befriending we made a list of the things that she would like to do.

She’s very passionate about animals so we go to a pet shop – there’s a parrot there that dances! She’s also very arty so we keep a scrap book of the adventures we go on and colour it in. She calls it the bubble-book because she puts bubbles on everything. It’s nice for her to have something to keep and look over.

I enjoy the relationship I have with my befriender, it’s so nice to be able to see a child develop. I’ve been in her life for a long time now so I can really see it. The experience of working with children has made me more confident in working with children – seeing a child develop is incredibly rewarding. I am now very aware that the befriending is not just for the child’s benefit, but for her mum too. I’ve built up a good relationship with her brother too, I look forward to seeing them all.”

Martha

Befriender - Family Outreach Dundee

case studies

“Cerys used to receive a service from us and a year ago she came by for a visit and asked if she could become a volunteer.

Cerys started helping out in our groups, we saw her strength was in administration and she regularly comes in to support us with her skills. Recently she went on a training programme with Moray Council SQA Youth Scotland SQA level 2 in Youth work with fellow volunteers. The course was about learning new skills to develop as a youth worker. In February she participated in a two day training programme with Youth Scotland.

She is now a leader supporting young people to gather the evidence and build on their portfolio to gain three awards: The High 5 Award, Dynamic Award and the Youth Achievement Award.”

From Staff Anne and Jennie
Aberlour Mentoring Service Moray

1

case studies

“Our mentor, Gillian, supported a young person for over two years. He was diagnosed with a learning difficulty and did not understand himself or social norms.

2

He used to abscond from school and could not see a future for himself and his relationship with his mother was strained. Gillian supported the young person to talk about his feelings, helping him to understand how his behaviours had an impact on himself and others. Together they made action plans he could achieve which would build his confidence and self-esteem.

Gillian’s approach made him feel comfortable and they had things in common which helped cement their relationship. She gave him advice on how to talk to others and the confidence to discuss his thoughts and feelings with his mother. By achieving his goals and by going out into the community to do activities, he began to see a future for himself. He finished school and he said he feels a lot calmer and understands what his triggers are. He now has a good relationship with his mother.

He is now attending a full time college course, has a part time job and socially he is so much more confident. He travels all over the UK and has many friends who share the same interests as himself. He contributed to an Employability workshop at Aberlour’s Youth Conference and has also completed our Pathways programme aimed at readying young people for volunteering.”

From Staff Anne and Jennie
Aberlour Mentoring Service Moray

case studies

“Our mentor, Finn, won Aberlour’s volunteers are special award.

Finn has shown outstanding and continued commitment to his mentee who has a mild learning difficulty and was not achieving in school. The young person was socially isolated, only having his mother for company. His mother has mental health problems and discouraged him from meeting up with his friends after school so much so that he lost them.

Finn has gone above and beyond to support his young person to attend events and build his confidence. The young person loves outdoor sports, especially running. Finn is not an outdoor person but went every Saturday morning to a running group with his mentee. This helped build his confidence in his abilities and he managed to make friends with other members of the running group that he now attends without support as he told Finn that he could now go himself. Everything seems to be going well at the moment. He has built his own set of friends who he meets regularly and has a girlfriend, plus he is still running every Saturday and joined the gym. The young person wished to participate in Aberlour’s annual Youth Conference but due to a medical reason he didn’t feel he could stay at the residential. Thanks to Finn driving back and forth from Elgin to Netheybridge for three days he was able to attend and participate in the Youth Conference.”

3

From Staff Anne and Jennie
Aberlour Mentoring Service Moray

case studies

“What inspired me to be a befriender was I went through Aberlour myself as a mum.

I wanted to give something back to Aberlour for helping and supporting me throughout my hard times as a new mum.

I would like to think I have helped my wee mums and their families to become confident in themselves but most of all I have been there to listen when no one else was or been the person they could turn to when they felt alone. Sometimes being an outsider to a family is when people open up the most.

I have become a more patient person and I have learned how to really listen and pick up on body language.

I love every minute of my befriending knowing I make someone's week just by spending time with them, listening to them and being there for them really makes me feel like I am making a difference to a family.”

Perinatal Befriender

1

case studies

“I like to think that I help the families that I work with to make positive changes to their lives.

I think a big part of what we do is helping families, in particular the mothers, not to think of their mental health as a negative part of their lives. We give them the courage to own it, and let them see that it doesn't have to rule them, and that, when they are ready for it, that there is help out there for them. No one should ever be ashamed to ask for help - that asking for help is a sign of strength, not weakness.”

Perinatal Befriender

case studies

“Due to my own personal difficulties with pregnancies I found the befriending service very interesting and worthwhile in terms of improving the outcomes for mums and children.

I was a social worker at the time and I could see how the support of a befriender could prevent future poor outcomes for children whose attachment at an early stage was not great as a direct result of their parent's mental health issues. So I contacted the service and became a volunteer.

It helped me feel like I was helping a mum who was struggling at times, needed reassurance at other times and helped her become a confident, self-assured mum. In turn this meant her relationship with her baby is great; she is proud as punch to see what she has achieved. It also helped my husband to decide to volunteer to do something he was interested in due to seeing how much I enjoyed it.”

Perinatal Befriender

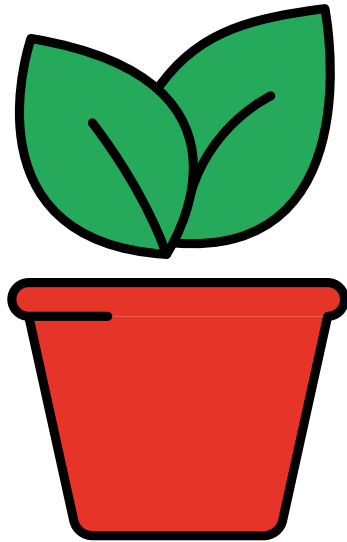


volunteer programmes



volunteer programmes

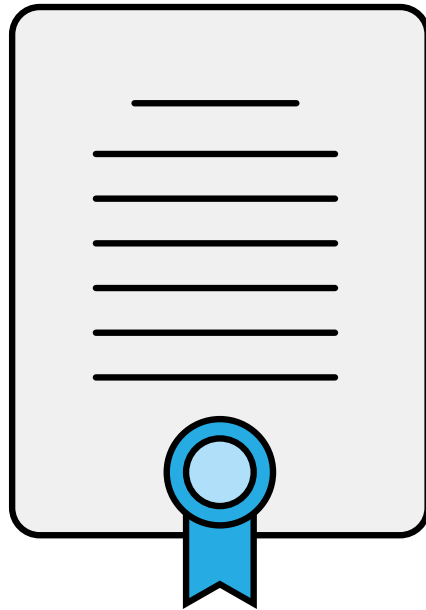
growth



- intandem mentoring service for looked after children at home is now being delivered in Renfrewshire.
- Social Innovation Stage 1 research has commenced in partnership with the University of Stirling and funded by the European Social Fund and the Scottish Government. The funding aims to provide research for the development of a befriending service for unaccompanied children and young people.
- The North and South Volunteer Coordinators have recruited and supported volunteers into an additional 15 services across Aberlour in year one.

volunteer programmes

quality



- The Investing in Volunteers assessment and renewal of the three year award will take place in September 2018.
- Aberlour Mentoring Service Moray to renew their Quality in Mentoring Award and intandem to start their Quality Award.
- Aberlour Sycamore Befriending has retained their Quality in Befriending Award.
- Aberlour Quality Standards to be developed and rolled out to all staff who work alongside volunteers within services.

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 - Volunteering Manager at jennifer.reston@aberlour.org.uk



/AberlourChildCareTrust



@AberlourCCT

