



**Waythrough**

# **Volunteering Annual Report**

2024-2025





# Waythrough Annual Volunteering Report

**Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.**

We're proud to have over 3,000 employees and 300 volunteers supporting over 120,000 people every year in 260 diverse services across England. Bringing together two big organisations is no small task. That's why you'll notice this Volunteering Annual Report is based on legacy Humankind volunteer data.

As we move forward together, we're underlining our commitment to investing in our volunteers. We know that an outstanding offer to them is essential to their experience and the continued success of our charity's vision.

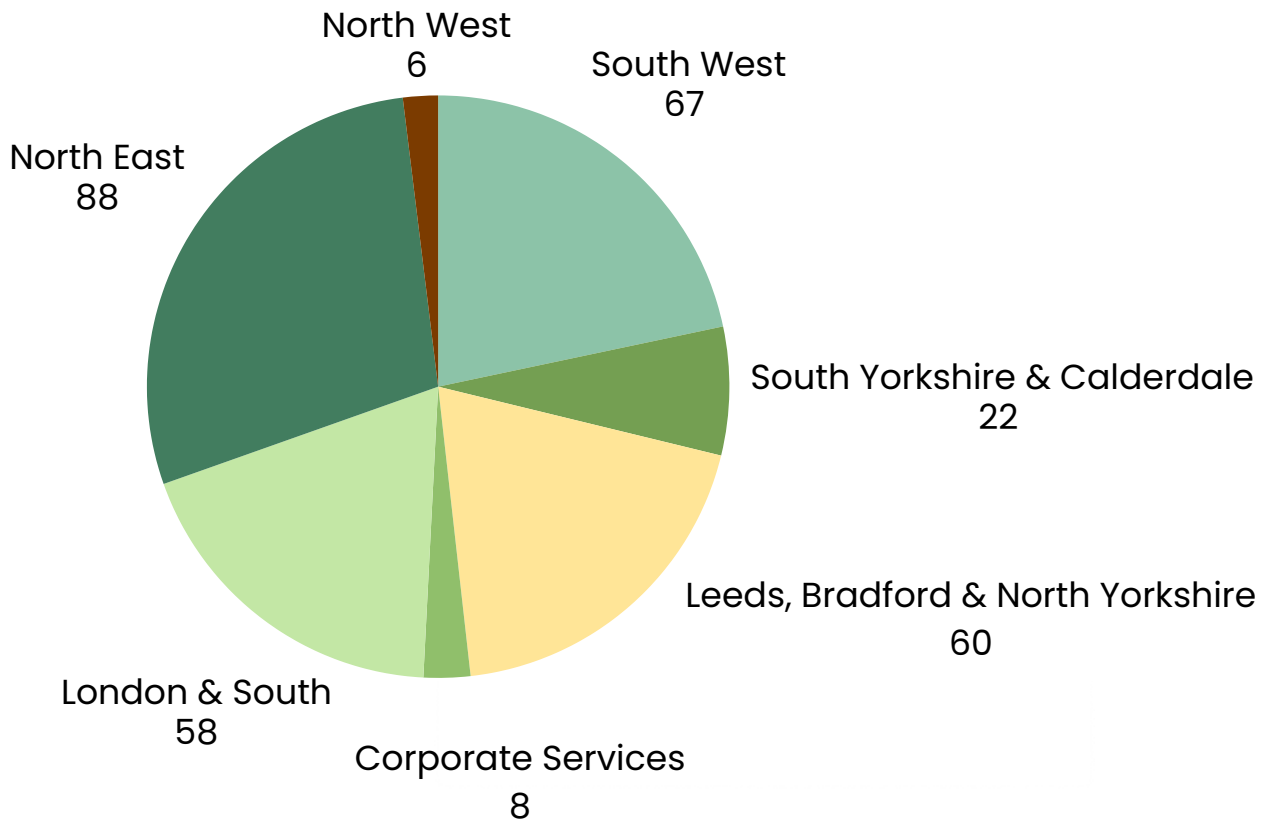
Our values of kindness, courage and respect underpin everything we do, from how we work together through to how we design and deliver support through our services.

This report is dedicated to the volunteers who live these values every day. Your time, energy, and care make our work possible. Thank you for standing with us, the people and communities we serve.





## From April 2024 – March 2025, 309 volunteers regularly volunteered with us



**These volunteers gave us 49,146  
hours of their time – that is over  
6,550 days of support!**

“Their commitment to people accessing the service and  
creating the best service possible for them is incredible  
and we are so lucky to have them.”



# Volunteer Starters and Leavers

**154 people  
started  
volunteering with  
us**

**Their top three  
motivations for  
volunteering were:**

To use/share own experience  
and skills

To gain new skills

To help others

**144 people  
moved on from  
volunteering  
with us**

**The top three reasons  
for leaving were:**

24 moved on to employment  
with us

24 moved onto employment  
elsewhere

40 no longer had  
time



# Leaver Feedback



**90% of leavers  
recommended  
volunteering**

**Volunteer leavers said  
that volunteering helped  
them to:**

Step into employment with Waythrough or  
a similar service

Support the local community

Do something worthwhile


Grow in confidence

Be part of a team

Gain new skills

"I want to express my deepest gratitude for the opportunity to volunteer as Administrative Personnel. The knowledge and skills I've gained here have been instrumental in helping me secure a paid employment opportunity. I'm truly thankful for the support and experiences I've had with the team. It has been an honour to contribute to such meaningful work."

# Volunteering as a stepping stone to employment




**In 2024–2025, our volunteers undertook 3076 hours of training**

“This year has seen many of our volunteers secure employment either with ourselves or within the recovery health sector, showing that volunteering has provided the knowledge, experience and skills needed to gain employment.”

## Workshop feedback

### Volunteer Workshops



Volunteers rated the content of our workshops  
4.9 / 5

Volunteers rated our facilitators  
4.9 / 5

“The facilitators were brilliant and made everything covered easy to understand and made sure any questions were answered thoroughly.”

### Staff Workshops

Staff rated the content of our workshops  
4.9 / 5

Staff rated our facilitators  
5 / 5



# Supervisor Feedback

**100% of respondents to our Supervisor Feedback Survey said they would recommend supervising a volunteer**

'Seeing the volunteer grow as a person and in this case find employment with our organisation'

'Giving our volunteer something positive to do and building her confidence'

'Helping support someone's passions'

**What was rewarding about supervising a volunteer?**

'The most rewarding part of supervising volunteers is watching their confidence grow and supporting them to apply for employment within their chosen field'

'Watching the Volunteer grow in confidence with all aspects of their volunteering role'







# Employer Supported Volunteering

We had 51 **Employer Supported Volunteers** from 16 organisations giving 236 hours across 25 volunteering activities

The activities got an overall rating of 4.7 /5, and 100% of organisations would volunteer with us again



The overall Social Value created was **£11,938**

“The day went really well, with an obvious and positive improvement to the outdoor area which was noticed by staff and service users on the day.”







## Other volunteering activity

We had 22 **one-off volunteers** giving  
106 hours

**100% of one-off volunteers would  
volunteer with us again**

"A new one off volunteer  
delivered a yoga and  
meditation session with our  
women's group, with great  
feedback that there was lots  
of laughter and relaxation."



We had an average of 9 **Reconnected to Health DART  
mentors** a month, giving 1187 hours across the year

"I'm thankful for all the help given to me by the  
DART team and my mentor. He has worked  
tirelessly to help me."



"Mentors are there for guidance and moral  
support for my own health. They have  
strategies that are different than my own.  
Thank you for your help – it's well  
appreciated."



# Recognising our volunteers



Volunteers' Week 2024 was celebrated in many different ways.

We hosted a virtual thank you wall, we shared case studies across our social medias, and we held regional events to show volunteers how much their efforts are valued by the organisation.



## December Celebration Event

Our Annual Online Volunteer Celebration event was a great opportunity for us to thank our volunteers for all the remarkable work that they do for us, and a chance for volunteers to connect with each other and hear stories of what volunteers have been doing across the organisation this year.

**"It's nice to see unsung heroes getting recognition."**



## Hotel Breaks for Hidden Heroes

2024 saw the launch of a new volunteer recognition scheme for Waythrough. Room to Reward is a unique volunteer recognition scheme created to say thank you to volunteers who make a difference where it's needed most. Hotels donate their unsold rooms to Room to Reward, and we are now amongst a group of charities who can nominate volunteers for a short hotel stay at no cost.

We were able to award eight winners!



# Our Trustees

In November we celebrated our Trustees by showcasing the work they do, sharing their experiences and thanking them

"It's a privilege and an honour to chair the Board of Trustees for this exciting new charity. I really enjoy helping to shape the new organisation and create something exciting and impactful.

Most of all, I love visiting services and talking to service users & staff, hearing their stories, hopes and aspirations."



**Carolyn Regan – Chair of the Board of Trustees**



"I have been overwhelmed by the passion and dedication of all our Volunteers and Staff in ensuring the very best outcomes for our Service Users.

To know that one is part of an organisation that truly makes a positive and tangible difference to the life chances of an individual is a privilege that I am proud to uphold"

**Ian MacQueen – Trustee**





# Impact

**95.5% of respondents to our Service User Satisfaction Survey who had been supported by a volunteer or peer mentor rated the experience as positive**

"I'm thankful for all the help given to me by the DART team and my mentor. He has worked tirelessly to help me."

"The team would be lost without him, and I know the whole team would agree that we are so lucky to have such a kind, genuine and dedicated volunteer representing our little service. I truly hope he gets the recognition he deserves as he is an absolute credit, not only to our Service, but to the whole of Waythrough."

"The service benefited in general with most aspects of admin covered in our volunteers role, which gave the team and the service more time to support our clients."

"The impacts that volunteers offer our service are invaluable with many having lived experience and can offer support and guidance to the people who use our service."

"If I could use one word to sum her up it would be incredible. She is very much part of the team and contributes to the development of not only the service we offer but also the staff. She has jumped into volunteering within the team and has brought new ideas to how we can promote and develop."



# A message from our Head of Volunteering

**This report makes me so proud of volunteering.**

Every volunteer brings something valuable to our mission. I see and hear about the impact on a weekly basis which is huge motivation for us to provide the best we can to volunteers.

Looking at this year's report in comparison to last year's, it was interesting to see that despite more people leaving because they no longer had time, we still had more volunteers and an increase in hours. More volunteers moved into employment too.

We know time is a challenge to people volunteering so this coming year we are working on our flexible volunteering offer and condensing our training to enable us to be more accessible.

I want to say a very heartfelt thank you to every volunteer who has been part of our organisation this year and to all the staff for enabling us to have a thriving volunteer community. We couldn't support over 300 volunteers if it wasn't for the fantastic team of Regional Volunteer Team Leads, Volunteer and Peer Coordinators and Supervisors.

**Ann Denton**





