

Group/ Organisation Name ▪ Volunteering roles AND/OR How they support people to volunteer	Impact on volunteers	Impact on service users/wider community	Importance to GCPP priorities (high/ med/ low)	Burning volunteering issues	Possible solutions to burning issues
GROUP 1 [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
Ocean Youth Trust Scotland(Gerry Doherty) <ul style="list-style-type: none"> • Volunteer Sea Staff • Youth Development Programme 		Key to service delivery – range of service/ diversity. Key to quality of service.	Dietary health/ Obesity in children & adults/ Life long learning/ Adult literacies/ Anti social behaviour/Youth crime – significant proportion of weegies (20%)	Volunteer recruitment for under 30s. Commitment required.	Apprentice type training to attract. Incentives. BIG PR drive.
Young Persons Befriending Service (Jean Inglis)	Employability Community engagement Training/ personal development	Skills attainment Involvement Alcohol consumption & alcohol related harm Drug addiction		Volunteer recruitment of over 30s. Can't recruit enough men either.	Range of possibilities for everyone plus marketing expertise for sectors of VIOs e.g. getting young vols for Ocean Youth Trust.
Culture & Sport Glasgow (Steven C) <ul style="list-style-type: none"> • Strategic view on volunteering • Preparing volunteers 	Community engagement Employability "Feel Good"	Volunteers augment service significantly particularly in clubs	Obesity in children & adults Skills attainment Anti social behaviour Involvement	Volunteer recruitment of over 30s. Reward & acknowledgement.	Incentives for people for whom employment is less of an issue.
Sport Scotland (Dawn McAuley) <ul style="list-style-type: none"> • Regeneration • Active Schools • Volunteering and sport to be highlighted 			Involvement Skills attainment Alcohol consumption & alcohol related harm Life long learning Child protection	Volunteering in sport <u>needs</u> to be co-ordinated.	Accessing under-represented groups in community.
Childline (Lynn O'Hara) <ul style="list-style-type: none"> • Counsellors • Switchboard operators • Admin • Training • Service • Promotional • Outreach to schools 	Reward Employability/ transferrable skills	Staff/ Vols. 10/1 Cost & ethos implication if no vols. Outreach work all in Glasgow	Youth crime (victims) "Keeping yourself safe" Sexual health	Diversity – not enough BME or men volunteering – perception of role.	Partnership approach. Marketing. Balancing needs of volunteers with needs of service.

Group/ Organisation Name ▪ Volunteering roles AND/OR How they support people to volunteer	Impact on volunteers	Impact on service users/wider community	Importance to GCPP priorities (high/ med/ low)	Burning volunteering issues	Possible solutions to burning issues
LGBT Youth Scotland (Jodie Fleming) <ul style="list-style-type: none"> • Youth work • Literacy classes • Counselling • Peer education • Admin • Outreach 	Employability Community engagement	90 young people per week in Glasgow. Without vols. Level & range of service would be restricted	Skills attainment Drug addiction & Smoking Alcohol consumption & alcohol related harm Inequalities in health Involvement Life long learning	Lack of over 35s to do intergenerational work. Lack of accreditation for adult volunteers – acknowledgement/ record	MV type award for adults 26+ outlining hours & skills or outcomes – but endorsed by whom? All Group 1 agreed that it would be better to have a Glasgow Award endorsed locally than nothing at all if a Scottish Gov't/National Award for 26+ year olds wasn't created.

Group/ Organisation Name ▪ Volunteering roles AND/OR How they support people to volunteer	Impact on volunteers	Impact on service users/wider community	Importance to GCPP priorities (high/ med/ low)	Burning volunteering issues	Possible solutions to burning issues
GROUP 2 [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
Community Transport <ul style="list-style-type: none"> • 50 volunteers by end 2009 • Volunteer drivers to support vulnerable people • Escorts to use community transport vehicles 	Pathway to employment Confidence Giving something back Recognised qualifications Social interaction	Service could not run Isolation – depression etc Economic benefit for transporting to shops Clinics		Lack of (younger) drivers. Resources for managing volunteers only P/T vol co-ord	Talk to other groups for vols. Asylum seekers/when marketing reqd.
Glasgow Womens Library <ul style="list-style-type: none"> • Volunteer who can interpret (ESOL) • Volunteers to work with learners • Volunteers are encouraged to do ITALL ‘to do tours over city, 20-25 vols’ • Researchers • Volunteers who have ITALL or ESOL • Now specific posts of roles 	Huge self esteem Confidence building Returners to work Worthwhile	Allows us to do the work supporting learners Volunteers increase the organisation capacity to support service users		Volunteer co-ordinator to take the role over all volunteering within the GWL	Funding for co-ordinator; Maybe examine possibility of “senior” co-ordinating volunteers – find out more from existing models e.g. BTCV.
Addictions Programme (Star Project) <ul style="list-style-type: none"> • Volunteers to support individuals affected by addiction • Volunteers who have experienced addiction in the past 				Bureaucracy Matching from showing an interest in the volunteer post	

Group/ Organisation Name ▪ Volunteering roles AND/OR How they support people to volunteer	Impact on volunteers	Impact on service users/wider community	Importance to GCPP priorities (high/ med/ low)	Burning volunteering issues	Possible solutions to burning issues
Advocacy to Older Generation Volunteer Development <ul style="list-style-type: none"> • 30 volunteers • Volunteers to provide information • Bias service for people • Support individual through justice system • 3 mnths from int to supporting • Training in evening • Volunteer time 1.5 hours per week 	Personal & professional development Volunteer recovery Future paid employment Value themselves more (unpaid)	Volunteers increase our provision available for service users Service users benefit		Not enough funding despite investment in public. Looking for people with a real commitment to support individuals (not for CV's)	
Equal Say <ul style="list-style-type: none"> • 100 matched in Glasgow • Singular volunteering role but diverse i.e. age range, area meetings, socialising • Volunteers to provide advocacy • Recruited through networking through topics of need • Volunteers are matched by individuals needs, hobbies etc 	Values Difference to people affected by segregation Citizens taking action Insight of peoples needs Personal growth (educated)	Individual to needs of service users Change peoples lives (save lives) Create successes		Space to accommodate courses Only 10% for extras after salaries	
Visibility <ul style="list-style-type: none"> • Volunteer speakers, support workers (Go! Project) in activities • Vol befrienders, fundraising. One off vols • 28 vols currently • Ad Hoc volunteering 	Personal satisfaction Build relationships Giving something back to organisation Make a difference to someones life	Grateful of support Encourages them to want to help other as they have been supported Meet other visually impaired people		Resources to increase capacity	

Participants were each given 2 votes to prioritise the 5 potential areas of investment in volunteering listed below. Results are in the centre column & individual comments in the right hand column:		
Support for volunteer involving organisations to enable them to provide quality volunteering experiences	6 votes	Resources to develop a volunteer employability & training programme for community & voluntary transport operators in Glasgow (Graham Dunn, Community Transport Glasgow) We could always do with more potential volunteers..... Our client group is c.3200 people in the city but we only have 100 volunteers (Sam Cairns, Equal Say Advocacy) Additional funding to allow supply of volunteering opportunities to meet supply & avoid 9 month waiting list (Bob Bogle, Advocacy Project)
Support for preparation programmes for potential volunteers	1 vote	Funding for volunteer training (Gerry Doherty, Oceans Youth Trust)
Development of new volunteering opportunities/programmes that can involve more people from under represented groups	4 votes	Absolutely Key Priority (Lynn O'Hara, Childline) Programmes which draw employers into volunteering framework (Jean Inglis, Volunteer Centre)
“Pathway costs” (promotion of volunteering; recruitment of volunteers; central funds for childcare expenses; recognition awards; etc)	9 votes	Funding for rolling programmes of training (equalities etc) & ??? & eval of vol experience (Adele Patrick, Glasgow Womens Library) The creation of a city-wide volunteer awards ceremony to celebrate volunteering (may be in the form of a ball/bbq to give people recognition for what they are doing). Also the creation of an award for 30+ age group to recognise volunteers (similar to MV award). (SC ?) Pathway Costs. Cost, money, resources – always a pressure. Employers encouraging their staff to volunteer would help. Also promotion of value of volunteering (Sam Cairns, Equal Say Advocacy) Reduction of indirect ??? costs ??? by volunteers e.g. childcare (Bob Bogle, Advocacy Project) Pathway. Promotion of volunteering to under-represented groups – promotion to be role or sector specific (Jean Inglis, Volunteer Centre) Increased promotion & recognition = increased visibility & desirability of volunteering & community impact & a better world (Lynn O'Hara, Childline) A city-wide promotion & celebration of volunteering – better marketing/to encourage more people to volunteer across the city (SC ?) Promotion & volunteering, info on how to go ???, targeted recruitment nationwide or Glasgow strategy for breaking volunteer stereotype (Jodie Fleming, LGBT Youth Scotland)
“Infrastructure costs” (e.g. Volunteer Centre services such as ADVICE, TRAINING, AND	0 votes	

volunteerscotland.org.uk)

Attending:

First Name	Surname	Organisation	Discussion Group	Attended
Robert	Newton	Glasgow Triathlon Club & Triathlon Scotland	1	
Sam	Cairns	Equal Say Advocacy	2	
Bob	Bogle	Advocacy Project	2	
Gerry	Doherty	Ocean Youth Trust Scotland	1	
Adele	Patrick	Glasgow Women's Library	2	
Suzanne	O'Hara	Capability Scotland	2	
Dawn	McAuley	Sportscotland	1	
Jodie	Fleming	LGBT Youth Scotland	1	
Liz	Lang	Visibility	2	
Graham	Dunn	Community Transport Glasgow	2	
Anne	MacGregor	Community Transport Glasgow	2	
Jean	Inglis	Volunteer Centre - YPBS	1	
Nina	Ivashinenko	RCS "Haven"	2	
Lynn	O'Hara	Childline	1	
Steven	Coulter	Culture & Sport Glasgow	1	

Apologies received from:

First Name	Surname	Organisation
Nicola	Breen	Save The Children
Jackie	Brown	RSPB