

Kidney Wales Volunteer Impact Report Year 3

July 2025 - June
2026



Overview

1,924

Individuals
reached July 25-
June 26



215%

increase on
year before

Number of **active
volunteers***

21

Number of talks
delivered

34

Number of stalls
delivered

36

Number of
information
webinars

4

One off volunteer
opportunities

6

Donations given
through talks and
stalls

£1,486

*This program started with 9 volunteers

Overview

Year 1 – Rebuilding the foundations

- Improved volunteer resources, support and recognition.
- Created a more consistent and positive volunteer experience.
- Ensured ambassadors felt valued and equipped to represent Kidney Wales.

Year 2 – Growing the programme

- Welcomed 7 new Ambassadors, bringing the team to 18.
- Added 2 admin volunteers to support coordination.
- Increased community talks, information stalls and engagement.
- Introduced flexible, one-off volunteering opportunities.
- Cardiff 10K opportunities helped attract new volunteers and increase visibility.
- Engaged with 123 more individuals than the previous year.

Year 3 – Strengthening impact

- Focused on volunteer development, retention and long-term impact.
- Strengthened community and healthcare partnerships.
- KCUK: Supported Kidney Health Checker distribution.
- NHSBT: Supported Welsh patient stories and the Cardiff Mela.
- Increased focus on community engagement and impact.

Year 4 – Future focus

- Keep the programme sustainable while continuing to grow.
- Develop a more flexible volunteering model.
- Expand one-off opportunities and reach new communities.
- Develop volunteer leadership opportunities.
- Strengthen partnerships and demonstrate impact through data and feedback.

Wider recognition

Recognising and celebrating the contribution of our volunteers remains an important part of the Volunteer Ambassador Programme.

We nominated Volunteer Ambassadors James and Rosie for the Welsh Charity Awards in recognition of their commitment to raising awareness of chronic kidney disease. Although they were not shortlisted, we were proud to celebrate their achievements.

This year, we have nominated the entire Volunteer Ambassador Programme for the Welsh Charity Awards in the Health and Wellbeing category, recognising the collective impact our volunteers have across Wales.

Volunteer Ambassador Rosie was also nominated for the Bridgend Citizenship Awards, where she was successful and received her award from the Mayor of Bridgend.

We will continue to seek opportunities to recognise our volunteers through local and national awards, celebrating the difference they make to people affected by kidney disease and raising the profile of volunteering within Kidney Wales.

We have strengthened our partnership with the NHS Blood and Transplant (NHSBT) team, supporting their work to raise awareness of organ donation. Our Volunteer Ambassadors have helped to create and share Welsh organ donation stories, using their own experiences and voices to encourage conversations and increase awareness.

[Click here for James' video with NHS Organ Donation](#)

[Click here for James' post with NHS Organ Donation](#)



[To read more about Rosie's story click here](#)



Rewards and Recognition

Volunteers Week 1st - 7th June 2025

Online Quiz



Meeting ups

Tempo Time Credis

**Personalised
thank you
letters**

Socials



Motivational Mondays

Drop-in Sessions

Milestone badges

Awareness talks for schools

1. Pencoed Primary School - pilot 10th November 2025

4 children in this school are affected by CKD. This was our first talk and we were able to get valuable feedback from teachers. We **reached 132** individuals.

2. Radyr Primary School 22nd + 29th April 2026

1 teachers child has been affected by CKD and she set up and delivered these talks. These talks **reached 260** individuals. The school also **raised £676.36**

3. Abercerdin Primary School 6th May 2026

Reached 26 individuals.

4. Priory Church in Wales Primary School 1st June 2026

We secured funding from Audrey Tyler Charity Trust to deliver talks to schools in Brecon and provide printed worksheets for them. **Reached 44** individuals.

5. Pontrhondda Primary School 24th June 2026

We were asked by a parent if we would attend this school to help her son's classmates understand his diagnosis and what it means. We **reached 23** individuals. Due to heat wave reach was lower than normal and we are looking to return.

6. St Brides Major CW Primary School 29th June 2026

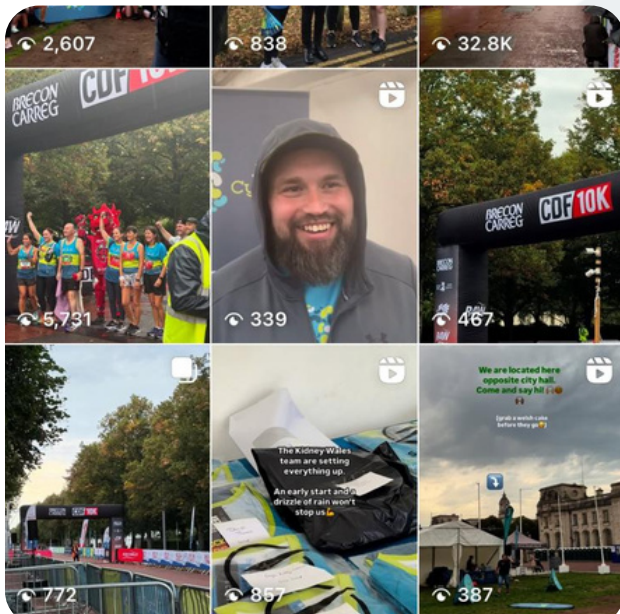
We were asked by a parent if we would attend this school to help her son's classmates understand his diagnosis and what it means. We **reached 29** students. This school went on to **raise £500** for Kidney Wales.



Cardiff 10K - Volunteer opportunities

Cheer station

- We held another cheer station for the Cardiff 10K to celebrate our runners.
- Lead volunteer - giving an ambassador an opportunity to take on additional responsibility.
- Introduced a WhatsApp group to improve communication between the cheer station and main tent, allowing for myself to oversee and allow for strong communication.



Social Media Volunteer

- Welcomed back our social media volunteer to capture on-the-day content and posts.
- Collected lots of great content from the event.
- Received excellent feedback on the atmosphere, both in person and across our social media channels.

Main Tent support

- Took donations for our new merchandise.
- Supported in organising and operating a smooth system for post run massages.
- Helped distribute drinks, treats, and tops to runners on the day.
- Engaged with the people running for us, sharing in their experience.



Feedback - Awareness talks

"Thank you so much to Kidney Wales and to Carla for her presentation about kidney disease and living with its impact. I worked on a kidney transplant ward 25 years ago and was struck by how challenging every stage of the condition was for patients. I was delighted to hear about the work Kidney Wales are doing to connect people with kidney disease, amplifying their voices and ensuring that their lived experience is heard by people who can effect change. The presentation also served as a wakeup call, drawing my eye to my own tendency to reach for ibuprofen when I have a headache – which is much harder for your kidneys to process.

It was informative, thought provoking and Carla made us all proud of Tempo when she talked about her wonderful adventures using the Time Credits she's earned by volunteering with Kidney Wales."

"I booked a talk in for Keep Wales Tidy and it was a brilliant way to get our organisation thinking about Kidney Health and looking out for signs and symptoms within ourselves and family. We also work with lots of community volunteers, so it is good to hear first hand about how Kidney disease impacts patients, so we can better support our volunteers who may have an underlying Kidney Disease

"Thank you so much for the update. Lorcan has come home really positive about the experience. As a family, we really appreciate your support. We feel this talk will benefit Lorcan greatly in the years to come"

"I just wanted to say that the talk was very good. It was clear and engaging, and it's definitely helped raise awareness among people.

I think the part which you covered your own experience was very powerful and demonstrated that you can go on with life whilst having dialysis."

Feedback -Volunteers

"You meet strangers who become family."

"We achieve great results whilst having fun and making people aware of kidney disease. It's not only about raising awareness but also being with people who understand what you are going through."

"We achieve great results whilst having fun and making people aware of kidney disease. It's not only about raising awareness but also being with people who understand what you are going through."

" I got the thank you card from volunteer week - thank you so much! It was lovely to receive and very much appreciated"

"Wow seeing it there, my story, live on a website is surreal! It still feels like reading somebody else's story! Thanks so much you have done a wonderful job putting it all together 💜"

"Can't say thank you enough for sorting us getting these time credits!! Last night really was amazing and to think it was helping to share and spread the word about kidney disease that got us those tickets is even better!!"

"Forever grateful for the friendships and KW opportunities!"

"Thanks for coffee and meeting me. You've got so much compassion and understanding. It's good to be shown the direction to go you're so encouraging"

"Thank you for all the support you give to us as volunteers for Kidney Wales. It makes it an absolute pleasure to volunteer with the charity"

Community Engagement

We're always keen to connect with communities across Wales in different ways and make kidney health information accessible to as many people as possible.

Over the past year, we've been out and about visiting schools, community groups, libraries, Women's Institutes (WI), and organisations across Wales, delivering awareness talks and sharing information about kidney health and kidney disease.

We've also continued to support and connect our Kidney Wales community by attending awareness and education days in hospitals across Wales, as well as GP cluster meetings. These opportunities allow us to meet healthcare professionals, patients and members of the community, helping us build stronger connections and understand what matters most to the people we support.

A great example of our community engagement has been our recent partnership with Seafit – Stronger Together, events run by the Fishermen's Mission. Through this work, we were able to bring an online health checker directly into a community that may not otherwise seek medical advice or have easy access to health information.

We believe that taking kidney health awareness into the community is an important part of helping people understand their kidneys, recognise the risks of kidney disease and know where to find support.

Would you like to see Kidney Wales in your local community, or help raise awareness of kidney disease in your area? Get in touch with us today.



Team@kidneywales.cymru

Volunteer and Community Report

Seafit - Stronger together

70 individuals reached

We partnered with Seafit through their Stronger Together events, reaching fishermen working within quayside communities along the Welsh coastline.

This was a new and valuable opportunity for Kidney Wales to engage with a group that can often face barriers to accessing healthcare.

Through these events, we encouraged the use of the KCUK health checker via our dedicated Kidney Wales code, helping to raise awareness of kidney health in a setting where these conversations are not always accessed.



Volunteer and Community Report

Information Events 2026



The poster is for a webinar titled 'Supporting someone with CKD Webinar'. It features a blue background with a white circle containing a line-art illustration of two people, one standing and one sitting, in a supportive embrace. Text on the poster includes: 'Kidney Wales' and 'Aren Cymru' at the top left; 'Supporting someone with CKD Webinar' in large white text; 'Monday, 8th June | 6pm' below the title; a paragraph describing the webinar's focus on carer wellbeing; a 'Register Now' button with a yellow starburst; and 'Zoom | Kidney Wales' at the bottom. Logos for 'Proudly funded by: CRONFA GYMUNEDOL COMMUNITY FUND' and 'Kidney Wales' are also present.

Youtube Views: 19
Sign ups: 18
Attendees: 5

Supporting someone with CKD Webinar

We have seen a lower number of registrations and attendees for our live webinars. However, we have noticed that recordings continue to attract significantly higher viewing figures on YouTube. Below are how our information webinar are performing on YouTube:

Why people say 'no' to a transplant. Uploaded 3 months ago. **Views: 56**

The journey of a living donor. Uploaded 8 months ago. **Views:71**

Emotional Support and Wellbeing Uploaded 11 months ago. **Views 42**

Home Dialysis webinar uploaded 1 year ago. **Views:65**

Diet and Nutrition webinar uploaded 1 year ago. **Views:215**

CKD Symptoms and early detection webinar uploaded 1 year ago.
Views: 81

Current research webinar uploaded 1 year ago. **Views: 81**

Holiday Dialysis uploaded 2 years ago. **Views:198**

Volunteer Images



Partnerships

Community Partnerships and Collaboration

As part of the community engagement strand of my role, I have been developing partnerships with charities, organisations and networks to strengthen our reach, create new opportunities and support more people affected by kidney disease.

While we have developed connections with a wide range of organisations, we have built particularly strong and ongoing partnerships with:

- Sight Cymru
- Marie Curie
- 2Wish
- Tempo Time Credits
- NHS Blood and Transplant (NHSBT)
- Volunteering Networks across Wales

These partnerships have enabled us to share knowledge, collaborate on awareness activities, create new opportunities for volunteers and strengthen the support available to our kidney community.

Looking ahead, we are continuing to explore new partnership opportunities, including corporate avenues, to expand our network and increase our reach. Initial conversations have already taken place regarding potential corporate sponsorship opportunities, which could provide additional support for our work while also creating access to new audiences for awareness talks and engagement activities.

Patient Stories

We continue to collect and share powerful stories from people whose lives have been affected by Chronic Kidney Disease (CKD). For those who may not feel ready to commit to volunteering, sharing their story provides another meaningful opportunity to use their voice, raise awareness and help others feel less alone in their journey.

Throughout the year, we have heard from a wide range of people across the kidney community, including:

- Living donors.
- Altruistic donors
- People in various stages of CKD
- Individuals who have moved to a different country after having a transplant in Wales.
- Individuals with experience of peritoneal dialysis (PD) and haemodialysis.
- Home dialysis patients
- Recipients of transplants from both deceased and living donors.
- Parents, partners and friends who have witnessed the impact of CKD on their loved ones.

Ambassador Stories

Our Volunteer Ambassadors have also shared their personal experiences, from preparing for a transplant to managing home dialysis. By sharing their journeys, they have helped to raise awareness, encourage conversations and provide reassurance and support to others within the kidney community.

These stories continue to play an important role in helping people understand the realities of kidney disease, while highlighting the importance of early detection and prevention, support and organ donation.

[Wendy's story of altruistic donation Click here.](#)

[Lynsey's story living with diabetes and CKD. Click here.](#)

[James' story on living with CKD. Click here.](#)

Sustainability and What's Next

Looking ahead, our focus is on continuing to strengthen and grow our community engagement and volunteering work, while ensuring the programme remains sustainable and responsive to the needs of our kidney community.

Key priorities include:

- Maintaining a strong Volunteer Ambassador team of around 20 ambassadors, while continuing to welcome new volunteers where opportunities arise.
- Continuing our outreach work with schools to raise awareness of kidney health and begin conversations around organ donation and health from a young age.
- Strengthening collaborative working with volunteer networks, NHS Blood and Transplant (NHSBT), charities, community groups and other organisations to share knowledge and create new opportunities.
- Continuing my own personal development to strengthen strategic volunteer management and community engagement skills.
- Exploring the development of short-form information videos to make our support and awareness content more accessible to a wider audience.
- Continuing to work with healthcare professionals to deliver informative webinars that combine expert knowledge with lived experience.
- Expanding our collection of case studies and patient stories to continue sharing the voices and experiences of the kidney community.
- Continuing to provide one-off volunteering opportunities where practical, creating more flexible ways for people to support Kidney Wales.