

# Volunteering Annual Report

April 2021 - March 2022

**TOGETHER**  
  
**TRUST**

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## Volunteering at a glance

100% would recommend the Together Trust as a great place to volunteer\*



**100%**

of service areas supported by volunteers <sup>1</sup>



**149**

event hours volunteered



**16**

new governors and trustees



**24**

new regular volunteers joined us <sup>2</sup>



**1,380 hours**

of time given <sup>3</sup>



**£12,269**

worth of volunteering time donated <sup>4</sup>

**89%**

gained useful experience

**56%**

increased social interaction and felt part of the community

**78%**

gained self confidence

**75%**

have improved quality of life

Footnotes on page 12

## What do our volunteers do?

The Together Trust volunteers have been involved in every service area over the past year. From education, residential services and community services to support roles including fundraising, communications, organisational development and with our events.

This year, volunteers have supported with:

- improving literacy skills of young people at Ashcroft and Inscape schools
- advising parents seeking guidance from SENDIASS (special educational needs information and support service)
- teaching cookery skills to young people at Crosskeys
- providing enrichment activities by sharing a love of music with a young person at Pendlebury House
- developing the outdoor spaces at Woodlands and Inscape House School
- leading evening crafting sessions to support our staff's mental wellbeing
- helping to develop the horticulture area at Bridge College
- creating sleep service materials for our therapy and specialist support team
- producing case study stories for our communications team
- collecting donations information for our fundraising team
- supporting fundraising events
- representing the Together Trust at Manchester Pride.



"It's a lovely place to volunteer. I am treated as part of the team and I have learned so much."

## What our volunteers have achieved

The variety of different activities undertaken by volunteers at the Together Trust means that outcomes vary from service to service. We have collected information from staff at Inscape House School and from volunteers across the Trust to learn about their impact.

### Literacy support at Inscape House School



5 students  
supported with  
reading



All have improved  
confidence or engagement  
in reading aloud

Three literacy support volunteers help individual students at Inscape, listening to them read and helping them to work towards tailored reading targets. Teachers supporting the volunteers have reported that students are more engaged and willing to read as a result.

- Four out of five students supported by the volunteers have increased in confidence, having been supported to gradually read aloud with their new volunteer.
- The fifth student has shown an increased willingness to read and enjoyment in doing so.

"Having someone different to read to has really supported learner engagement in which reading tasks which were previously avoided."



## Volunteers' perceptions of the outcomes they achieve

In a recent survey (March 2022), we asked our volunteers how they think they make a difference. A hundred percent agreed that their role adds value, and reported a range of ways, including predominantly helping the people we support to gain new skills/knowledge and a greater quality of life. Others included sharing skills/knowledge with the Together Trust staff (44%) and raising awareness of the charity (56%).

**88%** support development of **skills / knowledge**



**75%** improve quality of **life**



# The social value of our volunteering

**Skills: 89%**  
gained useful  
experience



**Self: 78%**  
gained self  
confidence



**Social: 56%**  
increased  
social  
interaction and felt part  
of a community



“Social Value refers to wider financial and non-financial impacts of projects and programmes including the wellbeing of individuals and communities, social capital and the environment.”

Cabinet Office

"[Volunteering] has allowed me opportunities to overcome/think past my disabilities."

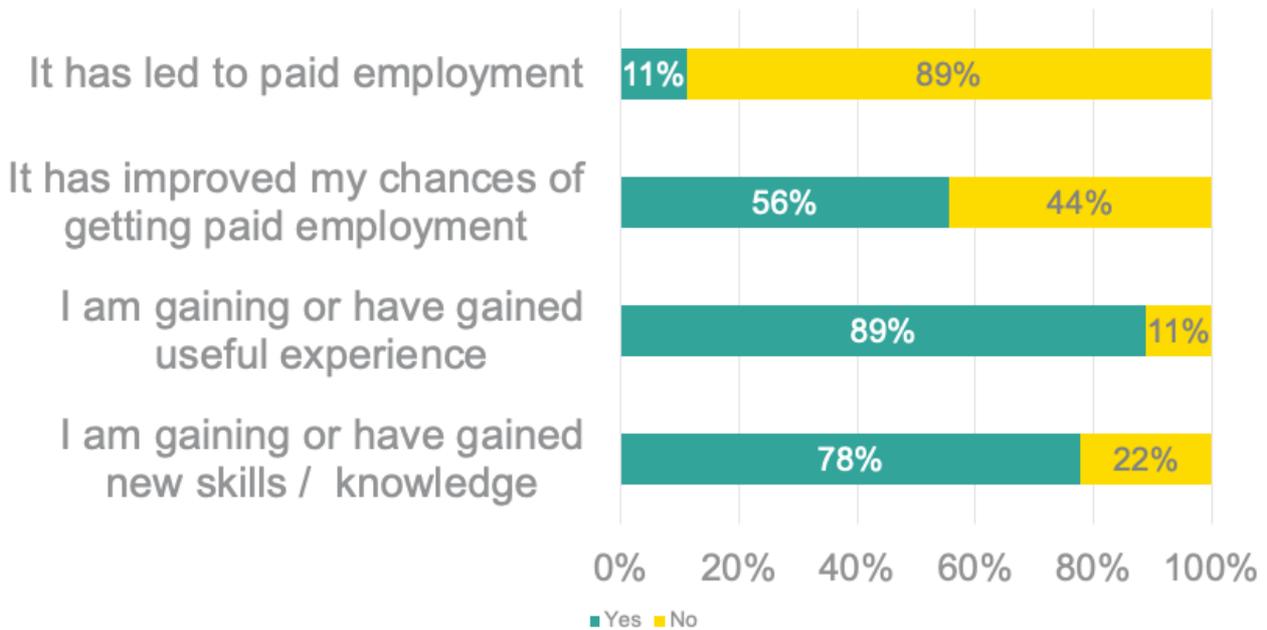
Volunteering at the Together Trust aims to not only achieve positive outcomes for the people we support, but also for the volunteers themselves and the communities around us. The Social Value TOMS (Themes, Outcomes, and Measures) Framework measures:

- promoting local skills and employability
- improving wellbeing and mental health
- creating healthier and more resilient communities.

The results from our annual volunteer satisfaction survey show how we are achieving these outcomes, as categorised by the themes: skills, self, and social.

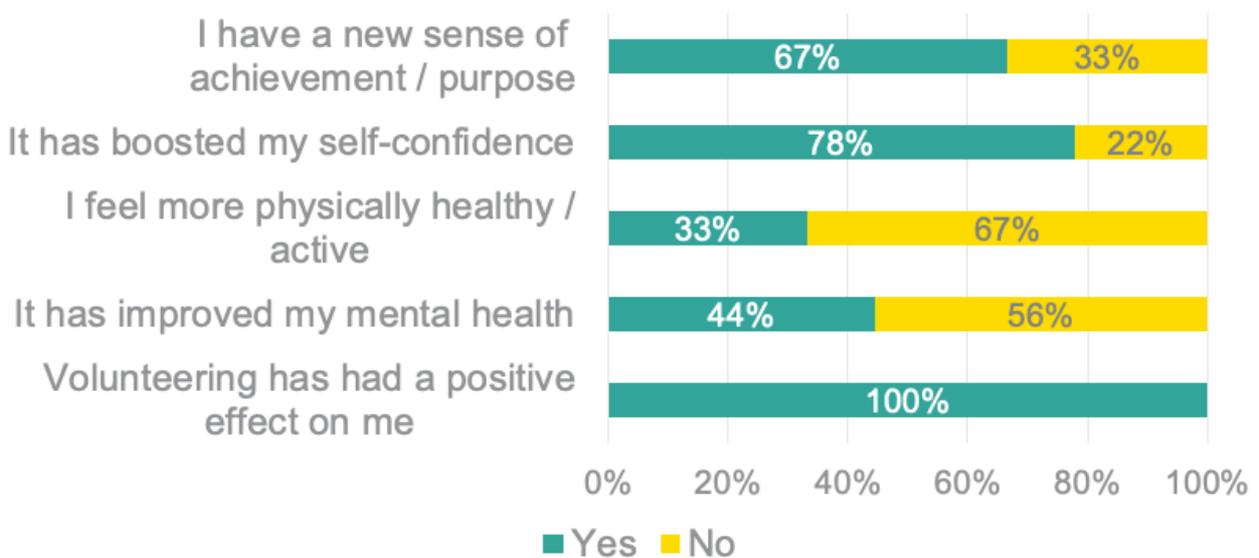
## Skills

Volunteers reported a variety of benefits to their skills and employability, with 89% gaining useful experience and over three quarters gaining new skills and knowledge.



## Self

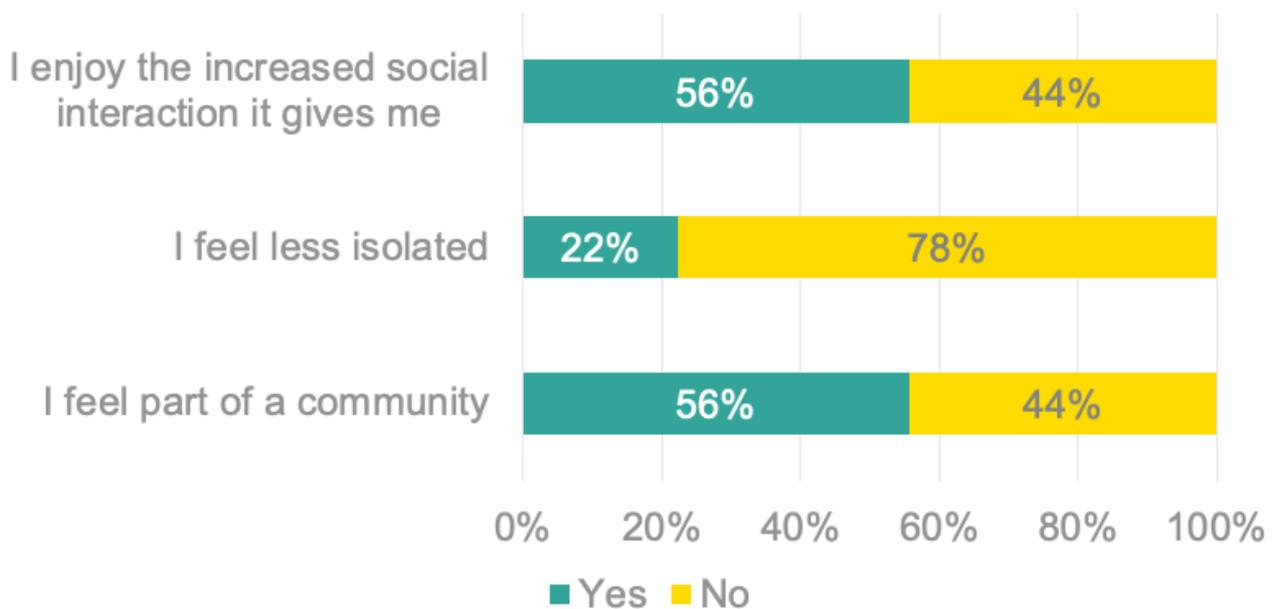
Within the 'self' theme, there are clear correlations to the social value measures around wellbeing and mental health, with all volunteers saying it has had a positive effect on them. Over three quarters report increased self-confidence and two-thirds have gained a sense of achievement and purpose.





## Social

Responses shown below demonstrate that over half of our volunteers enjoy increased social interaction and a feeling of being part of a community.



## How we invest in, support, and engage our volunteers

As the time volunteers give is precious, it is important they feel supported and engaged with the Together Trust. We need clear, supportive, and robust processes to ensure a sustainable volunteering programme. Happily, our recent volunteer satisfaction survey showed excellent engagement and satisfaction scores, and a good response rate. As this is the first time that the survey has been run, we have no comparison from previous years.



**82%**

Engagement



**89%**

Great place to volunteer



**96%**

9 questions average



**60%**

Response rate

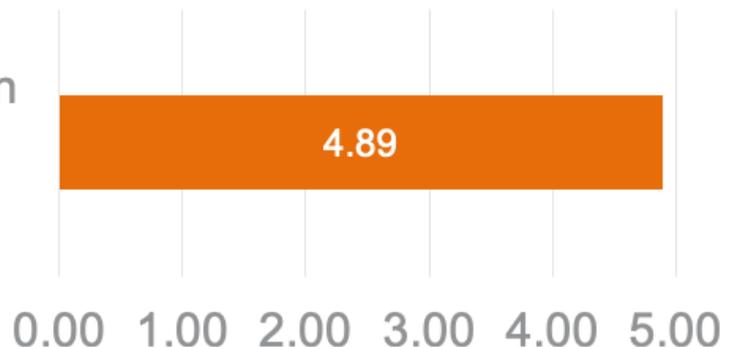
“[My] manager includes me in wider discussions in the staff room and supports staff and students to know who I am.”

Using the 'Investing in People' framework and our own survey feedback, we can measure how we support and develop our volunteers.

### Leading - living the organisation's values and behaviours

Volunteers feel strongly that their values align with those of the Together Trust.

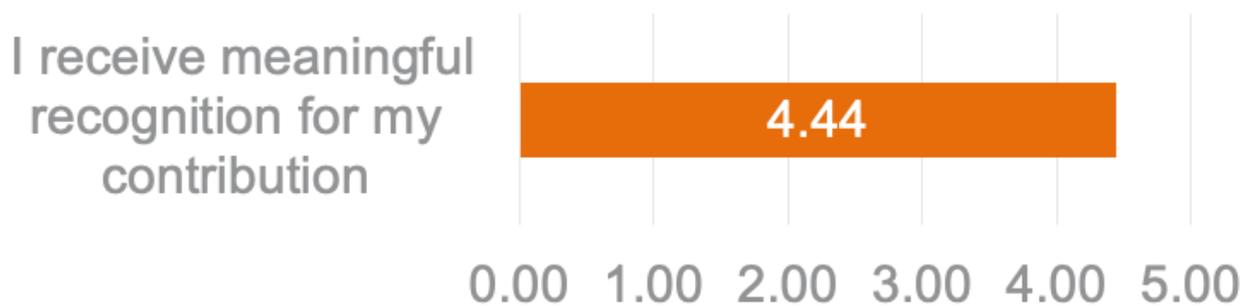
My personal values align with the trust vision, mission, and values



## Supporting - recognising and rewarding high performance

Volunteers Week 2021 saw all regular volunteers receiving thank you cards and certificates to recognise their support and achievements.

Continuous efforts by Volunteering Champions to appreciate volunteers on a day-to-day basis are evidenced by a high score in this area in the annual volunteer satisfaction survey.

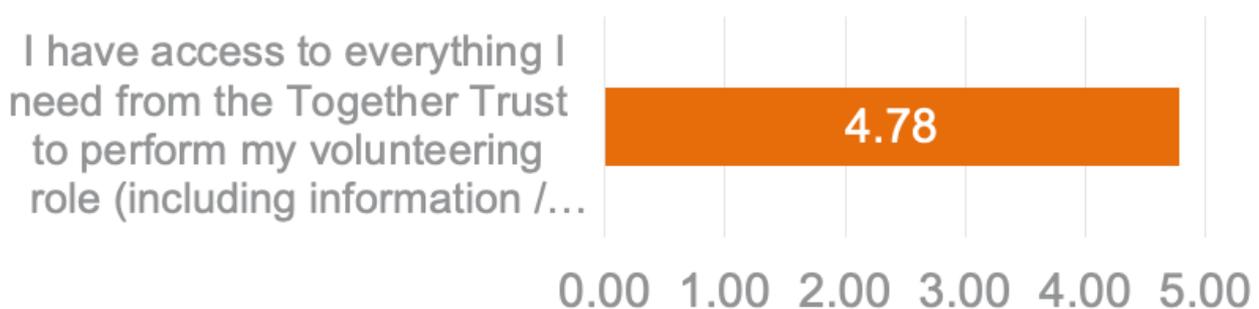


## Improving- delivering continuous improvement

Supervising volunteers training was delivered and well received by employees in September 2021, attended by staff from residential and education services.

## Improving - building capability

We enable and encourage our volunteers to develop through access to our learning & development package. We make sure that they have what they need to carry out their roles effectively.





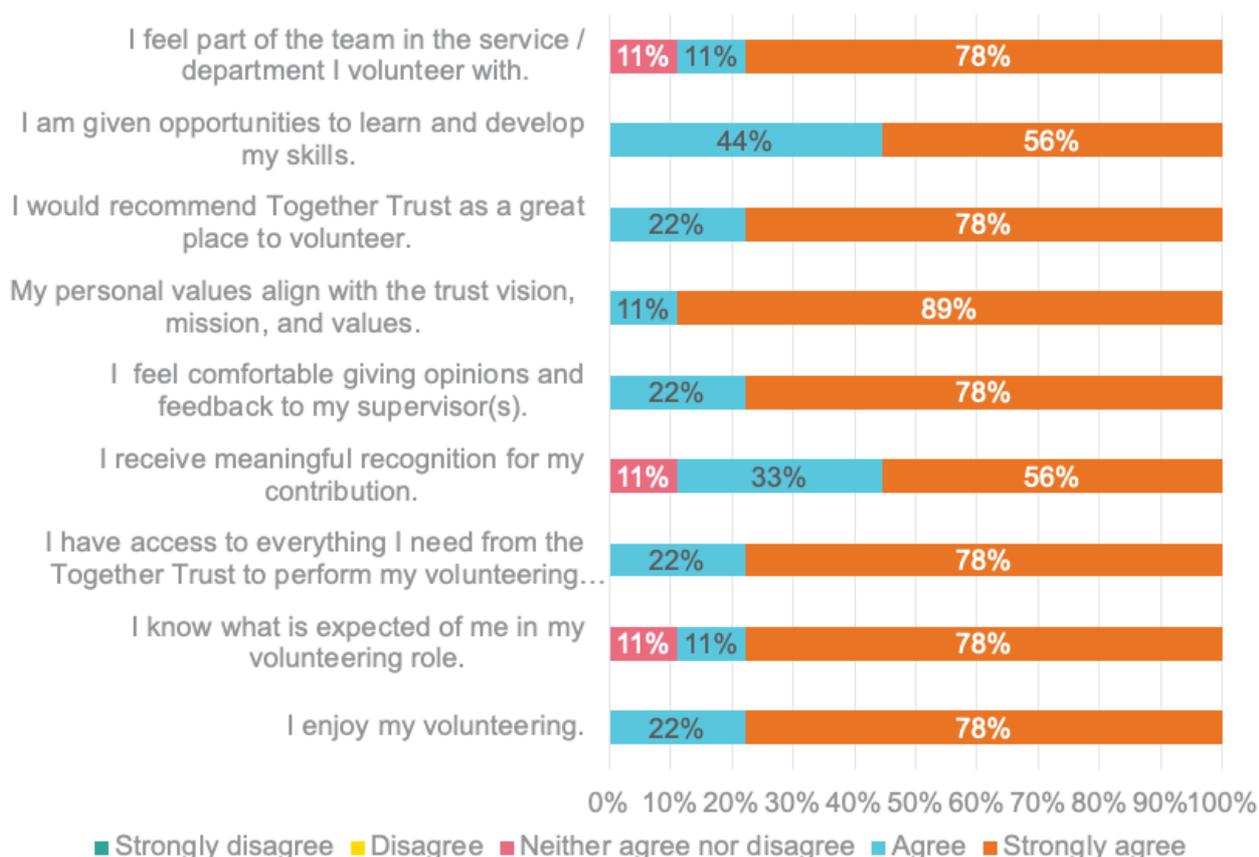
## What our volunteers say

"The Together Trust is so welcoming and appreciative of its volunteers and the volunteers are given lots of training, help and support with transferable skills gained that would be suitable for any workplace."

"I've recommended the voluntary service to friends who were after relevant experience. I have spoken highly of the volunteer onboarding process, training, and regular check-ins which have been the best I have experienced. I feel very valued as a volunteer!"

# Appendix: Further data from our Annual Volunteer Satisfaction Survey 2022

## 9 questions – full responses



## Notes from infographic on page 1

\*Volunteer respondents who either selected ‘agree’ or ‘strongly’ agree with the statement

1. Service areas: Community, Ashcroft, Bridge College, Inscape House School, Children and Families, Clinical Services, central office support.
2. ‘Regular volunteers’ are defined as volunteers who help regularly (rather than on an ad-hoc basis). It includes volunteers involved in services and those in central office support teams such as fundraising. It does not include governors or trustees.
3. Regular volunteering hours include time by regular volunteers only, as defined above, and not events volunteers, governors, or trustees.
4. Value of volunteering time donated includes that donated by regular volunteers only, as defined above, and not events volunteers, governors, or trustees.