

Gentle Touch, Powerful Impact

A Touch of Gentleness – Outcomes & Impact Report 2025



A Touch of Gentleness is a CIC committed to bringing calm, connection and care to the heart of society.

[Read about our Vision & Mission here](#)



100% of hand massage recipients felt calmer and more relaxed after the massage



100% of volunteers who experienced loneliness felt less lonely through volunteering with us



Our NPS scores place us in the **top 25%** of organisations worldwide*



More than **7,500 people** experience a moment of calm & connection each year with 150+ hand massages given weekly



150+ trained and insured volunteers offering safe, compassionate support across our communities



Saving lives without even realising it.

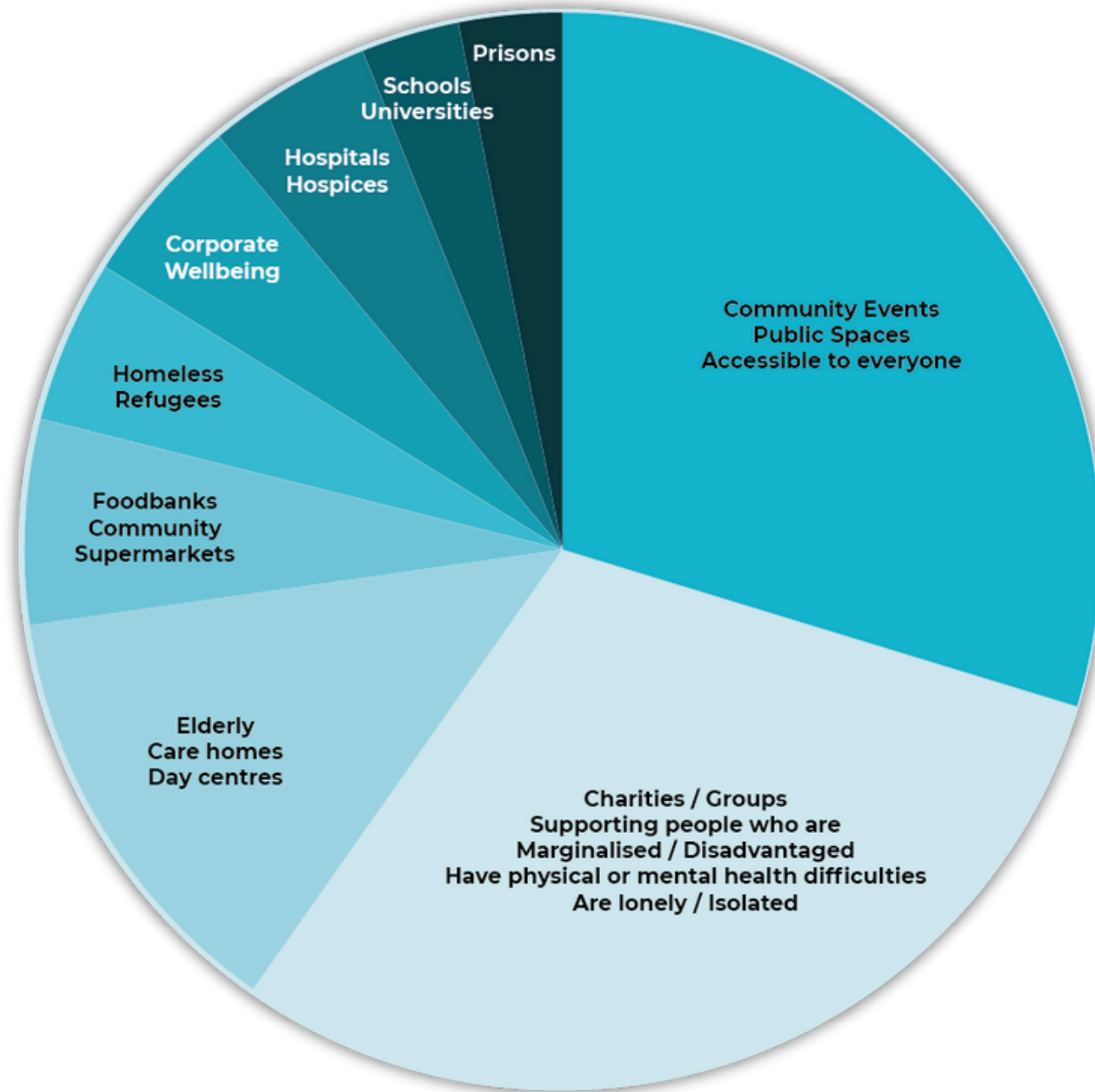
- Freya, Hand Massage Recipient at Shopping Centre



I feel as if I've been seen for the first time ever.

- Anonymous, Hand Massage Recipient at the Prison

Where We Work



A Touch of Gentleness works across a wide range of diverse community settings, from grassroots charities and day centres to hospices, homeless support services, prisons, schools, refugee hubs as well as public wellbeing events.

Our volunteers meet people exactly where they are, offering moments of calm and connection to people who may be isolated, overwhelmed or unseen.

Since 2022, we've offered over 40 training days ensuring our volunteers can offer safe, skilled and compassionate support.

40+
Training Days

90+
Organisations

We are now regularly partnering with over 90 community organisations & charities

49
Locations

We are active across 49 locations. From grass-roots in East Sussex, we are steadily growing our presence across the UK.

“After being homeless for two years, I was offered a hand massage by one of the volunteers in a drop-in center. When a kind stranger reached out with her hands, made human contact with me, with no agenda, I was lifted. That 20 minutes of gentle touch and kindness gave me hope, switched a light back on and was stronger than anti-depressants could ever be. I am now a volunteer myself and absolutely love being part of this growing family.

- Marty, Hand massage recipient & Volunteer

The Human Impact of Gentle Touch



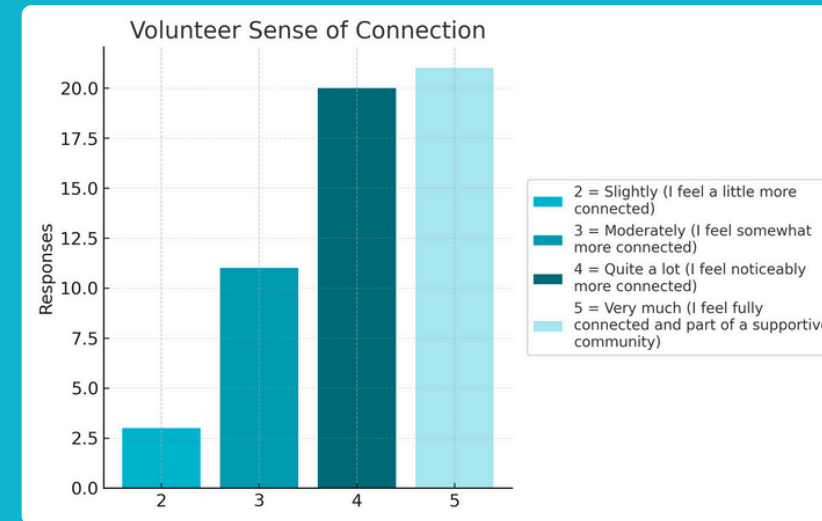
**I slept really well that night.
I felt loved, cared for,
and accepted.**

Anon., Hand massage recipient



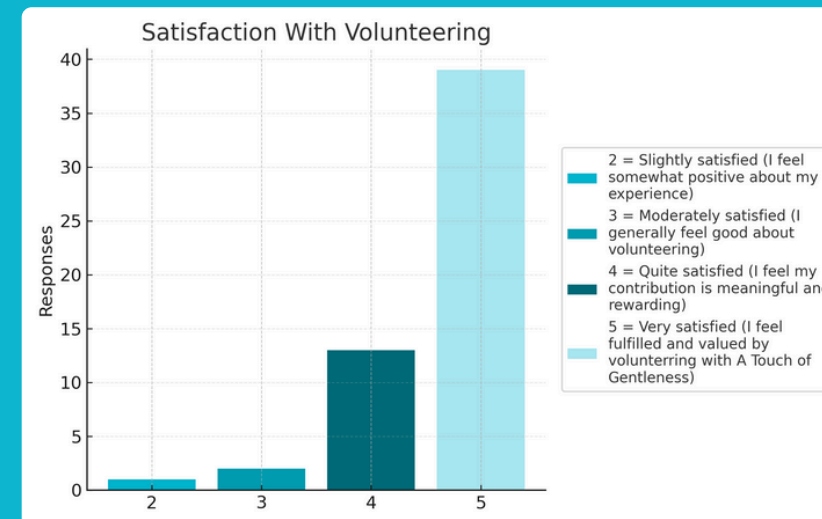
**It made me feel human and
safe at a time when I was
scared and uncertain.**

ICU Patient



**During a hand massage, my
recipient began to share her
worries. I listened, then gently
signposted her to an
organisation that could support
her. She now returns regularly
and is in a much better place.
She told me she had felt
invisible and desperately low
before we met. I'm grateful to
be able to do something so
meaningful.**

Samantha, Volunteer



Individuals who have received hand massages report:

- Significant reductions in stress, anxiety and tension
- Improved mood, calmness, and sense of wellbeing
- Feelings of being safe, seen, valued, and cared for
- Deep emotional release: many reported crying safely, opening up, or finally being able to "exhale"

A Touch of Gentleness volunteers report:

- Being part of a compassionate, supportive community
- Feeling more connected and less lonely
- Improved wellbeing, purpose and meaning
- Greater confidence and personal growth
- Making a real difference to others

The Difference Your Support Makes

Grants and funding are essential in helping us:

- Expand into more settings, communities and locations, including those in areas of higher deprivation.
- Train, equip, insure, coordinate and support our volunteers, enabling us to grow and sustain our volunteer network.
- Maintain a strong, safe and sustainable organisational infrastructure.
- Improve monitoring and evaluation, communications and marketing, so we can evidence impact and reach those who need us most.
- Keep delivering our service consistently, where it's most needed.
- Ensure every hand massage and moment of care remains completely free at the point of delivery, removing all barriers to access.



A Touch of Gentleness offered the most relaxing and soothing hand massages to parents, carers — and even one cheeky staff member! Their kindness, warmth, and genuine care shone through every interaction. What they bring isn't just relaxation, it's a beautiful moment of peace, connection, and gentleness that truly touches the heart. You made a real difference today, and we're so grateful for the calm and smiles you brought to our community.

- Staff Member, Children's Hospice

