

## 2023-2024

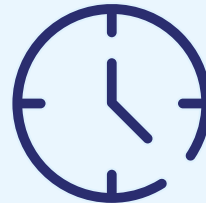
### Volunteers



**207**

volunteers active over the year

**277**  
enquiries this year



**2,741**

volunteer hours

**100%**  
felt they received excellent or good support



### People supported

**3,355**

contacts made through case work



**389**

referrals received

**86**

people supported to find more appropriate services



**563**

issues dealt with

**100%**

of people were responded to within 7 days



**100%**

felt they had their voices heard



**75%**

of people said they had their issue(s) resolved positively

**11%** were unsure

### Ambassadors

**15**

trained and active ambassadors



### Training



**118**

sessions delivered

**1,074**

people attended our development / training events and webinars



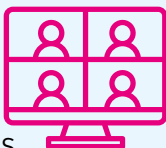
**99%**

rated the training as good or excellent

### Networks

**35**

advocacy network meetings supported



### Engagement

**225**

engagement events across Wales



### Quality



Quality Performance Mark maintained