

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
HEALTHY East Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
McMillan Cancer Service (CLH) (Janice Malone) employed by East CHCP <ul style="list-style-type: none"> • 1 paid post • Service relies heavily on volunteer to deliver service • Training role & support role • Support provided- team meetings, PDP's • 6 volunteers 	Giving something back – time, knowledge, skills, reduces isolation, self worth, sense of community	Additional services which are currently gaps in services Emotional support Benefit advice Survival – hope	High	Capacity as project grows Disclosure checks OT checks	
East CHCP There are a number of projects, programmes and service areas within the CHCP that involve volunteers these include Tobacco befriending PMA Volunteers in a variety of roles, from direct patient experiences sharing of stories at training events, working with See Me campaign in media awareness to members of steering group PPF This is the Public Partnership forum, the communities voice within the CHCP, members are represented on the CHCP Committee. The PPF has a half time paid member of staff supporting. Learning Disability Partnership Volunteers within day centres not sure	Supporting individuals, helping to make a difference Giving something back Sharing experiences Not alone			NHS GG&C require to work to achieve Investors in Volunteers by 31 st March 2011 This will require dedicated time and work to achieve this Ensuring all areas in CHCP comply with NHSGG&C Policy on volunteering Recruitment of volunteers	

<p>what is involved</p> <p>Residential Homes Volunteers involved in hairdressing</p> <p>Heartstart Volunteers are trained to deliver training to the community in CPR and basic lifesupport, volunteers who receive basic training are asked to deliver sessions to local people and organisations. Programme funded via Keep Well</p> <p>Service User Groups/Forums There are a number of these groups throughout East whose members are volunteers, some may be supported via the Community Development Team, others via other East CHCP staff and some via the voluntary sector</p>	<p>To improve services</p>				
<p>Befriending service (Mary Fisher)</p> <ul style="list-style-type: none"> • Alcohol • 20 vols • Role – training alcohol awareness, drug awareness – Cosca course, application process, support & supervision, disclosure process • Matching vols – clients applying criteria for vols & clients 	<p>Putting some back – self esteem, self worth, confidence, reduces isolation (giving hope), personal development, training, capacity building qualifications, increasing employment opp's skills Role model for others</p>	<p>Hope for clients Empathetic service Trust in service being provided by local vols Reduces isolations for both clients & service providers vols Reuniting families Reintegration families & communities employment educ</p>	<p>High</p>		
<p>Chest, Heart & Stroke (Catherine Frew)</p> <ul style="list-style-type: none"> • Paid post • Develop stroke services – vols role – training for vols, disclosure • Vols procedures • Specific roles for vols (vol drivers, communication etc) • Self help – self referral groups (informal) 	<p>Recognition of vols role</p>	<p>Unmet needs – delivered by volunteers client accesses services Provided respite for carers, wider community Flexible working to meet needs Additional services provide above beyond funding</p>	<p>High</p>	<p>Self help groups (disclosure checks not) Done Recruitment – particular young people</p>	

<p>Quarriers Playbusters Womens Aid? Health shop EEHLC CHI Kids & Co</p>	<p>Community Health Initiative support toothbrushing volunteers within 42 local primary schools again supporting employability</p>			<p>would not be able to volunteer within certain organisations</p>	
<p>Cranhill Community Project Bambury Glas N Carers Uniform orgs Major charities</p>			<p>High</p>		

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
LEARNING East Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
PAL (Raymond Ward) • Vol capacity building • LP (positive about literacies)	Benefits to vols are priceless regarding skills building	Priceless in terms of outcomes	Capacity building Skills for employment	Time – to train the vols General support	Volunteer co-ordinator
• Playbusters (Margaret Laydon) • General • Environmental • Language (Spanish)	Diversity of opp Builds skills Good employability	Good integrational work – ops for emps FE	Capacity building Skills for employment Maintain/improve learning networks	Demand higher than org can cope with	Volunteer co-ordinator
Culture & Sport (East Service Team) (Tommy Stuart) • Literacies (1-2-1)	Personal dev of vols New skills Employability	Improved skills	Skills for employment		
Glenburn Centre (Lynette) • Com service learning • Management committee members	Assists with references Managing the centre Community service 'is it volunteering'	Welcoming – reduces online – breaks down barriers	Skills for employment Maintain/improve learning networks	Time to train Comm service vols become vols later when order ends	
Culture & Sport East Area Service Team (Jim Pauley) • Museums / com. Games		Regeneration to east end (aspirational)	Maintain/improve learning networks Youth Strategy development Capacity building	Recruitment & supporting Tailoring support to individual	
Wellhouse Com Trust (Pauline Smith) • 20-25 vols per week • Youth/catering etc 10 types of vol opp	Learn skills & qualifications Personal dev – confidence	Encourages families to use services offered	Maintain/improve learning networks Youth Strategy development Skills for employment Capacity building	Differences between project Scotland & vols allowances High demand – cant accommodate all Childcare	Vol co-ordinator Referring to other agencies

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
Parkhead Youth Project (Liz Mitchell) <ul style="list-style-type: none"> • Gen vols youth work (16 yrs +) • Jnr youth board (under 16's) • 10 young people • Youth board (under 14's) • Management committee 	Learn skills Self esteem Keep them interested Learning life skills Peer education	Positive improvements in lifestyles & attitudes	Skills for employment Capacity building Maintain/improve learning networks	Not enough time to focus on youth issues As vol co-ordinator post lost due to lack of funding Engage in positive activities LP overcoming territorial issues	Vol co-ordinator – funding needed Training & support
Dalmarnock Youth Project & vol youth works (Peter Douglas) <ul style="list-style-type: none"> • Committee volunteers – manage project & staff 	Learning skills Using skills they've learned		Skills for employment Capacity building Maintain/improve learning networks	Lack of time for core staff to manage & develop volunteers	Vol co-ordinator
Youthbank (Linda McGlynn) <ul style="list-style-type: none"> • Volunteers are grant makers (19) 	Learn how to prioritise, following criteria “Soft skills” development Mentoring skills Networking up to national level	Capacity building pre- intergration into the community Improving skills & Employability	Youth Strategy development Skills for employment Capacity building		More resources
Job Centre plus (Raymond Robinson)			Skills for employment Capacity building		Improving information internally to JC+ staff re volunteering benefits
Momentum Scotland (Doug Ross) <ul style="list-style-type: none"> • Support for Spinal Injury • ICT 100 Vols. 	Learn skills for health & social care Improves IT skills (assistive technologies)		Skills for employment Capacity building	Scotland wide service Co-ordinating & managing volunteers across geographical spread	
GERA (Paul Reilly) <ul style="list-style-type: none"> • Tasked to Community Centres • Tasked with developing a volunteer strategy between Centres 	General Overview Improve people's lives		All		

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
John Wheatley College (Maggie Murphy, Craig Green) <ul style="list-style-type: none"> • Community Development 	HNC – Community students (College placements) Skills & experience Placements with Youth Action Programme		Skills for employment Capacity building	Ensuring adequate supervision	Training for new volunteers - Literacies - Youth work
LD Supports Learning Centres <ul style="list-style-type: none"> • Place Youth Work volunteers on programmes 			Maintain/improve learning networks Youth Strategy development		
P.E.E.K. (Melodie Crumlin) <ul style="list-style-type: none"> • Various ages & roles • Board of Directors • Youth Work Assistants • Children’s Arts Workers 	3 – 30 hours per week vols. Professional – Dev. Personal Jobs in prof. capacity	Satisfaction of using/ providing services Children get emotional support Breaks down generational values	Youth Strategy development Skills for employment Capacity building	Time to deal with vols. Referrals from VC & local	Capacity Childcare Travel expenses

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
SAFE East Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
Womens Centre & Support Project (Cathy McLay) <ul style="list-style-type: none"> • 16 – 87 age of SV Safe environment for all women to enhance skills • A range of lifelong learning opportunities • No paid staff – all volunteers • All roles are done by volunteers • Women living with cancer • Women recovering from alcohol issues • Depression referrals from SW • People moving on from Women’s Aid • Informal “counselling” around the ten table alternative therapies • Volunteer roles – Management Committee 7 members, mentoring/ befriending, advocacy, helping to find relevant information • Activities tutors • Social & family funding/ fundraising seeking & organising events • Bookkeeping, financial records • Correspondence/ secretarial • Leaflet drop – marketing skills & hand delivery • In-house training, access local training, juggle priorities to support vols. • Home safety – Police & Fire Service • DIY and gardening skills once premises redeveloped 	<p>Positive</p> <p>Came via another organisation and built self esteem & confidence.</p> <p>New skills for some, developing existing skills.</p> <p>Health & wellbeing</p> <p>Reducing isolation</p> <p>Negative</p> <p>Agencies bringing service users with high support needs & leaving them</p>	<p>Service user progresses on to other things including education.</p> <p>Employment.</p> <p>Volunteer of the Year.</p> <p>Ability to interact & socialise with others and part of wider community – members/ users get the chance to acquire skills – cookery, crafts, keep fit, sewing skills, soft furnishings – enhances home life.</p> <p>Saving statutory services a fortune – mental health services, alcohol services.</p> <p>Being part of a group that cares you are OK and takes time to check if you are not around for a while.</p>	<p>Health & Wellbeing – HP</p> <p>Providing a safe environment – HP</p> <p>Equalities – HP</p> <p>Arts & Crafts part of VIBRANT – M/H</p> <p>Healthy Living part of HEALTH – M/H</p> <p>Financial/ economy, tackling poverty – M/H</p>	<p>Expectations & service delivery despite lack of funding</p> <p>If referral agencies can’t share funding could perhaps put therapists/ counsellors in premises – due to receive top referrals from Health Social Services but no resources attached re premises – possible share space with Women’s Aid?</p> <p>Vulnerable women reluctant to go to other agencies to access resources.</p> <p>Difficult to move on members.</p> <p>Getting core funding is also an issue.</p> <p>Disclosure Scotland is an issue.</p>	<p>Contact brokered to East Glasgow Women’s Aid for short time share of services.</p> <p>Putting in resources for intergenerational activities – conflict resolution workers.</p> <p>Voluntary Sector.</p> <p>Network for East Glasgow for dissemination of links & information links to Enterprise for Information.</p> <p>Support for funding application.</p> <p>Links to Arts Network.</p>

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
VIBRANT and WORKING East Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
Culture & Sport Glasgow (Stuart G) <ul style="list-style-type: none"> Getting folk involved in sports clubs Also events (Water Stations to Stewards/ Marshals) 				Managing timescales that it can take to recruit/ train/ vet volunteers.	
Parkhead CAB <ul style="list-style-type: none"> Possibly new vol. role of fundraising Advisors (C.A.S. Training introduction 13 weeks very comprehensive – not many drop out of training) – 6 hours per week once started Administration (lots of paperwork, database) 	Putting skills to use in wider community outside work/ paid employment. Very structured training programme Best laugh!			At breaking point with amount of work/ demand for services/ volume (any advice agency). Premises too small.	
Happy Club for Children’s Disabilities (Tracey Steel) <ul style="list-style-type: none"> At moment all parents doing everything from fundraising to activities to disclosures. Probably 40+ families; plus grans, etc. 4 paid staff Need more volunteers 	Sense of belonging Routes & Networking Makes you thankful ??? meaning			Fear/ lack of understanding of disability in potential vols. Need to structure Club to clarify roles for vols. Also need Arts Tutors (paid or vol. assistants?)	
Jim Irving ? retired TU				Bureaucracy/ Disclosures putting people off (used to be many more football teams).	Training one person in each group/ organisation
GERA (Jeanette) <ul style="list-style-type: none"> Volunteering & Employability Also GERA staff - CSR: Employer Supported Volunteering Also health based (toothbrushing programme) (50 vols.) Project Manager supports vols. 	Changes outlook on whole life The volunteering “bug”			How do we get people into volunteering & move along employability pathway? What’s appropriate as volunteering?	

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
Careers Scotland (Eric Foy) <ul style="list-style-type: none"> Volunteering & Employability 8,000 people each year S.D.S. changes in programmes get ready for work to be refocused Need to better promote volunteering & its benefits 	Employability particularly for young people			Need to work with others to better promote volunteering & the benefits & range of opportunities	It's too wide – need benefits of volunteering different types & link website & libraries. Build it up (vol'g) in young people → vol'g throughout adult life: need to engage young people Modular programme on vol'g for the 300 YP on getting ready for work.
Community Transport Glasgow (Ann) <ul style="list-style-type: none"> Drivers Admin Escorts/ Passenger Assistance Mentoring new volunteers 18ish volunteers 	e.g. Admin vol. with asperger - building confidence, experience (answer phones). Qualifications (MIDAS, PAT). Pathway to jobs (e.g. SPT)	Brokering drivers for groups that need transport		Cost for A.S./ Refugees for licencing/ tests. Cultural differences & fear of (Disclosure). Funding for Co-ordinator post.	
Culture & Sport Glasgow (Vicky H) <ul style="list-style-type: none"> Sports Coaching Development Active Schools School & Club links Coach Mentoring 207 volunteers 	107 new volunteers in East in 6 months, all trained level 1. 150 existing. What are their goals? “Rewards” building that in.			Recognising contribution of vols. Recruitment of school pupils/ students/ unemployed – but support for e.g. expenses/ literacy as a barrier.	
Culture & Sport Glasgow (Museums & Libraries) <ul style="list-style-type: none"> Museum Guides. Etc 1000. “Books-to-Go” 100's 					
Lodging House Mission <ul style="list-style-type: none"> Board Members Kitchens – with S. Users 		Not just time from vols. But connections e.g. xscape jackets		Plenty of vols. – do they signpost to VC or other VIOs, etc.?	

Group/ Organisation Name <ul style="list-style-type: none"> ▪ 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
Community Reference Groups (Tracey) <ul style="list-style-type: none"> • Forums – Childcare; Education; GCPP Board 					Volunteering One Stop Shop/ phone line where people can just phone up.
East End Thistle <ul style="list-style-type: none"> • 28 vols. Coaching and Admin/ “Committee” roles • With support from CSG 		<ul style="list-style-type: none"> • 140 kids weekly participating in football 			People in different jobs getting a release from volunteering. Hosting speed networking events.
Credit Unions (Haghill, Shettleston, Cranhill, Easterhouse, Baillieston) <ul style="list-style-type: none"> • Board Members • Police, etc. 				Board members - not enough	Need to de-mystify (responsibilities): not just the suits.
Wider Voluntary Sector Orgns. & Community <ul style="list-style-type: none"> • Board Members/ Committee Work • GERA Social Economy Team • 114 organisations/groups identified in East by CAB Survey (that involved 1,209 vols.) 					More joined up promotion of Board opportunities - Gera Social Economy Team; GCVS; VCG.
Guerilla Gardeners <ul style="list-style-type: none"> • Unstructured volunteering opportunities 					Make more of volunteers both formal and informal.
Boys Brigade (and other uniformed organisations)					Learn from positive experiences & training packs. Tailored marketing for volunteering opportunities.

Participants were each given 2 votes to prioritise the 5 potential areas of investment in volunteering listed below. Results are in the centre column with comments in the right hand column:		
Support for volunteer involving organisations to enable them to provide quality volunteering experiences	17 votes	<p>More money for expansion & development of Alcohol Befriending Services(Mary Fisher GEAAP).</p> <p>Ensuring all the staff are aware of guidance relating to voluntary work – this will support the organisation & hopefully increase volunteers (Ray Robertson, Job Centre Plus).</p> <p>Support to increase staffing capacity to support volunteers in their role (Janice Malone, Macmillan Cancer Support).</p> <p>More funding for volunteer costs i.e. training time given to develop if no volunteer co-ordinator post is available (R. Ward, P.A.L.).</p> <p>Support for preparation of volunteers/ removal of barriers (Tommy Stewart, Culture & Sport Glasgow).</p> <p>Support in finding funding for staff (Cathy Clawson, WCISP).</p> <p>More support for non-staffed project (Cathy McLay, WCISP).</p> <p>Quality means time & money need to be invested (Melodie Crumlin, P.E.E.K.).</p> <p>Huge volume of people wanting to volunteer – resource issue (Margaret Layden, Playbusters).</p> <p>More funding for volunteering recruitment, expansion & development (Walter Brown (GEAAP).</p>
Support for preparation programmes for potential volunteers	10 votes	<p>Support such as training, finance, etc for volunteers (Tommy Stewart, Culture & Sport glasgow).</p> <p>Yes, but recognise that there are costs involved in providing volunteering oppoertunities as well (Julie Christie, Parkhead CAB).</p> <p>Support in delivering training programmes initially & continuing training to allow volunteers to further develop their skills (Janice Malone, Macmillan Cancer Support).</p> <p>Support the preparation (J. Irvine).</p> <p>Support for preparation of volunteers (Cathy Clawson, WCISP).</p>
Development of new volunteering opportunities/programmes that can involve more people from under represented groups	8 votes	<p>Addresses the equalities agenda & widens the potential for volunteer involvement (Jim Pauley, Culture & Sport Glasgow).</p> <p>Could be in a position to support GVC & to deliver “Volunteer Training” but may be more effective to focus on an “East” perspective *(Maggie Murphy, John Wheatley College).</p>
“Pathway costs” (promotion of volunteering; recruitment of volunteers; central funds for childcare expenses; recognition awards; etc)	10 votes	<p>This only has to ensure people are covered for out of pocket expenses which could encourage them to volunteer (Liz Mitchell, Parkhead Youth Project).</p> <p>Celebrating local volunteers & VIOs is very important (Julie Christie, Parkhead CAB).</p> <p>Funding for expansion & development of service City wide(Jardine Simpson).</p> <p>Be able to reduce barrier for people (all). Celebrate as great staff happiness & should be recognised (Melodie Crumlin, P.E.E.K.).</p> <p>Celebration of volunteers (R. Ward, P.A.L.).</p>

“Infrastructure costs” (e.g. Volunteer Centre services such as ADVICE, TRAINING, AND volunteerscotland.org.uk)	3 votes	Would offer a consistent network of support across themes involving volunteers (Jim Pauley, Culture & Sport Glasgow).
---	---------	---

Attendance:

First Name	Surname	Organisation	Attended
Kathleen	Frew	Chest, Heart & Stroke Scotland	✓
Doug	Ross	Momentum Scotland	✓
Alice	Alexander	Volunteer	✓
Jim	Irving	Volunteer	✓
James	Pauley	Culture & Sport Glasgow	✓
Tommy	Stewart	Culture & Sport Glasgow	
Julie	Christie	Parkhead CAB	✓
Ellen	McVey	Cranhill Community Project	
Ann	Fehilly	Glasgow Community & Safety Services	✓
Raymond	Ward	PAL	✓
Gaille	McCann	Glasgow East Regeneration Agency	✓
Linda	McGlynn	Youthbank	✓
Eric	Foy	Careers Scotland	✓
Henry	Curran	New Horizons	✓
Janet	Tobin	East CHCP	✓
Peter	Howden	BSGE LHF Rep (Community)	
Cathy	McLay	Women's Support Project	✓
Cathy	Clousan	Women's Support Project	✓
Julia	McMichael	Women's Support Project	✓
Jean	Nicoletti	Women's Support Project	
Janice	Malone	MacMillan Cancer Support	
Peter	Douglas	Dalmarnock Youth Project	✓
Tracy	Steel	The Happy Club	✓
Lynette	McKechnie	The Glenburn Centre	✓
Mary	Fisher	GEAAP Befriending Service	✓
Jardine	Simpson	GEAPP Befriending Service	✓
Walter	Brown	GEAPP Befriending Service	✓
Craig	Green	John Wheatley College	✓
Maggie	Murphy	John Wheatley College	✓
John	Butcher	GCC Education Services	✓

Chris	Lycett	Barnardos Youth Involvement Team	
Margaret	Leydon	Playbusters	✓
Muriel	Pearson	Cranhill Church	
Sam	Paterson	Cranhill Community Project	
Matt	?	GERA	
Ken	Gibson	Culture & Sport Glasgow	✓
Jane	Edgar	Culture & Sport Glasgow	✓
Mary	Henderson	Community Planning Partnership	✓
Vicki	Holmes	Culture & Sport Glasgow	✓
Stuart	Grieve	Culture & Sport Glasgow	
Melody	Crumlin	P.E.E.K.	✓
Liz	McConnell	Alternative Stress Centre	✓
Liz	Mitchell	Parkhead Youth	✓
Gary	Munroe	FMR	✓
Janette	Mitchell	GERA	✓
Paul	Riley	GERA	✓
Pauline	Smith	Wellhouse	✓
Anne	McGregor	Community Transport	✓
Helen	Taylor	Volunteer Centre Glasgow	✓
Morag	Sievwright	Volunteer Centre Glasgow	✓
David	Maxwell	Volunteer Centre Glasgow	✓

Apologies received from:

First Name	Surname	Organisation
Ginny	Jackson	Parkhead CAB
Charlotte	Levy	Community Rep – PPF
Marie Ward		Cranhill Community Project
Cllr James	Coleman	Glasgow City Council
Cllr Ruth	Simpson	Glasgow City Council
Superintendent Michelle	Martin	Strathclyde Police
Pam	Boothman	PampamBoo