

Well-Being Impact Report



2024 - 2025



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Why we Create an Impact Report

At The Hugs Foundation, we believe in transparency, accountability and celebrating the difference we make together. This impact report highlights the transformative work we've done over the past year, supporting vulnerable individuals and building a stronger, more compassionate community. It shares the outcomes of our nature-based and animal-assisted programs, the challenges we've faced and the lives we've helped change. We've put this report together to thank our supporters, inform our partners and inspire future growth, because every session and every success story matters.

Introduction to The Hugs Foundation

The Hugs Foundation was founded in 2017 as a horse rescue centre, however it soon became apparent that our calm, nurturing environment would benefit humans as well. As the charity has evolved, we now also provide well-being support to children and young people and the elderly. Sadly our veterans project has been on hold due to staff capacity and funding. We provide a safe space for respite and healing to help service users to lead positive, fulfilling lives through a range of holistic nature-based interventions at our horse rescue centre. Our unique mix of support includes; animal assisted services, nature activities, outdoor learning, teambuilding, arts, crafts, forest-based activities and practical skills, such as growing vegetables, learning about coping strategies, the environment and sustainability.

Our animal rescues each have their own rehabilitation plan and many of these plans are integrated with the well-being support we provide, creating a circular relationship where both animals and humans benefit from spending time together and caring for each other. This relationship building allows the opportunity for growth and healing, making a positive difference to both lives by supporting them to learn to cope with and move on from the trauma or challenges they are experiencing. Our qualified, experienced team cater for a huge range of complex and often multiple needs including; social, emotional, physical and mental ill health, low self-esteem, social isolation, learning/developmental needs, NEET, school transitions, general life challenges, SEND, trauma, adverse childhood experiences, self-harm, bereavements and suicide ideation.

We are very proud to be the first organisation in Cornwall to be accepted onto the Human Equine Interaction Register UK (HEIR). There have been no regulations in the UK to protect the service users that access organisations for support or the equines that work in therapeutic sessions. The register has been created to ensure all people involved in the field of human equine interactions operate credible, high quality, safe and ethical practice standards for their service provision. We have continued to work collaboratively with the National Equine Welfare Council (NEWC), the Federation of Horses in Education and Therapy International (HETI) UK, and attend the South West Equine Assisted Practitioners Regional Meetings to ensure we provide the best services possible to both humans and equines.



The Need

As of 2023, NHS data revealed a concerning rise in mental health challenges among children and young people in England. Approximately 1 in 5 individuals aged 8 to 25 experienced mental ill health, with the prevalence increasing from 12.5% in 2017 to 20.3% in 2023 for 8 to 16-year-olds, and from 10.1% to 23.3% for 17 to 19-year-olds. In the 2022–23 period, nearly 949,200 children and young people in England were referred to Child and Adolescent Mental Health Services (CAMHS), marking an 8% increase from the previous year. Thousands are having to wait months, even years to access support.

Data from Cornwall Partnership NHS Foundation Trust (CPNFT) indicates that the number of mental health referrals for children has more than doubled over the past five years. In the 2023–24 period, CPNFT received 11,612 referrals from 4,512 in 2019. The most common reasons for referral include; anxiety, self-harm, eating disorders, depression and neurodevelopmental conditions.

We witness first-hand, the impact this has on well-being, leading to crisis situations, including suicide ideation and non-school attendance. We receive daily enquiries from a range of referral pathways we have built relationships with (see working in partnership section). All referrals come through word of mouth due to our reputation in our community. Referrals evidence a huge range of needs including; young people who have witnessed or experienced domestic abuse, self-harm, suicide ideation, non-school attendance, bereavements and physical and emotional neglect. Sadly, many of these needs stem from the impact of the deprivation in our area, leading to reduced opportunities in later life.

Therapeutic work alongside animals and nature is growing and achieving results in line with traditional psychotherapies. The setting also reduces anxiety, stress and any stigma attached to accessing these services in traditional settings, enabling young people to begin to open up, process their challenges and discover coping mechanisms for a brighter future. With overwhelming pressure on mental health services and many traditional talk therapies being ineffective, inappropriate (due to complex needs, such as neurodiversity) or inaccessible for many young people (due to overwhelming demand and costs), our charity is helping fill a vital gap to support our community.

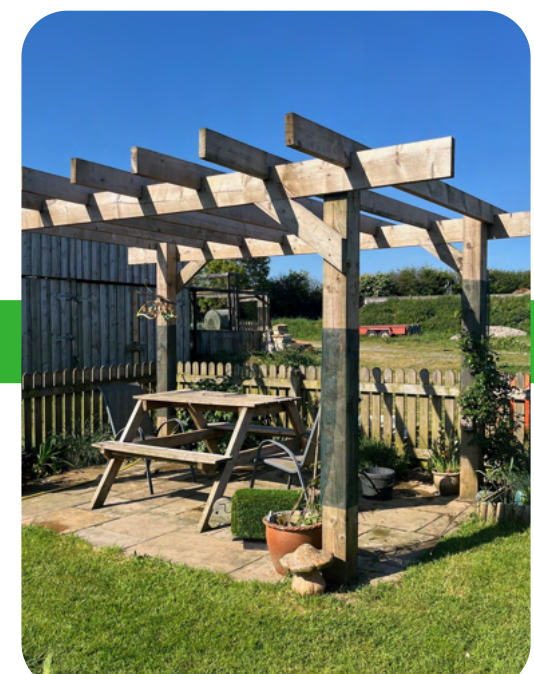




Hooves, Hearts and Minds Aligned

Our Hooves, Hearts and Minds Aligned project supports around 150 children and young people each year, offering vital help during times of crisis. While staffing limitations slightly reduced this year's numbers, the project continues to deliver life-changing impact boosting well-being, fostering inclusion and helping young people look ahead with hope and confidence. What makes this project truly special is that it's been co-designed by the young people who use it. Their lived experience, combined with the expertise of our dedicated team in well-being, learning and development, has shaped a unique, effective programme tailored to real needs.

Our goal? To help children heal from trauma, build resilience, strengthen family bonds and learn practical coping strategies that last a lifetime. We work holistically and are child-led putting young people at the heart of their own recovery. This approach gives them the confidence and tools to create lasting, positive change, even after their time with us ends. Every individual is seen, heard and supported in a way that recognises their personality, their pace and their potential. It's this inclusive, empowering ethos that delivers results and makes the support sustainable. All of our staff hold enhanced DBS checks and are fully trained in safeguarding, physical first aid and mental health first aid ensuring a safe, supportive space for every child who walks through our gates.



Support is delivered as a course of 6 x 1 hour 1-2-1 weekly sessions. We are not just a 'quick fix' so for those that need further support, we can extend 1-2-1 sessions and from September 2024 we launched a new project starting with a progression route to supported volunteering with groups of similar ages and needs, enabling peer support and development of further skills.

Our unique mix of support includes; animal assisted services alongside our rescue animals, nature activities, therapeutic outdoor learning, teambuilding, arts and crafts, forest based activities and practical skills, such as growing vegetables and learning about the environment and sustainability. This year we have enhanced our facilities by adding a sensory trim trail and swing, creating a quiet area for reflection and regulation.

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The Team



Hazel Ashman, our Well-Being Manager, brings over 12 years of experience supporting children and young people with additional and complex needs. She holds a broad range of professional qualifications, including a BTEC Diploma in Children's Learning and Development, First Aid, Mental Health First Aid, and Safeguarding, among others. Hazel also serves as our Designated Safeguarding Lead, ensuring the highest standards of safety and care across all our services. Hazel is passionate about the outdoors and loves working alongside the animals in our care, believing deeply in the healing power of nature and animal connection. She also enjoys getting creative with arts and crafts during sessions and always has a hands-on project in progress bringing warmth, energy and imagination to everything she does.



Julie, our Well-Being Facilitator, is a highly valued member of the Hugs team. She began her career as a riding instructor before moving into veterinary nursing, first with equines and later with small animals. After relocating to Cornwall, Julie shifted her focus to education, teaching young people with additional needs about animal care. Today, Julie plays a key role as our Deputy Safeguarding Lead and heads up our Supported Volunteering Program, helping service users build confidence, skills and a sense of purpose. She's also our resident garden enthusiast, transforming our outdoor spaces and sharing her gardening knowledge with service users, who love learning about her tried and tested tips. Julie brings a calm, grounded presence and a wealth of experience that enriches everything we do.

Building on Knowledge

This year Hazel, Julie and Laura have achieved their OCN London Level 3 Diploma in Equine Assisted Services! This qualification is particularly significant as it's the first accredited course of its kind in the UK, regulated by Ofqual. Developed in collaboration with leading professionals in the industry, it sets a new benchmark in the field of equine assisted services, helping ensure that service users and the equines that work alongside us, are kept safe and given the best care for their needs. By completing this diploma, our team have not only enhanced their own skills, but also contributed to the growth and credibility of this transformative sector and ensured The Hugs Foundation continues to provide a professional, credible and much needed service for our community.

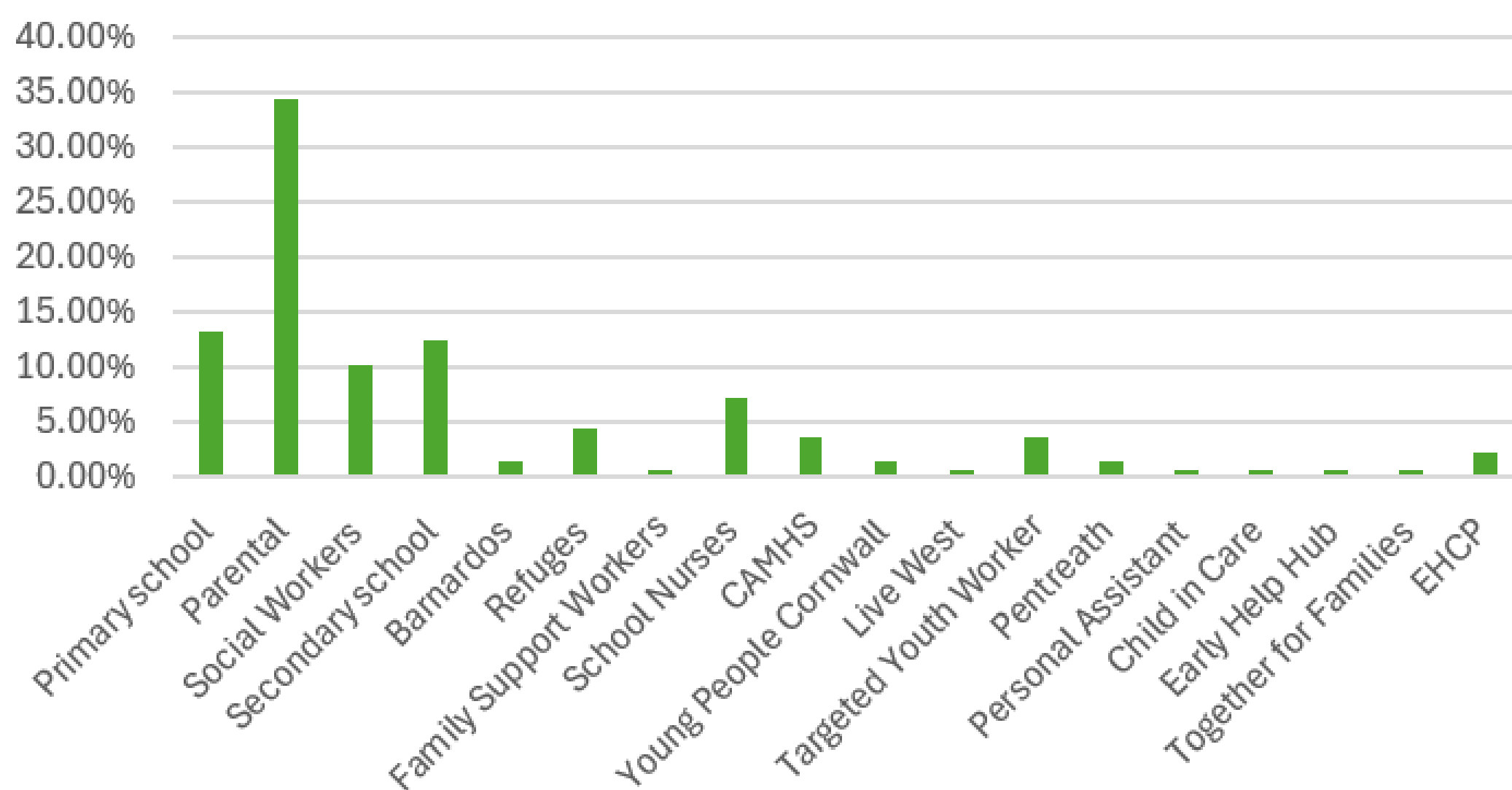




Working in Partnership

The well-being team has built up many partnerships in the local community over the years with organisations including; mainstream and specialist schools, social prescribers, social workers, NHS Child and Adolescent Mental Health Services (CAMHS), Cornwall Council, hospices (e.g., Little Harbour) and other charities (e.g., Barnardos). Working with other professionals and experts in the field creates a holistic support network for service users, improving the outcomes achieved and positive long-term impact on lives.

Referral Sources



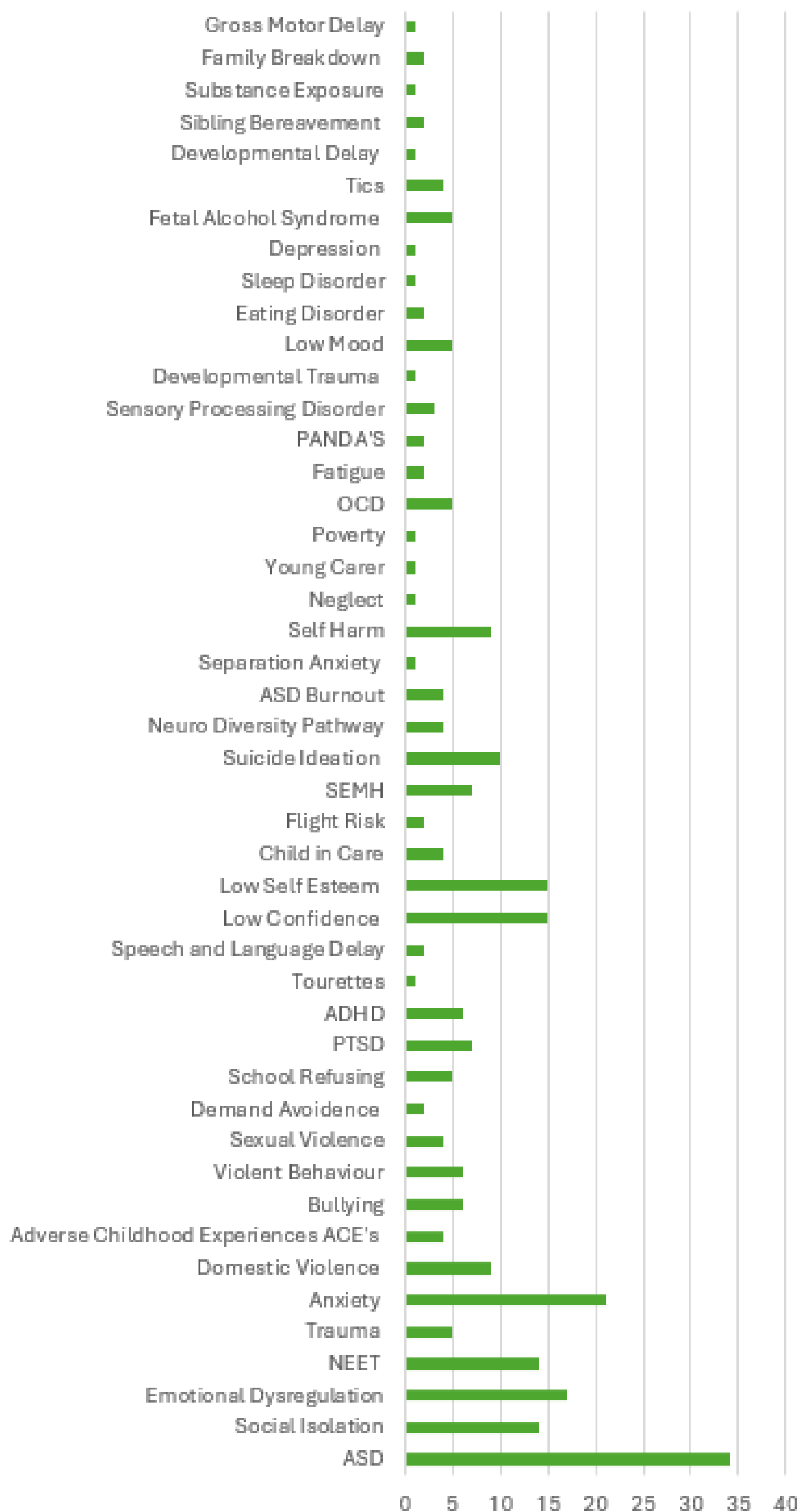
We have observed that for the last three years referrals from parents continue to increase. Many of the parents often come up against long waiting lists and costly fees for services to support their children. With funding supplied by our incredible funders and our session set up, we are able to welcome everyone and lesson those barriers that they may have come up against when trying to access other services, consequently promoting early intervention and much needed support.





The Needs Met

Needs Supported 24/25



Many of the service users who attend Hugs sessions come with more than one need. As part of the support offered, we aim to get to know each service user as an individual, including their likes and dislikes. This then enables us to look at their needs alongside their preferences to create bespoke sessions for them, which in turn, creates child-led support for the service user.

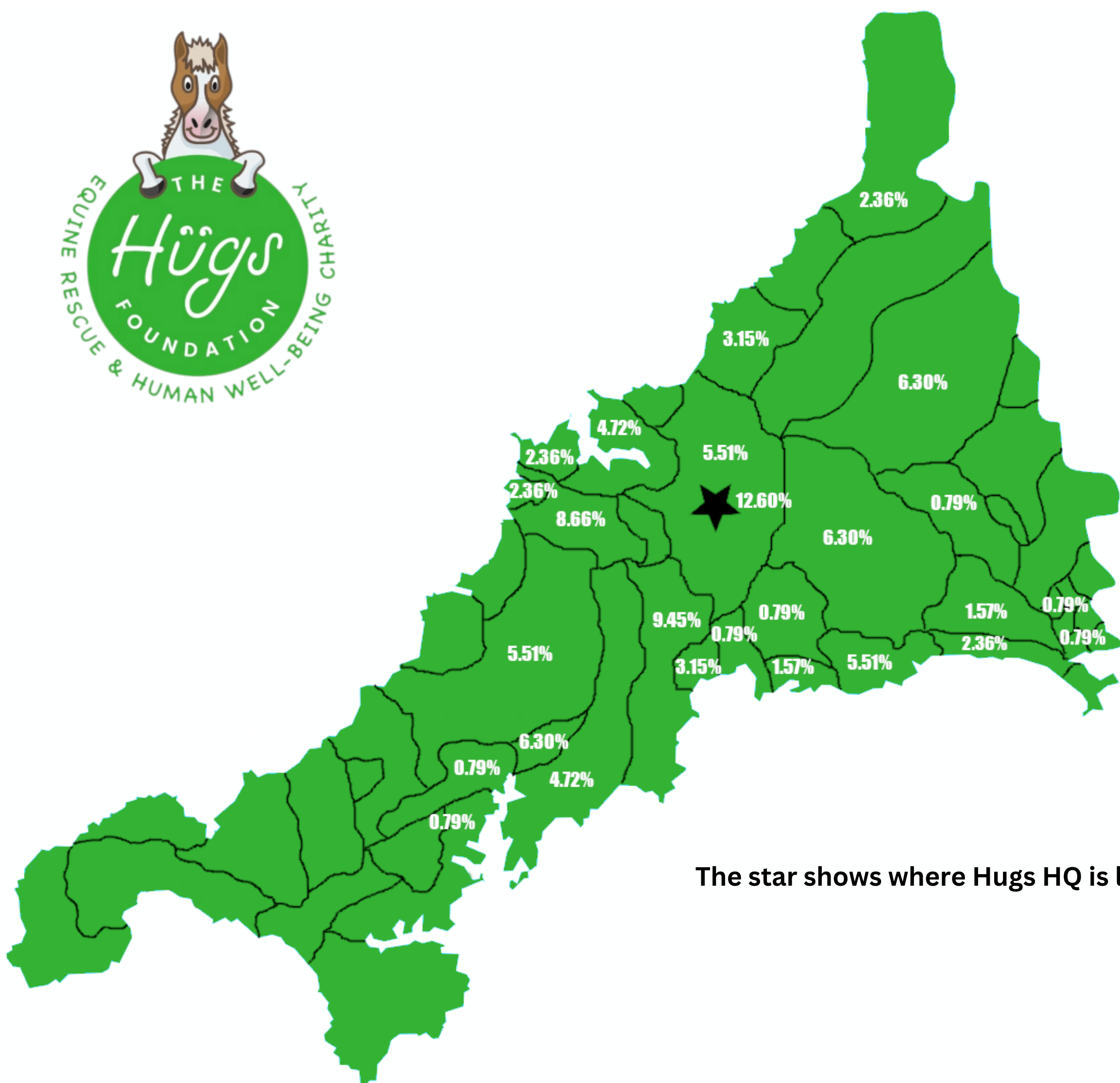


Children and young people are invited for an induction session before they start their well-being sessions to ensure that the farm is the right setting for them and the staff, animals and facilities are able to support them to the high standards we hold ourselves to.



Area Reach

The below map shows the vast catchment area that Hugs has supported this year, with some service users accessing our services from Devon.



The star shows where Hugs HQ is located.



How Our Impact is Measured

At Hugs, we recognise that every young person is unique, with their own story, challenges and journey. As such, traditional benchmarking is not an appropriate method for measuring outcomes within our service. Comparing individuals against standardised metrics can be disheartening and misleading, as progress looks different for everyone. Instead, we focus on understanding and capturing each young person's personal development over time.

To do this, we assess where each individual is at the beginning, throughout and at the end of their time with us. We use the Warwick-Edinburgh Mental Well-Being Scale (WEMWBS), a widely recognised and scientifically validated tool to measure changes in well-being. For younger children, we use age-appropriate tools such as traffic light systems to help identify meaningful and positive changes in their emotional and mental well-being. These methods allow us to gather clear, quantitative data that reflects personal progress.



In addition to these measurements, we collect qualitative evidence through feedback, interviews and questionnaires. These tools allow us to gain deeper insight into each young person's experience, how our support has impacted them and how we can continue to improve. This combination of quantitative and qualitative data ensures that we are truly making a difference in the lives of those we support.

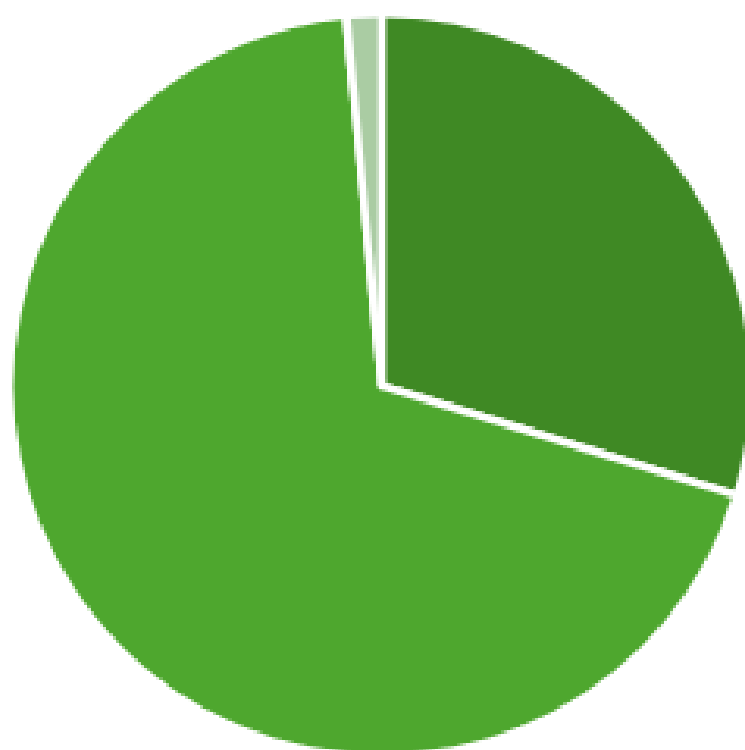
We also remain active within our local community, regularly engaging with other service providers and professionals to compare approaches and ensure our services are relevant, effective and responsive to local needs. We continuously review our feedback methods to make them as engaging and accessible as possible for our young people and are currently seeking funding to further develop and enhance these tools.



The Impact and Learnings

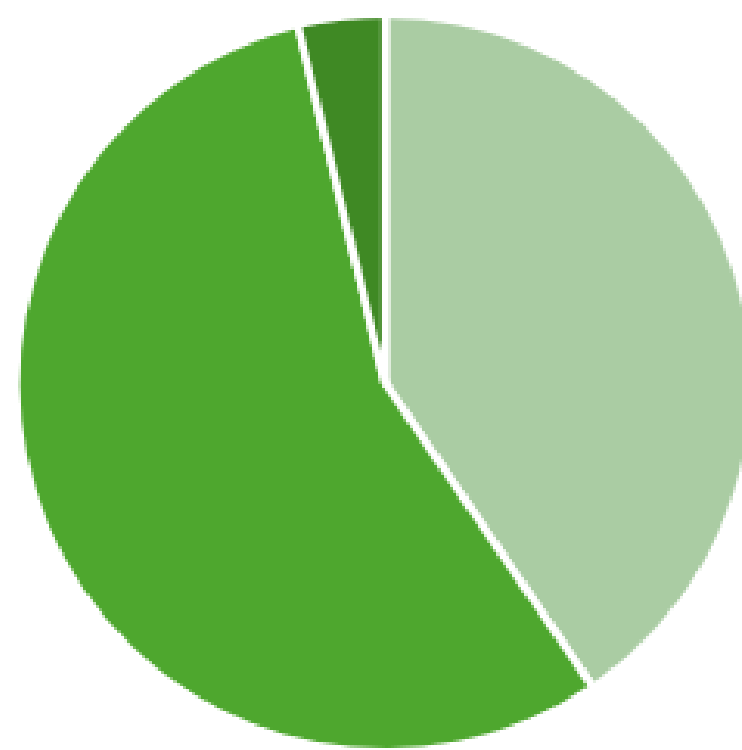
In this charity year, we have reached **138** children and young people, **90** of which were new to Hugs and **48** attended an additional course of sessions. Hugs delivered **792** hours of well-being interventions this year. This brings our total number of individual children and young people supported to **903** and over **7,954** hours of well-being sessions conducted. This doesn't include the educational animal care and human well-being visits undertaken in schools.

Gender



■ Male ■ Female ■ None Binary

Age Range



■ Primary ■ Secondary ■ Adolescence

Our project is continuing to evidence a positive increase in health and well-being, social inclusion, life skills and optimism for our young people. The long-term impact of this project is contributing to more successful futures, including reintegration and accomplishment in education and more positive family relationships. The project is enabling service users to access help and support in a timely manner, instead of waiting months for help or treatment.



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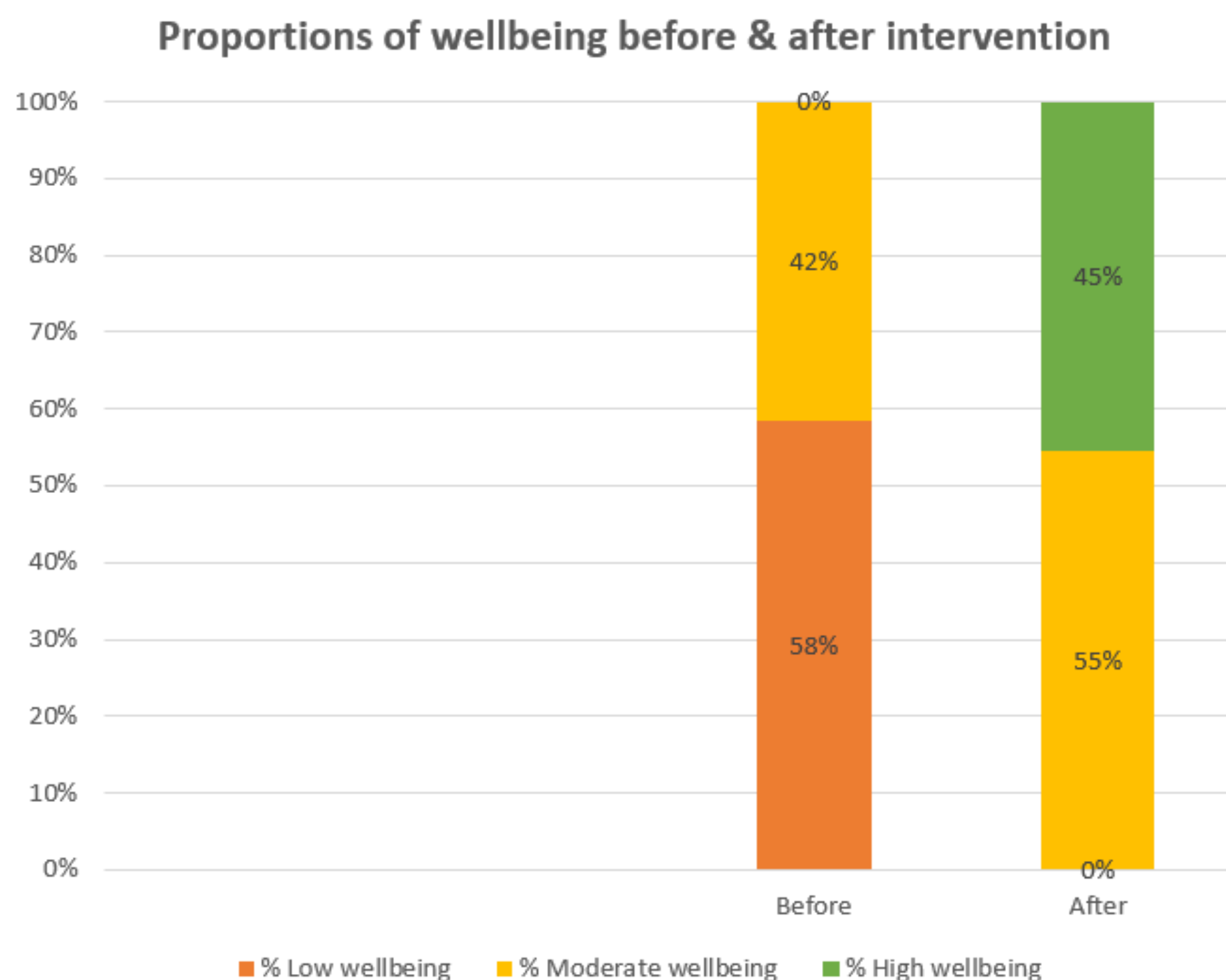
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Our feedback forms are completed on a voluntary basis, as for some service users, compulsory completion may expose them to additional pressure and/or could be a barrier, causing a service user to shut down. In addition, some service users have such complex needs that completing the form is impossible, unethical or their needs are such that the form would not provide for accurate data. Some service users just do not wish to complete the form and we respect their wishes. We try to encourage a verbal quote, to see if we have made a positive difference to them and gather feedback from the parent or carer that attends sessions with them. Of the 131 service users, 9.8% completed Warwick Edinburgh Mental Well-Being Scale (WEMWBS).

This year we have seen a total of **116%** positive change overall. This means there was a total of 116 percentage points of change in the distribution of well-being levels, reflecting a substantial positive shift in the makeup of the group's well-being from before to after.





Individual WEMWBS Statements	% Improvement
Feeling Optimistic About The Future	58.7%
Feeling Useful	48.3%
Feeling Relaxed	51.7%
Able To Deal With Problems Well	99.1%
Able To Think Clearly	35.6%
Feeling Close To Other People (Improved Social Inclusion & Relationships)	23.2%
Able To Make Mind Up About Things (Decision Making)	51.4%

Traffic Light System

For our younger service users we use our traffic light system, this is age appropriate and can be supported by an adult. Again there is no pressure for the service user to answer these questions. Here we see that the sessions have improved well-being across the board.

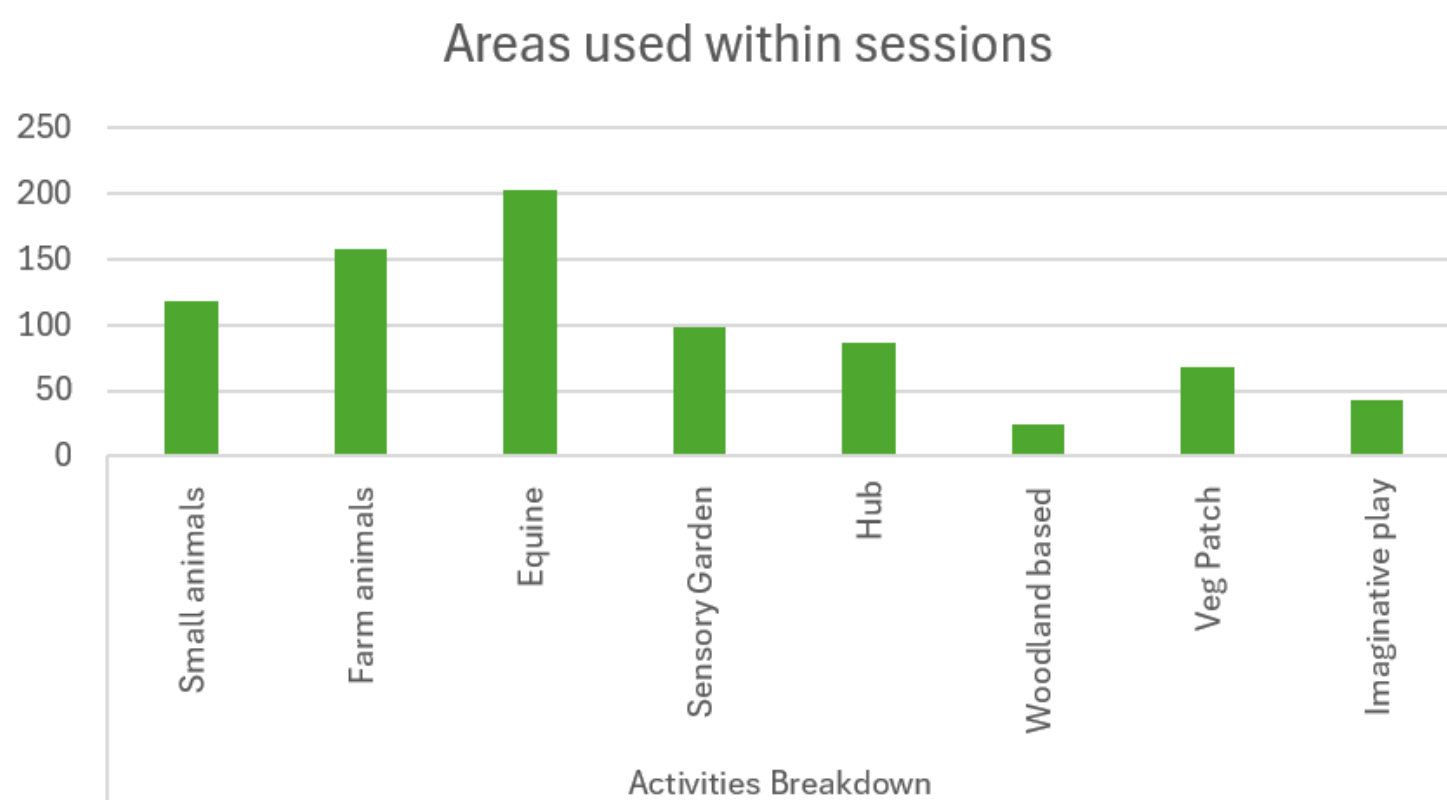
Individual Traffic Light Statements	% Improvement
I Feel Calm	68.75%
I Feel Confident	44.44%
I Feel Anxious	92.86%
I Feel Happy	30.43%
I Can Communicate And Listen To Others	64.29%
I Am Good At Working With Others	60%
I Can Focus And Stay On Task	66.67%





Session Break Down

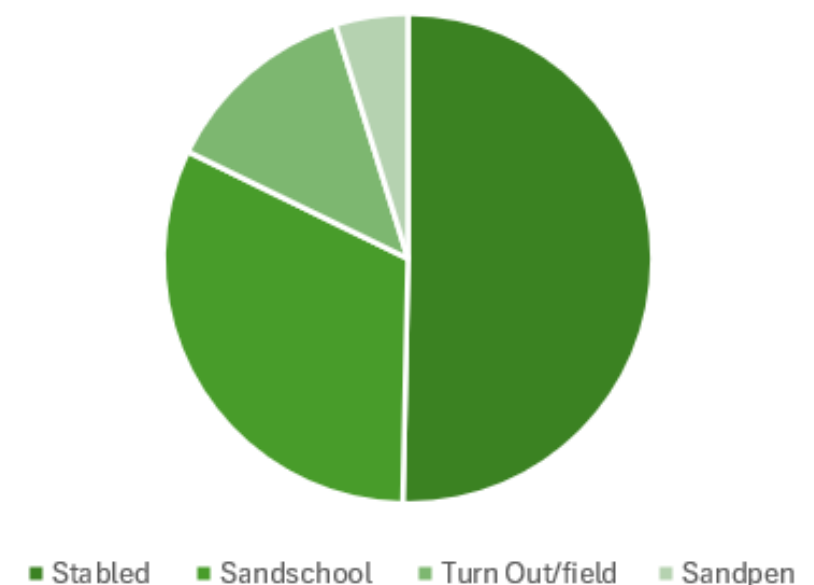
This year we have taken a deeper look into how the facilities at Hugs are used within sessions. We will use this data to continue to develop our offering for our service users.



Equine activities loose v haltered



Equine sessions take place



As the above graph demonstrates equine assisted activities have been very popular this year and we have broken down the data further to see how we work alongside our equine partners in sessions.

The pie charts demonstrate how we work alongside our equine team and the use of loose work. Whether in the stable, field or sandschool we like our equines to have choice.



After seeing an increase in children attending Hugs with low gross motor skills, we have installed a sensory trim trail which encourages safe risk taking and development in gross motor skills. We also now have a basket swing to aid with emotional regulation and feeling calm.

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Feedback

Trends from end of session feedback

Question Asked To Parents And Referrers At The End Of Session Block	Answers
Whilst at Hugs did your child/young person feel supported at a time of need/crisis?	100%
Did your child/young person feel that Hugs has improved confidence and self-esteem?	100%
Did your child/young person feel that Hugs has improved resilience and empowerment to cope with negative life experiences and future challenges?	91.91%
Did you feel that Hugs has improved social inclusions?	91.91%



'Hugs is one of the few spaces where my son feels safe to be himself and open up about his feelings and emotions.'

Parent

'Hugs has given the young person the strategies and confidence to make new friends.'

Social Worker

'Hugs has given them a space to decompress their anxiety. Giving them the opportunity to regulate themselves and they now have started to talk about returning to education again.'

Social Worker

'Hugs has improved their resilience. They now strive to finish a task where as before he would give up the task when it became difficult.'

Teaching Assistant

'They have a new found interest in the outside world and overcome their fear of large animals.'

Parent

'Hugs has ensured that my son has the opportunities and resources to participate in society and enjoy a normal standard of living.'

Parent



Feedback

"I just wanted to say thank you again for doing what you do at Hugs. My daughter attended with her dad for the first time last week and was blown away by how she relaxes around the horses, how much she chats and just what a life line it has become for her."

Parent

"When I think back, yours is the only trusted professional relationship that my child has had in her life, that I can think of. They have been thriving with you, and this has helped to boost their self-esteem tremendously but there is still a long way to go coming from the place of toxic shame that they do and chronic low self-regard."

Parent

"I'd like to say that my granddaughter has made fond memories of her time at Hugs. Five sessions of learning and fun, confidence building and social interaction. She loved spending time and learning about all the lovely animals. Grooming the ponies and mucking out with the very caring and patient Hazel. Such a wonderful experience. A big thank you to Hugs for making this all possible and our weekly diary and photos will be a wonderful reminder of my granddaughters amazing time."

Grandparent

"The sessions my daughter completed gave her so much confidence in herself. They really helped her moving forward with her mental health and well-being. We have seen a lasting improvement in her. Thank you so much for your amazing work."

Parent

"Thank you so much for all your help and support for my daughter. On our way back to school she thanked me for taking her to her happy place and said she feels so much better now, not angry and not anxious and feel calm. She was so thoughtful and happy with her reflection. She said I only need animals and kind people. It's thanks to Hazel and the animals I'm feeling happy again now I don't have that without them! She was crying when I collected her from school, it was lovely dropping her back the happy, cup filled up daughter."

Parent

"Can I just say thank you so much for all the work you've done with my daughter this year, we've seen really progress in her confidence and emotional regulation."

Parent





Feedback

"I am really struggling to put into words, how very grateful we are and how much we feel the children are benefiting from their sessions with you.

Both of the children are leaving their sessions with a lightness and a joy, I feel I haven't truly seen in them for so long now.

The atmosphere in the car when we left last Monday, was just amazing. The happiness, the joy, the positivity, was on another level. Both of the children were singing both your (Hazel) and Julie's praises. Saying how much they love you both, how you make them feel safe and know so much about all the things that interest them. Words they used were super kind, clever, fun, interesting, understanding, positive.

Both children were saying how positive you and the animals were making them feel about themselves, and my son (who could not stop talking!) actually said, I can feel how good this is for my mental well-being!! (which almost brought me to tears in the car!). He also talks about it helping him to realise he can leave me sometimes and not be full of worry, although he did say it was only ok because he knew I was just in the car.

While this is not yet quite translating to confidence when it comes to school, and coping with school, (especially with my son) after dealing with such extreme anxiety for so long now, we know this will take time, time we have never been given the possibility of with any other therapies, so we really are so so grateful for the offer of more sessions.

We are still very much struggling to know what to do for the best, in terms of helping them thrive, and be the happiest, more relaxed children we know they can both be, but you have given us such light at the end of the tunnel and to see both the children so enthusiastic about something again and start to be more themselves, has just been amazing, and is completely invaluable to us."

Parent



Long Term Feedback

"Today my daughter made me cry on a stage in front of 100 people and it made me feel confident in the decisions we have made as parents. I have always said that raising children is like a 25 year long social experiment. We make decisions about schooling, diet, routines, clubs, discipline etc. that we won't truly get the results in on for a really long time.

Was I right to be that strict? Was I right to force them to be so polite? Have I been too lenient? Have I spoilt them too much? Was my mother right all along?!

This time last year we made the decision to take our daughter out of school for mental health reasons. She had extreme social anxiety, her self-esteem was on the floor, she had been bullied badly for a year and she was coming to terms with an ASD diagnosis. She felt 'other', isolated, ashamed and misunderstood. We felt like we were losing her and it was heartbreaking.

For a very long time after deregistering her, we swayed violently between thinking we had done the right thing and worrying we had made a terrible mistake, desperately looking for evidence to back up either hypothesis. Safe to say, it hasn't been easy and at times we felt like we were making zero progress. Then today, 12 months on, on World Mental Health Day, in front of a room full of industry professionals at a conference, my 12 year old powerhouse of a child stood up on a big stage and gave a very personal speech about how she doesn't think she would be here today if it wasn't for her parents choices and the work she did with The Hugs Foundation charity.

In my snotty, blubbing mess, I hugged her tightly and told her how proud I was of her, before attempting to finish my own talk! Had you told me 12 months ago we would be here, there is no universe in which I would have believed you. But not only did she take to the stage like it was nothing, she networked all day speaking eloquently about her mums business and the great work we do. Being confident in our decisions isn't easy at the best of times, especially when we may not get instant feedback on whether it was the right decision and need to blindly keep putting one foot in front of the other.

But every now and again, there is a glimmer. A little smoke-signal that reminds you to relax and take a breath. A nod towards why you made the decision in the first place. Today felt like a graduation of the last 12 months for us both and I couldn't be prouder of this confident, beautiful young woman."

Lucy Cox - Parent



Long Term Feedback

"I cannot express enough gratitude for the profound impact The Hugs Foundation has had on my daughter's life. Throughout her journey with ADHD, anxiety, and anger behaviour issues, the charity provided a safe haven where she could find solace and stability.

Working with the horses was transformative for her. The gentle nature of these incredible animals offered her an escape from the chaos in her mind. Each session became a sanctuary where she learned to calm herself, develop a sense of routine and connect with something bigger than her struggles.

Fast forward to today, and I am so proud to share that she is now a full-time dairy farmer and has her own horse. The lessons she learned through The Hugs Foundation continue to guide her, enriching her daily life and helping her maintain that vital connection and routine. Thank you, Hugs, for being a beacon of hope and support during our most challenging times. Your dedication and care have truly changed our lives for the better."

Nicola - Parent





Supported Volunteering

This year, we launched our Supported Volunteer Project. A new initiative designed to help children develop their communication skills and foster greater social inclusion. The program was created as a progression pathway for children and young people who have previously taken part in our well-being sessions. We carefully selected participants, pairing them with like-minded peers to set them up for success in a supportive and engaging environment. We're proud to share that the first group showed incredibly positive results, even taking the initiative to organise their own outings outside of Hugs, a testament to their growing confidence and connection.

'I just wanted to let you know how much my daughter enjoyed her group session today. She got in the car and said 'I feel like I have some friends' which was just so lovely to hear. She also didn't hesitate to catch you, the other service user and her mum up to buy a calendar - on her own!!!'

'Thank you SO much for today's group session. My daughter was petrified at the start and very conscious that the other girls didn't need their mums to stay. But when she got in the car she said straightaway 'I loved it and can I go again?! It's the first time she's attended any kind of group setting in the last year so it felt pretty momentous.'

Parent

However, as we continued we did reach a few barriers and that was mainly to do with the service users own timetables and being able to find session times that would work for all of the users and around what Hugs already provided. As we continued to work on these barriers we did also offer the opportunity out to a local secondary school where over the course of a year they brought 18 students to us with the maximum being 13 in one session. The team saw HUGE improvements with the individuals that attended this including some being able to integrate back into mainstream education and other being able to take on work experience independently.

"The staff were excellent. They have a clear and excellent understanding of how to meet the needs of children with additional needs in a therapeutic and purposeful way through the medium of animals and gardening. There has been a very noticeable improvement in the confidence and team work skills in all of the students which they have been able to transfer into the mainstream environment. 2 of them have gone onto unsupported work experience." Teacher



Supported Volunteers Feedback

"It is good spending time with the animals. I especially like being with the donkeys. The environment is very calming and peaceful. If you want to talk about something they just listen. It lets me say things and get things off my chest which is really nice. I can't say these things to humans. I have learned a lot about animals and how to take care of them."

"I like going to Hugs because I can interact with the animals. I also enjoy gardening and planting . "

"It has been really good actually. I like seeing and working with the animals. I really enjoyed the gardening aspect and was proud of all the potatoes I grew."

"Hugs inspires our young people to explore different activities in a calming environment which allows pupils to work at their own pace." Teaching Assistant





Group Activities

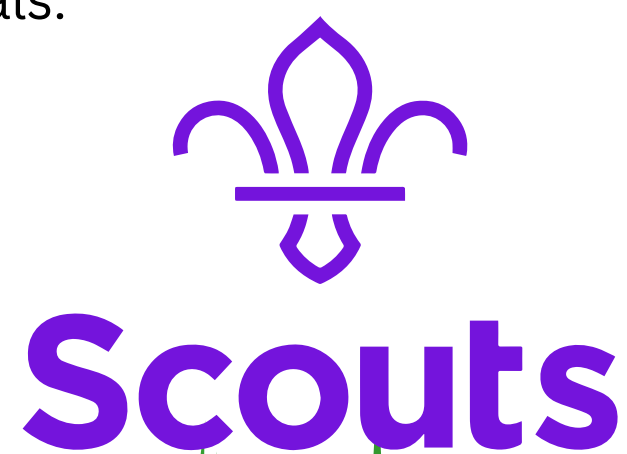


At Hugs, we're proud to offer a variety of engaging holiday activities designed to reach more children within the community and give them the opportunity to experience everything Hugs has to offer. Our holiday sessions provide a safe, supportive and inclusive environment where children can explore new interests, build friendships and grow in confidence. Each day is thoughtfully planned and packed with fun, offering a mix of arts and crafts, sensory play and animal experiences, ensuring there's something for every child to enjoy, regardless of their abilities or interests.

Over the summer holidays, we supported 10 children through these sessions. Not only did the children benefit socially and emotionally, but the program also offered valuable support to families, with some parents able to continue working while their children were safely engaged in meaningful activities.

We've also had the pleasure of delivering educational visits for three local Scouts, Beavers, Cubs and Squirrels groups, creating fun, meaningful experiences that combined learning, teamwork and community engagement. One memorable evening saw an incredible 32 children visit our site to learn more about Hugs, the work we do as a charity and how they can make a difference in their own communities. The children enjoyed meeting our animals, hearing their individual rescue stories and gaining a deeper understanding of animal welfare and the impact of kindness.

The visit wasn't just educational, it was full of energy and teamwork too! The children took part in exciting obstacle course games that encouraged cooperation and communication, with their teamwork skills really shining through. We were also able to align the visit with some of the groups' badge work, particularly those working towards their charity and community service badges, making the experience both rewarding and relevant to their personal development goals.





Elderly Well-Being



We also take our amazing rescue pony, Dude, out to care homes, nursing homes and hospices. Many of the residents we visit are bed-bound or only able to participate in activities within the grounds of their home. By bringing Dude indoors, we're able to bring the outside world to them. Along with the unique textures, comforting smells and gentle company that a visit from Dude brings. We have also found that Dudes presence is able to unlock forgotten memories, whether that's from a childhood pet or their own experiences with equines, this has at times left care givers speechless or emotional.



Dude travels across the county to meet residents and has formed meaningful bonds with many of them. He has a special sense for each situation, sometimes being a little cheeky and nuzzling into a blanket and other times showing remarkable gentleness. He often softly puffs his breath onto residents' faces or rests his head beside them on the bed, creating quiet moments of connection that speak louder than words.



"At Meadowbrook we see a huge benefit in our residents' receiving visits from Dude. So much so that we book a year in advance. We have a range of activities happen within the home and our visits from Hugs are one of the most anticipated and enjoyed. We see great engagement and excitement in our residents in both the lead up to visits and during visits, with many "happy tears", we see the benefit for both our residential and nursing residents as the team at Hugs ensure visits are inclusive of all. Not only do the residents love to see Dude the pony, but they love to see the staff from Hugs, Hazel has been bringing Dude to the home since we started visits a few years ago and you can really see just how caring and passionate she is about what this charity is doing and the wonderful impact it has on our residents.

Families often ask when our next visit is as they see how truly beneficial visits are to their relatives. One family has said "We notice a huge difference in Mum when she knows that Hugs are coming to visit, she rarely gets excited anymore, but this is something she always gets excited about. She loves horses and it's amazing that although she can no longer get out to see them, she gets to experience this in the home." Feedback from a home





Volunteers

Corporate Volunteer Days



The well-being team has also planned a series of corporate volunteer days throughout the year, an initiative that has proven to be incredibly valuable for both the charity and the participating companies. These days offer employees the chance to give something back to the community, step outside of their usual routines and experience the positive impact of hands-on volunteering. Activities are tailored to suit the size and abilities of each group and this year alone, corporate teams have made a huge difference. From transforming our vegetable garden into a thriving space to helping decorate the barn that houses our well-being hub and small animals, their contributions have had a lasting effect.

These days are not just about manual work, they're about connection, purpose and shared achievement. It was wonderful to see volunteers getting stuck in alongside our staff and even more powerful to witness the pride grow as they saw the visible results of their efforts. For our charity, these corporate volunteering days are vital, not only do they help us maintain and improve our facilities, but they also help raise awareness and foster long-term support from the wider community.

Our Volunteers



The well-being team is incredibly fortunate to have a small, dedicated group of volunteers who play a vital role in supporting our work. Their commitment and generosity help us not only maintain our facilities to a high standard but also enable us to deliver a number of our well-being services to the community.

Between them, our small but mighty group of volunteers has given an incredible 418 hours of their time to the charity, a contribution that speaks volumes about their passion and dedication. Whether they're helping with day-to-day tasks, lending a hand during events, or simply being a friendly face to our guests, each volunteer brings something special to the team.

We truly couldn't do what we do without them. Their time, energy and kindness are deeply appreciated, not just by our staff, but by every person and animal they help support. Volunteers are the heart of our work and we are so thankful for every hour they give.

