



WHO CARES? SCOTLAND VOLUNTEERING



IMPACT REPORT 2022

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Through continued consultation with members, staff and volunteers, it is evident that volunteering is fundamental to our work. Volunteering has impacted on Advocacy, Belonging, Influencing and Public Education.

- Increased participation opportunities.
- Increased support of membership, events and fundraising.
- Diversity for our work and members' lives with a diverse range of skills, experience and knowledge.
- Positive role models with a unique relationship for members.
- Safe, consistent relationships.
- Increased ability to raise awareness and educate on Care Experience.
- Increased awareness, understanding and access to advocacy and lifelong support.
- Opportunities for members/Care Experienced people to gain experience through volunteering.
- Offered additional levels of support and connection to members.
- Creating a sense of belonging and identity for members and volunteers.

This report summarises the volunteer impact for 2022. Based on this evidence and our learnings, the report also contains actions for how we best improve and develop volunteering across the organisation.



HIGHLIGHTS

02

Total number of active volunteers throughout 2022.

139

104% increase from 2021

New projects, Christmas and Corporate volunteers accounted for.

Total number of volunteer hours delivered by volunteers in 2022.

3328

89% increase from 2021

Total number of known Care Experienced volunteers throughout 2022.

29

12% increase from 2021

Total number of groups/projects supported by volunteers.

20

33% increase from 2021



WHO CARES? SCOTLAND MEMBERS

What our members tell us (member feedback on volunteering 2022 - 68 members participated in this survey).

71% felt that volunteers helped them to take part in activities and have fun.

67% felt that volunteers helped them to understand support they could get.

67% felt that volunteers helped them to gain confidence.

67% felt that volunteers helped them to feel safe.

"I like having the volunteers because they look after me, support me & teach me new things."

"I like that they take time out of their own life to volunteer for us - they do enough."

"They have really helped me and listened to me when I really needed it."

"I would like more volunteers at my group. They are really fun and nice to talk to."

"They are important because they really listen to me and are always there at the group."

"I really like my volunteer. She always spends time to chat and cares about my life."



WHO CARES? SCOTLAND VOLUNTEERS

What our volunteers tell us (Volunteer survey 2022 - 32 volunteers participated in this survey).

100% felt volunteering was meaningful and rewarding towards achieving personal goals.

100% felt valued.

77% felt their volunteering experience was excellent.

97% felt they received feedback on their volunteering and the impact this has.

100% of volunteers would recommend Who Cares? Scotland as a good place to volunteer.

"I feel valued & with my additional role at the helpline I'm challenged & use my skills."

"I believe it is the best and most rewarding thing that I have ever done."

"I have never felt so valued, my opinion is always listened to and the young people are great!"

"I very much enjoy my volunteering & it is a very important part of my life."

"The staff are all very supportive and treat us like colleagues."



WHO CARES? SCOTLAND STAFF

What our staff tell us (Staff feedback on volunteering 2022 - 11 staff members participated in this survey).

100% of staff believe that volunteers bring important skills and experience.

100% of staff believe that volunteers are important to our members.

73% of staff felt their volunteer support was excellent.

100% of staff felt that volunteers made an important contribution to their work.

"They enrich our skill base and add vital additional resource."

"Volunteers are our first point of contact for any caller calling our Helpline offering them connection, a listening ear and signposting."

"The volunteers bring with them a wealth of knowledge."

"Volunteers are a real asset to our work and having them involved in our team, allows us to have a much greater reach in supporting lifelong advocacy."

"Our young people in Champs love their volunteer, she is passionate and shares their stories far and wide."

"Relationships with young people have been outstanding, two of our volunteers are care experienced and have helped young people to understand their care journeys."



776 hours contributed in 2022.

- Increased and enhanced participation opportunities have arisen as a direct result of volunteer involvement. Through volunteer discussions with young people, their connections and their knowledge and experience, volunteers have been able to bring exciting and meaningful participation opportunities for Care Experienced people to take part in.
- A woman's sexual health session from a GP was provided thanks to a volunteer. Young people were able to have open and honest conversations and asked important questions. The young people received information around building personal boundaries and staying safe but also now having positive females in their lives who they feel they could now talk about this to in the future.
- Consistent relationships built through participation has resulted in a volunteer listening to a young person and referring them for independent advocacy to seek additional support at school.
- A volunteer sourced a PlayStation with controllers and games and alongside another volunteer who sourced free televisions, the group got a games station set up in their space. *"The young people had a brilliant night and that's what matters!"* (WCS volunteer).
- A volunteer supported a young person to gain her confidence to do an application on her own, demonstrating the relationships volunteers are establishing through participation.
- An increase in volunteer support has enabled more groups to be created, enhancing belonging and connection opportunities. *"It's great to see the young people have a fabulous time and build their own network around them."* (WCS volunteer).
- Volunteers have helped young people feel safe, listened to, involved, respected and enabled a sense of belonging and connection. *"Building relationships is so important. I got so many hugs & told they missed me after missing a week- shows how important consistent adults are."* (WCS volunteer).
- Volunteers have empowered young people to share what matters to them through their participation.





1225 hours contributed in 2022

- Our MSYP representatives had an important mental health motion passed at the Scottish Youth Parliament with 96% agreement rate. They won the SYP Human Rights Defenders Award and their motion received parliamentary support from Monica Lennon MSP, backed by 9 MSPs from across the political spectrum. It informed our response to the Scottish Government's consultation on the Mental Health Strategy in September. *"As an MSYP I have developed my own skills as well as having the platform to inform decision-makers on what the Care Community would like to see change within the 'system'. I have been able to shine some light on what Care Experience is to SYP and other MSYPs, educating them on some of the barriers the Care Community have to overcome and what needs to change"* (WCS volunteer).
- A volunteer's employability connection has led to support for a young person building their photography portfolio, closely supported by a professional with experience in fashion photography.
- A volunteer with their knowledge of education has helped by providing information to a Kinship carer to take to her local authority to ensure her nephew is getting the education he has the right to.
- A volunteer has been able to take their learning to the Children's Panel. This has resulted in a panel member accessing the Helpline and she was then encouraged to tell young people of Who Cares? Scotland and advocacy.
- A volunteer provided an interview for Speak Out about her role in the creative industries, her journey and any advice for our members, helping to create positive role models.
- *"Having the experience to speak with, and listen to young people has had an impact on me as a teacher - having a greater understanding of the impact of moving and being separated from brothers and sisters. I acted on ensuring they knew they could access advocacy and was able to implement changes in the school, things like use of language. I feel I wouldn't know of this had it not been with wcs."* (WCS Volunteer).





389 hours contributed to National events in 2022

136 volunteers provided support to National events which consisted of:

- Summer Programme
- Care Experience Week
- Christmas activity
- Christmas Day Dinner

This included:

42 new volunteers who joined WCS to support Christmas Day Dinner.

37 Corporate volunteers and partners who supported our Christmas card writing and packs.

- Volunteers supported writing and sending 2700+ Christmas cards, making Christmas packages and 200 food hampers for members.
- Volunteers supported Summer Programme activity across the country. *"Big thanks to volunteers, couldn't do any of this without them."* (WCS staff member).
- 7 volunteers supported the Care Day Cup. *"I am looking forward to getting involved in more activities and meeting more amazing members of our wonderful Care Family."* (WCS Volunteer).
- Volunteers created and led some of the activity at Time to Shine. *"I am still feeling full of adrenaline after attending this year's Love Rally. The power of our community always overwhelms me and motivates me".* (WCS volunteer).
- *"A fabulous way to spend Christmas Day, making a positive difference. It's just a very nice way to spend the day and get to meet other people, while contributing to something memorable for everyone. I don't think you would find a more supportive organisation and it's one of the most rewarding, heart-warming experiences I have had."* (WCS Christmas Day Volunteer).





453 hours contributed in 2022.

- After January 2022, 7 Advocacy Helpline volunteers started their volunteer training, contributing approx 36 hours just in initial training.
- They continue to upskill themselves on top of their weekly shift, adding real value to our organisation, enriching the quality of the offer we can provide Care Experienced people. *"The volunteers have brought a wealth of skills and knowledge to this role, allowing us to have a much greater reach in supporting life long advocacy. Quite simply, I don't think we would be able to operate the Helpline without them."* (WCS staff member).
- The Helpline volunteers have helped to grow and maintain the helpline, being involved in awareness raising ideas and highlighting this offer through their employment, educational and volunteer connections.
- *"I have learned so much about throughcare/after care legislations, and now have a better understanding of how we can support callers as well as how to access proof of care experience and the difficulty that will come with that".* (WCS Volunteer)
- Between April- September 2022 the Helpline volunteers have supported 1326 interactions, responding to, and providing support and guidance on 141 different advocacy issues. *"They were very good at communicating and offering solutions to my problems and never gave up until we got what we needed".* (WCS member).
- There were over 99 people supported with issues. *"Members have commented on their warmth, empathy, knowledge and support".* (WCS staff member).





58 hours contributed in 2022.

- Essential local community connections were made through volunteers for enhanced offers for members and also partnership working.
- Volunteers have been able to provide 1-1 support to young people in the classes to help them understand the sessions while also being very sensitive to the situation. *"The volunteers who visited us were warm, friendly and encouraging. One pupil said she felt less 'awkward' about being Care Experienced because the volunteers helped her talk about her life".* (School teaching staff).
- Through volunteer connections, one volunteer was able to successfully recruit a new school to apply for the Community schools work with WCS in year 3.
- Volunteering in this area of community schools has grown and developed to supporting participation as well as the schools work. Participation opportunities will be developed further in 2023 with support of existing and new volunteers to the team.
- One of the highlights for 2022 was one of the volunteers supporting a small group of Ukrainian primary school children who did not speak English at the time to support them through one of our Communities That Cares information sessions. Using translating software on a tablet they sat with the children for the entire session supporting them, ensuring they feel involved and respected.
- Volunteers supported a family day event for Care Experienced families to connect with WCS and create belonging and connection opportunities. Families reflected on the benefit of this event and through the success of this session the team have planned 4 more similar sessions in 2023 at key points in the year.
- As a result of volunteer and community connection we applied for £1500 funding from The Ripple Project. We were successful in this which will allow us to host 3 more similar family events in 2023.
- *"Volunteering has been an amazing opportunity to meet like minded individuals who are keen to campaign for Care Experience rights. Volunteering at WC?S has allowed me to make lifelong friends that I would not have met in my circles. I have developed skills such as public speaking, time management and communication."* (WCS Volunteer)

IMPACT OF VOLUNTEERING - FUNDRAISING

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92 Hours contributed in 2022.

- A volunteer took the time to discuss the importance of our Summer Programme to their place of employment which resulted in Who Cares? Scotland receiving £1000 from this organisation to help with our summer programme.
- A volunteer planned their own 22 mile swim and chose Who Cares? Scotland to donate the funds from this activity. £370 was raised for Who Cares? Scotland.
- Several volunteers participated in the Kiltwalk in support of Who Cares? Scotland, raising £1640 as well as supporting the advertising material to help recruit walkers and donations.
- A volunteer kindly donated an amazing £2000 from their family business to go towards the Christmas Day Dinner.
- Volunteers have contributed to the planning and delivery of fundraising activities throughout 2022.
- Volunteers supported the Fire Walk, raising £410.
- A volunteer took part in a ATRX trail race where Who Cares? Scotland was the chosen charity to receive the proceeds from this event.
- Our Fundraising volunteers supported the planning, delivery and creation of ideas for fundraising across the year.
- Many of the volunteers donated when people were fundraising for us, as well as sharing fundraising pages.



SUCCESSSES

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Tina was nominated for the Lord Provost Community Volunteer of the year award.

In July we Achieved the Investing in Volunteers award which we will hold for 3 years.

Volunteers have gained employment with us as a result of their commitment and shared vision with WCS.

Shaun won the 'Forging your own Path' award for his contributions and achievements in volunteering with us.

Two volunteers represented the volunteer team on the Organisation Strategy working group.

The positive impact on the volunteers themselves. "I count myself very lucky to be involved in such an amazing organisation and to feel part of it."

SUCCESSES IN THE VOLUNTEER STRATEGY OBJECTIVES 2018-2022

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To embed a culture of volunteering

- Volunteering has been part of strategic planning when discussing new projects and opportunities. **Volunteering increased from 32 volunteers supporting 7 projects in 2018 to 136 volunteers supporting 12 projects in 2022.**
- Staff training around volunteer management was introduced to ensure staff were confident in understanding their roles and responsibilities working with volunteers. **75% of staff who directly worked with volunteers believed volunteers had a positive impact on our work in 2018 (n=6) compared to 100% in 2022 (n=11).**
- Improvements were made to raise awareness to staff and volunteers about the contributions made by volunteers through survey reports, Impact reports and Speak In content.
- The organisation achieved the Investing in Volunteers Award.
- More opportunities were created for staff and volunteers to openly discuss volunteering.

To enhance the volunteer experience

- Volunteer induction was reviewed and improved based on volunteer feedback to ensure volunteers felt prepared to carry out their role. **85% of volunteers rated the Induction as 'Excellent' in 2019 (n=12) compared to 92% in 2022 (n=29).**
- Goals began to be set for volunteers and monitored through 1-1s to enable personal development and achievement through volunteering. **86% of volunteers felt there were adequate learning opportunities available to develop their skills in 2019 (n=12) compared to 97% in 2022 (n=31).**
- Teams started to be encouraged to include volunteers at team planning meetings to ensure they felt valued, connected and included.
- Annual surveys and impact reports were implemented to evaluate and action recommendations to improve the volunteer experience.
- Volunteers were nominated for achievements rewards and showcased on our website and social media to recognise achievements.

To build awareness of volunteering in communities

- We built partnerships in local communities with volunteers supporting local work with Care Experienced young people, helping to create an awareness as well as interest in volunteering at WCS.
- We started to develop a plan through communication which has seen volunteering on WCS social media and the website grow, helping to be more visible to communities,
- We started a 'monthly showcase', proudly displaying volunteer, member and staff experiences of volunteering at WCS through social media.
- Work started on a Diversity and Inclusion policy linked to strategies to achieve. **In 2019, only 10% of the volunteer team identified as male compared to 20% in 2022. Work has still to be done on every element of diversity and inclusion.**
- Volunteering started to be built into wider organisational work when working with schools, corporate parents and local events.
- Partnerships within communities were built to highlight volunteer opportunities and successes.
- Opportunities were provided for volunteers to take part in and lead community events to promote volunteering and share their experiences.



THE FUTURE OF VOLUNTEERING AT WHO CARES? SCOTLAND

Our recommendations for 2023, in line with our new volunteer and organisational strategy and recommendations made by Investing in Volunteers are:

- Grow the diversity of our volunteer team to fully represent our members.
- Build capacity within the Volunteering staff team.
- Grow and review volunteering roles including developing new areas for volunteer development.
- Develop and implement a new NRB volunteer/participation model.
- Develop the Community of Practice in volunteer support.
- Regular monitoring to be put in place to assess the achievement of the volunteer strategy objectives and review practice.
- Review how we collect views and evidence from volunteers, members and staff.



Thank you to every volunteer who has given their time, passion and commitment to our members and the work of Who Cares? Scotland.

This report clearly demonstrates the difference volunteers have made to Who Cares? Scotland in various areas of our work which drives our vision forward to grow and develop volunteering.

If you would like to discuss any area of this report or have any questions please do get in touch.



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