



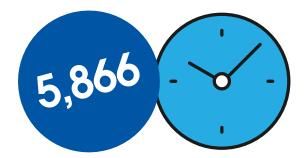
volunteer impact across aberlour 2020-2021

aberlour scotland's children's charity



467 Control volunteers

regularly volunteered for Aberlour in 2020/2021



direct volunteer support hours to children, young people, parents, and families in 2020/2021

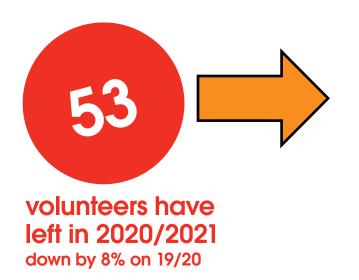




of **volunteer training**delivered solely
digitally to volunteers.

Top 3 reasons for leaving

- I don't have enough **spare time**
 - My work circumstances have changed
 - My home circumstances have changed



volunteer activity

1,721 activities

with children, young people, and families

Activities included art, baking, basketball, going to the beach, cinema, cooking, cycling, eating out, football, mini golf, museums, online gaming, playing cards, reading, shopping, skate park, trampolining









of food and resource delivery

in Dumfries and Galloway delivering

over 8,000 meals to families

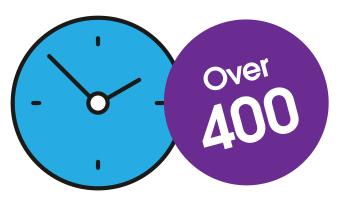


of food preparation and deliveries

by Aberlour Young
People in Glasgow to
elderly people in the
local community



socially distanced walks and garden visits



Trustee hours

758 hours

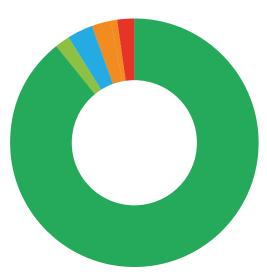
of support & supervision to volunteers

gender



ethnicity

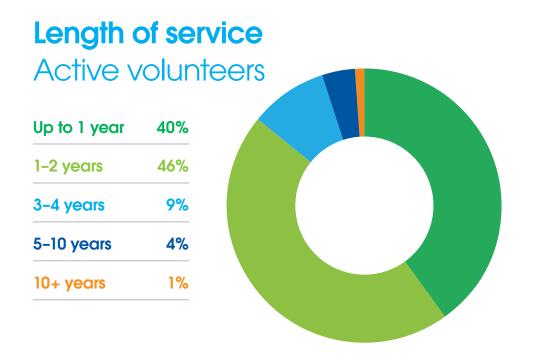
White	91%
Mixed / Multiple ethnic groups	2%
Asian / Asian British	3.5%
Black / African / Caribbean / Black British	2.5%
Arab	1%
Prefer not to answer	0%

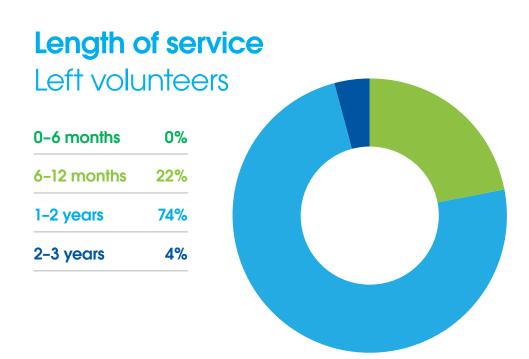


age

Under 18	9%
18 to 24	16%
25 To 34	24%
35 to 44	21%
45 to 54	15%
55 to 64	9%
65 to 74	4%
75 or older	2%

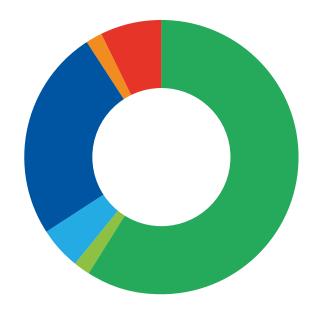






Employment status

Employed	59%
Unemployed	2%
Self-employed	5%
Students	25%
Carer	2%
Retired	7 %



volunteer recruitment

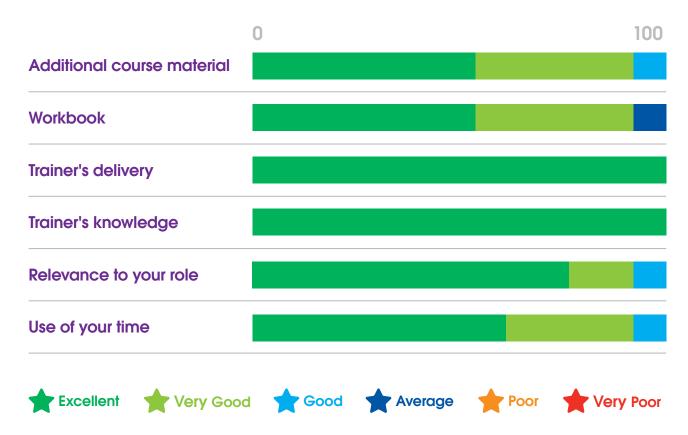


Volunteer Training

Over 2020/2021 feedback forms have been completed, volunteers have rated training overall as 4.92 out of 5 stars.



Volunteer Feedback



Volunteering roles

South services



Volunteering roles North services



Volunteer led services

	volunteers	placements
Perinatal Forth Valley	43	27
Perinatal East Lothian	38	14
Attain	59	26
Intandem	11	5
Befriending Young Refugees	47	26
YouthPoint Moray	26	13

Volunteer experience





volunteer impact across aberlour 2020-2021

aberlour scotland's children's charity



"Being able to help and support other families and putting my nursing and parenting skills to good use."

"Making a difference to a young person's life."

> "Giving young people a voice and making a difference."

"I have received excellent support to be able to mentor to the best of my ability. I have had tremendous support from the charity knowing that they are always there to support me in my needs as well as the young person."

"Being able to help young people through difficult times." "Trusted to provide practical support to someone who needs it and being valued for doing that by Aberlour."

"With all the negativity going on in the world right now, it's great to put your skills into the world in whatever way you can to help."

"Seeing the positive outcomes for the children and how much you are valued is incredibly special."

"Knowing I've helped my young person believe in herself and knowing she can open up to me and trust me."

"Having the opportunity to give to those in need."

"It's a great organisation and I enjoy my time spent with not only young people but with the support I am given."

"The supportive family vibe that comes from Aberlour, there is a great sense of support, everyone is so friendly and helpful with the way they conduct themselves.."

"Seeing the young person's face light up when they do something new or achieve something they have struggled with or react positively to praise. For me it is how great that makes me feel, after a good meeting, I smile all the way home."

"Knowing I am putting a smile on the face of a child and family." "Helping young people to become active participants in their own life and being able to increase their confidence and self-esteem."

"I enjoyed doing my bit for the community through lockdown and received a great deal of selfsatisfaction from the response of the people I was able to help."

"I have learnt a lot from Aberlour, the training is great, and it has given me the chance to practice skills and qualities that I have."

"Volunteers are truly valued and are a part of the team."

"I just got back from meeting my young person and it went very well. We got on great and chatted away non-stop for almost 2 hours. I'm feeling positive about it and I think he is too. Looking forward to the next one already. Off to a good start." (Youthpoint, Glasgow Volunteer)."

"Aberlour has shown me that even the smallest of conversations and attention for a young child can go a million miles to providing them with a feeling of selfworth and happiness."

Attain Mentor

"I would describe volunteering as something fulfilling. Seeing how much the young person has progressed in just a couple of months has made me feel like a proud parent."

Befriender, Befriending Young Refugees

"It is definitely rewarding for the Mentors as well. We are supposed to be helping the young people, but after every call I also feel better/happier too and usually have a silly smile on my face for ages after our sessions are over. It's a good feeling. I guess I've just been lucky being paired up with such a lovely young girl."

Attain Mentor

"The young person I support told a friend about her mentoring because that friend noticed she was so upbeat on certain days and asked why she was so happy. She told her friend it was because of the mentoring, and she is really liking being able to talk to us and do something different - amazing."

Attain Mentor

"I came to the UK five years ago and I know well what it is like to be alone in a different country. Having someone to hang out and go around with is great. It helps you discover your new city, making it home, little by little. This is one of the wonderful things befriending offers to young people, and I'm honoured to be part of it." Befriender, Befriending Young Refugees

"I was matched up with a young person last year and my experience befriending since has been so fun and rewarding. I've loved showing my young person around Glasgow, getting to know him, and discovering shared and new interests. The experience has been a real privilege."

Befriender, Befriending Young Refugees

From our supported people

Perinatal Befriending Services "Thank you for the phone calls every week. I just wasn't able to answer. I wasn't able to speak to anyone, but I listened to all your messages, and it really helped me get through it knowing you were there."

"I sit down and wait each week for that phone call and know that I can say anything and let it all out to someone who listens and understands me." "She (befriender) was lovely and really helpful and was really easy to talk to." "I really look forward to the weekly catch up so I can just unwind and chat about anything I need to."

"I'd like to say my experience so far although it's been unusual has been amazing. I don't know what I'd do without my weekly phone calls with J. She's so lovely and gets me laughing a lot on a Wednesday afternoon. She's so good at just being there."

From our supported people

Perinatal Befriending Services "Our regular phone calls have a positive impact. They are truly amazing; they just get you through the day."

"If I had not had this support, I would not have been here in this world today. You were in my life when I most needed someone to be there for me and my kids."

"I really looked forward to my phone calls, I felt the warmth coming through the phone."

"It's a lifeline, someone to listen to my crazy chat and have crazy normal chat with me. I'd be lost without my befriender. She is incredible, she juggles so much and still has the time to speak with me and help me. She is amazing and she gets me through this difficult time."

"Some people arrive and make such a beautiful impact on your life, and they don't even know. You can barely remember what it was like without them." volunteer impact across aberlour 2020-2021



case studies





What a journey I have been on over the last 12 months.

I have supported a young person for over 18 months now and I have learnt so much about myself and what it is to be a mentor. Although throughout a pandemic and the challenges that has come with it I can still mentor and find new ways to support them.

I have felt supported throughout as I have been able to access supervision. This has been a great help to me in being able to support my young person whilst also feeling supported myself.

The young person had been through great difficulties before I had met her and was struggling with emotional support. This caused her to reach the very bottom of her limitations of life and this is still ongoing, but she has come a long way and is now making plans for her future. I feel by being a mentor I have been able to listen and support her in what is required at the time of her emotional stress.

I have also learnt a lot from my young person by pushing my limitations of heights. She supported me in doing activities and to face my fears by saying "Go on, you can do it". Whilst giggling at my frozen stature on a climbing wall.

The stresses of covid and not being able to meet in person was hard for us both, especially my young person. We had regular zoom calls and I tried to keep her focused on what we could

do whilst still encouraging her that it won't be too long before we can be climbing that wall again.

She was also coming up with fresh ideas to keep herself busy but also things to do together once things are opened again.

I feel that although there has been a great impact with what is going on at the moment it has not changed our relationship and I feel that she appreciated that face on the screen even to have a giggle or for someone to talk to when she was feeling overwhelmed.





Leah was referred to the Attain Mentoring Service by her pastoral care teacher to help support her anxiety, literacy, and poor attendance.

Leah struggles in busy and noisy environments, and this was having a huge negative effect on her attendance within school.

After meeting on a few occasions with an Attain coordinator, Leah was matched with her volunteer mentor. They soon began to form a good relationship by spending time together and engaging in activities within the community. Once her mentor felt the relationship had developed well, they started focusing on goals that Leah could work towards. The main goal they began with was to improve her literacy, and they joined

the local library. During this time, Leah also started to open up more to her mentor about her feelings of anxiety around attending school. She said that she was being bullied by other children. With Leah's consent, the Attain coordinator spoke with Leah's parents, and with the teacher that referred her to the service, and between them they developed a plan for Leah to feel safe and have support within school when it was needed the most.

When the Covid-19 lockdown began, Leah's weekly outings changed to weekly Zoom calls with her mentor. Together they continued to focus on literacy by agreeing to read a few chapters a week of the same book and then discuss and read some more between their Zoom calls. They called this their Book Group. Leah has now began writing her own book, and she is working on a chapter each week and reading it to her mentor on their weekly Zoom calls.

Leah's family and her teachers have said they have noticed how much of a positive impact Leah's mentor has had on her attendance, confidence, and her literacy.



Ben was referred to the Attain Mentoring Service by his social worker.

Ben's Social Workerk was concerned about his lack of confidence and how this was impacting on his school attendance, and affecting his education overall.

After spending time with an Attain Coordinator to get to know Ben better, he was matched with a mentor. Ben was very keen on sport and so was his mentor, so they hit it off straight away.

When building up a consistent, positive relationship with his mentor, Ben confided in him that he didn't know how to handle conflict that he was sometimes experiencing from other young people within school. His mentor gave him some advice on strategies that he could use to deal with this, and Ben started to practice these, with his mentor's support.

After a couple of months, Ben said

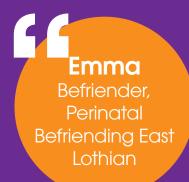
that he felt that he was getting better at managing conflict, and that he felt much more confident about attending school.

Ben had fallen behind with some subjects and spoke to his mentor about this. They worked together to plan, and Ben set some goals around these subjects. His mentor tried to mix learning into sports activities, which Ben responded to really well. The school also reported a positive change in Ben's attendance and confidence.

During the Covid-19 lockdown, Ben's mentor offered him weekly video and phone calls. For a few months, they met in this way, and then Ben said that he wasn't really enjoying the online calls, and that he would like to wait until he could have face to face

meeting again. Throughout this time the coordinator called Ben and his family on a weekly basis to check in and make sure everything was okay, and as soon as the restrictions were lifted, Ben and his mentor started to meet weekly again for socially distanced walks and to play football, and basketball at the park.

Ben is now at the ending stage of his match, where he feels much more confident within himself. His social worker and teachers have also said he now has great attendance at school, and that he is thriving with his education. Ben and his mentor are wanting to have one last trip out, to engage in an activity and have something to eat together so that they can say goodbye.



"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."



Erin
Befriender,
Befriending Young
Refugees

Erin began volunteering with the service in August 2019.

She was matched with her first young person, among other reasons, due to their shared interest in photography and art. The match worked really well, and Erin was able to help her young person get to know Glasgow through artists and exhibitions. Going to see an Alasdair Gray exhibition at the Print Studio had a particularly strong impact on her young person.

"When I first moved to Glasgow ten years ago the work of Alasdair Gray really helped to settle me in, and as one of the city's most important cultural figures I wanted to introduce my young person to him. It was a really touching experience - my young person became quite taken with the work, he was excited by it and couldn't stop saying how great it was. The next time we met up he told me he'd watched the documentary about Gray that was on iPlayer at the time and showed me a clip of Gray painting the ceiling at Oran Mor. It was a lovely thing to share."

Once restrictions eased enough to start matching volunteers and young people in person again, Erin was matched with a new young person.

"Getting to know the young people and learning about their interests and ambitions is definitely the best bit. It's felt like a real privilege to get to know the two young people I've been matched up with, both have been so driven, smart, and interested in experiencing new things. They're lovely to spend time with."

Even with changing restrictions, Erin has found activities that her young person enjoys and has received extremely positive feedback from him about the impact which their meet ups are having on him.

"I would like to think I've helped open up Glasgow to them and they're more aware of the different areas of the city and places to go. It's much easier to feel at home somewhere when you're familiar with the geography and you know what things there are to do and see.

The pandemic has really limited what activities we can currently do, but just meeting up and going for a walk or going to a cafe is, I think, really important for young people who don't have a lot of options for socialising right now. My young person really values our Saturday meet ups and appreciates the exercise when we go for walks around the city (as do I)!"

As well as getting to know young people and exploring shared interests, Erin also feels she has gained new skills through volunteering.

"I think my communication skills have definitely improved, I've learnt how to communicate better with English language learners by being clearer and also understanding what is helpful to them as they work on their language skills."

"Everyone who works at Aberlour is lovely and the young people are wonderful, it's a great thing to be a part of."



Francis
Befriender,
Befriending Young
Refugees

Francis has been volunteering with the Befriending Young Refugees service since December 2019.

It was his interest in supporting people going through the asylum process which drew him to this role in particular. Having experience in befriending already, this project felt like an ideal way for him to put his skills to good use.

Fran puts a lot of effort into coming up with activities his young person might enjoy, as well as supporting him with more practical tasks like English activities and choosing and buying a new instrument to keep him entertained during a time where many of us are spending much more time at home.

"We do such a range of activities together – from renting city bikes and playing football in the park, to taking the train up to Balloch and eating chips on the shores of Loch Lomond. My YP really loves hot chocolate too, so we usually try to fit that in as much as possible."

"On one occasion it was a beautifully sunny day, so we hired some city bikes and cycled over to Trongate where my YP purchased a piano keyboard, which would be delivered the following day. Next, we cycled across the city to Queens Park, where we got ourselves an ice cream, and then kicked a football about

on the Astro-turf court. As my young person loves anything football related and likes being outside, I've discovered these are the kinds of meet-ups that he enjoys the most."

Throughout lockdown, Fran and his young person remained in weekly contact over video call. Fran was very creative in coming up with activities for them to do and to keep his young person engaged, including watching the football together over video call. Fran and his young person often play football in the park and have even been to a local game together, so it was great that Fran found a way to continue to enjoy this shared interest during lockdown.

Fran's efforts have clearly had a very positive impact on his young person. Several professionals in the young person's life have commented on the big bright smile that appears across his face when asked about Fran.

"I understand befriending can be tough sometimes, for example when the match isn't quite right, or maybe the young person is going through difficulties. However, if you're able to dedicate the time and make some effort to understand the young person, you can both form a strong, rewarding bond and have a lot of fun whilst doing so."

Fran also feels that he has developed new skills and experiences through volunteering as a befriender, as well as practicing some pre-existing skills.

"I feel that I've developed a special patience, as well as new methods of communication, that's required when two people spend time together but don't speak the same language, and I have learned that silence doesn't always have to be filled. And I guess I've managed to dredge up a little Vietnamese from the depths of my memory, which has been nice."

"I have felt very supported during my time with Aberlour, and not felt pressured into doing more than I am able to do. This is definitely one of the reasons why I am able / want to keep befriending."

Nina
Befriender,
Befriending Young
Refugees

Nina began volunteering with the Scottish Guardianship Service in December 2019 after completing the befriending training.

"It seemed like something I would be well equipped to do, having previously worked with teenagers. It also wasn't a huge time commitment and seemed like the activities would be fun for both the young person and me. It just seemed like it would be a really useful and rewarding way to spend a couple of hours a week."

After being matched, Nina met with her young person once a week to do a variety of activities including visiting museums and galleries, drawing, doing college homework or general English practice and playing sports. Nina and her young person both enjoy playing badminton and regularly play together. Since sports centres have been closed due to COVID-19 restrictions, they have moved to playing tennis outside, an activity which Nina's young person had not tried before.

"Playing badminton at a Glasgow Gym has gone really well. This was an especially good activity at the beginning when I was getting to know my young person and she wasn't confident with her English. We both really enjoy the game, and it was great for cold weeknights."

"I really enjoy catching up with my young person each week. It has been a pleasure getting to know her and seeing her develop her confidence with English and with life in Glasgow. It has also been great to get to know my own city better through seeking out cultural activities to do."

As well as getting to do lots of fun activities with her young person, Nina has also gained lots of useful knowledge and experience.

"I have developed a better understanding of the circumstances and challenges which are faced by refugees and children. I have also come to know more about the care system in Scotland and the needs of looked-after children. Through arranging and reviewing activities and maintaining consistent communication with my young person, their home and Aberlour, I've probably improved my organisation skills too!"

When lockdown restrictions made meeting in person impossible, Nina and her young person moved their befriending visits

seamlessly over to video calls and Nina remained a consistent source of support to her young person throughout lockdown. Over video call, they continued to draw together and do activities to practice English.

During one discussion with her guardian over lockdown, Nina's young person was asked if she was feeling isolated at all, to which she replied, no, because she sees her best friend every week. When her guardian enquired further, she realised that she was referring to Nina. Nina clearly occupies an important role in this young person's life.

"I have felt incredibly supported by Aberlour and the Scottish Refugee Council throughout my entire volunteering experience and have personally experienced the rewards and joys of giving my time to the charity."



volunteer impact across aberlour

2020-2021



volunteer engagement report

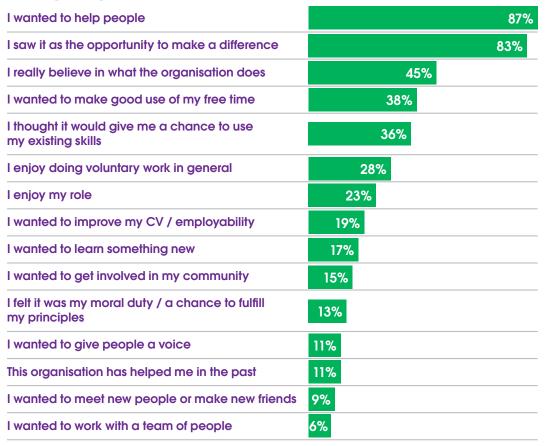


Volunteer engagement survey 2020

Questions	2020 Overall Positive %
3. I am proud to tell people that I volunteer for Aberlour	91%
4. I would wholeheartedly recommend Aberlour as a good place to volunteer	89%
5. I intend to still be volunteering for Aberlour in 12 months' time	79%
6. I see Aberlour's values being acted out in practice	85%
 People here are treated equally irrespective of ethnicity, gender, disability, age, sexual orientation or religion 	89%
8. I am kept informed of what is happening elsewhere in Aberlour	60%
9. I trust and respect the leadership group at Aberlour	83%
10. I believe that Aberlour delivers a high quality service to its service users /supported people	89%
11. I trust and respect my supervisor	94%
12. I receive regular, timely feedback that helps me improve my performance	72%
13. Aberlour demonstrates by its actions that it cares about its volunteers	89%
14. I receive prompt acknowledgment and recognition for my volunteering	91%
15. I am given the training necessary for me to carry out my volunteering role effectively	96%
16. Volunteers and employees work well together	87%
17. My volunteering role allows me to make good use of my skills and experience	91%
18. I am clear how my role contributes to the organisation's objectives	94%
19. My volunteering role makes me feel good about myself	91%
20. I feel that I make an impact through the volunteering that I do	85%
21. Aberlour provides effective support to its volunteers	87%

Volunteer engagement survey 2020

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



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

I get satisfaction from making a difference	77%
It broadens my experience of life and other people	55%
I just really enjoy it	47%
It gives me a chance to learn new skills	43%
It gives me a sense of personal achievement	34%
It makes me feel good about myself	23%
I've made new friends	23%
It makes me feel needed and valued	21%
It gives me more confidence	19%
It helps to improve my employment prospects	15%
I feel part of my community	13%
It gives me the chance to do things I am good at	13%
It gives me experience of leadership or responsibility	9%
Other	4%

Volunteers fed back on the engagement survey that they wanted:

"More organisational and local communications"

"Peer support among volunteers"

"More training and certificates

"Being able to try other volunteering roles in the organisation"

As a result of feedback, we implemented Workplace from Facebook which is our new online communications platform.

- Volunteers can share ideas or ask questions and meet people from lots of other services across Scotland.
- We post regularly to the site posting organisational communications and updates, training opportunities, wellbeing activities, volunteering and employment opportunities
- We have a knowledge hub to access key documents.

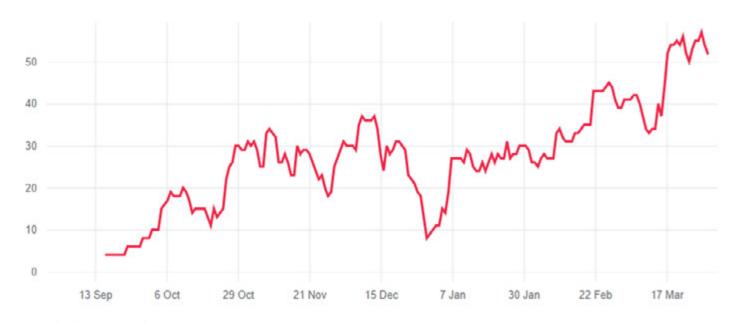
Over the year 2020/2021,

150 people

have been added to Workplace which was implemented in September 2020.

118 are volunteers, of which 85 have activated their accounts.

The graph below shows the gradual increase in active members on Workplace per week, since implementing in September 2020 showing increased engagement with the platform.



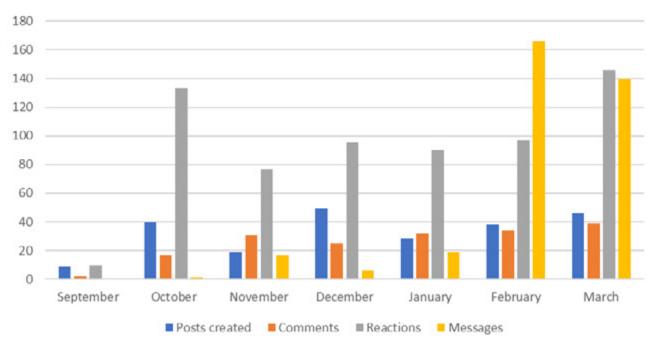
Workplace Graph: Number of Workplace members active per week

Monthly Engagements from Volunteers

(Reactions/Comments/Posts by Volunteers)



Workplace Engagements Per Month



Volunteering Team Developments

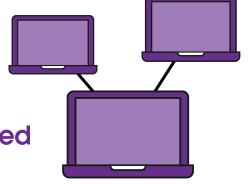


Developed and implemented a new

volunteer communications platform

- Workplace from Facebook.

Volunteer training developed and delivered online.





PeopleSafe
lone working
system and a new
out of hours service
for volunteering.

Implemented



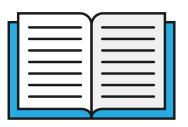
Implemented volunteer personal goals.



Cuppa and Chat

new monthly volunteer catch ups online.

Volunteering Team Developments



Created a new

volunteer

handbook,

befriending and mentoring

practice handbook.



Sent out volunteer recognition packages for Volunteer's Week, Befriending Week and for the festive season.



At our annual conference, 37 individual Volunteer Awards and 2 group awards were given out to recognise and celebrate volunteer contributions throughout the year.

Reduced the volume of paperwork,

key documents are now all signed via Adobe Sign as part of the new volunteer handbook. This has significantly reduced the paperwork for onboarding volunteers and has been received extremely positively from volunteers and staff.





volunteer
wellbeing
training
for staff.

Provided external support to organisations through COVID.



Delivered workshops at the Befriending

at the Befriending Networks Conference.



External Influencing Work

External Influencing Work

Aberlour are strategically involved in developing the Scottish Government Action plan on the Volunteering for All, National Framework, Aberlour's Head of Volunteering sits on the Governance Group and provides strategic direction on the following 5 volunteering outcomes: lifelong engagement; policy impact; celebration and recognition; places, spaces, and community development; and inclusion and diversity.

- Aberlour's Head of Volunteering sits on the Action Group on Social Isolation and Loneliness (AGIL) in Scotland, this group brings together a wide range of stakeholders and the Scottish Government.
- Steering group members of the Scottish Volunteering Forum. The forum strategically influences key stakeholders on volunteering issues, practice, and policy areas. This includes the Disclosure Scotland Stakeholders Group for the implementation of the new Disclosure Act, DWP guidance, Liaising with Scottish Government and Volunteer Scotland on key issues, consultations, and joint events. Aberlour's Head of Volunteering is currently Vice Chair of the forum.
- Members of the cross-party group on volunteering.



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











