

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 North Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
Depotarts (Jain McIntyre) <ul style="list-style-type: none"> • Back to having more volunteers • Learning how to manage & support volunteers • Training budget tripled for year • Vols. Retrospectively claim their expenses • Do same work as staff, treated the same • Young people on a more structured programme • Loads of policy issues coming up 		Increased service provision	Putting emphasis on volunteering as a gateway to work.	Getting basic training package. Recognition – Certificates, etc. Scattered locations. Connection. Disclosure checks. Need something to show that they are worth effort. Recognition of organisations working together.	Edinburgh VC website has all the policies ?? guidelines on ?? Website re expenses etc New Scheme Checklist of all things you need to have in place
Sighthill Community One Stop Shop (M. Thomson) <ul style="list-style-type: none"> • Would not be here if it was not for volunteers • Backbone of the organisation young & elderly • Come to clean a floor, painting outside of building, now using office & computer skills, etc. 	Not stuck in bases, sound networks. Trust, self worth	There is a building!	CP role	Use own money to provide lunches	Funding for expenses. ?? Policy resources (?Brought in?) website
Queens Cross Housing Association (Tommy Lusk) <ul style="list-style-type: none"> • Vol. Lunch clubs • Credit union, etc • Like to develop more youth work (mentoring & befriending) 				Volunteers want started now Delays affect message that they are needed. Capacity building for other staff to provide vol supervision.	Expenses help, especially young men & those who are not accessing volunteering

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Toonspeak (Heather Dick) <ul style="list-style-type: none"> • Use vols. To enhance what we do • Work alongside • They can take on as much responsibility • Most are looking for a career in the Arts • Working on covering all North Glasgow 	Lose volunteers to employment	Young people can aspire to do direct route. Person does it because they want to (not paid), so better enjoyment & respect.		Time need to train & support. Match to the correct group. Those with skill don't live in North Glasgow; on tight budgets, etc to get there.	Expenses remove obstacles. Recognition of time & resources to volunteer appropriately. ??????
St. Rollox Asylum Seekers Support Project(Christine Murray) <ul style="list-style-type: none"> • Have 30 vols. Mix of AS & Refugees • Tutors, computer classes, shop, etc. • Provide crèche facilities & bus fares • If possible training • Volunteers' dinner • Recognition 	Confidence, belief that they can do something & achieve something. Not being so isolated. Voice being heard.		Some things you can't get into unless you have some volunteering	Volunteer development, progression & pathways. Could take public transport if accessible, but come in stressed and unable to assist.	Better transport. Free bus ticket!
Culture & Sport Glasgow (James Tonner) <ul style="list-style-type: none"> • Club coach & volunteer programme • We work with local orgs. To staff new clubs or develop existing clubs • Provide coaches • Challenge is to identify keen people to start & run clubs 		Increase in physical activity. Health & wellbeing		Losing key volunteers. Communication – getting message out. Have training on offer but not enough take up.	Get more than 1 person involved in key roles. Volunteer website. Glasgow volunteers into search engine - Volunteer Centre?

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Glasgow Access Panel (Charlie Murphy) <ul style="list-style-type: none"> Led by people motivated for a cause, 90% are disabled, 30 active, 40 sleeping 2 sets of activities Help in office/ representing around City Mystery shopping - Resources/ transport a challenge 	Re-employment not a goal. ??Sense of agency.	People with ?, ? shopping also benefit.			Promoting volunteering & its benefits. If you're not involved in volunteering there is something up with you!
Milton Food Project (A. Campbell)			Volunteers lone working. H & S, support needs to be well thought out.	Volunteers not working – can't afford lunches, bus fares	Someone to lift a phone to. Volunteers are independent & some more capable. Those who work with vols. deserve a pat on the back.
YMCA (L. Sullivan)	Integration, language skills for refugees. Structure to their day when not allowed to work. Feeling they are doing some good. Feeling comfortable where you live.	Has positive impact on the community generally. Mental & Physical health is improved. Have engagement with the City.		Management & support is more successful especially on volunteers. In recruiting more time taken to support.	Funds available to pay expenses. Recognition scheme. I value what you are doing & need to thank you for it. (They are not looking for thanks)
Friends of the River Kelvin (Mark Eden-Bushell) <ul style="list-style-type: none"> No paid staff, 320 volunteers, enthusiastic & they pay to produce a magazine Households, clean ups 6 – 20 Numbers which turn out are different Vols. On phone Don't wish to be beholden so steer clear of public money Mutual support, working together & 	Volunteers enjoy the hard work and often muddy conditions!	Bird life increasing on the river (RSPB stats.). Physical impact & environment improved. Lots of people benefit.		Don't know how to refer elsewhere (e.g. CSG).	Supporting volunteers on Management Committees. Role for GCVS but costs!

team spirit					
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WORKING & LEARNING North Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
Culture & Sport Glasgow (Bob Allan) • Have volunteers e.g. those studying	Feel good factor. Confidence boosting for individuals & groups.	Analysis being done on survival of agency without volunteers – it wouldn't. Builds the capacity of organisation.	RSC – Medium (training service) Addaction – High	CSG – Signposting on website – skills register needed	Timebank – Develop a Timebank volunteer database.
The Disability Community (Des Canning) • 40/80 – 95% of all volunteers from North Glasgow have been with them 3-4 years.	Develop training e.g. – child protection – links to networking; self worth improves.	It has to be meaningful activity – not stereotypical.	RLLC – High – all fits in with all priorities Glasgow North ESF Project – Medium – high	NGYSG – Stipulating commitment Communicating about volunteering through ICT	Have a volunteering directory. ICT Format needed.
Glasgow North ESF Project (Pat McDade) • Volunteering as stepping stone for employability	Self esteem improves – affirmation. Sense of belonging – tangible output involving other people eg assessing how other people in the service are getting on compared to one's own life.	Couldn't provide cook & care service without volunteers. Experience, knowledge (Addaction), enthusiasm – employment opportunities.	CSG – High – Commonwealth Games GNRA – High – enrichment of the community	Advertising – budget needed Funding =- positive & sustainable stream – money & in-kind	Word of mouth/ door to door approach.
Glasgow Old People's Welfare Association (Sheena Glass) • Older & younger volunteers – fill vacancies with these volunteers		Wouldn't survive without volunteers (GOPWA). Literacy provision wouldn't happen without vols (RLLC).	Collective answer – Medium - high		Community packs. Posters/ visual aids – marketing material.
Addaction (John Polding) • No volunteers in service at present. Clients may be able to volunteer.	Structure the volunteer's day committing their time/ getting into a routine eg time keeping.	Organisations couldn't operate without help of volunteers (NGIN).		Recognition – community champions.	Use of Volunteer Co-ordinator from Volunteer Centre Glasgow.
Rosemount Lifelong Learning Centre (Sue Harper) • Vast amount of volunteers, 50/60 • Literacy	Personal development, confidence, self	How it enriches the agency – support for volunteers is very different to support for		Promote experience – the volunteers themselves get accreditation/ qualifications. Childcare is a barrier to	Develop a network of volunteering organisations/ opportunities eg

<ul style="list-style-type: none"> Recycling ICT Men's groups 	<p>esteem, new skills, social interaction, go on to college & work. Realisation of own life – part of growing up for young people. Sessional work is a destination.</p>	<p>paid staff: Volunteers can work at any time, a worker cannot.</p> <p>Gives new perspective, new ideas – two way thing.</p>		<p>volunteering. Disclosure is a barrier (almost like a filter system) to volunteering eg those people with addiction issues – directs people where they can work.</p>	<p>voluntary sector network.</p> <p>Use door to door approach – community engagement on volunteering.</p>
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<p>The Bridging Service (Dorothy Thomson, Carolyn Armstrong)</p> <ul style="list-style-type: none"> Clients placed with other services – volunteering ranges from 1 hour to 3 days a week Volunteer co-ordinator just started to encourage volunteering in CHCP e.g. Primary Care with a target of 30 opportunities 					
<p>YMCA (Donald Lawrie)</p> <ul style="list-style-type: none"> Integration Network – agencies do use volunteers to deal with issues affecting migrant/ AS-Ref Groups North Glasgow Food Initiative Disclosures 	<p>Get away from isolation, loneliness. Gain new skills. For personal development eg Duke of Edinburgh Award. Those who need help in preparation for employment – volunteering becomes part of going into work. Improved quality of life. Sense of value & belonging from volunteers. Giving something back.</p>	<p>Citywide – those organisations who get financial help from GCC – volunteers add value to services of voluntary organisations for e.g. care services.</p> <p>Lack of services would occur.</p> <p>Only basic services would be provided by NHS – fill gaps with volunteers.</p> <p>Better service experience (RSC). Board members are volunteers – do admin work & Board member.</p>			<p>Sustainable stream through partnership working & sharing of resources eg delivering training for each other – Equality/ Diversity, Addictions.</p> <p>Consortium set up?</p> <p>City wide gathering to celebrate/ recognise volunteering.</p> <p>Recognition by employers.</p> <p>Reward volunteers.</p>
<p>Royston Stress Centre (Carolyn Woods)</p> <ul style="list-style-type: none"> Student volunteering doing counselling short term Befriending Project (Connie Rush, Co-ordinator) Wanting to get more volunteers more formally from the public Research development on the road to employment for some people 16-19 year group – world of work Partnership work with Rosemount Lifelong Learning Centre – COSCA Course 					

<p>GNRA</p> <ul style="list-style-type: none"> Build volunteering into Client Engagement services – promote volunteering to people to gain experience & road to employment 	<p>Good for people’s mental health. Requires a commitment & some have never done that before. Putting life into perspective. Understanding/ appreciating of their communities.</p>	<p>Burn out factor of volunteers needs to be managed.</p> <p>Volunteers need to be viewed as proper workers model of practice – what vols mean to an org with resulting resource – can make funding appear more robust.</p>			<p>Volunteer card system based on points.</p>
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SAFE North Glasgow [NB: Points recorded here reflect group discussion and are not *necessarily* view of every individual participant.]

<p>CARA – CPP – Volunteering / Safe</p> <ul style="list-style-type: none"> No volunteers but works with local orgs in area 					
<p>Brunswick YC – Jonathan Campell</p> <ul style="list-style-type: none"> 3 volunteers at moment Employs volunteers on a sessional basis – working with youths & progressing work experience and social exp for volunteer to move into employment learning environments 	<p>Being listened to / ownership Taking part in youth committee Confidence booster Open doors to improving access to learning Utilising current learning Revisiting work environment, prior to return to work Making best use of their time (diversionary other than drinking etc) Eyes being opened</p>	<p>Learning experience, improved (not too formal) Passing on knowledge Volunteering management, appreciation of this commitment Peer mentoring</p>	<p>Anti social behaviour in club & in community – high</p>	<p>Training for volunteers Increase on experience Increasing older people with skills such as carpentry etc to come into centre & share expertise with younger people</p>	<p>Volunteer centre, & GCVS to ensure that volunteers are supported into volunteering. Self promotion of what VCG & GCVS do.</p>

NGHLC – Ashley Pritchard <ul style="list-style-type: none"> Walking Groups (helps to train volunteers to take local groups) 	Bringing volunteer leaders together Increasing interest/keenness to get walks underway (the work is only at the stage above)		Safety for volunteer walking leader – high Responsibility for walkers safety – high		Access to volunteers via volunteer centre, advertise volunteer positions
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GCCS – Heather Waterson <ul style="list-style-type: none"> No volunteers but support orgs who have vols Strategically looking to get people involved in Community Work Volunteers have choice of either paying fine or doing time	Neighbourhood improvement, / ownership of open spaces / community Awareness of impact on community resources Voluntary / Community spaces organisations have access to (NIVS) Partners with open plan/spaces remit (CHCP, comm groups) Giving back to the community (ie day care centres) Connectivity between young people, older people and understanding improved	Connection to community Ownership Shared understanding (removing fear of crime)	All priorities – high (on thematic strategic group) Stems from anti social behaviour Risks to volunteers working with certain groups (risk assessments) high Impact on training for volunteer support	The uptake of opportunities some 'hot spots' In-house capacity to support volunteering as volunteering numbers increase	GCVS to work more closely with JCP to make volunteering compulsory for those on JSA (16-64) Support to plan for this
Charity UBS S (Charles Dickens a founder), Joyce Nicol <ul style="list-style-type: none"> Work 3.5 days per week Target group 65 years + Socialisation/isolation volunteers One to one work Telephone work Organise events/gatherings No vols under 18.	Gain extra skills to return to work Connection to older acted individuals/fills gaps in lives	Using students proved problematic , losing them after one year Appreciation Company /feeling cared for Communication link/element of safety	Antisocial behaviour, high Violence, high Road side & public safety, high	Handling large numbers of interested volunteers but few take up option currently 1 in 10 (worker employed on part time basis) Assistance with funding applications To work towards fundraising activities	Utilising volunteer centre services Build relationship with volunteer (VCG) worker VCG/GCVS to address or give details on who available for this Need link to orgs doing same or

					advice/legal advice of how
<p>NGHLC – Caroline Currently working on developing a framework for volunteering in North Glasgow in conjunction with partners from statutory, voluntary and community sectors</p>	<p>No direct impact as yet but aim to have more of an impact in next financial year.</p>			<p>Other issues raised by group and not falling within scope of discussion: People wanting/ undertaking overseas volunteering experiences. Tap into retrieval programmes & promote volunteering as a route to maintain connectivity, maintain health & wellbeing – making a difference to individuals</p>	<p>Solutions to Other Issues: Re-brand the volunteering experience locally. Volunteering cards possibly extend C & SG young scot card ideas & expand to adults Highlight fun aspect Health & wellbeing impact Incentives</p>

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HEALTHY North Glasgow [NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
C & SG (Graham) <ul style="list-style-type: none"> Voluntary sports clubs 17 – 60-70 volunteers Disadvantaged young people targeted 2x2 hour sessions per week 	YP get a qualification Some people have a passion for sport – really varied	Upskilling More YP involved in sport The recognition They are able to offer a sustainable service	Relates to all Healthy North G priorities particularly - <ul style="list-style-type: none"> Obesity/Health Eating/Physical Activity Youth Health 	To get people wanting to make a long term commitment need a long term...?? If Vol Co-ordinators stretched won't give the best service.	
NGCFI (Fiona) <ul style="list-style-type: none"> 95 volunteers, 48 at a time (3-10hrs per week) Allotment project/admin /marketing/cooking classes/grow your own Orientation for people coming to live in Glasgow, they feed in their experience 	I've been given security I want to give something back 40% asylum seekers & also local Scots wanting to give something back a connection. Need to have empathy for people, step into their shoes	The project wouldn't exist without volunteers. The environmental aspect is important for many volunteers. There is a ripple effect.	Important to all Healthy North G priorities	People with high support needs are being referred to volunteer but there is a high demand on the service – but don't get further support from case worker (a duty of care)...resource implications.	Could funding follow the client (volunteer)? Forum for environmental volunteering brought all the orgs together – make a link & what has been learned.
HLC (Jeanette) <ul style="list-style-type: none"> Strategic org – fun in the park – 5k – Christmas on a budget Training people to ??financial incl? About 100 people volunteer per annum – about 4 hours per person 	Increases sense of belonging & community.	Mainly big events – it wouldn't happen without their support. They bring something back - ???	Relates to all Healthy North G priorities particularly - <ul style="list-style-type: none"> Children and Families/Parenting Support Obesity/Health Eating/Physical Activity 	Sustainability. Networking. How we best support individuals. Someone to oversee – their specific role.	
Disability Community (Melanie) <ul style="list-style-type: none"> About 43 vols in the centre Driving/kitchen/youth work – average time 3 hours Most are long term – some do 5 days a week 	People with disabilities are desperate to be involved.		Important to all Healthy North G priorities		Recognising vols at an event Thanks for your contribution

Smoke Free Homes (Irene) <ul style="list-style-type: none"> • Increase the level of smoke free homes • Hoping to get volunteers – looking to recruit them 			<ul style="list-style-type: none"> ▪ Children and Families/Parenting Support ▪ Addictions ▪ Mental Health 		Useful to break down volunteering through the planning themes Volunteering week
Marie Curie <ul style="list-style-type: none"> • Fund raising – 3 separate parts – comm. funding for nursing, appeal for build, telephone calls • 25-30 vols – 60+ hours per week 	Experience of a family member who has suffered cancer & the relatives want to give something back	Its all volunteer based – the daffodil appeal collects about a 3rd of our budget. We wouldn't be able to fund 2000 hours of nursing.	<ul style="list-style-type: none"> ▪ Mental Health 	It takes a long time to get people from expressing an interest to actively volunteering. It can be ?frustrating getting people from the initial interview to getting them started.	The new vetting barring disclosure should make it quicker – an online due next year. Could engage them in activities prior to officially starting. Peer support.
Home Start <ul style="list-style-type: none"> • Look for a commitment of a year • 30 vols provide support, help at home, looking after children & admin 	Like getting involved, giving something back, keeping their hand in, have to have parenting experience.	It is an ethos of facilities supporting each ??? We keep people off the child protection register	Relates to all Healthy North G priorities particularly - <ul style="list-style-type: none"> ▪ Children and Families/Parenting Support 	Funding is a big issue.	Let people contact us or do something for themselves. It's not personal - they have things happening in their lives.
Youth Stress Centre (Carol) <ul style="list-style-type: none"> • 5 volunteers • They do a training programme before starting, help do work in school - ?emotional literacy • 6 peer researchers and they take on a new piece of research each year – been there for 3 years 	Some want to get into work & others to get more involved in their community.		<ul style="list-style-type: none"> ▪ Youth Health ▪ Mental Health ▪ Children and Families/Parenting Support ▪ Obesity/Health Eating/Physical Activity 	Training for volunteers – how we tap into opportunities.	Could we all offer a training session?
Leonard Cheshire Disability (Kathleen) (city wide org) <ul style="list-style-type: none"> • 20 people active - working 1-1 – 300, hours volunteering, 200 currently ??? • Take students • Food hygiene, safety • Getting out & about in the city ??? • Some ??? are volunteers, help with events, fundraising, befriending, driving – 4-5 hours per day 	Students benefit from life experience. Such a broad range of people ??? Perhaps sw should have ??? experience	Service users might have cars but can't drive, drivers are really important!	<ul style="list-style-type: none"> ▪ Obesity/Health Eating/Physical Activity ▪ Mental Health 	Organisations need to invest in volunteering. Need to share resources, training & networking	Don't see losing volunteers if they transfer to other vol orgs – a role for the volunteer centre

Participants were each given 2 votes to prioritise the 5 potential areas of investment in volunteering listed below. Results are in the centre column and individual comments in the right hand column:		
Support for volunteer involving organisations to enable them to provide quality volunteering experiences	11 votes	Advice/support on how to best manage volunteers (Depot Arts) Look to Feva Model, if not already done by contacting julia.duncan@bctv.org.uk (North Glasgow Community Food Initiative) Funding, transparency if stat funding, transparency of organisation, support for volunteer co-ordinators a quarterly training network (Kate Philbuck, Home Start Glasgow NW) We need a gold standard structure to plan & evaluate 'quality' of volunteer experience (HD) Better communication re: volunteer opportunities, available support, etc (James Tonner, CSG Club, coach & volunteer)
Support for preparation programmes for potential volunteers	9 votes	Introduce courses e.g. childcare, youth work (Jonathan Campbell) Taster sessions are ideal if possible & can be the difference between someone volunteering & not (Pat McDaid) Main job to sort out disclosure blockage (T. Lusk, QXHA) Tasters, training (Carolyn Armstrong) Basic volunteer 'induction' with ongoing training (Depot Arts)
Development of new volunteering opportunities/programmes that can involve more people from under represented groups	9 votes	Awards schemes like MV but for other designated ??? BME, SOT etc (Pat McDaid)
"Pathway costs" (promotion of volunteering; recruitment of volunteers; central funds for childcare expenses; recognition awards; etc)	12 votes	People on benefits to be directed to vol centre (Jonathan Campbell) North database of volunteering ops (James Tonner, CSG Club, coach & volunteer) Funding for providing quality volunteering experience with training & support within orgs. We need staff time to support volunteers, as well as expenses etc (HD)
"Infrastructure costs" (e.g. Volunteer Centre services such as ADVICE, TRAINING, AND volunteerscotland.org.uk)	5 votes	

Attending:

First Name	Surname	Organisation	Discussion Group	Attended

Apologies received from:

First Name	Surname	Organisation