

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
<b>HEALTHY and SAFE South East Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>Glasgow Community Transport</b> <ul style="list-style-type: none"> <li>Support volunteer community transport drivers / orgs</li> </ul>					Provide training, support & <b>feedback</b> to all volunteers.
<b>Community Policing Inspector (Jim Creelman)</b> NB:Gerry Rafferty is the other SE Glasgow Inspector)  Partnerships with organisations, e.g. <ul style="list-style-type: none"> <li>Community &amp; Safety Services - Gleams survey &amp; neighbourhood volunteers</li> <li>Cross over into learning, school kids &amp; environmental improvement/clean ups</li> <li>Victim support</li> <li>Neighbourhood watch</li> <li>Children's Panel members</li> <li>Domestic violence (local GP's plus Hermat Gryffe, Women's Aid, Rape Crisis etc )</li> </ul>	Kids really up for safety/environmental projects – sense of fun and achievement regardless of often short term nature of involvement in projects.	Referring signposting on to voluntary sector orgs.  Dramatic impact on people's awareness of community safety and environmental issues.  Victim Support very positive impact.		Young people: Streetwork & outreach work – “there's nothing to do”  Local groups ??? Struggle funding Lack of playschemes are real loss to committees  Neighbourhood watch in South East is a shambles.	Youth outreach/streetworkers - Raise their awareness of volunteering opportunities.  Co-ordinator role is key:  Neighbourhood watch need to know their value - provide feedback (support is key).  Bigger orgs mentoring other groups to provide governance skills; CSR targeting e.g. Law firms  Already joint SHA employability project with GSERA.
<b>Norma Taylor, Southside Housing Association - support services manager</b> <ul style="list-style-type: none"> <li>South east &amp; south west areas</li> <li>Care &amp; repair, city wide</li> <li>Informal neighbourliness, neighbour/support</li> <li>Volunteers often older/retired &amp; all men</li> </ul>	Benefits to vols often	Value of supportive neighbours and volunteering more generally: can't put a price on it.	Care & repair, home safety: high	Confidentiality & BME GP's Need more diverse vols e.g. bilingual, younger. Young BME tenant/housing service – volunteering has little perceived value in minds of young people.	Development of services involving vols in home safety.  Promotion of <b>Informal</b> volunteering is very important! (Community engagement Strategy group); More widespread promotion of good neighbour awards.

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<b>Govanhill Baths Community Trust (Inga Zaiceva)</b> <ul style="list-style-type: none"> <li>• Charity shop manager</li> <li>• Plus free soup kitchen</li> </ul>		(Informal volunteering already v strong in migrant & BME communities)		Lack of knowledge of how/where to go to volunteer.  Supporting volunteers that have – for e.g. – mental health issues.  How/when to signpost/refer on to which specialist support agencies.	Need stronger culture of volunteering.  VCG could do more promoting volunteering thru orgs providing s's to minority groups.  Responsibility of support agencies to help inform vol involving orgs and support their service users as volunteers.
<b>CHCP, Joe Quinn, community dev manager</b> <ul style="list-style-type: none"> <li>• Supporting community groups incl BME, community P'shields area e.g. R arts</li> <li>• Service users influencing development of services e.g. MH, addictions, LD</li> <li>• Commissioning of services from voluntary sector organisations</li> </ul>	People taking control of their lives	PPF & CHCP board (x2 people).  Depend on services - couldn't survive without services run/delivered in part by volunteers e.g. Dixon Community		Boards – issues ongoing: Younger people not getting involved – also community councils & residents associations.  Loss of so many playschemes due in no small part to increasing levels of bureaucracy/responsibility burden on parent leaders/volunteers.  Voluntary sector organisation Boards of Directors in some neighbourhood areas where very few residents with managerial/finance/legal expertise.	Address cultural barriers to concept of formal volunteering.  Also info more widely (more from updates) More networking opportunities, Web portals - cleverer links e.g. GCC website  Succession planning for Board of directors (passing on historical knowledge).  Specific support to less skilled/well resourced groups on bureaucracy e.g. disclosures to avoid loss of key community support services.

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<b>LEARNING and WORKING South East Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>School sector:</b> <ul style="list-style-type: none"> <li>• Taking school groups out into the community – environmental clean ups</li> <li>• Classroom helpers</li> <li>• Active schools</li> <li>• Buddies</li> <li>• Charities committees</li> </ul>		Work with parents, young people within school community / environment, it is difficult to take this out into wider community – bureaucracy / permissions etc.	Difficult to sustain – parental involvement is time limited. Continuity difficult – short term programmes with limited sustainability.	Difficult to sustain – parental involvement is time limited. Continuity difficult – short term programmes with limited sustainability.	Need for dedicated resources for volunteering coordination and brokerage.  Need to consider how we resource small organisations to develop volunteering.
<b>College sector:</b> <ul style="list-style-type: none"> <li>▪ Prerequisite for access to some courses – e.g. Social Care HNC</li> <li>▪ Signposts to Volunteer Centre Glasgow</li> </ul>	Volunteering positively recognised as `currency` in access to courses.  Opportunity to access learning to take up volunteering opportunities in later life, certification etc.	Volunteering within framework of course often leads into mainstream volunteering.			Recognition of the hidden costs of volunteering – mentoring support, guidance, covering absence etc.  Need to record progression, positive outcomes from volunteering to learn from experience and record impact.
<b>Careers Scotland:</b> <ul style="list-style-type: none"> <li>• Provide guidance at school, opportunities to introduce volunteering.</li> <li>• Key workers promote volunteering as an engagement activity with MCMC group – lowest take up of volunteering is amongst young people who are always looking for incentives `What's in it for me?` attitudes.</li> </ul>	Lower levels of progression for volunteers – some lack of encouragement for progression, as volunteers are crucial to the delivery of services.	Environmental focus – college, horticultural courses, and environmental groups, <b>identified need for better links and better coordination.</b>		Definitions of volunteering? Formal expectations of volunteering through MCMC, New Deal etc – certain element of compulsion?	Need for research to evidence the impact of volunteering on employability.  Need to explore linkages with ASDAN, MV etc. Role of this forum to link school volunteering work with wider groups e.g. Gorbals Youth & Community Theatre.
<b>Primary School</b> <ul style="list-style-type: none"> <li>• Classroom assistants, classrooms &amp; playground</li> <li>• Children, community clean-ups (Danny Alderslowe)</li> </ul>	All volunteers moving on to learning and working	Scope to meet children's individual needs		Length of time for disclosures Volunteers from local community required	Advertise with VCG

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<b>Book Shop</b> <ul style="list-style-type: none"> <li>• 30 vols at any given time, 15 core long term.</li> <li>• Community business, keeping shop in south side</li> <li>• Using VC as a resource</li> </ul>	Process adapted for each volunteer. Giving purpose and helps with job search. 10 moved on to jobs and FE in past year.	Volunteers have often been customers. It's a community business and keeping it local has been important.	High.	Getting access to information & training to assist people to move on.	Directory of services for volunteering (A4 ring binder) – is there an up to date Equal Access directory for Sth East?
<b>Langside College</b> <ul style="list-style-type: none"> <li>• Support students through some of the programmes to volunteer</li> <li>• Give opportunity to volunteer refer to VC</li> <li>• Opportunities in college, looking to do more</li> <li>• Work in partnership with VCG</li> </ul>	Employability. Personal satisfaction. Gaining a qualification. New skills.	Volunteers work which enhances community.  Sports coaches.  Health & beauty.	Joining up info & increased partnership awareness.	Confusion between work placements & volunteering.	Run past VCG & HR. Improve understanding of difference between work placements & volunteering.
<b>GSERA</b> <ul style="list-style-type: none"> <li>• Volunteering as a means of increasing employability – regeneration</li> </ul>	Improving chances of increasing skills & getting work.  Expanding people's horizons.	Improve people getting jobs in local community Glasgow wide & outside Glasgow.	Economic problems, Lack of jobs. 2014 plan. 20,000 people unemployed as of 18 <sup>th</sup> March, so people obviously more likely to volunteer. Job vacancies 30% down since last year.	Improved inter-agency client tracking systems.	Understanding of what's happening.  Get the plan.  Raise awareness.  <b>Maximise use of resources.</b>
<b>If its not broke don't fix it</b>					State clearly the volunteer role.  Tasters.  LISTEN

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<b>VIBRANT South East Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<p><b>Hidden Gardens –</b> volunteering gardening opportunities</p> <p><b>Village Storytelling Centre –</b> story telling sessions to various groups and organisations across the city.</p> <p><b>Culture and Sport Glasgow –</b> Events, youth work, libraries, museums, and sport (running clubs; coaching) <b>see below</b></p>	<p>Increased knowledge Increased learning of new skills, areas of interest Satisfaction</p>	<p>There are lots of opportunities and work that is undertaken by volunteers that wouldn't necessarily take place if people didn't offer up their free time.</p> <p>Contributes to the capacity / running of groups and organisations on a regular basis.</p>	<p>Identified as a key issue for the vibrant theme</p>	<p>Creation of a forum/platform of sharing info/good practice</p>	<p>Raised awareness of activities that volunteers can engage in / dispelling the myths around this; Establish what opportunities are available so as signposting and pathways are more established / developed / transparent / readily available.</p>
		<p>Some organisations / groups wouldn't be able to function or survive without the support and input of volunteers.</p>			<p>Sharing good practice; capacity building.</p>
<p><b>Toryglen Community – Jim Dickie</b></p> <ul style="list-style-type: none"> <li>• Encourage people to participate across the community</li> <li>• Raise awareness</li> </ul>	<p>Opens up opportunities / raises awareness Sense of belonging Healthy Safe</p>	<p>More sense of belonging to a community.</p> <p>More cohesion/integration</p>	<p>To ensure that volunteering is represented &amp; developed across all themes</p>		<p>Strategic Sub Group for partners to take issues forward and create an action plan that cross cuts amongst all the themes. (ACG?); Thematic groups taking responsibility to support volunteering opportunities across the themes by ring fencing funds e.g. Employability Pathway.</p>

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<b>CPP</b> <ul style="list-style-type: none"> <li>Strategic development, scoping, funding, partnership work</li> <li>Training &amp; support for local people around volunteering</li> </ul>		If delivered by those who 'care' there can be more achieved. Stronger relationships. Improved trust.			Recruitment targeted.  Drilling down to low achievers.
<b>CSG – Simon, John, Andrew</b> <ul style="list-style-type: none"> <li>Partnership with VCG on MV award scheme</li> <li>Duke of Edinburgh award schemes</li> <li>Developing vibrancy theme, strategic plans, priorities, actions around many issues, but volunteering is embedded in this</li> <li>Volunteering cross cuts across all themes but needs to have status on its own due to importance of this</li> </ul>		Role models.  Positive/peer pressure.  More sustainable resources within communities		Clarity around accreditation for young people.  Youth achievement Award - no governing body in Glasgow.	CSG could look at this & try & develop One Stop Shop around info/clarity on accreditation
<b>Friends of Maxwell Park (Sarah Melville)</b> <ul style="list-style-type: none"> <li>Small buddying charity in Pollokshields, political green space, to save/improve</li> <li>Wants to learn more about volunteering &amp; what is happening across area</li> <li>Involve the local community to help improve / respect / maintain green space</li> </ul>	Learning structures of orgs/infrastructure, supports	Healthy Safe		Training / around governance & reporting / funding / monitoring	Better/more support, should be made available to volunteering groups  More / better info / involvement in other groups / structures
			By sharing info, standardising procedures / systems the transition for moving on / signposting amongst groups / developing individuals should become easier, retention of long term volunteers within organisations should diminish; look at assessment processes in relation to individuals aspirations; identification of banks of staff / retention for events etc...		

Participants were each given 2 votes to prioritise the 5 potential areas of investment in volunteering listed below. Results are in the right hand column:		
<b>Support for volunteer involving organisations to enable them to provide quality volunteering experiences</b>	9 votes	<p>As long as it doesn't put VIO off (Ian Duncan, Langside College)</p> <p>Develop opps. That allow vols. To work a range of volunteering services &amp; retain upskill vols. Ahead of 2014 (Simon Bilcock, CSG).</p> <p>GCPL is developing a "Community Support Vehicle" – a support team of people that will be helping orgs to develop Community Planning. This Community Support Vehicle should be fully aware of volunteering (Jim Creelman, Strathclyde Police).</p> <p>Trying to ensure adequate skills/ training for potential/ current volunteers.</p> <p>Promotion of a network that brings together agencies &amp; services that require the use of volunteers to share good practice &amp; develop services (Karen McCafferty, CPP).</p> <p>Get 2014 Volunteering Plan circulated (Fraser Kelly, GSERA).</p> <p>Proper infrastructure is essential for the development &amp; retention of volunteers (Norma Taylor, Southside HA).</p>
<b>Support for preparation programmes for potential volunteers</b>	1 vote	Developing support for programmes for young people (12 – 16) (Develop a culture of volunteering).
<b>Development of new volunteering opportunities/programmes that can involve more people from under represented groups</b>	7 votes	<p>Money should be made available to support the development of structures that recognise the importance &amp; development of qualifications &amp; training across volunteering activities (Karen McCafferty, CPP).</p> <p>Development for under represented groups (Andy McNeill).</p> <p>Rely more heavily on existing services (Fraser Kelly, GSERA).</p> <p>Under represented groups – not just recruitment but retention too (Andrew Olney (CSG).</p> <p>Involve under represented groups in advising about different approaches &amp; activities for volunteering (Norma Taylor, Southside HA).</p>
<b>"Pathway costs" (promotion of volunteering; recruitment of volunteers; central funds for childcare expenses; recognition awards; etc)</b>	5 votes	<p>Development in relation to volunteering recruitment across diverse stratas (Sarah Melville, Friends of Maxwell Park).</p> <p>More awareness of accredited opportunities – develop links with Scottish Credit Qualifications Framework &amp; Committ for General Excellence.</p> <p>"Pathway Costas" need to be considered to encourage people who would otherwise be unable to volunteer to get involved (Jim Creelman, Strathclyde Police).</p> <p>Recognition awards, accreditation of volunteering – emphasis on young people (Andrew Olney (CSG).</p> <p>Organisations providing volunteering opportunities must be able to provide out of pocket expenses (Simon Bilcock, CSG).</p>
<b>"Infrastructure costs" (e.g. Volunteer Centre services such as ADVICE, TRAINING, AND volunteerscotland.org.uk)</b>	2 votes	<p>Groups could benefit from assistance with "reporting" i.e. CSCV (Sarah Melville, Friends of Maxwell Park).</p> <p>Important that we can join things together – message across all of CPL (Ian Duncan, Langside College).</p>

**Attending:**

First Name	Surname	Organisation		Attended
Hilary	Bruce	Croftfoot Residents Association	S/H	
Charlie	Canning	Employment Opportunities	L/W	
Jim	Creelman	Strathclyde Police	S/H	✓
James	Dickie	Toryglen Community Council	V	✓
Ian	Duncan	Langside College	L/W	✓
Andrew	Goldie	GAP Childcare Services	L/W	
Duncan	Goldie	NHS/CHCP	S/H	
Fraser	Kelly	GSERA	L/W	✓
Susan	Knowles	Volunteer Centre	L/W	✓
David	Maxwell	Volunteer Centre	S/H	✓
Karen	McCafferty	CPP	V	✓
Sarah	Melville	Friends of Maxwell Park	V	✓
Gloria	Murray	Castlemilk Timebank	V	
Andrew	Olney	C & S	V	✓
Gerry	Rafferty	Strathclyde Police	S	
Karen	Stanley	Shawlands Out of School Care	L/W	
Eddy	Steele	Oxfam	L/W	✓
Norma	Taylor	Southside Housing Association	S/H	✓
Rhoda	Yavm Mahmoudi	The Well	S/H	
Inga	Zaiceva	Govanhill Baths Trust	V	✓
John	Gilfillan	CSG Youth Services	V	✓
Joe	Quinn	CHCP	S/H	✓
Carolyn	Davren		L/W	✓
Simon	Bilcock	CSG	V	✓

**Apologies received from:**

First Name	Surname	Organisation
Patricia	Cockburn	Simshill & Old Cathcart Community Council
Nicky	Miller	Playbarn Youth Centre
		Jubilee Club, Toryglen Community Hall
		Crossroads/ ITC
		Glasgow South Credit Union
		TASK Childcare Services
		TASS
		Hayfield Support Services
		Mount Florida Community Council
		Employment Opportunities



