Reach Volunteering is the leading skills-based volunteering charity in the UK.

We are the single biggest source of trustees for the voluntary sector.

We connect charities with the skills and experience they need to keep making a difference.

Our aspiration is to maximise the quality, range and scale of skills-based volunteering in the UK.

The year at a glance

- 600 charities supported
- £13m estimated total value of the skills transferred to the sector by our volunteers
- 934 placements
- 3,074 new skilled volunteers (twice as many as 2014)
- 3,074 placements
We’re excited by the results of 2016, our first full year of operating our new online service.

We supported over 930 placements, an increase of over 30 per cent on 2014 (the last full year of our ‘offline’ service).

We continue to scale up and develop the service: increasing the numbers of volunteers and charities, making it easier for people to find their ideal match, and increasing the impact of volunteer placements.

Our primary focus of 2016 was bedding in our new service. We made improvements to core features, simplifying how users interact with each other and the platform. We can also see further developments we would like to make – this will be an ongoing programme of work.

We launched a new programme supporting boards to increase their digital expertise. We were pleased when the House of Lords Select Committee on Charities subsequently made ‘digital trustees’ a recommendation of its recent report. You can read more about Building boards for a digital age on page 10.

Collaboration is a growing feature of our work. Partners in our Building boards programme include the Charity Commission, IBM and Mircrosoft.

We are also proud to be partners in the Charity Governance Awards, organised by the Clothworkers, with NPC and Prospectus. By working with LinkedIn we promote our roles to an audience of over 17 million.

We will continue to build new partnerships like these over the coming years.

“Thank you Reach, for providing us with an amazing Governance Manager. We now have the benefit of an experienced professional as part of the team who is interested in what we do, shares ideas and contacts, and challenges us about our thinking.”

Honor Wilson-Fletcher
The British Exploring Society

“As a result of our volunteer Frederiek’s hands-on mentoring we were able to improve the way that the organisation is run in several key areas, such as our operational and strategic planning, the care of our volunteer staff, and ultimately in service delivery to clients.”

Carolyn Couchman
Bromley Community Counselling Service

We believe that there is a real opportunity to draw in more people from other sectors to help charities build their capacity and strengthen their governance. By sharing their skills and experience and bringing a fresh perspective, these volunteers can help charities sustain themselves and innovate; and help to build bridges between sectors, to tackle today’s complex social problems.
Relate Oxfordshire has been giving confidential, professional counselling to couples, individuals, families and young people since 1946. But changes to the way the charity is funded has meant developing new approaches to finding income.

The Board of Trustees were keen to appoint trustees who could bring practical, business skills to the board to support Director Alison Frecknall and help the organisation adapt to a more challenging environment.

Fall in funding
“Until 2008 we relied on local Government funding, but since then the plug has been pulled and we’ve had to become more self-sufficient.

Dave has a really good grasp of accounts and finance. He’s stepped into the breach and really helped with the finance side of things.”

Making a difference
After a long career in business, Dave still felt he had something to contribute. “You know, in business you move paper from one side of the desk to the other and it’s difficult sometimes to see what difference you’ve made.

Whereas working for a charity like Relate – and I’m aware this will sound corny – feels like you’re making a difference in a small way, be it recasting a budget to make it easier to track what’s going on or helping to sell a loss-making property.

I suppose you could say I’ve been stirring things up a bit!”

First port of call
And what does Alison think of using Reach to recruit trustees?

“It’s been brilliant recruiting Dave and other skilled trustees through Reach. I’d say we’ll be using Reach every time we’re looking for trustees from now on. Particularly once you’ve set up your account, it’s really easy to use. And brilliant considering it’s a free service.”
87% of charities said that the trustee they recruited strengthened their governance

934 charitable placements
450 trustee placements
484 skilled placements

32% increase of placements*

95% of charities said their Reach trustee increased the diversity of skills and experience on their board and 66% rated this improvement as significant.

Charities that gained expertise through Reach

Health & Well-being.........................32%
Local/Grassroots..............................25%
Disability, Physical & Mental ........20%
Counselling.......................................19%
Welfare Support Service..................19%
Education........................................18%
Voluntary Agencies........................16%
Environment...................................15%
Poverty Relief.................................15%
Children..........................................14%
Young People..................................14%
Arts/Museums..................................12%
B.E.M./Migrant.................................10%
Training/Employment Support.........10%
Older People...................................9%
International.................................8%
Housing/Homeless...........................7%
Sports............................................5%

*This figure is based on a comparison with our last full year of service: 2014. During our transition to a fully digital service in 2015, we experienced a small gap in our data.

This chart categorises the charities we matched with volunteers by organisation type. With many organisations identifying with more than one category, the numbers add up to over 100 per cent.
In the autumn of 2016, we started a new initiative to support charities to recruit trustees with digital expertise called Building boards for a digital age.

Almost three quarters (71 per cent) of charities cite their board’s digital skills as low or having room for improvement. Staff are concerned about the impact of this on their charity’s fundraising, competitiveness and future relevance to their beneficiaries. The House of Lords Select Committee on Charities report published in March 2017 recommended that boards recruit a ‘digital trustee’.

Our programme brings together some great resources, information, and case studies and most importantly, people with digital expertise who want to join trustee boards. To date, over 70 prospective digital trustees with impressive experience have signed up.

This is a collaborative programme, supported by the Charity Commission, Zoe Amar Communications, IBM and Microsoft.

We’re Here helps its service users to retain, or regain, independence by providing support and help to individuals in their home and the community.

The charity’s founder, Morag Morgan, needed someone to help the charity produce a credible business plan that would help it raise vital funds and achieve Scottish Charitable Incorporated Organisation status.

An outlet for experience

Ben, an experienced business consultant, came across the role via Reach: “Having recently retired from a very active business career, I was looking for an outlet for my experience and skills without the continuing pressure of day to day employment.

It was particularly important to me that any charity I became involved with had a purpose and ethos with which I could easily relate.”

Total credibility

“Ben’s work has given us total credibility”, says Morag. “We made a successful application for funding from a major construction company with confidence, because of the business plan. It’s also given me confidence as the founder of the charity to know that we can succeed.”

Ben adds, “Reach opened the door to We’re Here. Access to the service is straightforward and the response was very prompt and helpful.”
If you would like a full copy of our audited accounts for the year ending 31 December 2016 please contact us or download a copy from our website. These figures are extracted from accounts independently audited by Moore Stephens LLP.

Our strategic priorities for 2017/2018

We will meet more of the skilled volunteering needs of more charities.
- Deepening our partnership with LinkedIn, to recruit more volunteers.
- Increasing the take-up of our service in the North and Midlands.
- Supporting boards to recruit ‘digital trustees’.

We will make volunteer recruitment more effective for both charities and volunteers.
- Embedding a service design-led approach, to help us improve our service for our users.
- Developing a new set of resources about skills-based volunteering, drawing on evidence of what works well.

We will raise awareness of Reach and skilled volunteering in the UK.
- Profile-raising activities including developing partnerships with other organisations in order to share our volunteering opportunities more widely.

We will achieve a secure financial future for Reach.
- Developing and maintaining diverse income streams, including extending our services for corporate partners.
Who we are

Our team

At Reach we are proud that we practise what we preach.

Our small staff team is supported by our skilled volunteer colleagues and trustees. Well over two thirds of our team are volunteers. We wouldn’t be able to do what we do without them.

**Trustees**
Andrew Dent (CHAIR),
Graham Warner, Mary Selfe,
Jon Edwards, Dominic Tinley,
Simon Hebditch, Alice Memminger,
Marenco Kemp, Chris Shaw,
Rachell Fox.

**Chief Executive**
Janet Thorne.

**Fundraising**
Andrew Phillips, Jon Edwards,
Sheila Walker.

**Marketing**
Lucia das Neves, Jeanne Davis,
Philip Dodd, Tony Tait,
Chris Baker, Ariadne Birnberg,
Gina Rodriguez-Prenovost.

**Digital Service Development**
Sarah Dewe, Nic Rodgers.

**Service**
Theodora Panagi,
Amanjyot Bhangal,
James Addison, Stuart Burchell,
Vivienne Collett, Diana de Deney,
Jane Fergusson, Tony Swabe.

**TrusteeWorks**
Luke Strachan, Bilwa Iyer,
Eleanor Urben, Gordon Cooper,
Carrol Cummins, Andrew Woods.

**IT**
Roger Harvey, Brian Millis,
Alan Ross, Neil Wotherspoon.

**Contributions £50,001 and over**
GlaxoSmithKline | Esmee Fairbairn Foundation

**Contributions £10,001 up to £50,000**
City Bridge Trust | Clothworkers’ Company | Dulverton Trust
John Ellerman Foundation | Sobell Foundation | Tudor Trust

**Contributions £5,001 up to £10,000**
N Crace | Leathersellers’ Company | Peacock Charitable Trust
29th May 1961 Charitable Trust

**Contributions £1,000 up to £5,000**
British Land plc | Capita plc | Charles Wolfson Charitable Trust
CHK Charities Limited | Christ’s Hospital in Sherburn | Hadrian Trust
Harold Hyam Wingate Foundation | Inman Charity Trustees Ltd
Joicey Trust | Sir James Knott Trust | The Lady Hind Trust | Pfizer

**Other valued contributors**
Anonymous | A & G Ferguson Trust | Clifford Chance LLP
Harris & Sheldon Group | IMI | Marsh Christian Trust
N Smith Charitable Trust | Rothschild | Smiths Group
Woodroffe Benton Foundation

**Support in kind**
Google Grants | LinkedIn
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Carolyn Couchman, Bromley Community Counselling Service