

ANNUAL REPORT 2023



vto

Volunteer Tutors Organisation

www.vtoscotland.org

VTO ANNUAL REPORT 2023

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BY
**DOUGLAS
JOHNSTON**
BSC., MSC., MRTPI, FIH
CHAIRMAN

Next year will be our 50th year and we have come a long way since we started at Strathclyde University Student's Union in 1974. There are many things that the organisation can be proud of. We now tutor more children than ever before with 225 receiving one to one support either face to face or online.

The pandemic is very much behind us, and we have re-established our Learning Hub network with 21 hubs supporting 232 pupils (compared to 94 last year) assisted by 151 senior pupils on our Senior Pupil Leadership Programme. We also trained 251 volunteer tutors. These are the bland statistics and do not tell the real story of the impact our work has on the lives of young people and our volunteers. To illustrate this, we have created several videos from both the pupil and volunteer perspective. I would recommend these to everyone as they provide an insight into the real impact our work is having and has had over the years, you can view them on the [NEWS](#) section of our website.

This year we changed our employment strategy to provide greater opportunities for our 21 full or part-time staff. This is slightly down on recent numbers as a result of the shift to more full-time posts to foster longevity of service. We are now of a size where we can offer advancement and a range of opportunities to develop skills and careers. We have also expanded geographically and are operating in Glasgow, Edinburgh, and Perth & Kinross with smaller numbers across the rest of Scotland.

Another success this year has been the establishment of the sub-group structure where Board Members/Trustees, staff and volunteers work together on one of six specific areas, IT, HR, Finance & Funding, Strategy, Training and Compliance and Marketing. This structure has enabled Trustees to contribute their experience and expertise to the development of the VTO.

We are a dynamic organisation with major changes to our technology over the year. We have introduced an online HR system (Bright HR), changed our online tutoring platform and are in the process of migrating our Management Information System to a new cloud platform. We will continue to innovate so that our staff and volunteers have the best tools possible to equip them to provide the best for our young people.

This year I personally did not take part in the Kiltwalk, which raised over £8,000 but having experienced it in the past I give my heart-felt thanks to all those who walked on behalf of the VTO. As the saying goes, "I know your pain", so a big thanks to all those involved.

This year has seen changes to the Board with David Kirkwood, Karen Ritchie and Rahul Ravi joining and Tim Young stepping down. I welcome David, Karen and Rahul and would like to thank Tim for the excellent support he gave to the Board during his time as a Trustee.

Our success over the year and our ability to develop and change would not have been possible without our enthusiastic volunteers and our staff team ably led by Barbara Oliver, our Head of Service and Alyson Grandison our Operations Manager and I would like to formally offer my sincerest thanks for their expert leadership during this changing time.

Douglas Johnston



BY
**BARBARA
OLIVER**
HEAD OF SERVICE

We continue to live in challenging times. Not only are we still experiencing the long-term effects of the pandemic which are significant and complex, but the cost-of-living crisis has exacerbated the poverty related attainment gap increasing the demand for our services. Many young people have experienced serious learning loss as well as the impact on their mental health and emotional wellbeing.

Thanks to the continued support of our Funders and our long-standing key partnerships we have been able to rise to the challenge.

We are proud of all our service delivery but in particular this year we applaud our Learning Hubs. Since the pandemic we have been rebuilding this key service, 8 Hubs in 2021-22, 21 Hubs in 2022-23 and 28 planned for 2023-24, which exceeds pre-covid numbers. This includes 4 Hubs in Edinburgh and 1 planned for Perth & Kinross.

We were delighted when we received the news from the ScottishPower Foundation that they would fund our Learning Hub network next year and we very much look forward to working closely with them on this project as well as launching our brand-new sustainability resources at our Learning Hubs to educate and influence young people about the Climate Change crisis our planet is currently facing.

Our services which have predominantly been Glasgow focussed in recent years have been extended further afield. Two years ago, we announced our partnerships with City of Edinburgh and Perth and Kinross Councils providing one-to-one tutoring for care experienced young people in both local authorities. This was an entirely online provision for P&K and principally online in Edinburgh.

Since then, we have recruited locally an Outreach Coordinator in Perth and a Learning Communities Coordinator in Edinburgh whose key roles will be to build on the previous successes of the project and introduce in-person tutoring in these areas, working closely with families and volunteers to improve outcomes for our young people.

We would not have a service without the commitment and dedication of our volunteers. As a result of their enthusiasm, passion and diverse skill sets we have been able to provide one-to-one tutoring support to more than 450 children and young people this year. Sincere thanks goes to all of our volunteers, some of whom go the extra mile by supporting our Learning Hubs as well as our Home Tuition Programme!

My wholehearted thanks also goes to Douglas and our Board of Trustees who volunteer tirelessly, setting the direction and strategy of our organisation through the management and facilitation of our Subgroups. At the heart of our VTO family is the operational team who work closely with referrers, schools, families and our volunteers, always striving for the best possible outcomes for our young people. Despite continued challenging times, they have achieved great results, going above and beyond to support children and young people to achieve their full potential. As always, we are looking forward to the next academic year and what that might bring.

Barbara Oliver

VTO BOARD

CHAIRMAN

Douglas Johnston

TREASURER

Karen Frondigoun

DIRECTORS

Andrew MacDonald

Lynne Ward

Sharon McGhee

Johann Lamont

Karen Ritchie

David Kirkwood

SUPPORT TEAM

HEAD OF SERVICE

Barbara Oliver

OPERATIONS MANAGER

Alyson Grandison

ADMINISTRATOR

Hilary McDonald

DIGITAL COORDINATOR

Lewis Gavin

VOLUNTEER ENGAGEMENT & TRAINING COORDINATOR

Lora Addison

BUSINESS DEVELOPMENT OFFICER

Louise Young

VOLUNTEER ADMIN

Janet McCrea

DELIVERY TEAM

SENIOR LEARNING COMMUNITIES' COORDINATORS

Kesson Wilson

Anne Gillespie

Gillian Lowrie

LEARNING COMMUNITIES COORDINATORS

Jen Kilpatrick

Jamie Courtney

Christine Howie

Elizabeth Hamilton

Ciara Hogg

(Edinburgh)

Janice Galloway

Liam Wright

Aisha Shahid

Beth Scorzewski

Chloe Morrison

Helen Broadbent

(Perth & Kinross)

Vacancy

THEMATIC SUBGROUPS



FUNDING/FINANCE

Our key objective is to develop a medium to long terms funding strategy, supported with short term actions, which will reflect current and future ambitions.



I.T

Our key aim is to maintain and improve on VTO's IT infrastructure to allow the organisation to deliver the best service to the children it serves.



HR

We are working towards being the best employer we can be, creating a work environment which enables and empowers our colleagues to support our children and young people.



STRATEGY

Our aim is to explore potential strategic developments for VTO and present them to the Board for discussion and subsequent decisions regarding the organisation's future activities and direction.



MARKETING

Our key priority is to support the operational team with a clear marketing strategy, including social media, to raise the VTO profile and attract quality volunteers and funding.



TRAINING & COMPLIANCE

Our key priority is to establish a quality-driven, systematic and structured approach to training for VTO staff and volunteers.



TEAM DEVELOPMENT

We held a very successful full staff team development day in June 2023.

Colleagues shared their skills in providing quality services across our projects, we found out more about the role of Trustees, the challenges around funding and how we, as a team, are currently feeling. Prior to the team day, we organised an anonymous staff survey, based on our Staff Appraisal system, to take the temperature of the team and highlight key positive and negatives.

Here's what we found:



OUTSTANDING

- Our managers support us to improve our performance
- We know what our targets and priorities are
- Our jobs are meaningful to us.



EXCEEDING EXPECTATIONS

- We have confidence in our leadership teams
- We're happy with the recognition and praise we receive
- We feel a sense of belonging at VTO.



MEETING EXPECTATIONS

(we're keeping an eye on it though and want to do better)

- Staff awareness of future direction
- Opportunities for CPD
- Having resources to do our jobs well
- Being informed about the role of the Board.



BELOW EXPECTATIONS

- We need to do better around communicating with the team.

We are prioritising and actively addressing those areas where we can do better.

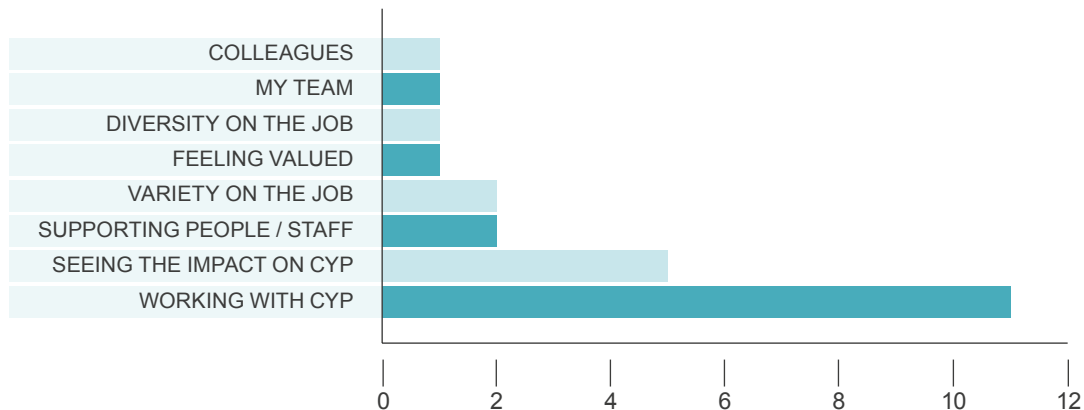




TEAM DEVELOPMENT

We were delighted to see that our team feel a real sense of belonging at VTO and gain personal satisfaction across a wide range of areas:

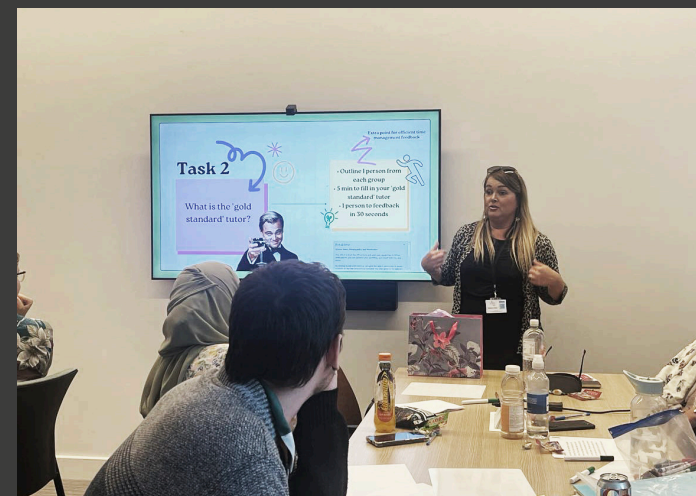
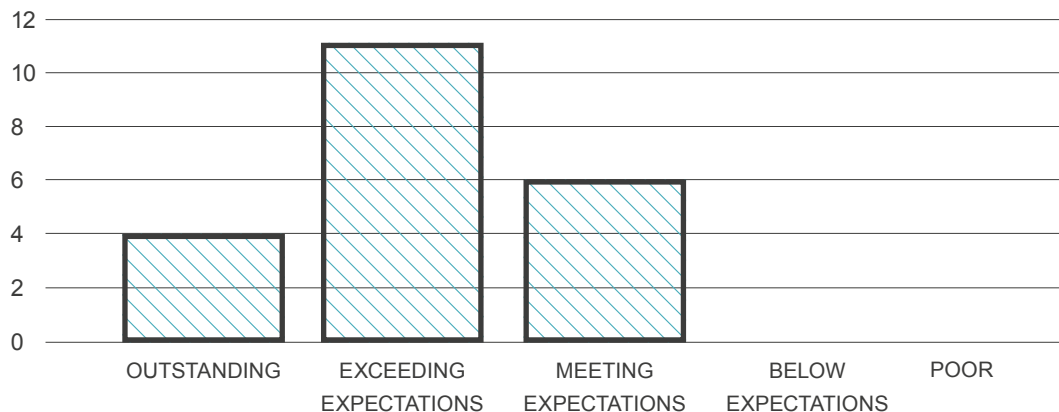
THE ONE THING YOU MOST LIKE ABOUT YOUR SPECIFIC ROLE? _____



2022/23 saw the rollout of a new appraisal system for all colleagues.

We're thrilled that the overall results are so positive:

STAFF APPRAISALS ACADEMIC SESSION 22/23 _____



GOING FORWARD...

- We are committed to making VTO a great place to work.
- We are about to become a Living Wage Accredited Employer.
- We are making inroads into investing more time and money to staff training.
- We are actively seeking ways to ensure our communication across the team is open, transparent and accessible.

Every day, our colleagues work hard to be the best they can be and deliver an exceptional service to our children and young people and for that we are hugely grateful.



04

SERVICES

- QUESTS
- LEARNING HUBS
- RESIDENCY
- LOCATION OF PUPILS
- BARRIERS TO LEARNING
- IN-PERSON VS ONLINE TUITION





QUESTS - QUALIFICATIONS FOR EVERY STUDENT THROUGH TUTOR SUPPORT

The academic session 22-23 has been another year where VTO's QuESTS service has offered invaluable support to young people in Glasgow; particularly to those who were at risk of leaving school with no qualifications.

In total, there were 26 pupils referred for QuESTS support; the majority of these were via the Inspire project. The QuESTS programme focusses on pupils in S3 and S4 to provide intensive curriculum support with the goal of achieving National Qualifications. However, QuESTS support is available from P3- S6 and this year a P7 pupil was supported from not attending school at all to returning to school and taking part in the transition to High School.



Sally* has done an amazing job getting Sam* to this point...I cannot praise your service, or Sally, enough, it has been a wonderful experience in Sam's journey back into education.

Sam is starting his transition into high school tomorrow. Another exciting time for him. All Sally's hard work, education and building a relationship with Sam has stood him in good stead for high school.

Thank you for all the help and support shown to Sam and myself over the last 18 months.



**ACTION FOR CHILDREN
MAY 2023**

*names have been changed.

VTO has in place a robust, secure process to support young people to sit national assessments 'off-campus'; meaning that young people who cannot attend their school for assessment can still have the opportunity to gain vital qualifications. In academic session 22-23, 5 young people were supported using the secure off-campus assessment process. There are many reasons why a young person may not be able to sit their assessments in school; VTO is there to ensure that their educational goals can still be met and continues to work in strong partnership with schools across Glasgow to facilitate this.



Joe*'s mum told me that he has not attended school since P6 and that last year he wouldn't talk about school work at all. He is in S4. Since starting tutoring... he has sat National 3 Maths and so his self-esteem will be boosted as he has caught up with some of his peers. Joe is now working on National 4 maths...and can see how quickly his learning develops with consistent application and reinforcement and gives his best every session.



At the heart of the success in QUESTS are our amazing volunteer tutors. This quote sums up the impact their support can have on the lives of our young people:



"(The) tutor has been a life saver for my son. It has helped him to see his potential which he had lost through low self-esteem. She has been very understanding and taken things at a pace that works well for Daniel*. Can't thank the service enough.





LEARNING HUBS

In September 2022 we were delighted to relaunch the 8 hubs reinstated in October 2021 after the pandemic.

Throughout the year our network expanded from 8 to 21 Learning Hubs, 17 hubs based in Primary Schools, 1 in partnership with the North West Kinship Support Group and 3 in partnership with Glasgow Health and Social Care Partnership. Two of the Primary School Learning Hubs were launched in Edinburgh, a first for VTO. An average of 10 pupils attended each Hub, weekly, supported by Senior Pupils from 11 different Secondary Schools.

Our hubs were a huge success and very well received by all who participated in them, providing support to 232 children with the help of 151 Senior Pupils and 53 adult volunteers.

We are now ready to roll out a further 8 hubs, including 2 new Hubs in Edinburgh, taking us up to 28, 4 more than our pre-Covid total of 24. The roll out will take place during the Autumn of 2023.

We have recruited 2 new Learning Hub Team members, including a new role of Learning Hub Support Coordinator to ensure that all of our Hubs are supported by a member of staff.

For the first time, we will be delivering a Climate Change Educational Programme in all hubs throughout the year to improve understanding about this subject and influence how they can help create a better future for our planet.

Scott has developed in his personality because of the one-to-one attention given to him.

PARENT

I noticed that Alex was more open to asking questions in class, as they barely shied away from speaking anymore. The tutoring has not only benefited the child I was tutoring, but myself as well, as I have become more confident in my own communication skills.

VOLUNTEER

They (the Senior Pupils) help us and make the work easier. I liked everything and knowing you were going to see them every week and being able to ask questions.

PUPIL





LEARNING HUBS

NUMBER OF HUBS ALLOCATED BY PARTNER HIGH SCHOOL



KELVINSIDE ACADEMY
HUTCHESONS SECONDARY
ST PAUL'S SECONDARY
ROSSHALL ACADEMY



HIGH SCHOOL OF GLASGOW
JOHN PAUL ACADEMY
HILLPARK SECONDARY
CRAIGROYSTON SECONDARY



GLASGOW ACADEMY



FILM



Watch our film to find out more about Learning Hubs

←

HUB ROLLOUT 22/23

SEP 22

- MARYHILL HSCP
- SPRINGBURN HSCP
- SANDWOOD PRIMARY
- HIGHPARK PRIMARY
- OAKGROVE PRIMARY
- ST MARNOCKS PRIMARY
- ST CHARLES PRIMARY X 2

OCT 22

- PARKVIEW PRIMARY
- ADELPHI HSCP

NOV 22

- SCOTSTOUN KINSHIP GROUP
- POSSILPARK KINSHIP GROUP
- CRAIGROYSTON (EDINBURGH)
- PIRNIEHALL (EDINBURGH)

JAN 23

- ST BRIDES PRIMARY
- TINTO PRIMARY

FEB 23

- DARNLEY PRIMARY

APR 23

- CARNTYNE PRIMARY
- HOLYCROSS PRIMARY

MAY 23

- SARACEN STREET PRIMARY



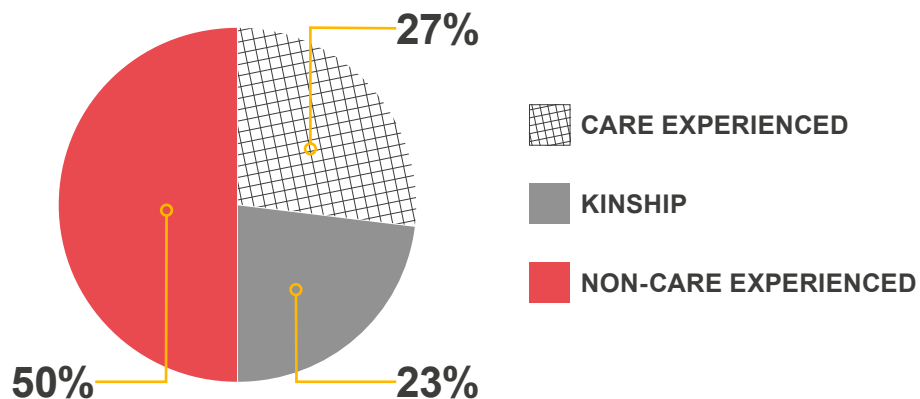
RESIDENCY

50% of the young people we support are care experienced which is largely due to the partnership projects we have with the Glasgow Virtual School (Inspire), Perth & Kinross Council (Prosper) and City of Edinburgh Council (Thrive).

These are all designed to form part of the wrap around support given to care experienced children.

The bespoke tutoring provided through our one-to-one service is tailored to the specific needs and learning styles of each child. Care-experienced children may have unique educational needs or learning difficulties that require a more individualised approach than what is typically available in a classroom setting.

RESIDENCY STATUS



The Promise is that Scotland's children and young people will grow up loved, safe and respected so that they can realise their full potential.



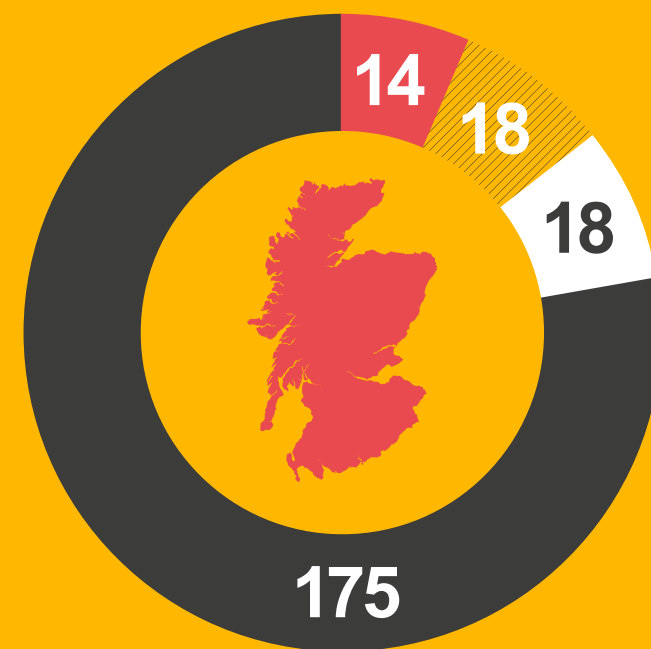
we will
#KeepThePromise



LOCATION OF PUPILS

Similar to last year, 78% of pupils supported live in Glasgow with the remainder split between Edinburgh, Perth & Kinross and a small number supported online across the rest of Scotland.

As a result of the recruitment of a local Learning Communities Coordinator in Edinburgh and a local Outreach Coordinator in Perth & Kinross, we expect these ratios to change significantly over the next academic year. This will not only impact on the number of young people supported but will facilitate in-person tuition where this is the preferred option.



GLASGOW

EDINBURGH

PERTH & KINROSS

REST OF SCOTLAND



BARRIERS TO LEARNING

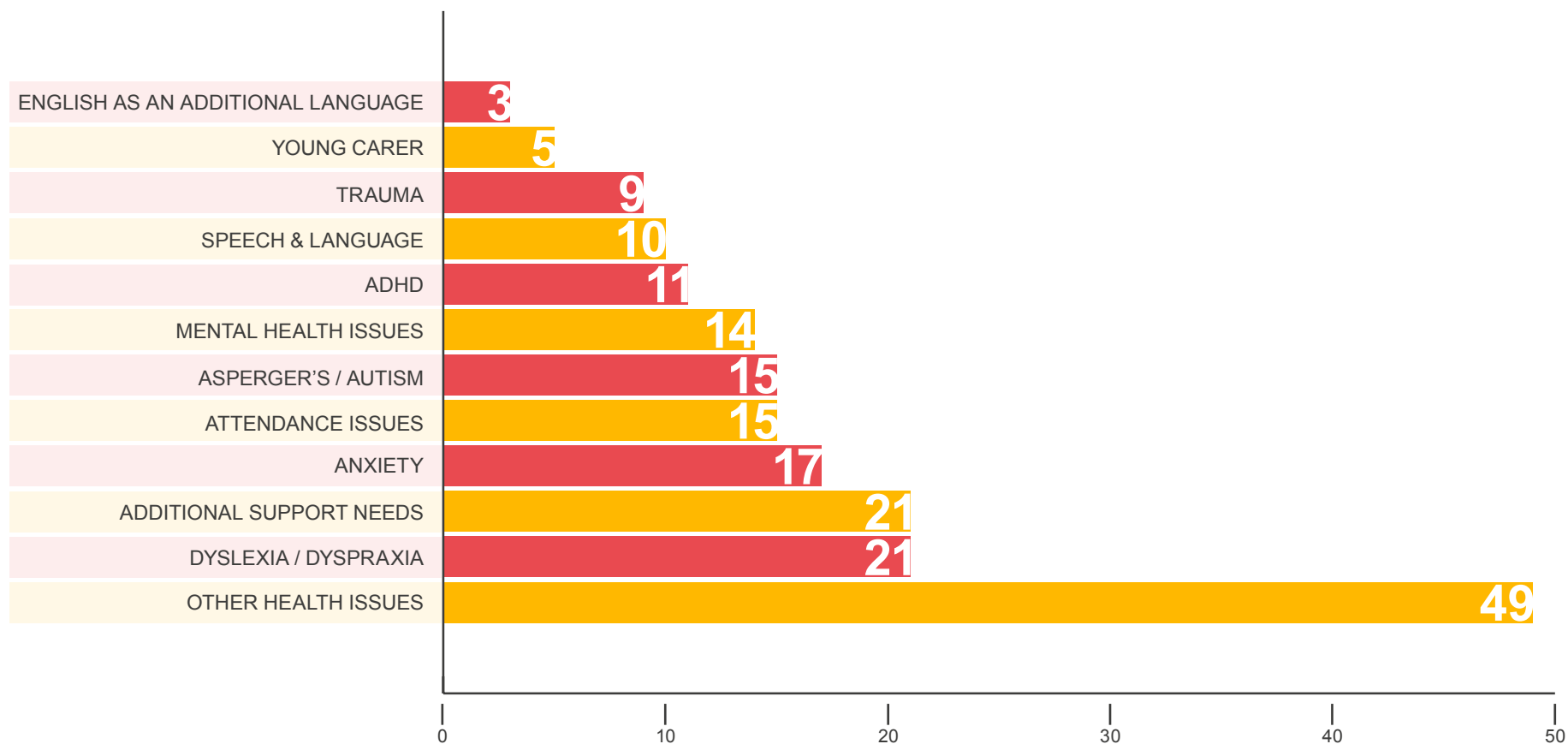
84% of the children we help have multiple barriers to learning which makes it extremely challenging for them to access education in an effective way.

The long-tail effect of Covid-19 and the impact it has had on their education continues, with the pandemic taking its toll on the mental health of young people. This has led to increased stress levels, anxiety and feelings of isolation, and for some, an inability to attend school at all.

Our one-to-one tutoring can offer emotional support as well as academic support. Our tutors can serve as mentors and provide a safe space for children to express their frustrations and concerns, which is very important for children facing learning barriers.

Through the additional training we provide, our tutors are able to develop and implement bespoke strategies to address specific learning barriers. Whether it's dyslexia, ADHD, autism, or any other learning challenge, our tutors can employ evidence-based techniques and adapt their methods as needed.

BARRIERS TO LEARNING FACED BY VTO PUPILS





IN-PERSON VS ONLINE TUTORING

One of the very few positives that resulted from the pandemic was the development of our online tutoring provision.

This has continued to be extremely popular for both young people and also our volunteers. Despite this we are beginning to see an increased preference for in-person tuition and for the academic year 2022-23, 30% of children supported on our Home Tuition Programme was via face-to-face tuition.

There are many pros and cons for each mode of service delivery and consideration is given to the age of the young person, their learning style and of course getting that all important perfect match of the right tutor for their pupil.

We expect the percentage of in-person tuition to increase in the next academic year, in Glasgow but also in Edinburgh and Perth & Kinross as a direct result of having colleagues in the local areas matching and pairing our young people with local tutors.

ONLINE



70%

FACE TO FACE



30%

VS



05

PROJECTS

- PROSPER 2023
- THRIVE 2023
- INSPIRE
- RISING STARS

EVENTS

- GLASGOW CARE EXPERIENCED
CONFERENCE





PROSPER 2023



PERTH &
KINROSS
COUNCIL

VTO has worked in partnership with Perth and Kinross Council on the Prosper project for 3 years in support of Care Experienced young people through 1-2-1 online tuition.

By developing positive and encouraging relationships, tutor support makes a beneficial impact on the children and young people we work with by building skills and confidence, which they can take with them beyond their school years. The testimonial below highlights how having a tutor can engage and motivate the young person in their learning, helping them achieve their goals, despite opinions:



Thank you to VTO for everything you have done for S in helping him achieve more than anyone could even have thought. When S first started school, no-one believed he would achieve anything at all however he now has many National 3s, National 4s and even a National 5 under his belt. We are very proud of S as he now has the opportunity to attend college and work out what he might like to do.



CARER

This year 20 pupils benefitted from tutor support, including 3 pupils who started with us when the project began in 2020. We paired our first F2F pupil in February 2023 through the support of the pupil's Student Development Worker at Perth College and hope that F2F will become more prominent in the future. As we move forward, we are excited to have recently appointed a new Perth and Kinross Outreach Coordinator, who will be based in Perth and will help deliver and drive the project forward. This will give us the opportunity to work more closely with young people and families, make greater links with schools and other services across Perth and Kinross as well as open up the possibility of F2F tutoring in the area and develop Learning Hubs.

We look forward to continuing to support and make a positive impact on the lives of the young people within the Perth and Kinross local authority, as well as seeing how the project develops over the coming year.

It is a great thing, and my tutor is fantastic always has time to explain everything.

PUPIL

T has come on leaps and bounds in P3. I think his super progress has been achieved through a collaborative approach. T has his tutor, one to one for literacy in school, and I know that this learning is reinforced and practised at home. T's reading has significantly improved, alongside his spelling. T and his foster carer have spoken fondly about his tutor. Consistency and repetition have really supported Thomas with his progress.

TEACHER

I think that tutoring has helped B to gain confidence in general, and also in his use of English. Tutoring is a very rewarding experience. It's wonderful to see a young person make progress.

TUTOR





This was the second year VTO has worked in partnership with the City of Edinburgh Council via the Thrive project to support Care Experienced young people last year, with 15 pupils benefitting from tutor support in raising confidence and motivation in both Literacy and Numeracy.

The majority of pupils supported are at key transition points, in particular from primary to secondary education. We recruited a Learning Communities Coordinator based in Edinburgh in August 2022, which meant we were able to increase our presence in Edinburgh, establish positive relationships with partner schools as well as facilitate F2F referrals across the city. The demand for F2F referrals increased over the year, with just over half of all supported referrals being tutored in person. We look forward to continuing our work with the City of Edinburgh Council and making a positive impact on the lives of more Care Experienced young people.

My daughter's tutor has been really thoughtful in coming up with ideas to keep her engaged; focusing on subjects she's keen on to encourage her to write stories with a view to working on her spelling and punctuation or using her interests to keep her focus on maths related activities.

PARENT/CARER

M has grown in confidence particularly on times tables, school projects and presentations involving reading.

TUTOR

Tutoring K has been incredibly rewarding and enjoyable. I have seen his confidence and personality develop. His mathematical ability has greatly developed over the course of the year and he is always willing and excited to learn.

TUTOR

K has loved working with his tutor this year and they've formed a really good relationship. She explains things in a way he understands and he is much more confident in his abilities. I'm glad he'll be able to continue working with her next year in S1.

PARENT/CARER

Having a tutor has been good he has helped me with my homework whether it be maths or something to do with power point. The best thing about having a tutor is that he is very understanding if I get stuck...

PUPIL

I like it because it is 1to1 learning and more engaging.

PUPIL



INSPIRE

Working in partnership with the Glasgow Virtual School, VTO continued to support Care Experienced Learners in Glasgow through the Inspire project.

The project provides one-to-one tutor support for 40 care experienced young people in Glasgow with a further 20 receiving QuESTS support. The Inspire project has a huge impact on the lives of these young people; many of whom have experienced significant difficulties in their education.



Jodie* has improved in many ways with maths/ literacy due to the dedication of his tutor. Very grateful for the opportunity of having her help. Many thanks.

PARENT, MAY 2023

R has not been attending school for some time and as a result had lost much of the knowledge and skills she had developed earlier in her schooling. Tutoring has helped her regain some of these skills and given her confidence that should help her when she returns to school.

TUTOR, JUNE 2023

The tutoring has been a great asset to our young person. She felt more confident and prepared for her exam. Her confidence has improved for biology, as English is an additional language the support helped her with the terminology.

CARER TO YOUNG PERSON IN A CHILDREN'S HOUSE, JUNE 2023

EVENTS

GLASGOW CARE EXPERIENCED CONFERENCE

In February this year, Barbara Oliver and Louise Young were invited to attend the Glasgow Care Experienced Conference in the beautiful City Chambers banqueting hall.

They heard from a panel of speakers that included Sonja Kerr of the Glasgow Virtual School and Douglas Hutchison, the Executive Director of Education Services in Glasgow, as well as speakers from The Promise and Each and Every Child.

John Timpson of the Timpson shop network was a keynote speaker and shared his experience of caring for care experienced children and illustrated guidebooks which help people understand better the care experienced young person.

VTO were also invited to host a stall at the event to promote the services that VTO can offer to care experienced young people in Glasgow.





RISING STARS

Rising Stars is an organisation with the aim of “Bettering the lives of young people in Scotland, one game at a time” through their basketball coaching programme.

Through their ‘From the court to the classroom’ initiative, they aim to provide further support to the young people and have partnered with VTO to provide educational support to some of the young people in the Rising Stars programme.

7 young people have received tutor support through this project partnership. It has been enormously successful and both VTO and Rising Stars look forward to working together again in the coming academic year.



I have seen vast improvement in mainly physics but also maths which was confirmed by his physics teacher at a school parents evening who also noticed much improvement on exam and test results as well as overall confidence in the subject.

PARENT, JUNE 2023

The best thing about having a tutor is having someone who is kind and friendly who really does care about your growth in the subject and is easy to ask questions to.

PUPIL, JUNE 2023



06

DIGITAL REPORT

- WEBSITE REDESIGN
- LEARNCUBE
- IT SYSTEMS UPDATES
- EQUIPMENT



Alongside our increased provision of face-to-face tutoring and Learning Hubs, our online tutoring offering has continued to thrive this year.

Our online tutoring projects continue to give our volunteers and the families they support a level of accessibility and flexibility that wouldn't be possible without them. We have also been able to continue to expand our reach into more remote communities, and recruit volunteers from even further afield.

As such we have acknowledged the continued need for our online provision by significantly investing in the digital tools needed to deliver an excellent online service to young people and volunteers.

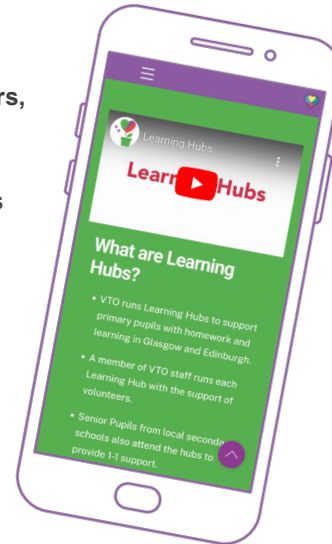


WEBSITE REDESIGN

As part of our efforts to make VTO more accessible to volunteers, families and funders, we implemented a significant redesign of our website's [HOMEPAGE](#).

The new homepage acts as a clear directory for our key stakeholders and clearly illustrates the volunteer journey at VTO. This work saw an immediate uptake in the number of applicants citing our website as the source of their enquiry.

We also created a new [NEWS](#) page to allow visitors to our website to see our most recent updates, opportunities and success stories, and a [LEARNING HUBS](#) page to keep our volunteers informed on the refreshed Learning Hubs project.



VISIT OUR WEBSITE AT
WWW.VTOScotLAND.ORG
TO SEE MORE...



LEARNCUBE

This year has culminated in the rollout of our brand-new online tutoring platform in partnership with LearnCube. LearnCube provides our online pairings with powerful scheduling tools and a fantastic virtual classroom with which to host their sessions.

As a tool for our staff, LearnCube streamlines our processes by keeping all our online pairings on one platform and allows us to do more meaningful tracking of and reporting on each pairing.

So far 70 pupils and their tutors have begun using LearnCube and initial feedback has been very positive...

It looks like a brilliant platform.



My initial impression of the LearnCube software has been very favourable, and I think it will add a number of benefits to what we have been able to do [so far].



We would like to thank **Glasgow City Council Education Services** and **City of Edinburgh Council** for their continued support in allowing our volunteers to access their educational online networks.



IT SYSTEMS UPDATES

Improving our workplace's digital efficiency has been an important focus this year, as increased efficiency for staff has a positive knock-on effect for our tutors and pupils – not just in the numbers we can support but in the quality of service we can deliver to all.

As such we have invested in several major updates to our IT systems to ensure we have a modern and professional digital workplace.

This includes moving our key office files from a local server to a cloud-based service, which improves both security and efficiency for staff, and migrating our Management Information System (or MIS), which will give us a powerful new tool for managing and reporting on data.

All of this will help staff focus their hard work on those who need it most: the children and young people we support.



EQUIPMENT

This year we supported 53 pupils at home and in Learning Hubs by providing technical equipment.



TABLETS



LAPTOPS



DRAWING PADS

We would also like to thank **WSP Foundation** for their kind donation of 9 refurbished laptops which have been put to good use supporting our remote tuition projects.

07

OUR IMPACT

- ENGLISH & LITERACY
- MATHS & NUMERACY
- MOTIVATION
- CONFIDENCE



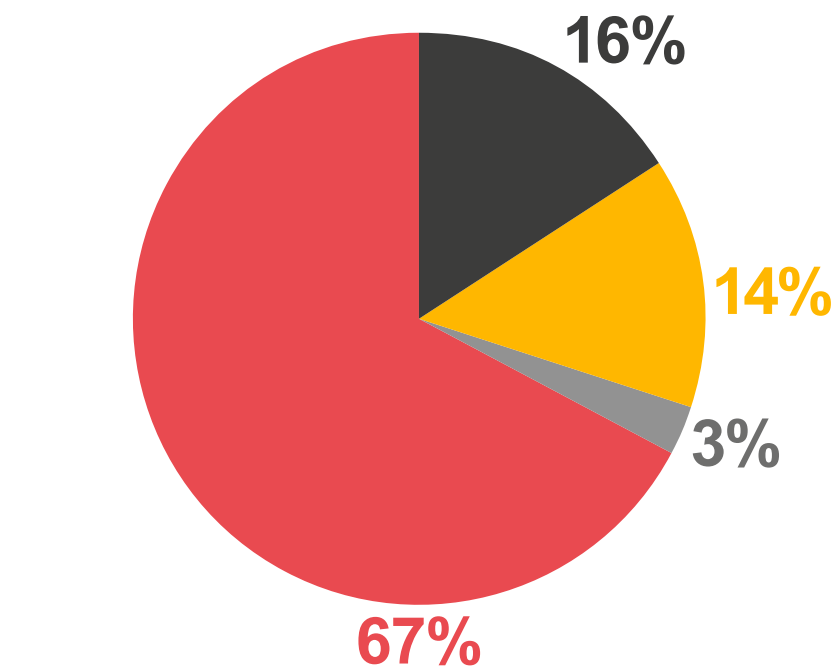


Improving literacy skills gives our young people a stronger foundation for academic success.

More than that, though, it builds key skills for their future such as improving their critical thinking, analysis and communication skills empowering them to make decisions, articulate their thoughts clearly and communicate effectively.

This academic year, teachers reported that 81% of pupils receiving support in English or literacy showed an improvement in their work at school.

IMPROVED ENGLISH/LITERACY - TEACHER RESPONSES



AGREE

NEITHER AGREE OR DISAGREE

STRONGLY AGREE

DISAGREE

G has achieved her English N4 working with her tutor. She is much more confident about being in the school building and engages well in another subject. Her Tutor is a perfect match and they have a great relationship.

TEACHER

I think having dedicated one on one time has been critical for my pupil's growth. It has taken several months but she is now motivated to learn and seems more confident when approaching tasks set by me.

TUTOR

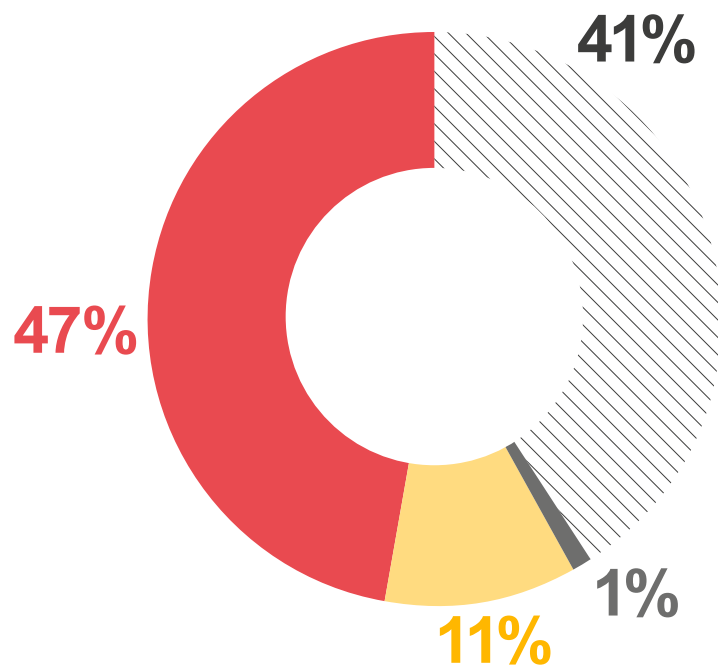


MATHS & NUMERACY

Maths and numeracy skills empower young people to navigate a complex, data-driven world, making them more adaptable, informed, and capable individuals.

We are delighted that 88% of our young people who received support in maths or numeracy, tell us that they feel they have improved in this subject area.

IMPROVED MATHS/NUMERACY - PUPIL RESPONSES



VTO has really been a turning point in the life of this young person.

TEACHER

M has really benefited from having the 1:1 support of her tutor with homework in both Maths and English. This has improved her confidence and self-belief in these areas. M looks forward to her tutor coming and is much more motivated to do homework than she would do with me. She has also done extra work in areas of maths she was struggling with which again she would refuse to do with me.

PARENT/CARER

It's helped me feel more confident when I'm doing the maths work in school and my tutor is also very patient with me and nice to talk to.

PUPIL

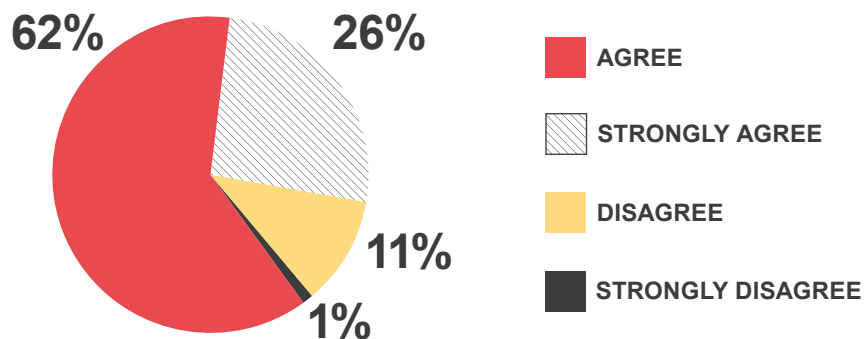


MOTIVATION

Motivation to learn is the driving force behind academic success and personal growth.

It is so rewarding to see that 88% of our tutors feel that their young person has shown an increased motivation to learn.

IMPROVED MOTIVATION - TUTOR RESPONSES



This has made such a difference to this pupil. She was a school non attender and has started to come in confidently. Can't thank VTO Tutor enough. This young girl is growing in confidence and engaging better with school/ learning every time I see her.

TEACHER

My daughter's tutor has been really thoughtful in coming up with ideas to keep her engaged; focusing on subjects she's keen on to encourage her.

PARENT/CARER



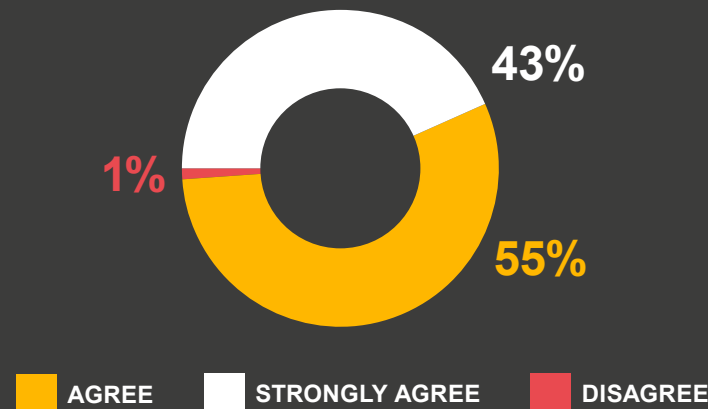
CONFIDENCE

A young person's confidence in their education is crucial.

It empowers them to engage actively in learning, ask questions, and express ideas. Confidence fosters a positive attitude towards challenges, enabling students to overcome setbacks and embrace growth.

It is inspiring to hear that 98% of parents and guardians felt that they had seen an increase in confidence in our young people.

IMPROVED CONFIDENCE - PARENT RESPONSES



Tutoring has been a life saver for my son. It has helped him to see his potential which he had lost through low self-esteem. She has been very understanding and taken things at a pace that works well for him. Can't thank service enough.

PARENT/CARER

It has helped him with concentration a bit more and given him a bit more confidence to try do it himself.

PARENT/CARER



08

VOLUNTEERS

- VOLUNTEER TRAINING
- VOLUNTEER FEEDBACK
- VOLUNTEER TESTIMONIALS
- VOLUNTEER RECRUITMENT
- VOLUNTEER STATISTICS





VOLUNTEER TRAINING

Volunteer induction training is delivered online via a dynamic and interactive zoom session and covers the key areas of child development, safeguarding and practical tutoring skills.

Tutors have a home learning pack to complete, and they then choose a zoom session to attend which helps consolidate the home learning and to discuss the topics covered with staff and other volunteers. Our training provision is continually evolving and being improved upon.

In the past 12 months we have trained 251 tutors to support our young people across our services. Volunteers complete a feedback survey and here is a small insight into what our volunteers thought of the session:

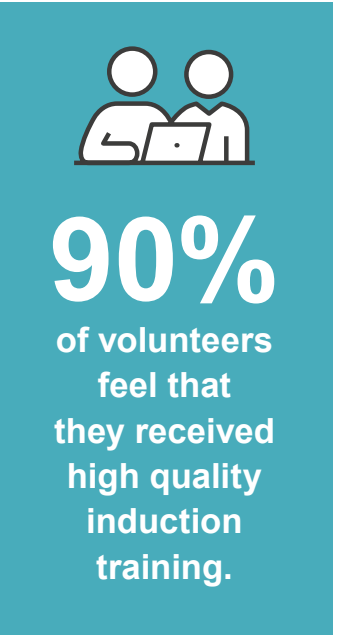
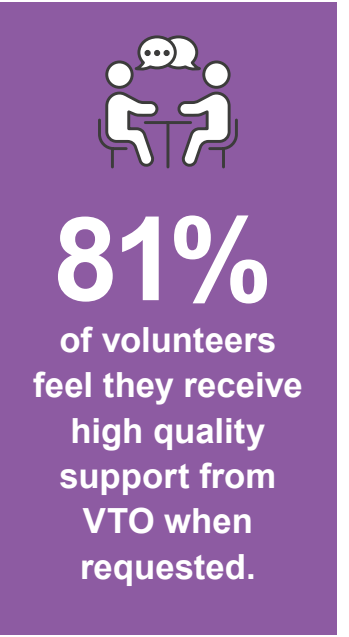
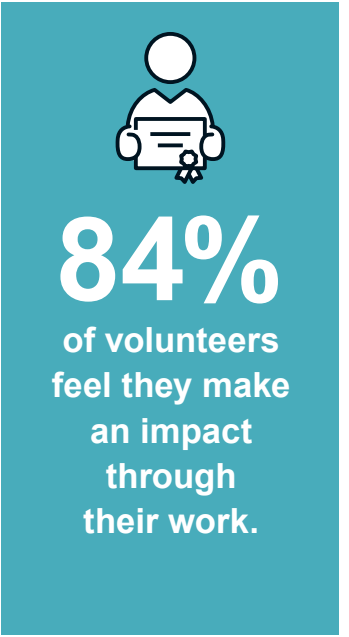
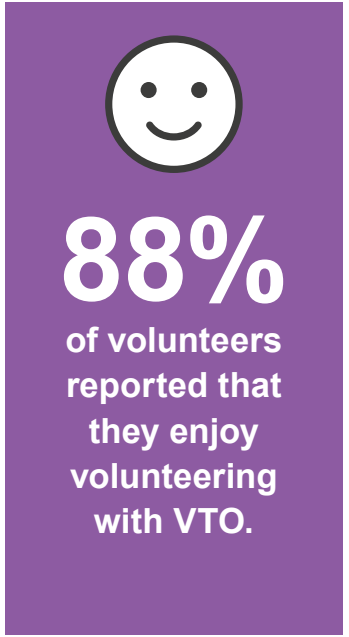
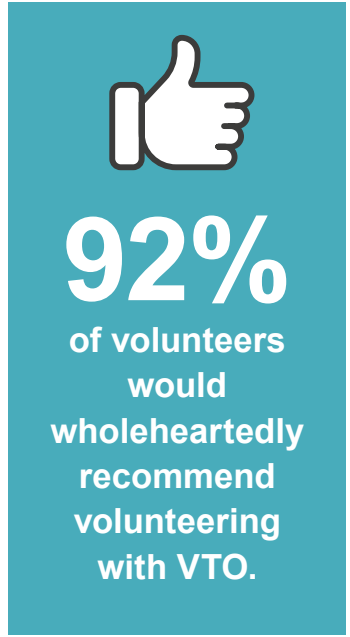
The training was very fun, educational, and interactive. Thanks a lot.

I enjoyed how well-prepared the whole session was. It really gave me a more in-depth perspective and knowledge. I enjoyed the safeguarding tasks as it helped me understand the situations better.

The knowledge and enthusiasm of the trainers was really encouraging for me. It was all very useful and interesting.



VOLUNTEER FEEDBACK





VOLUNTEER TESTIMONIALS

VTO
ANNUAL
REPORT
2023

VOLUNTEERS

I love seeing the children's faces light up at the learning hub and I love being a part of what brings them happiness and support with their education.

I have enjoyed building relationships with a number of young people and I have gained some new friends among the volunteers at VTO. I have also gained a sense of doing something useful and contributing to society in my retirement.

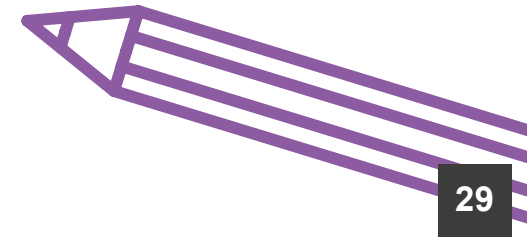
I have gained worthwhile experience of working with children with neurodiversity. This has strengthened my compassion, patience, and empathy. I have established excellent relationships with the children and families I work with which has provided me with positivity and happiness.



A WORD FROM...

**LORA
ADDISON**VOLUNTEER
ENGAGEMENT
& TRAINING
COORDINATOR

I would like to extend the deepest thank you to each and every volunteer who has dedicated time, commitment and passion to our mission here at VTO. We cannot support our young people towards improved educational attainment without you. Thank you and well done for all your achievements over the last year.





VOLUNTEER RECRUITMENT

We have received 328 volunteer applications in the last 12 months. We have been able to recruit volunteers from all over the UK - from London to Aberdeen-due to the online service provision.

Over the last 12 months we have utilised a variety of sources for volunteer recruitment. We are now engaging with 44 Third Sector Interfaces (TSIs) across Scotland and 16 universities. Our most lucrative source in the last 12 months was via a search engine which highlights the value and quality of VTO's online presence. Volunteer Glasgow and Universities are also lucrative sources. It is positive to see applications coming from social media (28) and our new TSI partners (17) as these are two areas we have focussed on in the last 12 months.

We continue to utilise as many sources as possible and have also dedicated resources to in-person recruitment methods such as volunteer fairs, presentations, displaying posters in community venues and leaving leaflets in busy locations. We have realised the importance of diversifying the way in which we reach our volunteers to ensure that we are being as inclusive as possible.

At the moment, our average tutor is employed, white, female and aged 26-45 years old. Work is ongoing to ensure volunteering with VTO is accessible to everyone within our society and our policies and procedures are consistently being reviewed. This year we set up our Equality, Diversity and Inclusion (EDI) committee to oversee this work and we were able to roll out EDI training to all staff and Trustees.



VOLUNTEER RECOGNITION AWARD 2022

MELISSA KERR

We were absolutely delighted to present the VTO Volunteer Recognition Award 2022 to Melissa Kerr, who has supported several pupils at VTO.

Her most recent pupil Arianna was offered a place at college next year thanks to her hard work and all of Melissa's support. In addition to working directly with VTO pupils, Melissa has also been a great ambassador for VTO. She was interviewed on BBC Radio Scotland to promote VTO volunteering, starred in one of our short films and has helped staff with volunteer recruitment pitches.

She embodies all of VTO's values and was very deserving of the award.

Congratulations again Melissa.

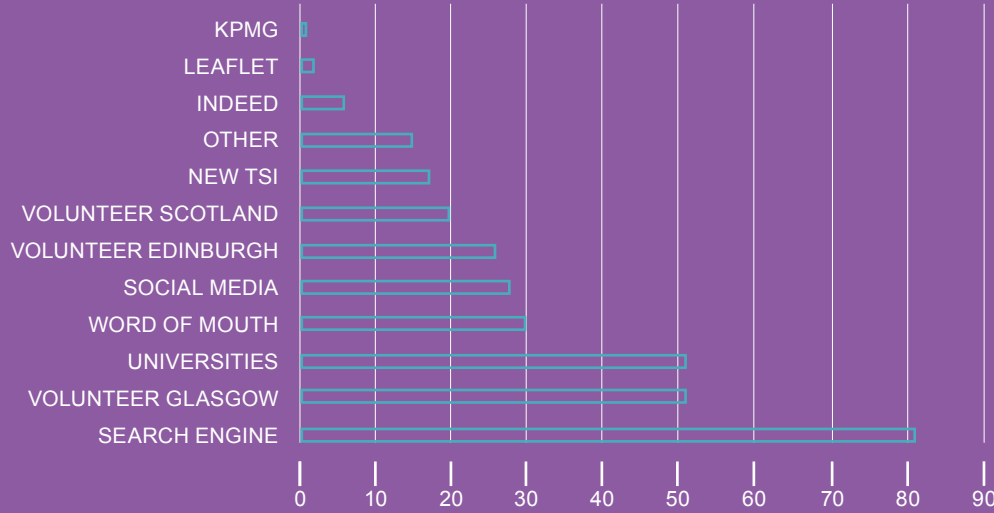


VOLUNTEER STATISTICS

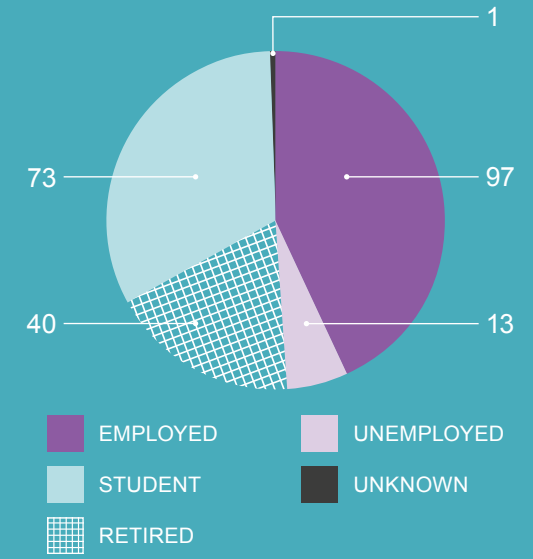
VTO ANNUAL REPORT 2023

VOLUNTEERS

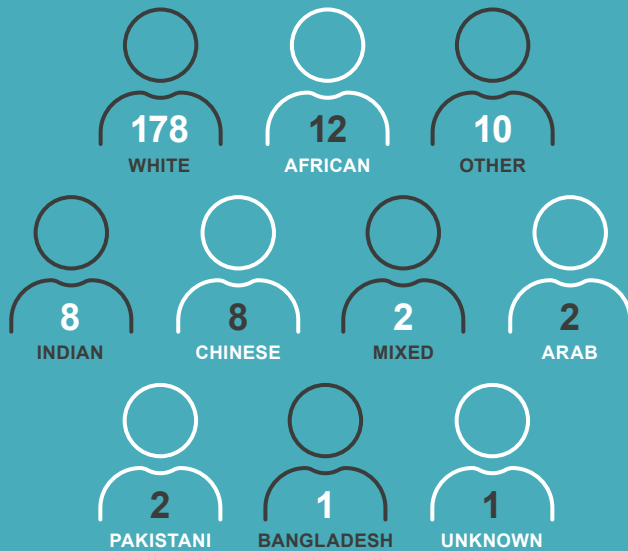
SOURCES OF APPLICATIONS (LAST 12 MONTHS)



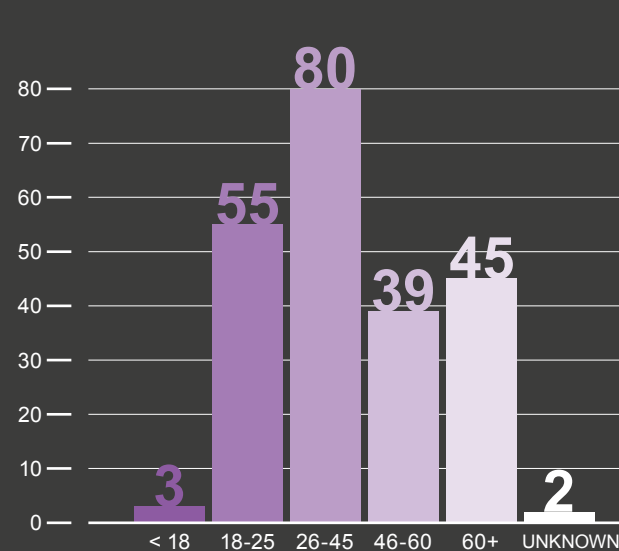
EMPLOYMENT STATUS



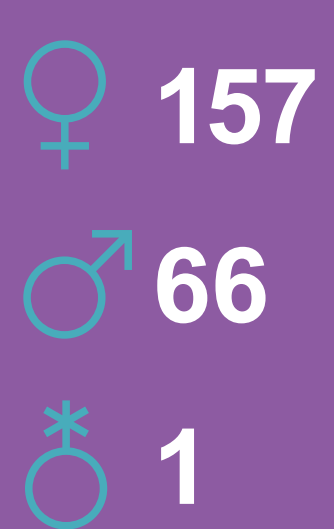
ETHNICITY



AGE



GENDER IDENTITY



09

MARKETING

- GENERAL MARKETING ACTIVITY
- FILM
- SOCIAL MEDIA





GENERAL MARKETING ACTIVITY

Our marketing strategy is focussed on increasing our profile to attract new volunteers and funding to our organisation.

We are committed to increasing the profile of VTO and raising awareness of the work we do and the impact we have on the lives of young people. During the last year we have achieved this through attendance at several partner conferences and networking events.



We have also worked on the design and distribution of new posters, leaflets and pop up banner stands to increase our exposure.



FILM

We commissioned another short film about our work, this one focussing on our Learning Hub Service.



Watch our film to find out more about Learning Hubs



SOCIAL MEDIA

In the last 12 months, we launched a marketing campaign to increase VTO's social media presence.

A strong social media presence can have many benefits including attracting more volunteers and even widening our funding potential. We are pleased to report that in the last 12 months we have reached 76,429 accounts via our social media, accumulated 322 new followers, and received 28 volunteer applications citing social media as their source.

As well as attracting new volunteers, social media has been instrumental in sharing news and updates with key stakeholders.



10 SUPPORT

- FUNDRAISING
- FUNDING
- PARTNERSHIPS





VTO staff and volunteers donned their walking shoes and kilts once again for the 2023 Kiltwalk in a bid to boost our funds for the year ahead.

They braved the Scottish spring weather (rain obviously) and walked the 15 miles of the Big Stroll or the 24 miles of the Mighty Stride. Some brought their dogs, some brought friends and family, others brought their singing prowess to lift the spirits of fellow walkers. All brought the kind, caring and fun personalities that VTO is famous for! They raised £8,750. Which includes the uplift generously donated by the Tom Hunter Foundation and Gift Aid.



FUNDING

We are continuing with the funding strategy to secure large, multi-year funding which allows us to plan more confidently for the future.

We are focussing on working closely with funders to ensure our objectives align with their own funding strategies. We were delighted to receive renewed funding from the Glasgow Communities Fund and The Gannochy Trust and enjoyed a further year of funding from The Hugh Fraser Foundation.



THANK YOU FOR YOUR SUPPORT!



PARTNERSHIPS

VTO is grateful to work closely with many wonderful partners who support us and work closely with us to ensure we can continue to provide the best for our young people.



VTO will be hosting their 2023 Annual General Meeting in the Advanced Research Centre on the University of Glasgow campus. All at VTO extend our thanks for their support.



The Byres Community Hub at the School of Health & Wellbeing at the University of Glasgow has been an invaluable partnership this year. Thanks to their support we held our Trustees Development Day in April on the campus as well as our Staff Development Day in June.



We are delighted to renew our partnership with National5.com or the academic year 23-24. We are so thankful to Andrew Eadie for his support in offering free access to this wonderful maths resource for our pupils and their tutors who are working on National 5 Maths this year.



VTO enjoys a strong partnership with the Glasgow Virtual School with the Inspire project. Through this, VTO supports care experienced young people in Glasgow with one-to-one and QuESTS tutor support.



This year has been an exciting time for VTO's partnership with Perth & Kinross Council with the Prosper project. Funding has been agreed with them for VTO to appoint our first ever on-the-ground staff member in Perth & Kinross; our Outreach Coordinator.



VTO continues to work in collaboration with City of Edinburgh Council with the Thrive project supporting care experienced young people in Edinburgh.



11

SUSTAINABILITY

- SUSTAINABILITY VISION
- RESOURCE EXAMPLES



SUSTAINABILITY VISION

RESOURCE EXAMPLES

VTO recognises the importance of being part of the solution to climate change and since 2022 have been raising the skills and awareness of staff and Board members to ensure we can deliver a sustainable service.

Following the mapping of our work against sustainability principles we have drafted a sustainable vision and short to long term actions. This includes a focus on our role as educators, which provides us with a powerful opportunity to build a positive response to sustainability challenges with staff, volunteers and young people.

One immediate route will be through a climate change resource we have developed which has been created for use in our Learning Hubs. Our aim is to increase awareness of the impact of climate change and of the little changes we can all make to mitigate this, as well as to influence the behaviour of others involved in the delivery of our Hubs. During the coming year we will continue to refine an appropriate sustainability model that can build upon the analysis of our climate impact as well as our role as educators.



We will deliver our services with an understanding of its impact on the planet; reducing emissions and related behaviours which have a detrimental role on the wellbeing of future generations.

We will also use our role as educators and influencers to give access to information that will inform and direct positive climate action.

CONGRATULATIONS...

to our Trustee Lynne Ward for completing the Climate Solutions Professional Course this year through the RSGS!



What Is Waste?
Did You Know...?
 Each Christmas, the UK throws away around 83km² of wrapping paper. That's enough to fill a small city.
Talk About it
 If you wore all the rubbish you'd produced for 30 days, what would you look like?

Eliminate Waste
What Does This Mean?
 'Eliminate Waste' is all about the 'three Rs' — Reduce, Reuse and Recycle.
 To learn more about this, we are going to explore the following questions:
 • What is waste?
 • What different types of waste are there?
 • Is waste a huge problem?
 • What are single-use items and why might they be bad for our planet?
 • Are there ways to prevent waste?
 • What can we do to help the planet?

Different Types of Waste
E-Waste
 What do you think this type of waste might be? Does the term remind you of any other phrases?
 The 'e' in e-waste stands for electronic, just like in the word email.
 What do you think electronic waste is?
 E-waste means the throwing away of electronic goods, such as televisions, electronic equipment, fridges and mobile phones.

Single-Use Items
 Single-use items are things that are only used once and then thrown away. They include plastic drinks bottles, carton buds, plastic straws, paper towels, disposable cutlery and many other things.
 Once they have been used once, they often get sent to landfill. In fact, all plastic that is thrown away when single-use items are in landfill, plastic bottles and disposable nappies will take over 450 years to decompose.
Did You Know...?
 It is thought that 32% of single-use plastic packaging ends up in the world's oceans, causing pollution that harms marine life.

12

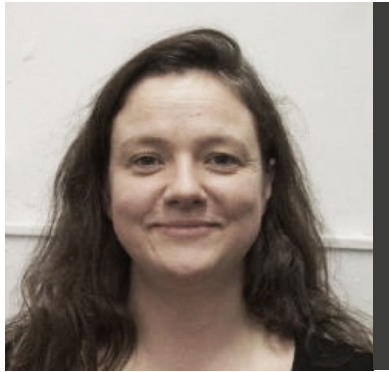
ACCOUNTS

The following pages are an extract
of the audited accounts of:
Volunteer Tutors Organisation
Year ending May 2022

A complete set of accounts are
available upon request.

- TREASURER'S REPORT
- ACCOUNTS





BY

KAREN FRONDIGOUN

ACCA

TREASURER

This has been a very successful year financially for the charity. We have grown both geographically and in terms of the numbers of young people we support and this has been achieved, in part, by securing more funding across the number of different activities (as already noted elsewhere in this Annual report) in the year.

The Income received in the bank was increased from the previous year's figure by 57%. The number of core funders making significant contributions in the year (who make up 97% of our funding) increased from 11 to 13. Of those significant contributors, 6 committed to funding which lasts for more than 1 year (at the end of the financial year to May 22 there were 4 funders committed to funding for more than 1 year), meaning that we are starting off the new financial year with funds secured for the following year of over £300k (£145k of these funds are due in the financial year to May 2025 with the rest being due in the year to May 24).

We were also able to maintain our level of invoiced services in the year (with a very slight increase) with all those receiving services in the previous year to May 22 requesting the service again in the year to May 23. At the time of writing this document there are good indications that most if not all of our services running in the current year which are invoiced directly from the charity, and do not rely on charitable donations to operate, will be renewed for the next financial year as well.

This is the best position that the charity has been in since its inception. It has been a long-term funding goal of the funding committee to secure longer term funding from several different sources to allow us a bit more stability with regards to planning and in particular provision of staff. We finished the year with 22 staff which is up 4 from the 16 employed at May 22.

As has already been noted the charity made a significant change to our employment strategy during the year with a view to making more full-time positions to allow more stability for our service, for the staff and volunteers who allow our service to run and most importantly for the young people who use our service. This has been enabled by the success of the charity in securing funds over several years and from staff and volunteers delivering excellent services to our clients so that they are keen to continue to use us.

It is important to note that we now have more active members on The Board of Trustees, who are all also volunteers, than we have had for several years. The Board are essential to the direction and oversight of the charity and their input is extremely valuable. Increasing the number of board members has also been something that the charity has been striving to do for some time as a measure to strengthen and improve governance and it is extremely reassuring that we now have so many board members committed to supporting the charity.

Growth to this extent does come with its own challenges, increased staff numbers and increased costs across the board are the main and obvious issues which will require constant monitoring. In keeping with the general theme across the organization, in order to allow for better financial control and easier financial reporting, during the year to May 23 the company introduced SAGE accounts as the first step to modernising the overall bookkeeping and accounting processes.

As a long standing member of the board I have never been prouder of the work that the charity is doing, reaching more young people in a variety of different ways, whilst still holding dear to our fundamental principles and values and in fact seeking to clarify and improve what has come before in order to ensure that we are delivering a progressive and modern service to our clients, providing good quality jobs to our staff and excellent training and support to our volunteers. I am excited for the new financial year and the future of the charity.

Karen Frondigoun

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOLUNTEER TUTORS ORGANISATION LTD

YEAR ENDED 31 MAY 2022

I report to the trustees on my examination of the financial statements of Volunteer Tutors Organisation Ltd ('the charity') for the year ended 31 May 2022.

RESPONSIBILITIES & BASIS OF REPORT

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities and Trustee Investment (Scotland) Act 2005 (the '2005 Act') and the Charities Accounts (Scotland) Regulations 2006 (as amended). You are satisfied that your charity is not required by charity law to be audited and have chosen instead to have an independent examination.

I report in respect of my examination of the charity's financial statements as carried out under section 44(1)(c) of the 2005 Act. In carrying out my examination I have followed the requirements of Regulation 11 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

INDEPENDENT EXAMINER'S STATEMENT

Since the charity has prepared its accounts on an accruals basis your examiner must be a member of a body listed in Regulation 11 (2) of the Charities Accounts (Scotland) Regulations 2006 (as amended). I can confirm that I am qualified to undertake the examination because I am a registered member of ICAS which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention giving me cause to believe that in any material respect:

1. accounting records were not kept as required by section 44(1)(a) of the 2005 Act and Regulation 4 of the Charities Accounts (Scotland) Regulations 2006 (as amended); or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of Regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Robert G. Andrews FCIÉ

Robert G Andrews F.C.I.E. Independent Examiner

**Clark Andrews
4 Eaglesham Road Clarkston
Glasgow
G76 78T**

STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MAY 2022

| | Note | Unrestricted funds £ | 2022 Restricted funds £ | Total funds £ | 2021 Total funds £ |
|-----------------------------------------------------------|------|----------------------------|----------------------------------|------------------------|--------------------------|
| Income and Endowments | | | | | |
| Donations and Legacies | 4 | 80,643 | 78,991 | 159,634 | 181,180 |
| Charitable Activities | 5 | 108,038 | – | 108,038 | 73,100 |
| Total Income | | <u>188,681</u> | <u>78,991</u> | <u>267,672</u> | <u>254,280</u> |
| Expenditure | | | | | |
| Expenditure on Charitable Activities | 6,7 | <u>145,029</u> | <u>142,060</u> | <u>287,089</u> | <u>211,088</u> |
| Total Expenditure | | <u>145,029</u> | <u>142,060</u> | <u>287,089</u> | <u>211,088</u> |
| Net (Expenditure)/Income and Net Movement in Funds | | <u>43,652</u> | <u>(63,069)</u> | <u>(19,417)</u> | <u>43,192</u> |
| Reconciliation of Funds | | | | | |
| Total Funds Brought Forward | | 24,753 | 92,128 | 116,881 | 73,689 |
| Total Funds Carried Forward | | <u>68,405</u> | <u>29,059</u> | <u>97,464</u> | <u>116,881</u> |

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

STATEMENT OF FINANCIAL POSITION

YEAR ENDED 31 MAY 2022

| | Note | 2022 £ | 2021 £ |
|-------------------------------------------------------|------|---------------|---------------|
| Fixed Assets | | | |
| Tangible Fixed Assets | 12 | | 14,547 |
| Current Assets | | | |
| Debtors | 13 | 97,736 | 16,960 |
| Cash at bank and in hand | | <u>97,736</u> | <u>94,743</u> |
| | | | 111,703 |
| Creditors: amounts falling due within one year | 14 | <u>8,852</u> | <u>9,369</u> |
| Net Current Assets | | | <u>88,884</u> |
| Total Assets Less Current Liabilities | | | <u>97,464</u> |
| Net Assets | | | <u>97,464</u> |
| Funds of the Charity | | | |
| Restricted Funds | | | <u>29,059</u> |
| Unrestricted Funds | | | <u>68,405</u> |
| Total Charity Funds | 16 | | <u>97,464</u> |

These financial statements were approved by the board of trustees and authorised for issue on 27/02/23 and are signed on behalf of the board by:



K Frondigoun
Trustee



D Johnston
Trustee



Volunteer Tutors Organisation


Inspiring Achievement,
Building Confidence

Contact us

 0141 946 6498

 admin@vtoscotland.org

 www.vtoscotland.org

 Volunteer Tutors Organisation
St Charles Primary School
13 Kelvinside Gardens
Glasgow G20 6BG

Connect with us

