



We give
our time



volunteer impact across aberlour

2024-2025



volunteer
impact
across
aberlour
2024-2025



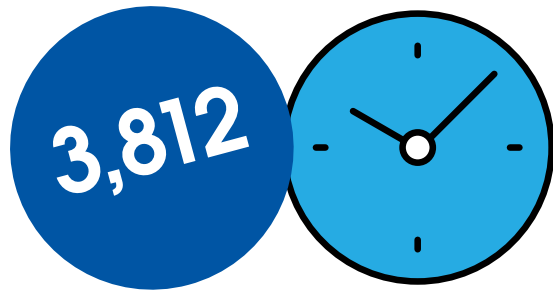
statistics



statistics

380 
volunteers

regularly volunteered
for Aberlour in 2024-2025



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



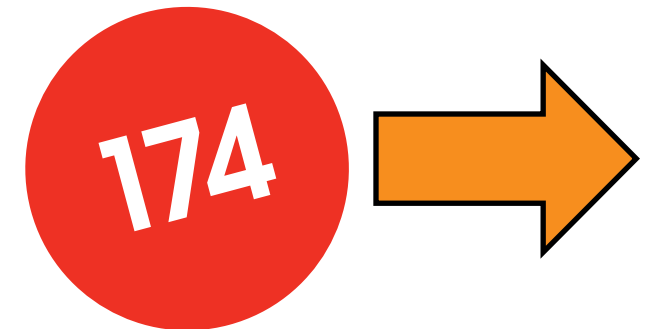
**volunteering
hours**



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



statistics

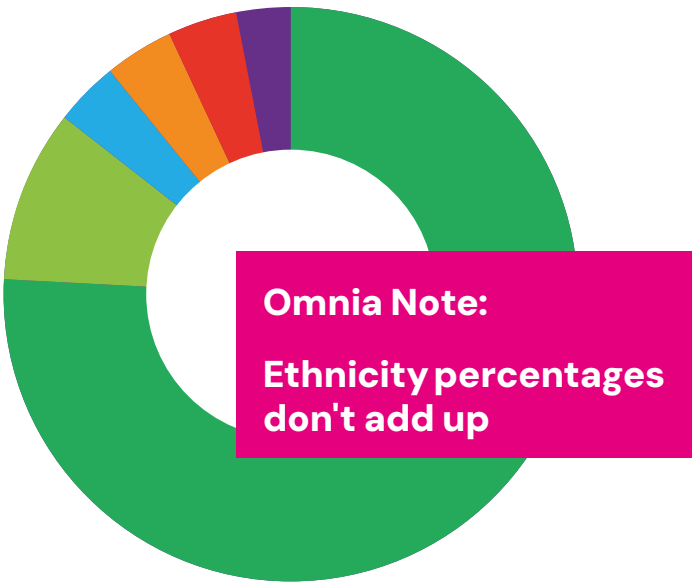
gender



1% Prefer to self describe

ethnicity

White	79%
Mixed / Multiple ethnic groups	10%
Asian / Asian British	4%
Black / African / Caribbean / Black British	4%
Arab	4%
Prefer not to answer	3%



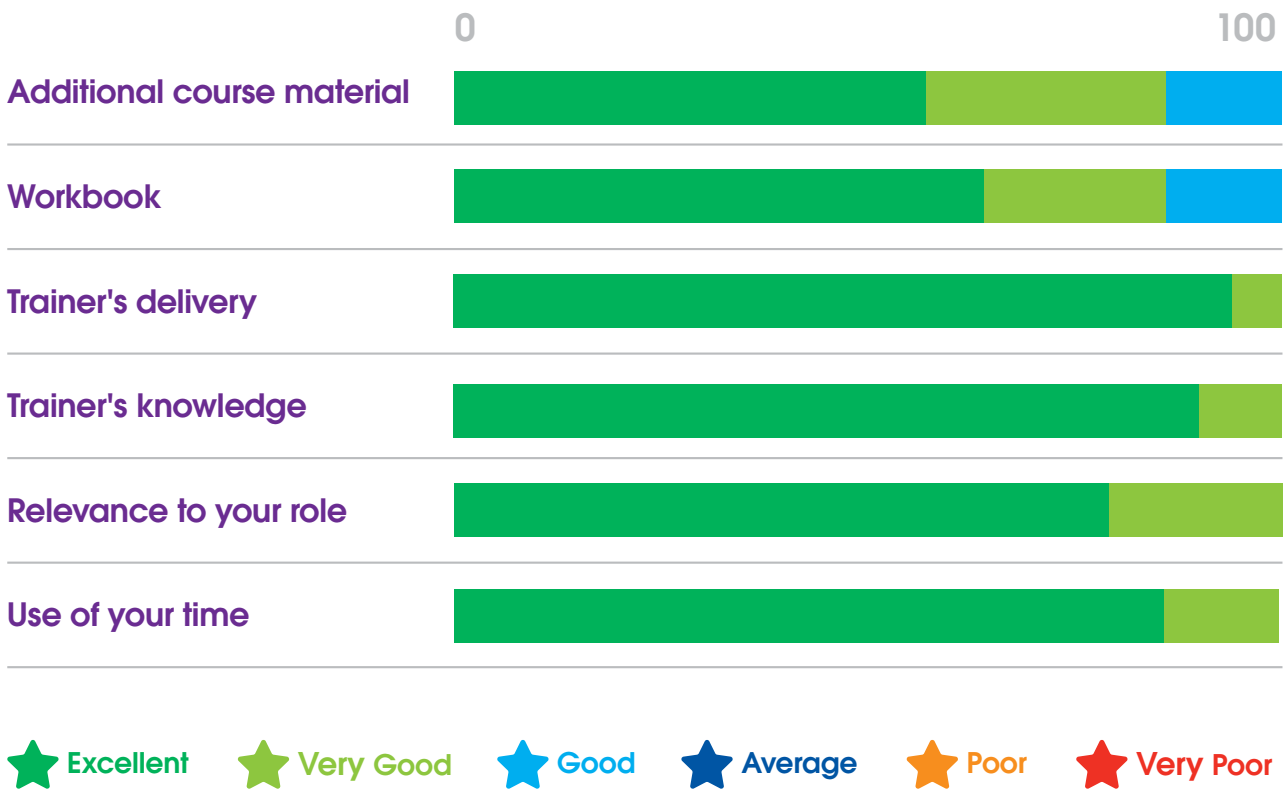
statistics

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	44	33	9
Perinatal East Lothian	39	17	7
Attain	36	6	31
Intandem	9	9	0
Befriending Young Refugees	41	11	28
YouthPoint Moray	23	15	10

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 |
|------------|---|
-

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volunteer feedback



volunteer experiences

Omnia note:

Two documents supplied to be made in to Stories or Pull the quotes only

"I feel included in the organisation and part of the bigger picture of what Aberlour are trying to achieve."

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

"I love volunteering with Aberlour, and I am very grateful to be part of the team."

"The support from my supervisor is exemplary, this person is great at their job and a good role model."

"Fantastic organisation that really makes a difference in the local area."

"I have improved my life as well as other peoples."

"My volunteering experience has played a huge role in my studies over the past 6 years. The personal help, support and encouragement I received from the coordinator also contributed. I have now achieved my degree and this, together with the knowledge, skills and experience I acquired whilst volunteering, has helped me to secure a new job. Thank you Aberlour!"

volunteer experiences

Quotes pulled from: Volunteer Experiences.docx.

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

"Volunteering with Aberlour allows me to keep in touch with someone who I know 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."

"Volunteering with Aberlour allows me to keep in touch with someone who I know 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".

"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."

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

"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 I have supported over the last 10 years."

feedback

Quotes only from:
Volunteering report – Perinatal April 2025.docx

Feedback from supported people

Perinatal Befriending

“My experience with team perinatal has been an evolving journey that’s had an impact on life in a lot of positive way, 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 have supported over the last 10 years.”
Gillian, Volunteer Befriender, 8th April 2025

“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. 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.”

“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.”

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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 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 lives. Also learning new skills, meeting new people and it’s great for your CV.”

Why should other people volunteer Aberlour?

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



”

case studies

Omnia Note:

Can't access links they will need to be hosted on youtube.

Click on the links below to watch on youtube



Klara and Gillians Story
Perinatal Befriending
Service, Forth Valley

Bev_full_v2.mp4

Beverly,
Perinatal Befriending
Service, Forth Valley

**Kirsty_subtitles.
mp4**

Title TBS

**Taylor_subtitles_
music.mp4**

Title TBS



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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

