



Volunteer Impact Report 2024-25

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INTRODUCTION

It's been another inspiring and transformative year for volunteering across CHAS. In 2024, we launched our new Volunteering Strategy—an exciting step that aligns with the goals in the CHAS Plan. Already, it's helping to shape the future of volunteering, with initiatives like a pilot project in the CHAS at Home team. By involving nursing support and activities volunteers, we're learning new ways to build capacity and enhance quality of care.

We also reached a significant milestone by becoming the first organisation in the UK to achieve the Investing in Volunteers (iV) accreditation for the seventh time. This reflects the strong, shared commitment across our teams to providing a positive and inclusive experience for every volunteer.

Another highlight was launching our new volunteer recognition programme. Through milestone badges, we've been able to celebrate the dedication and passion of volunteers in a more personal and visible way, whether they've been with us for one year or twenty.

Our refreshed annual volunteer survey provided valuable insight into not just the impact of volunteering, but also how it supports wellbeing, skills, and confidence. With 96% of volunteers saying they enjoy their volunteering, the results speak for themselves. This report includes key data from the survey, as well as stories from volunteers and the colleagues who support them.

None of this would be possible without the dedication of everyone who works with volunteers. Thank you to all CHAS volunteers and staff for everything you've contributed this year. We hope this report highlights the impact we've made together.

Fiona Harvey

Head of Volunteering



VOLUNTEERING AT A GLANCE



CHAS Volunteers

We were supported by

860

volunteers



Volunteer Hours

Volunteers donated

42,100

volunteer hours



Value

The total monetary value based on
CHAS hourly rates amounts to

£827,874



Volunteer Recruitment

We processed **162** volunteer
applications, and we welcomed

134 new starts



New Roles

We developed

9

new volunteer roles

THE IMPACT OF VOLUNTEERING ON CHAS

CHAS is committed to the involvement of volunteers. Volunteering is part of our organisation's DNA.

Volunteers also allow CHAS to develop strong links with communities the length and breadth of Scotland. This builds a strong connection with those communities and raises awareness of CHAS and of the care and support that we provide.

Put simply, we couldn't do what we do without our volunteer force

“Volunteering is at the heart of our organisation. CHAS was founded by volunteers, we are funded by volunteers, and we are enriched by volunteers.”

Rami Okasha, CHAS CEO

Volunteer Spotlight– Robin House Garden

The hospice gardens are a vital space for play, reflection, and calm. With seven acres to maintain at Robin House, dedicated garden volunteers contributed over 3,700 hours in 2024/25—equivalent to around £50,000. When Storm Eowyn caused severe damage in January 2025, volunteers and corporate groups rallied to restore the space, showing not just the value of their time, but their deep commitment to the hospice community.



“Volunteering in the garden helps me stay healthy in body and mind. Problems which previously seemed alarming to me are now dismissed as irrelevant now that I have encountered and engaged with the families with children who require the services of CHAS. There is great satisfaction in helping at Robin House. Helping to create long lasting memories for the families who use CHAS.”

Peter Kane, Garden volunteer, Robin House



— ” —

"I've always said I couldn't do my job without the help of volunteers and corporate groups. Managing a seven-acre site would be impossible without them. That became clear when I was furloughed twice—Nature vs Maggie, and Nature won! Storm Eowyn was just another example of how we all come together to get things done. Everyone on the garden team brings unique skills and creativity that make our gardens special. We also have a lot of fun—they're an incredible team, and I'm so thankful to have them on board."

Maggie Brown, Gardener, Robin House



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In 2024/25, corporate teams contributed 1,266 hours to the Robin House garden, equivalent to over £17,000 in value. Their energy, teamwork, and generosity were especially vital in the aftermath of Storm Eowyn, when they joined our regular volunteers to help restore the grounds. Their support goes far beyond a day of volunteering.

MotoNovo Finance has supported CHAS since 2008. In April 2025, a team from MotoNovo took part in an Employer Supported Volunteering (ESV) day at Robin House, helping to restore the gardens following Storm Eowyn. They also secured a generous £900 donation, which funded plants and materials used during the day. Beyond their hands-on support, MotoNovo reached an incredible £100,000 fundraising milestone for CHAS in October 2024 - a testament to their ongoing commitment and generosity.



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"We never set out with any end goal in mind, we simply became engaged with a fantastic charity that makes that vital difference to families at times they most need it. The adventures and the fun we have had over the years have been amazing, thanks to everyone who has supported us, you made the £100k happen!!"

Alex Watt, MotoNovo Regional Manager

— ” —



Volunteers donate more than their time to CHAS

Volunteers told us that over the last year they had:

48%

Encouraged friends and family to donate goods to CHAS



46%

Donated money to CHAS

45%

Shopped in a CHAS shop



40%

Donated stock to a CHAS shop

30%

Encouraged friends and family to volunteer with CHAS



2%



Left a legacy to CHAS

Volunteer Spotlight– Learning and Development



This year, volunteer coaches Shona and Suzanne supported the Learning and Development Team, contributing 133 hours to test and deliver coaching workshops. Their expertise supported our staff to build lasting skills that will enhance their work and future development. While their time is valued at around £6,000, the true impact lies in the knowledge and skills they've embedded across the organisation.

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“Volunteering with CHAS has been a hugely life affirming experience. Meeting staff who work there and experiencing first-hand the warmth and support within Rachel House is humbling. Also knowing that whilst our workshops focus on building the skills of individual managers, their coaching skills will have a ripple effect across the whole organisation. Hopefully this will help to sustain and grow a culture where staff are able to do their very best, as they continue to care and support children and families.”

Shona Mitchell,
Learning and Development Support volunteer

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“Having our two incredible volunteers develop and deliver our Coaching Skills workshops has made a real difference to CHAS. Their expertise has helped us to build the confidence and skills of our managers, and has added fresh perspectives, capacity and specialist knowledge to our small team. Thanks to their input, a growing number of our managers can better support, coach and develop their teams — which ultimately benefits the children and families we serve.”



Janice Thompson
CHAS Learning and Organisational Development Manager

— ” —

The impact of volunteering on CHAS volunteers

96%

of CHAS volunteer enjoy
their volunteering

enjoy



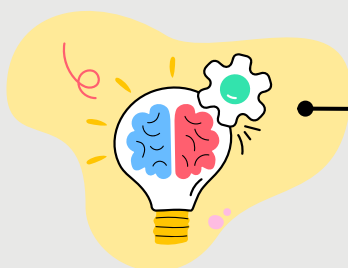
80%

of volunteers have met new
people and made new friends

77%

of volunteers have had
fun

FUN!

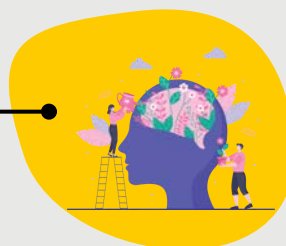


42%

have learned new skills

31%

have improved their health
and wellbeing



30%

have felt more connected
in their community



VOLUNTEERING STORIES



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"I babysat for two siblings a few months ago. What a lovely surprise I received through the mail. A beautiful poster and card made by the children and their referred sibling thanking me for looking after them. Not only did I spend a lovely evening with them to receive these thank yous was more than enough to keep me volunteering for CHAS."

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"The proudest event I have been involved with was "the Coo Trail". I have never met so many people engaged in what CHAS are doing. Was at Scone and was the best atmosphere ever."

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"Whilst volunteering on reception at Rachel House I was delighted to be joined by 2 young children who wanted to play at being receptionists. Together we asked staff to sign in and out of the building and pretended to be engaged in work on the computer and even had a mock job interview for my role!! Not only were the children being entertained but I loved being able to have fun with them. Being able to provide some light relief for the parents and the activities team reinforces the whole team approach here that everyone has a part to play in supporting children and their families."

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"Being a volunteer means that I can give something to support others but at the same time I myself get to feel that I'm part of a team making happy memories alongside families. Some days I go home with sore cheeks from smiling, that can't be bad!!"

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"To have the chance to simply listen to bereaved parents, share our experiences as we walk through the forest and witness the tension dissolve even for the briefest of moments is a reward without limit or boundaries"

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THE IMPACT OF CHAS VOLUNTEERING **ON COMMUNITIES**

Volunteer Spotlight– Retail Gift Aid

Retail volunteers play a crucial role in the day-to-day operations of the four CHAS shops, helping to ensure they are welcoming and connected to the local communities. In 2024/25, retail volunteers contributed 16,723 hours to our retail operations—time that represents more than £203,000 in value to the organisation. However, their contribution goes far beyond the hours they give.

After the successful implementation of Gift Aid across all shops, their engagement has been key to its growth, helping to secure 2,315 new Gift Aid sign-ups and contributing to Gift Aid sales of almost £144,000. As a result, CHAS received an additional £52,784 in reclaimed tax—funds that directly support children and families.

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"I'm really proud to volunteer with CHAS as the support they give to children and their families is second to none. When gift aid was introduced I was more than happy to ask donors to sign up, as it's a positive way to increase our takings in the shop. The process of signing up is straightforward and quick for both volunteers and donors, and they're often pleased to be told that they are making a difference as soon as they sign up."

Lesley Milne, CHAS Retail Volunteer



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"Our retail volunteers have been absolutely instrumental in making the roll out of our gift aid process such a success. Volunteers play a vital role in our shops as CHAS ambassadors and are often the first point of contact for customers and donors. By taking the time to explain how gift aid works and signing up those who are eligible we are able to generate additional income for CHAS. Last year we raised £36k from gift aid claims alone which is just incredible!"

Lisa Faulkner, CHAS Shop Manager

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It's not just the financial figures that show the impact of the CHAS retail team—it's the human connections they've built. Comments from local residents reflect the deep sense of community and wellbeing fostered in and around our shops.

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“The CHAS charity shops are such a wonderful addition to our high street. These lovely shops are immaculate, filled with lots of bargains and such friendly helpful service too. It's also so fabulous to know all how the profits help fund CHAS, which is a local charity I'm proud to support. Lovely, bright shops which are a pleasure to visit!”

Catriona MacDonald, local resident

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THE WIDER SOCIAL VALUE OF CHAS VOLUNTEERING

Volunteering in CHAS delivers far more than operational support—it generates meaningful social value that extends to individuals, Scottish communities, and society at large.

Equality and Diversity

CHAS is dedicated to offering all volunteers a high-quality volunteering experience, free from discrimination and prejudice. We highly value the diverse identities and backgrounds that CHAS volunteers bring to our organisation.

ETHNICITY

6.94% of volunteers are from a Black, Asian or minority ethnic background. Just 4% of the Scottish population belonged to these groups in the 2011 census.

AGE

Those under 26 make up 17% of CHAS volunteers.

SEXUAL ORIENTATION

4% of volunteers identify as LGB+, with 4% preferring not to state their sexual orientation.

DISABILITY

7% of volunteer consider themselves to be disabled with 3% preferring not to state their disability status.




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Social Value

£1,000 per volunteer, per year – the social value of weekly formal volunteering in Scotland.

LOOKING AHEAD

Our future plans:

-  We will be inspired by the children and young people and support them to create the volunteering roles that will support our services
-  We will amplify the volunteer voice and provide a platform for volunteers to be more engaged in our work, creating a greater connection to the organisation
-  We will work with volunteer managers and their managers to build capacity and plan for volunteer involvement



APPENDICES

Full list of CHAS volunteer roles

- Activities Volunteer
- Admin Volunteer- Home Support Service
- Ardoch Loch Lomond Board Member
- Ardoch Volunteer Gardener
- Befriender
- Bereavement Team Support
- Book Stall Volunteer
- Charity Shop Lead Volunteer
- Charity Shop Volunteer
- CHAS Board Member
- CHAS Connect Contributing Writer
- CHAS Connect Project Lead
- CHAS Fundraising Events Support Team (CHASfest)
- Childcare Volunteer
- Collecting Can Representative
- Communications Volunteer
- Community Ambassador
- Community Engagement Volunteer
- Community Fundraising Admin Volunteer
- Community Fundraising Support Volunteer

- Complementary Therapist Volunteer
- Driver and Vehicle Maintenance Volunteer
- Ebay Lead Volunteer
- Family Involvement Volunteer
- Fundraising Collections Volunteer
- Fundraising Group Lead
- Fundraising Group Member
- Fundraising Project Volunteer
- Google Ads Champion
- High Profile Events Committee Member
- Home Baking Volunteer
- Home Support Volunteer
- Housekeeping Volunteer
- Kitchen Volunteer
- Learning and Development Specialist volunteer
- Learning and Development Support
- Letter Writing Volunteer
- Maintenance Volunteer
- Nursing Support Volunteer
- PAT Testing Volunteer
- Pharmacy Assistant

- Reception Volunteer
- Research Volunteer
- Secondary Schools Ambassador
- Supporter Care Admin Support Volunteer
- Supporter Care and Database Support Volunteer Team
- Supporter Care Team Projects Volunteer
- Toy Cleaning Volunteer
- Virtual Challenge Events Ambassador
- Volunteer Driver
- Volunteer Gardener
- Volunteer Photographer
- Volunteer Speaker
- Volunteering Team Support

Sources used in the report

CHAS Volunteer Survey report 2024

CHAS Volunteering Strategy

The social value of volunteering, Volunteer Scotland, March 2025



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