

Glasgow's Volunteering Strategy 2019 – 24

Vision Statement

Our vision is for Glasgow as a city that values and supports volunteering by recognising its contribution to personal, community and economic development. Realising this vision means working to develop the high quality, inclusive and varied opportunities which will allow all Glaswegians to share in the wellbeing benefits of volunteering

Realising our Vision & Measuring our Success; Strategic Objectives & Key indicators

Global Objective

There will be a statistically significant increase in the number of Glasgow citizens volunteering on both a formal and informal basis by 2024

Key Indicators

- Rates of volunteering as reported in 2017 [NHS Health & Wellbeing Survey](#)
- Rates of volunteering as reported in 2017 [Scottish Household Survey](#)
- Rates of volunteering as reported in [Glasgow Household Survey](#)
- Rates of volunteering as reported in [NHS Schools Survey](#)

Strategic Objective 1

All Community Planning Partners recognise the positive impact increased volunteering can have on achieving local and national policy priorities and are supported to develop, agree and implement appropriate volunteering strategies.

Key Indicators

- Number of Community Planning Partners who are signatories to Glasgow's Volunteering Charter
- Number of Community Planning Partners which have developed a Volunteering Policy and Inclusion Strategy for their own organisation

Strategic Objective 2

There will be an increase in awareness of the health, wellbeing and employability benefits enjoyed by people volunteering across the whole population but with a particular emphasis on those groups traditionally under-represented in volunteering, including those affected by poverty.

Key Indicators

- Number of unique visitors to volunteerglasgow.org (1), opportunities.volunteerglasgow.org (2) and Glasgow based Kinetic platforms
- Glasgow continues to host and deliver local, national and international cultural and sporting events supported by volunteers

Strategic Objective 3

Volunteering across Glasgow will become more inclusive as groups traditionally under-represented are supported to overcome barriers to participation and the ability of everyone to contribute is recognised and enabled.

Key Indicators

- Proportion of people accessing Volunteer Glasgow services both online and offline self-identifying as being from groups traditionally under-represented in volunteering, including those affected by poverty
- Number of volunteers living in 20% SIMD
- Number of volunteers from groups traditionally under-represented in volunteering reported in Charter Pledge 2 census data.

Strategic Objective 4

There will be increased opportunities for volunteers to gain recognition and accreditation for the skills, experience and personal development achieved through volunteering.

Key Indicators

- Number of 12-25 year olds in Glasgow achieving Scottish Government Saltire Awards
- Number of people in Glasgow gaining Community Achievement Awards at Levels 5 & 6
- Number of 14-24 year olds in Glasgow completing Duke of Edinburgh Awards
- Number of attendances at Coach Education including Elevate Your Club programmes

Strategic Objective 5

Volunteer Glasgow, as the city's one-stop shop for volunteering, will further develop its digital services and partnerships to ensure it is as easy as possible for all sections of the community to identify and access high quality, inclusive volunteering opportunities all in one place.

Key Indicators

- Number of people creating accounts on opportunities.volunteerglasgow.org and Glasgow Life platforms

Strategic Objective 6

Volunteer Involving Organisations across all sectors will be encouraged and supported to increase the number of high quality, inclusive opportunities they offer.

Key Indicators

- Number of people required by opportunities advertised in Glasgow
- Number of volunteering involving organisations across all sectors signing up to Charter Pledges 1 & 2

Strategic Objective 7

There will be an increased number of Volunteer Involving Organisations enabled to improve quality and inclusive practice to appropriate, recognised quality standards.

Key Indicator

- Number of Glasgow opportunities offering out of pocket expenses and/or disabled access.
- Number of Glasgow VIOs holding [Volunteer Friendly](#), [Investing in Volunteers](#), [Elevate Your Club](#) or achieving [Charter Pledge 2](#).

Strategic Objective 8

There will be better use made of the available data on the rates and impact of volunteering across the city, therefore allowing the partners to assess and demonstrate the effectiveness of initiatives and programmes designed to enable participation and grow diversity.

Key Indicators

- Analysis of volunteering data within 2017 [NHS Health & Wellbeing Survey](#) is concluded and shared with key partners and stakeholders
- Analysis of formal and informal volunteering data within 2017 & 2018 [Scottish Household Survey \(Local Authority Tables\)](#) is concluded and shared with key partners and stakeholders
- Analysis of formal and informal volunteering data within [2017/18 NHS Schools Survey](#) is concluded and shared with key partners and stakeholders

Strategic Objective 9

Stronger links will be forged between employers, support agencies and communities through an increase in Employer Supported Volunteering and people being encouraged by support agencies to consider volunteering.

Key Indicators

- Numbers of public, private and third sector employer-supported volunteers.
- Number of those accessing VG services reporting that they have been referred by support agency.

Strategic Objective 10

Glasgow's citizens will be supported to volunteer in the civic life of the city

Key Indicators

- Rates of membership of management/advisory committees of community services across all sectors.
- Rates of membership of community councils
- Rates of membership of Registered Social Landlords
- Rates of participation in Children's Panels
- Rates of participation in Participatory Budgeting

Glasgow's Volunteering Strategy 2019 – 24

Action Plan

| Global Objective | | | | |
|---|--------------------------|---|---|--|
| There will be a statistically significant increase in the number of Glasgow citizens volunteering on both a formal and informal basis by 2024 | | | | |
| Key Indicators | Reporting Lead | Data Source(s) | 17/18 Baseline | Targets / Milestones |
| Rates of volunteering as reported in 2017 NHS Health & Wellbeing Survey | NHS / Volunteer Scotland | NHS Health & Wellbeing Survey | 2014/15: Rate of volunteering reported as 19% | Analysis of 2017/18 data, including comparison with 2014/15 data, to be available in Spring/Summer 2019 |
| Rates of volunteering as reported in 2017 Scottish Household Survey | Scottish Government | Scottish Household Survey | 2016; Adult rate of volunteering in Glasgow reported as 23% of general pop'n and 20% in lowest 20% SIMD | 2017 data expected to be available in Autumn 2019 |
| Rates of volunteering as reported in Glasgow Household Survey | Glasgow City Council | Glasgow Household Survey | 2015; Adult rate of volunteering in Glasgow reported as 19% | Discussion to be had with relevant Glasgow City Council staff about questions to be asked in next iteration of GHS |
| Rates of volunteering as reported in NHS Schools Survey | NHS | NHS Schools Survey | 2014/15; Rate of volunteering reported as 27% | 2018 results available in Summer 2019 |

Strategic Objective 1

All Community Planning Partners recognise the positive impact increased volunteering can have on achieving local and national policy priorities and are supported to develop, agree and implement appropriate volunteering strategies.

| Key Indicator | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
|--|--------------------|--|---|--|
| Number of Community Planning Partners who are signatories to Glasgow's Volunteering Charter | Volunteer Glasgow | Volunteer Glasgow Charter data | 3 of 12 being Signatories at Feb 2019; <ul style="list-style-type: none"> • Glasgow Health & Social Care Partnership • NHS Greater Glasgow & Clyde • Police Scotland | All 12 organisations who are represented on CPP Strategic Board are signatories by April 2020 |
| Number of Community Planning Partners which have developed a Volunteering Policy and Inclusion Strategy for their own organisation | Volunteer Glasgow | Volunteer Glasgow survey of CPP Partners | Awaiting results of Survey to be conducted in Feb 2019 | All 12 organisations who are represented on CPP Strategic Board to have published commitment to Volunteering and Inclusion by April 2020 |
| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
| Pledge 3 of Glasgow's Volunteering Charter to be launched, expanding the types of organisations | Volunteer Glasgow | Strategy Governance Group members | A monitoring framework is designed and implemented to track | Pledge 3 to be available to signatories by Summer 2019 |

| | | | | |
|--|---------------------|---|--|---|
| able to become signatories. | | | progress of signatories adopting Pledge 3. | |
| All 8 Community Planning Partnership Strategic Board member organisations not currently signed up to one or more Pledges within Glasgow's Volunteering Charter are supported to do so. | CPP Strategic Board | Volunteer Glasgow Glasgow City Council Glasgow Chamber of Commerce Glasgow Housing Association Glasgow Third Sector Forum Glasgow & West of Scotland Forum of Housing Associations Glasgow College Regional Board Scottish Enterprise Skills Development Scotland Scottish Fire & Rescue Service | CPP Exec Group members' Charter Action Plans | All 12 organisations who are represented on CPP Strategic Board are signatories by April 2020 |
| Mapping exercise to establish which Community Planning Partners currently have formal strategic commitment to volunteering and inclusion. | Volunteer Glasgow | All CPP Strategic Board Members | Baseline Survey Report | Survey and Report to be completed and fed back to Strategy Governance Group by Spring 2019 |

| Strategic Objective 2 | | | | |
|---|--------------------|--|--|--|
| There will be an increase in awareness of the health, wellbeing and employability benefits enjoyed by people volunteering across the whole population but with particular emphasis on those groups traditionally under-represented in volunteering Including those affected by poverty. | | | | |
| Key Indicators | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
| Number of unique visitors to volunteerglasgow.org (1), opportunities.volunteerglasgow.org (2) and Glasgow based Kinetic platforms | Volunteer Glasgow | Volunteer Glasgow Digital Platform | 2017/18: (1) 62,034 (2) 25,110 | Year on year increase in unique visitors to both domains |
| Glasgow continues to host and deliver local, national and international cultural and sporting events supported by volunteers | Glasgow Life | Glasgow Life Volunteering Reports | Baseline to be established – April 2019 | The number of volunteer supported events delivered by Glasgow Life is captured and the number of volunteers involved is recorded and reported annually |
| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
| Explore partnership approaches to providing increased community-based volunteering information and promotion services | Volunteer Glasgow | Thriving Places Anchor Orgs Strategy Governance Group | Governance Group Paper Partnership Agreements | Partners to meet and develop options paper to be presented to Strategy Governance Group by end of Summer 2019 |
| Establish Volunteering Communications Group to coordinate improvements in promotion of volunteering and existing support services | Volunteer Glasgow | Governance Group Members | Group Terms of Reference Draft Comms Plan | Group membership to be established by Summer 2019 Draft Comms Plan to Governance Group by Autumn 2019 |

| | | | | |
|---|-------------------|---|---|---|
| Referral Agencies Volunteering Toolkit to be finalised, launched and widely disseminated to allow a wide variety of agencies to promote volunteering to their service users | Volunteer Glasgow | Strategy Governance Group members Glasgow Equalities Forum GCC – DRS Faith in Communities Scotland | Referral Agencies Volunteering Toolkit | Toolkit to be launched in Spring 2019 Training in use of Toolkit to be delivered in Summer / Autumn 2019 |
| Explore possibility of Volunteering Ambassadors Programme for Glasgow | Volunteer Glasgow | Governance Group members | Feasibility paper to Governance Group | Paper to be presented to Governance Group in 2019 |
| Further improve partnership working between Volunteer Glasgow and Faith Groups | Volunteer Glasgow | Faith in Communities Scotland | Paper to be presented to Governance Group | Paper on volunteering needs of Faith Groups to be presented to Governance Group in Autumn 2019 |
| Establish more robust data capture methodologies to allow for improved reporting on extent of engagement amongst groups traditionally under-represented in volunteering. | Volunteer Glasgow | Team Kinetic Glasgow Kinetic Platform Working Group | N/A | Survey of existing Volunteer Kinetic Account holders to be carried out in Spring 2019 Survey Report to Governance Group in Autumn 2019 |
| Establish baseline of the number of volunteer supported events delivered by Glasgow Life in 2018 and planned for 2019 and numbers of volunteers supporting those events. | Glasgow Life | Event Organising Committees | Glasgow Life Annual Report | Baseline to be established – April 2019 |
| Continue to apply learning and best practice from previous volunteer supported events to develop legacy plans to maximise positive impact of volunteering programmes. | Glasgow Life | Event Organising Committees | Event Legacy Plans | |

Strategic Objective 3

Volunteering across Glasgow will become more inclusive as groups traditionally under-represented are supported to overcome barriers to participation and the ability of everyone to contribute is recognised and enabled.

| Key Indicators | Reporting Lead | Data Source(s) | Baseline | Targets/ Milestones |
|--|--|--------------------------------------|---|---|
| Proportion of people accessing Volunteer Glasgow services both online and offline self-identifying as being from groups traditionally under-represented in volunteering, including those affected by poverty | Volunteer Glasgow | Volunteer Glasgow | Of 5,570 account holders* on opportunities.volunteerglasgow.org; <ul style="list-style-type: none"> • 12.7% BAME • 69% Female • 31% Male • 40% under 26 • 41% declaring a disability *snapshot at Feb 2019 | Report back to Governance Group by Autumn 2019 with plan to ensure more effective and comprehensive data capture. |
| Number of volunteers living in 20% SIMD | Volunteer Scotland / NHS Greater Glasgow & Clyde | NHS Health & Wellbeing Survey | Awaiting Data Analysis | Analysis to be presented to Governance Group upon publication in Spring 2019 |
| Number of volunteers from groups traditionally under-represented in volunteering reported in Charter Pledge 2 census data. | Volunteer Glasgow | Charter Pledge 2 Annual Census data. | Charter report to be available Summer 2019 | Charter report to be presented to Governance Group in Autumn 2019 |

| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
|--|-------------------|------------------------------|--|--|
| Continue TSI/DWP Partnership Steering Group work to address barriers to volunteering whilst on benefits. | Volunteer Glasgow | DWP Fife Voluntary Action | DWP/TSI Volunteering Masterclass Toolkit | Final sign off of Toolkit by Steering Group partners by Spring 2019 Early engagement with Scottish Government Social Security Policy Team |

| | | | | |
|---|-------------------|---|---|--|
| | | Volunteer Edinburgh Scottish Government Third Sector Unit | | |
| Increase number of volunteering involving organisations becoming signatories to Charter Pledge 2. | Volunteer Glasgow | | Published Charter Pledge 2 Action Plans | 10% rise in number of Pledge 2 signatories in by March 2020 |
| Further explore development of an 'Inclusive & Accessible' badging scheme for volunteering opportunities | Volunteer Glasgow | Glasgow Disability Alliance Team Kinetic | Feasibility Report | Feasibility report to be presented to Governance Group by March 2020 |
| Ensure the voices and views of Glasgow stakeholders – including Poverty Leadership Panel members - contribute to national, human rights based approaches to protecting people's freedom to volunteer. | Volunteer Glasgow | Governance Group Member organisations Glasgow City Council Glasgow TSI Partners | N/A | Feedback to Governance Group by March 2020 |

Strategic Objective 4

There will be increased opportunities for volunteers to gain recognition and accreditation for the skills, experience and personal development they have achieved through volunteering.

| Key Indicators | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
|---|-------------------|-------------------|-------------------|---|
| Number of 12-25 year olds in Glasgow achieving Scottish Government Saltire Awards | Volunteer Glasgow | Volunteer Glasgow | 2017/18: 2,065 | Current rates to be maintained in 2019/20 |

| | | | | |
|---|------------------------|---|---|--|
| | | | | |
| Number of people in Glasgow gaining Community Achievement Awards at Levels 5 & 6 | Glasgow Kelvin College | Glasgow Kelvin College | Academic Year 2017/18; 377 | 20% increase in Academic Year 2018/19 |
| Number of 14-24 year olds in Glasgow completing Duke of Edinburgh Awards | GCC Education Services | Glasgow Life / Duke of Edinburgh Award | Academic Year 2017/18; 951 | Commitment to increasing number of awards made annually |
| Number of attendances at Coach Education including Elevate Your Club programmes | Glasgow Life | Glasgow Life partners | 2017/18 Baseline to be available in Spring 2019 | 2017/18 Baseline to be available in Spring 2019 |
| | | | | |
| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
| Increase number of Secondary Schools offering Saltire Awards to pupils. | Volunteer Glasgow | GCC Education Services Glasgow Secondary Schools | Saltire Awards | 22 of 37 Glasgow Secondary Schools engaged with Saltire Awards by March 2020 |
| Continue to disseminate the findings of the 2017 scoping exercise into an Adult Volunteering Recognition Scheme developing wider understanding of the needs of stakeholders with key partners and decision-makers, exploring and developing delivery options that include national endorsement. | Volunteer Glasgow | CPP partners National Network of TSIs/Volunteer Centres Scottish Volunteering Forum Scottish Government. | N/A | Discussions on best options take place during 2019 as part of the development of the action plan to deliver the Government's forthcoming national volunteering outcomes framework. |

| | | | | |
|--|------------------------|--|------------------------------|--|
| Explore further promotion and partnership working opportunities with youth organisations that have volunteering elements to their work | Volunteer Glasgow | GCC Education Services Glasgow Life Young Scot Duke of Edinburgh Awards Scheme | N/A | Ongoing throughout 2019 with further actions to be identified for Year 2 Action Plan |
| Increase number of volunteering involving organisations offering Community Achievement Awards | Glasgow Kelvin College | Volunteer Glasgow Glasgow Life | Community Achievement Awards | 81 volunteer involving organisations in academic year 2019/20. 2017/18 baseline of 68. |
| Volunteer Glasgow to continue working with stakeholders to identify partnerships for delivery of SQA accredited qualifications. | Volunteer Glasgow | SQA | N/A | Ongoing work throughout 2019 |
| Continue contribution to ongoing national review and refinement of Saltire Awards systems | Volunteer Glasgow | Scottish Government Project Scotland Scottish Council for Voluntary Organisations TSI Network | N/A | Work ongoing throughout 2019 |
| Explore potential for Certification Scheme for Parents volunteering within their local school(s) | Volunteer Glasgow | GCC Education Services | N/A | Draft proposal to Governance Group by Autumn 2019 |

Strategic Objective 5

Volunteer Glasgow, as the city's one-stop shop for volunteering, will further develop its digital services and partnerships
In order to ensure it is as easy as possible for all sections of the community to identify and access high quality, inclusive volunteering.

| Key Indicators | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
|---|-------------------|-----------------------------------|---|---|
| Number of people creating accounts on opportunities.volunteerglasgow.org and Glasgow Life platforms | Volunteer Glasgow | Volunteer Glasgow Glasgow Life | 2018/19 data to be available in Summer 2019 | Year on year increase in the number of people creating accounts on both platforms |

| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
|---|----------------------------------|---|---|---|
| Steering Group of Glasgow Team Kinetic volunteering digital platforms to be established | Volunteer Glasgow / Glasgow Life | University of Glasgow Student Representative Council Team Kinetic | Steering Group Terms of Reference Plan | Steering group to agree Terms of Reference by Summer 2019. |
| Volunteering Communications Group to be established, maximising promotion of digital services to both individuals and volunteer involving organisations | Volunteer Glasgow | Glasgow Life Governance Group Members | Draft Communications Plan | Draft Communication Plan to Governance Group by Autumn 2019 |
| Improve experience of people from groups traditionally under-represented in volunteering accessing Glasgow's digital platforms. | Volunteer Glasgow / Glasgow Life | Team Kinetic Glasgow Life Glasgow Equality Forum Glasgow Disability Alliance | Improved digital platforms | Working Group of Glasgow Team Kinetic platforms provider to be established by Spring 2019 |

| | | | | |
|--|---|--|--|---|
| Number of volunteering involving organisations across all sectors signing up to Charter Pledges 1 & 2 | Volunteer Glasgow | Volunteer Glasgow | Snapshot at Feb 2019; 22 | Year on year increase in Pledges 1 & 2 sign ups |
| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
| Continue to contribute to the design and delivery of volunteering elements of 3 rd Sector Capacity Building Programmes | Volunteer Glasgow | Third Sector Capacity Building Group Service Providers Glasgow Third Sector Interface Partners | N/A | Feedback to Governance Group ongoing throughout 2019 |
| Explore the possibility of developing joint programmes designed to help Third Sector organisations to both recruit more trustees and/or provide more support to existing trustees. | Glasgow Third Sector Interface Partners | Third sector support agencies | N/A | “Get on Board” programme proposal develop jointly by Sept 2019 |
| Explore opportunities for increased community-based delivery of volunteer involving organisation support services | Volunteer Glasgow | Thriving Places Anchor Organisations Glasgow Voluntary Sector Networks Governance Group Members | Governance Group Paper Partnership Agreements | Options paper to be presented to Governance Group by end of Summer 2019 |
| Establish Volunteering Communication Group to coordinate improvements in promotion of Charter, existing support services and free opportunity advertising services | Volunteer Glasgow | Glasgow Life Governance Group Members | Terms of Reference Draft Communications Plan | Group Membership and Terms of Reference to be agreed by Spring 2019 Draft Communications Plan to Governance Group by Autumn 2019 |

| | | | | |
|--|-------------------|---|--------------------|--|
| Explore potential for survey to identify the number of volunteering opportunities promoted by methods other than volunteer kinetic platforms managed in Glasgow. | Volunteer Glasgow | Governance Group Members GCC Thriving Places Thriving Places Anchor Organisations | Feasibility Report | Feasibility report to Governance Group by March 2020 |
|--|-------------------|---|--------------------|--|

Strategic Objective 7

There will be an increased number of Volunteering Involving Organisations whose excellent practice is recognised as meeting appropriate, recognised quality standards.

| Key Indicators | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
|---|-------------------|---|--|---|
| Number of Glasgow opportunities offering out of pocket expenses and/or disabled access. | Volunteer Glasgow | Volunteer Glasgow & Glasgow Life digital platforms | 2014/15 Out-of-pocket expenses 60% Disabled Access 36% *2018/19 data to be available in Spring 2019 | By March 2020, 70% will offer out-of-pocket expenses and 45% will offer disabled access |
| Number of Glasgow VIOs holding Volunteer Friendly , Investing in Volunteers , Elevate Your Club or achieving Charter Pledge 2 . | Volunteer Glasgow | Volunteer Glasgow (Volunteer Friendly & Charter Pledge 2) Glasgow Life (Elevate Your Club) Volunteer Scotland | 2018/19 data to be available by Spring 2019. | |

| | | | | |
|---|--------------------|---|---|---|
| | | (Investing in Volunteers) | | |
| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
| Improved promotion of training services built upon Dynamic Model of Volunteering | Volunteer Glasgow | Glasgow Life Volunteering Communications Group Governance Group Members | Draft Comms Plan | Volunteering Communications Group Membership and Terms of Reference to be agreed by Spring 2019 Draft Communications Plan to Governance Group by Autumn 2019 |
| Increase number of volunteer involving organisations signing up to Charter Pledges 1 & 2 | Volunteer Glasgow | N/A | Increased number of published Pledge 2 Action Plans | 10% increase by March 2020 |
| Successfully incorporate Alistair Malloy Inspire Awards into Inspiring City Awards in order to increase media reach and minimise costs. | Volunteer Glasgow | Volunteering Communications Group Newsquest | Pre- and post-event communications campaign | Nominations for new award category open May – August 2019. Awards event in September 2019. |

| | | | | |
|---|-------------------|--|--|--|
| | | Glasgow Chamber of Commerce | | |
| Continue delivery of Volunteer Friendly Award to volunteer involving organisations in Glasgow. | Volunteer Glasgow | Volunteer Dundee | 40 organisations achieving VF Award per year | 40 organisations achieving VF Award in 2019 |
| Further explore development of an 'Inclusive & Accessible' badging scheme for volunteering opportunities | Volunteer Glasgow | Glasgow Life Glasgow Equalities Forum | N/A | Feasibility Report to Governance Group by March 2020 |
| Explore possibility of Glasgow-wide geographic mapping exercise to identify any patterns in organisations offering out-of-pocket expenses and/or disabled access. | Volunteer Glasgow | Glasgow Life University of Glasgow Student Representative Council Team Kinetic | N/A | Feedback to Governance Group by Summer 2019. |

Strategic Objective 8

There will be better use made of the available data on the rates and impact of volunteering across the city, allowing partners to assess and demonstrate the effectiveness of initiatives and programmes designed to enable participation and grow diversity.

| Key Indicators | Reporting Lead(s) | Data Source(s) | Baseline | Target / Milestone |
|--|---|--|----------|--|
| Analysis of volunteering data within 2017 NHS Health & Wellbeing Survey is concluded and shared with key partners and stakeholders | Volunteer Scotland NHS Greater Glasgow & Clyde | 2017 NHS Health & Wellbeing Survey | N/A | Analysis available in Spring/Summer 2019 |
| Analysis of formal and informal volunteering data within 2017 & 2018 Scottish Household Survey (Local Authority Tables) is concluded and shared with key partners and stakeholders | Volunteer Glasgow | 2017 & 2018 Scottish Household Survey (Local Authority Tables) | N/A | Summer 2019 |
| Analysis of formal and informal volunteering data within 2017/18 NHS Schools Survey is concluded and shared with key partners and stakeholders | Volunteer Scotland NHS Greater Glasgow & Clyde | 2017/18 NHS Schools Survey | N/A | Summer 2019 |

| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
|--|-------------------|--|-----------------|--|
| Analysis of 2017 NHS Health & Wellbeing Survey to be shared with key partners and stakeholders | Volunteer Glasgow | GCPH GCCNHS GCC Scottish Government | Survey Analysis | Analysis available in Spring/Summer 2019 |

| | | | | |
|--|---|--|--|---|
| Explore means of reporting volunteering data mapped to relevant National Performance Framework Outcomes in order to better assess impact across sectors. | Volunteer Scotland NHS Greater Glasgow & Clyde | | | |
| Continue to further develop capability of volunteering digital platforms available in Glasgow to ensure more effective data capture and reporting. | Volunteer Glasgow | Glasgow Kinetic Licences Team Kinetic | Glasgow Kinetic Working Group Terms of Reference | Steering Group to agree Terms of Reference by Summer 2019 |
| Discussion to be had with relevant Glasgow City Council staff in advance of next Glasgow Household Survey | Volunteer Glasgow | Glasgow City Council | N/A | Feedback to Governance Group as appropriate |

Strategic Objective 9

Stronger links will be forged between employers, support agencies and communities through an increase in employers encouraging and enabling volunteering by their staff* as well as the greater promotion of volunteering by agencies offering support services to both individuals and groups.

*this includes both formal ESV/CSR programmes and policies and/or less formal ways in which staff may be encouraged to consider volunteering.

| Key Indicators | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
|--|-------------------|----------------|---|---|
| Numbers of public, private and third sector employer-supported volunteers. | Volunteer Glasgow | TBC | No comprehensive data currently available | Mapping exercise of potential current appropriate data sets to be carried out by March 2020 |

| | | | | |
|---|--------------------|--|---|--|
| Number of those accessing VG services reporting that they have been referred by support agency. | Volunteer Glasgow | TBC | No comprehensive data currently available | Report back to Governance Group by Autumn 2019 with plan to ensure more effective and comprehensive data capture. |
| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
| Explore initiatives designed to support private sector companies to design and deliver effective CSR and ESV programmes which meet needs of 3 rd Sector. | Volunteer Glasgow | Glasgow City Council DRS | Associate Membership Scheme proposal | Paper on possible Associate Membership Scheme to be presented to Volunteer Glasgow Board of Directors in June 2019 |
| Pledge 3 of Glasgow's Volunteering Charter to be launched, enabling private sector and referral agencies to become signatories. | Volunteer Glasgow | Volunteering Communications Group Governance Group Members | TBC | Volunteer Glasgow to finalise and implement new team structure by July 2019 |
| Referral Agencies Volunteering Toolkit to be finalised, launched and widely disseminated. | Volunteer Glasgow | Governance Group Members Glasgow Equalities Forum Voluntary Sector Networks GCC DRS | Referral Agencies Volunteering Toolkit | Referral Agencies Volunteering Toolkit to be trialled in Spring 2019 with a view to a formal launch in Summer 2019 |
| Design & deliver 'Train the Trainers' sessions to Referral Agency staff seeking support in use of Referral Agencies Toolkit. | Volunteer Glasgow | Governance Group Members Glasgow Equalities Forum Voluntary Sector Networks GCC DRS | Delivery of sessions | Session Plan to be finalised by Spring 2019 Sessions to be trialled in Summer 2019 with full rollout thereafter |

Strategic Objective 10

Glasgow's citizens will be supported to volunteer in the civic life of the city.

| Key Indicators | Lead Agency | Data Source(s) | Baseline | Targets / Milestones |
|---|--------------------|-----------------------|------------------|---|
| Rates of membership of management/advisory committees of community services across all sectors. | Volunteer Glasgow | To be identified | To be identified | Proposed indicators, baselines, actions and targets for years 2-5 to Governance Group by March 2020 |
| Rates of membership of community councils | Volunteer Glasgow | To be identified | To be identified | Proposed indicators, baselines, actions and targets for years 2-5 to Governance Group by March 2020 |
| Rates of membership of Registered Social Landlords | Volunteer Glasgow | To be identified | To be identified | Proposed indicators, baselines, actions and targets for years 2-5 to Governance Group by March 2020 |
| Rates of participation in Children's Panels | Volunteer Glasgow | To be identified | To be identified | Proposed indicators, baselines, actions and targets for years 2-5 to Governance Group by March 2020 |
| Rates of participation in Participatory Budgeting | Volunteer Glasgow | To be identified | To be identified | Proposed indicators, baselines, actions and targets for years 2-5 to Governance Group by March 2020 |

| Action | Lead Agency | Delivery Partners | Key Outputs | Targets / Milestones |
|--|--------------------|--------------------------|--------------------|---|
| Work with partners to establish appropriate indicators, actions and targets for years 2-5, | Volunteer Glasgow | | | Proposed indicators, baselines, actions and targets for years 2-5 to Governance Group by March 2020 |
| Establish working relationships with public and 3 rd sector agencies responsible for supporting key civic engagement structures | Volunteer Glasgow | | N/A | Feedback to Governance Group by Autumn 2019 |
| Work with partners to establish baseline information for key indicators | Volunteer Glasgow | TBC | N/A | Feedback to Governance Group by Autumn 2019 |