



Children's Hospices Across Scotland

Volunteer Impact Report 2025-2026



**We
play as
one
team**

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INTRODUCTION



It's been a year of change, growth and opportunity for volunteering across CHAS. At the end of 2024, we began introducing Assemble, our new volunteer management system. Over the past year, teams across the organisation have worked hard to embed it into day-to-day practice, supported by training, guidance and shared learning. We've also worked closely with volunteers to build confidence in using the system and ensure it works for everyone who gives their time to CHAS.

This year also saw the launch of our **More Than a Hospice** appeal. Our £20 million capital appeal is a once in a generation chance to redesign how Scotland cares for dying children and their families – giving families real choice so they can be cared for at home, in hospital or in a hospice, and that they feel held, supported and not alone. It includes our ambition to rebuild Rachel House in Kinross, renew Robin House in Balloch and reimagine children's palliative care in every part of Scotland.

At Rachel House, volunteers have been preparing for the move to interim service provision in summer 2026. Change like this can be challenging, and we are incredibly grateful to those continuing their volunteering journey with CHAS. We also want to recognise and thank those who have chosen to take a break—their contribution has been invaluable, and they remain a valued part of our volunteer community.

The appeal has also created exciting opportunities to get involved. Since January, we've welcomed a wave of new volunteers helping to build momentum and spread the word - from volunteer speakers and event supporters to those assisting with counting and banking. The enthusiasm and support across Scotland has been inspiring, with 124 new volunteers joining CHAS in the final quarter of 2025/26 alone.

This growing support has been felt in our retail teams too, including the opening of our new Dalgety Bay shop in March 2026. Both new and existing volunteers have played a vital role in making the shop a welcoming space.

Feedback from our annual volunteer survey remains overwhelmingly positive. Volunteers tell us they feel valued, enjoy their roles and recognise the difference they make. This year also marks an important milestone: for the first time, the estimated monetary value of volunteering at CHAS has exceeded £1 million - a powerful reflection of the time, energy and commitment our volunteers give.

While it has been a busy year, it has also been one of real progress. As one volunteer shared, "Volunteering for CHAS can actually change your own life for the better as well as others"- a reminder of the impact volunteering has for both the people we support and those who give their time.

Looking ahead, we will continue to invest in our people, focusing on developing volunteer managers and refreshing our volunteering strategy to guide us into the future.

Above all, this report is a celebration of everything our volunteers make possible.

Fiona Harvey
Head of Volunteering



VOLUNTEERING AT A GLANCE



CHAS Volunteers

We were supported by

902
volunteers



Volunteer Hours

Volunteers donated

46,124
volunteer hours



Value

The total monetary value based
on

CHAS hourly rates amounts to

£1,013,945.28



New Roles

We developed

22
new volunteer roles



Volunteer Recruitment

We processed **411** volunteer applications

- **226** for longer-term volunteering roles
- **166** for event volunteering opportunities
- **19** for corporate volunteering opportunities

We welcomed **301** new volunteers to CHAS.
91 existing volunteers took on additional 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 the CHAS 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

Going Above and Beyond: Robin House Garden Volunteers

The CHAS Volunteer Survey shows that many volunteers support the organisation in ways that go beyond their formal roles, including fundraising, donating and encouraging others to get involved. This wider contribution is clearly demonstrated by two Robin House garden volunteers whose initiative and experience have made a significant impact.

Since joining CHAS in 2025, Senga Smith and Rena Wiggins have raised an outstanding **£10,452.50**. They began by organising a Ben Lomond trek, which generated **£3,893.75**, and went on to share their fundraising expertise with fellow garden volunteers to grow their impact even further.

Working collaboratively, the team achieved a record-breaking **£5,113.32** at the Winterfest market by selling a wide range of items created by the garden volunteer team. Senga and Rena also sourced donated Terry's Chocolate Oranges and Cadbury Creme Eggs to sell alongside handknitted Easter goods, raising an additional **£1,445.43** over two days. Their efforts not only brought in vital funds but also helped raise CHAS's profile locally, highlighting the far-reaching contribution volunteers make across the organisation.

“

“Rena and I have enjoyed working with the established garden volunteers and we have been made very welcome. All the garden volunteers bring their own creativity and together we feel we are making a difference, both within the gardens at Robin House and with their fundraising. Everyone within the garden team is very supportive and encouraging. We are all learning new skills and are trying to put these to good use. Many items are made from recycled wood and trees and branches from the garden.

Maggie is very inspirational and she has a fantastic bunch of volunteers who have become friends while volunteering at Robin House. We all support each other and the garden work and crafting is all very rewarding.”

Senga Smith, Robin House Garden Volunteer

”





“

“I’ve always said I couldn’t do my job without volunteers, and that’s still true today. Managing a seven-acre site would be impossible without their support, and their absence in the past really highlighted just how much they contribute to the gardens and the hospice as a whole. Each volunteer brings their own skills, creativity and energy, creating a space that is not only beautiful but meaningful for everyone who spends time here - and we have a lot of fun along the way as well. I feel incredibly lucky and grateful to have such a dedicated and inspiring team.”

Maggie Brown, Robin House Gardener

”

SUPPORT

VOLUNTEERS DONATE MORE THAN THEIR TIME TO CHAS

**49%
volunteers
donated
money to
CHAS**



**42% donated
stock to a
CHAS shop**



**30% encouraged
family, friends and
colleagues to
volunteer with CHAS**



**8% shared CHAS
social media posts**



**4% are giving a gift in
their will to CHAS**



THE IMPACT OF VOLUNTEERING ON CHAS VOLUNTEERS

99%

of CHAS volunteers enjoy their volunteering

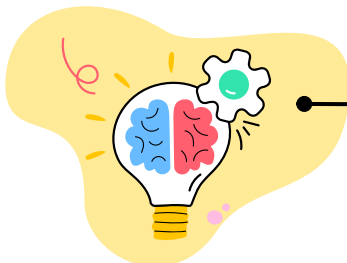
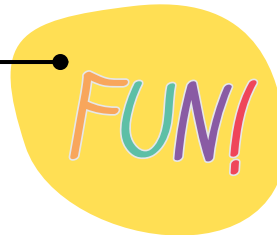


78%

of volunteers have met new people and made new friends

75%

of volunteers have had fun

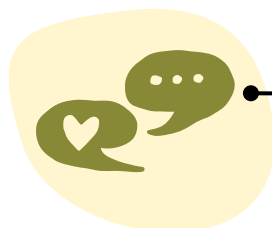
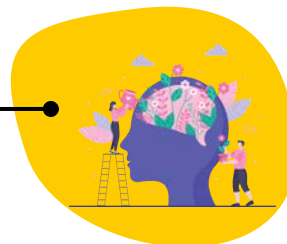


43%

have learned new skills

34%

have improved their health and wellbeing



42%

have felt more connected in their community

VOLUNTEER SPOTLIGHT

Volunteering at CHAS has a positive and lasting impact on the people who give their time. Our 2025 Volunteer Survey shows that volunteering supports wellbeing, builds confidence and helps people feel connected and purposeful.



"I had finished high school, and I didn't really know what to do, so I wanted to volunteer and keep me busy. I've got really nice memories here. My brother used to come here when I was younger, so when I came back it was really nice to take a trip down memory lane. It was a really enjoyable experience for us coming here as a family - it meant a lot to us to have that support. I knew coming back to volunteer was the thing I wanted to do. I look forward to working in the garden, doing some maintenance, checking on the greenery and looking after the plants"

Adil Ashfaq, 18, Rachel House Garden Volunteer

With
Love
and
Compassion

“ Volunteering for CHAS can actually change your own life for the better as well as others ”

Volunteers consistently tell us that volunteering helps them feel healthier, happier and more connected:

“ Keeps me social and helps my own mental health ”

“ Meeting new people and stepping outside my comfort zone ”

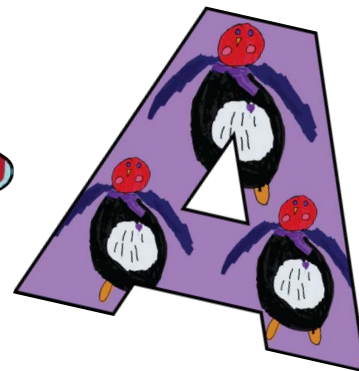
“ My fitness level has improved as a result of volunteering ”

Volunteering also brings a strong sense of purpose and opportunity for growth:

“It feels good to be able to use the time I have to help such a worthwhile cause”

“If anything is thinking about coming a volunteer, I would say the more we give, the happier we feel”

“My skills have been fully utilised in the garden activities, I have also gained new skills too”



THE IMPACT OF CHAS VOLUNTEERING ON COMMUNITIES

“

Most folk can't wait to retire, but I've found that being retired is only fulfilling if you have enough to occupy yourself, and after several life changes I missed having purpose and being around like-minded people. Volunteering at CHAS has not only given me that sense of purpose again, but also allowed me to use my skills, support other volunteers to grow in confidence, and feel valued as part of a team serving the local community. I feel proud to play a part in creating a welcoming shop that customers love, while supporting such an amazing charity.

”

Penny Lawson, CHAS Retail Volunteer



“

The welcome in Dalgety Bay has been fantastic with lots of great locals starting to volunteer with us. Without the help of new and current volunteers getting the new shop up and running wouldn't have been possible. The volunteers from other shops have really come to my aid during the transition, helping to fill gaps as we find our feet.

”

Nicol Barbour, CHAS Shop Manager

“

As resident of Kinross I can say with assurance that CHAS is a hugely respected organisation with an appealing, warm and welcoming presence in its local community.

I choose to start volunteering in the CHAS More Than a Hospice Appeal as I have a passion for children and young people being given a highly deserved level of care and understanding along with opportunities to be creative and flourish during their limited precious lifespan. I see CHAS as providing a well integrated far reaching vital service which makes an invaluable contribution to the families it supports.

”

Helen Manzie, Volunteer Speaker



“

“It has been heartwarming to see the positive local response to the More Than A Hospice Appeal volunteering role. From banking and counting, to giving talks, and helping with events and bucket shakes, each minute each of these wonderful people have given to spreading the word about the appeal in all these varied ways is making a huge difference, which we are truly grateful for.”

”

Kirsty De'Placido, CHAS Community Fundraiser



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.

Value

The total monetary value based on CHAS hourly rates amounts to **£1,013,945.28**.

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.

With a strong year in volunteer applications, we've seen that we're attracting a diverse range of new volunteers to the organisation:

Ethnicity

17% of applicants were from a Black, Asian or minority ethnic background. Just 12.9% of the Scottish population belonged to these groups in the 2022 census.

Age

Applications from those under 25 made up 28% of the 307 applications we received.

Sexual Orientation

8% of applicants identified as LGB+, with a further 8% preferring not to state their sexual orientation.

Disability

7% of applicants considered themselves to be disabled with 5% preferring not to state their disability status.

Social Value

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

With 902 volunteers supporting CHAS in 2025/26, the social value they bring is significant - even if not everyone volunteers weekly.



LOOKING AHEAD

Our future plans:

- We will build on what we've already started, making better use of our systems to connect volunteers with the right opportunities and grow volunteering in key areas like shops and services.
- We will support our staff to work well with volunteers, giving them the tools, training and confidence they need to involve volunteers in a positive and meaningful way.
- We will plan ahead for how volunteers fit into CHAS, working with teams to make sure volunteering is part of how we deliver services and develop new ideas for the future.

Amazing

VOLUNTEERS

APPENDICES

Full list of CHAS volunteer roles

Activities Volunteer

Ardoch Volunteer Gardener

Assemble Forum Tester

Bank Driver and Vehicle Maintenance Volunteer

Bank Duloch Charity Shop Volunteer

Bereavement Team Support

Book Stall Volunteer

Charity Shop Lead Volunteer

CHAS Board Member

CHAS Causeplayer

CHAS Connect Project Lead

CHAS Fundraising Events Support Team

CHAS Trading Board Member

Childcare Volunteer

Christmas Tree Recycling Driving Volunteer

Clinical and Outreach Admin Volunteer

Collecting Can Representative

Community Ambassador

Community Engagement Volunteer

Community Fundraising Admin Volunteer

Community Fundraising Office Volunteer

Community Fundraising Support Volunteer

Complementary Therapist Volunteer

Corporate Gardening Volunteer
Counting and Banking Volunteer
Dalgety Bay Charity Shop Volunteer
Driver and Vehicle Maintenance Volunteer
Dulloch Charity Shop Volunteer
East Port, Dunfermline Charity Shop Volunteer
Ebay Lead Volunteer
Fundraising and Events Office Support Volunteer -
-
Fundraising Collections Volunteer
Fundraising Driver
Fundraising Group Lead
Fundraising Group Member
Google Ads Champion
High Profile Events Committee Member
Home Baking Volunteer
Home Support Volunteer
Housekeeping Volunteer
Human Resources Project Support Volunteer
Kinross Charity Shop Volunteer
Kitchen Volunteer
Learning and Development Specialist volunteer
Learning and Development Support
Letter Writing Volunteer
Maintenance Volunteer

More Than A Hospice Appeal Volunteer
Nursing Support Volunteer
Outreach Admin Volunteer
Outreach Complementary Therapist Volunteer
Outreach Nursing Support Volunteer
PAT Testing Volunteer
Pharmacy Assistant
Reception Volunteer
Research Volunteer
Schools Engagement Volunteer
Secondary Schools Ambassador
Student Work Placement
Supporter Care Admin Support Volunteer
Supporter Care and Database Support Volunteer
Team
Supporter Care Team Projects Volunteer
Toy Cleaning Volunteer
Volunteer Driver
Volunteer for a Day
Volunteer Gardener
Volunteer Speaker

Sources used in the report

CHAS Volunteer Survey Report 2025

CHAS Volunteering Strategy

The social value of volunteering, Volunteer Scotland, March 2025



Children's Hospices Across Scotland

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