

## Action Plan – Glasgow’s Charter for Volunteering



**Pledge 1:** Create and expand appropriate opportunities for volunteering within your organisation

**Pledge 2:** Ensure your opportunities are accessible to all sections of the community, and that your volunteering workforce reflects the demographics of the city

	<b>Indicators</b> What needs to be done?	<b>Contributor</b> Who is responsible for completing the step?	<b>Deadline</b> When should step be completed?	<b>Required resources/methods</b> What is needed to complete this step?	<b>Potential challenges</b> What might get in the way of completion?	<b>Achievement</b> Was this step completed successfully?
1	<p><b>Pledge 1</b></p> <p>All current volunteer roles are appropriate and meet the needs of the organisation and volunteers.</p>	<ul style="list-style-type: none"> <li>• Volunteer Development Coordinators (VDCs)</li> <li>• Volunteer Development (VD) volunteers</li> <li>• Team Managers</li> <li>• current volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Lead up to each recruitment period (quarterly ongoing)</li> <li>• Each volunteer group review</li> </ul>	<ul style="list-style-type: none"> <li>• Review current volunteer roles with teams</li> <li>• Meetings held on the lead up to recruitment with team managers who wish to recruit</li> <li>• Discuss roles at the Volunteer group review meetings</li> <li>• Analyse data from Staff and Volunteer survey</li> </ul>	<ul style="list-style-type: none"> <li>• Time pressures of office move and changing service delivery</li> <li>• Two projects reaching end of funding cycle – renewal timeframes can affect volunteer involvement</li> </ul>	

2	<p><b>Pledge 1</b> New volunteer roles are identified and developed to meet the needs of new projects/new delivery models</p>	<ul style="list-style-type: none"> <li>• VDCs</li> <li>• VD volunteers</li> <li>• Team managers</li> </ul>	<ul style="list-style-type: none"> <li>• March 2017 (for the new Refugee Integration Service (RIS) model)</li> <li>• May 2017 (for Refugee Festival 2017)</li> <li>• Response to need as new projects are bid for</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with RIS managers and heads of service</li> <li>• Meeting held with Refugee Festival 2017 team</li> </ul>	<ul style="list-style-type: none"> <li>• Funding constraints can put constraints on new volunteer numbers</li> <li>• Service Managers and staff finding difficult to envisage or accommodate new volunteer roles at start of new projects/delivery models</li> </ul>	
3	<p><b>Pledge 1</b> New Refugee Integration Service volunteers are recruited to meet the needs of the new service delivery model</p>	<p>VDCs VD volunteers Head of Services Services Managers (2) Advice workers Advice volunteers</p>	<p>April 2017</p>	<ul style="list-style-type: none"> <li>• new RIS volunteer role outlines</li> <li>• project funding allocated for volunteer expenses/training</li> <li>• staff allocated for open evening/shortlisting/interviews/selection</li> </ul>	<ul style="list-style-type: none"> <li>• New service model and new staff being recruited – needs time to bed in</li> <li>• Focus on training new staff members can make it difficult to plan for volunteer training and shadowing</li> </ul>	

4	<p><b>Pledge 1</b></p> <p>Refugee Festival Scotland 2017 creates new volunteering opportunities with the Arts &amp; Cultural Development Team</p>	<p>VDCs VD volunteers Arts &amp; Cultural Development Officer</p>	<p>May 2017</p>	<ul style="list-style-type: none"> <li>• new Refugee Festival volunteer role outlines</li> <li>• funding allocated for volunteer expenses/training</li> <li>• staff allocated for open evening/shortlisting/interviews/selection</li> </ul>	<p>Possibility of new team coordinating festival who may wish to make changes to the delivery and volunteer involvement</p>	
5	<p><b>Pledge 2</b></p> <p>New SRC office meets the accessibility requirements of current and potential volunteers</p>	<p>VDCs Health and Safety Committee Administration Team Leader</p>	<p>February 2017</p>	<ul style="list-style-type: none"> <li>• Work with Health and Safety Committee to ensure that mobility and other accessibility needs of current volunteers are addressed</li> <li>• review and influence new office layout and volunteer workspace allocation</li> <li>• signage and other materials to ensure accessibility are developed when needed</li> </ul>	<p>Budget and square footage constraints can make adaptations above the legislative requirements to new premises challenging</p>	

6	<p><b>Pledge 2</b></p> <p>Links are established with Further Education Colleges to encourage participation of ESOL pupils in volunteering (migrants/asylum seekers/refugees)</p>	<ul style="list-style-type: none"> <li>• VDCs</li> <li>• VD volunteers</li> <li>• College staff (ESOL/equalities/employability)</li> </ul>	<p>March 2017 (ongoing)</p>	<ul style="list-style-type: none"> <li>• meetings with college staff</li> <li>• establish regular referral links to Volunteering Information Afternoons</li> <li>• Deliver Volunteering sessions at college setting if required</li> <li>• VD volunteers visit ESOL classes</li> </ul>	<ul style="list-style-type: none"> <li>• Time constraints</li> <li>• Meeting the needs of ESOL students at absolute beginner level</li> </ul>	
7	<p><b>Pledge 2</b></p> <p>Our volunteering opportunities are publicised at the local level via Integration Networks</p>	<ul style="list-style-type: none"> <li>• VDCs</li> <li>• VD volunteers</li> <li>• SRC outreach staff and volunteers</li> <li>• Integration Network staff and volunteers</li> </ul>	<p>Ongoing from March 2017, when SRC launches outreach service delivery model</p>	<ul style="list-style-type: none"> <li>• Hold meetings with relevant staff at Integration Networks</li> <li>• Accompany advice workers to outreach sessions (VDCs and VD volunteers)</li> <li>• establish regular referral links to Volunteering Information Afternoons</li> <li>• Deliver Volunteering sessions at integration network setting if required</li> </ul>	<ul style="list-style-type: none"> <li>• Time constraints at a time of new service model launch</li> </ul>	

8	<p><b>Pledge 2</b> Volunteer equal opportunities audit is developed and carried out annually.</p>	<ul style="list-style-type: none"> <li>• VDCs</li> <li>• VD volunteers</li> <li>• HR</li> </ul>	June 2017	<ul style="list-style-type: none"> <li>• Network with volunteer managers and coordinators at other voluntary organisations to inquire into their methods of collecting and reporting on equalities data</li> <li>• Liaise with HR staff</li> </ul>	<ul style="list-style-type: none"> <li>• Finding a format that communicates well to a very diverse group of volunteers</li> <li>• Having sufficient forms returned to provide meaningful data</li> </ul>	
9	<p><b>Pledge 2</b> Volunteer roles within all teams are developed to be accessible to asylum seekers and refugees</p>	VDCs VD volunteers Team managers, staff and volunteers	ongoing	<ul style="list-style-type: none"> <li>• Prepare overview of equalities information of different teams' volunteers</li> <li>• Share good practice between teams</li> <li>• Meet team leaders and staff to discuss development options</li> </ul>	<ul style="list-style-type: none"> <li>• Balancing the needs of a focus on service delivery and the varying support needs of a diverse volunteer body with intersectional needs</li> </ul>	
10	<p><b>Pledge 2</b> Our Volunteering Information Afternoons promote volunteering at SRC for asylum seekers and refugees</p>	<ul style="list-style-type: none"> <li>• VDCs</li> <li>• VD volunteers</li> <li>• SRC teams recruiting volunteers</li> </ul>	Ongoing, at each recruitment effort	<ul style="list-style-type: none"> <li>• Prepare multilingual volunteering leaflets— one general 'volunteering' and a specific 'volunteering at SRC'</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring that the SRC roles on offer are accessible to meeting attendees in</li> </ul>	

				<ul style="list-style-type: none"><li>• Distribute leaflets electronically as well as hard copies to individuals and organisations</li></ul>	terms of requirements (level of spoken and written English, computer literacy, commitment requirements, access to digital communications)	
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