

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	Burning volunteering issues	Possible solutions to burning issues/ what do we need to do better or differently to support volunteers/this group/organisation to achieve CPP priorities?
<b>SAFE South West Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>Donna Foote, Ascend and Levernwood Hall</b> <ul style="list-style-type: none"> <li>Community Transport</li> <li>Levernwood Hall, Nitshill – 30 adults + 12 committee members + volunteers running activities in Urban Café, Art Class, Dance Class, Football Club</li> <li>Govan Radio ?/?</li> </ul>		Getting to know neighbours  Better understanding of Young People in the area & issues they face  Activities for kids  [Reduction in youth disorder and fear of crime.]  Opportunities for young people	High	Struggling to find people for Committees (taking responsibility)  Same people/ same faces  <b>Community Halls</b> generally in South West Glasgow not always accessible/engaging young people; volunteers not always good at managing “challenging” young people	“Lead Volunteers” – more responsibility  Targeted PR/ Marketing - Strong committee members willing to take on responsibility & open up to young people <ul style="list-style-type: none"> <li>Support from C&amp;SG and GC&amp;SS</li> <li>People trained in youth work</li> <li>? required disclosures</li> </ul>
<b>Lewis McIntyre, Strathclyde Police</b> <ul style="list-style-type: none"> <li>Independent Custody Visitors</li> <li>Children’s Panel</li> <li>Community Safety Forums</li> <li>Active Citizenship Fund supports adult leaders to train in Sports Coaching – mobile football</li> <li>Victim Support Visitors</li> </ul>		[Agreed Special Constables not volunteers (£1K payment)]		Engaging young people on junior Crime Prevention Panels  Victim Support seems to be OK for Volunteers (other issues priority at present)	Community Police there to reassure
<b>Fraser Gormal, Glasgow Community &amp; Safety Services</b> <ul style="list-style-type: none"> <li>Neighbourhood Improvement Volunteers (Govan very strong – c100 in next year)</li> <li>Youth Programmes (Young People Community Involvement)</li> <li>Restorative Justice (need to agree to do it: not volunteering itself but can lead participants into volunteering later)</li> </ul>				Support/ Management of Neighbourhood Improvement Volunteers  Clean Glasgow – Equipment Risk Assessment  Struggling to recruit volunteers & organise transport  Transport between territories sometimes required (depending on activities)	

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<b>VIBRANT South West Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>ASCEND - Greater Pollok Community Forum (Anne Strachan)</b> • Committee – Reps • Vol. Drivers – Distribution • Editorial Staff - Administration	Using skills appropriately Positive reference Self Esteem Activity Health & Wellbeing	Information/ Awareness  Creating a greater understanding	Appears to be low but should be high.	Relevant skills – Experience  Lack of training resources – Partnership	Action Plan Client driven Bottom up
<b>Pearce Institute (Norie Mackie)</b> • Catering – Admin staff, Caretakers	Gain new skills Recognition of skills	Reengage with community life		National recognition for 25+ (SVQ)	Strategy South West specific
<b>South West Housing Association (Mary Robertson)</b> • Committee Skills (Training)	Time/ Management skills Communication skills	Access to awareness		Duplication of roles Barriers – Time, Resources, Perception	Micro strategy  Based on individual needs
<b>Culture &amp; Sport Glasgow (Ian McKnight)</b> • Training (Coach) – Work Experience • IT Training • Literacy	Enjoyment Meeting new people Socialising Responsibility	Made aware what's available		Forced to meet CPP agenda rather than own/ client needs	Avoid duplication of work

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<b>HEALTHY South West Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>CHCP</b> <ul style="list-style-type: none"> <li>Service users &amp; PPF engage</li> </ul>	Taster of other areas. Build skill set, depends.	Raises awareness of the organisation which volunteers do through “word of mouth”.	Very high, all	Community Service Orders	
<b>CPP</b> <ul style="list-style-type: none"> <li>Structures (CRG) for local people to engage</li> </ul>	Builds confidence.	More diverse.	Very high, all	Training Management of expenses	Need volunteers to agree their responsibility.
<b>Addaction (Scotland)</b> <ul style="list-style-type: none"> <li>Volunteers (service users) – befriending other service users</li> </ul>	Enjoy the task. Sense of wellbeing. Better understanding of... Part of recovery.	Wouldn't get a service otherwise. Volunteers highlight where there are gaps in service - befriending Skills of volunteers. Frees up resources to use elsewhere.	Very high, esp. health improvements as well as addiction & financial	Scope to support volunteers Health & Safety and Skills for volunteers	Volunteer agreements - works with people for commitment. Advertising, marketing (volunteering need). Events to thank volunteers & publicity for that.
<b>Rainbow Care</b> <ul style="list-style-type: none"> <li>30 volunteers (25 – 33)</li> <li>Volunteer Support 1 – 3</li> <li>Service users, flexible level of volunteer commitment</li> <li>Provide companionship</li> </ul>	Giving people new lease of life, social and purpose Volunteers on average of 2 years or more	Organisation would not exist without volunteers for management committee.	Support health of volunteers & because provide WB to over 50s. Community engagement.	Always need more volunteers (need extra 15) Time to support volunteers is a struggle	People to go out and publicise. Time to digest before commitment. Matching has to be good.
<b>Health at Work</b> <ul style="list-style-type: none"> <li>More people who are seeking experience for work i.e. Work Placements</li> <li>Supporting Research</li> <li>IT</li> <li>Looking to develop more sessional support</li> </ul>	per week i.e. seeking career change		Subjects are high priority but with business not so much financial inclusion	HAW could support workplaces to consider volunteering as part of HAW awards	

South West Glasgow DRAFT record of 3rd Mar 09 EVENT - SVF PRIORITIES.doc – key partners and volunteer involving organisations/groups

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<b>Govan Care Project</b> <ul style="list-style-type: none"> <li>8 + 2 new volunteers (Project Worker with over 55s)</li> </ul>	Level of training and support		Financial inclusion – high Com Eng/ involvement - high	Health issues for volunteers	
<b>SAMH</b> <ul style="list-style-type: none"> <li>Part of recovery for service users, so finding volunteering opportunities</li> <li>Stigma can be an issue</li> </ul>	Social isolation for e.g.Christmas wrapping  People & issues		Tackling addictions – high HIP – high FI – high esp. money matters	Stigma re certain issues volunteers may have  Need a friendly response	SAMH developing training Interview support Engagements JP from receiving orgs.
<b>Capability Scotland</b> <ul style="list-style-type: none"> <li>500 volunteers across Scotland</li> <li>Shop side manage own volunteers, some have staff to do this</li> <li>Christmas one of busiest times (40 volunteers)</li> </ul>	Average 1 year working with a family  Sense of contribution  Addresses a personal need e.g. bereavement		Health Improvement – high Community Eng - high	Not easy to manage volunteers nationally. People don't follow through. What appeals to volunteers in Glasgow? - Sometimes vol. opps. are not that exciting – how we market them is important.	How to market “vacancy” to make attractive to volunteer.
<b>Home Start</b> (Glasgow South) <ul style="list-style-type: none"> <li>Volunteer befriending service for families in stress.</li> <li>Last year 70 volunteers, majority up to 2 hours meeting/visiting family per week.</li> <li>4 co-ordinators support volunteers.</li> <li>Ask for 12 month commitment.</li> <li>English tutoring volunteers.</li> </ul>	Able to share experiences  Alternative when not ready for work		Children & Family Services – high  Community Engagements – medium  Agrophobia issues - high	Cost of medical references of volunteers.  Commitment from Asylum Seekers is not as ??? (cultural issues in volunteering)	

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## WORKING & LEARNING South West Glasgow

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GSWRA – use volunteering to improve individuals' employability skills/prospects	<ul style="list-style-type: none"> <li>▪ Improves self confidence</li> <li>▪ Get into a routine</li> <li>▪ Develop new skills and an up to date CV and references</li> <li>▪ Gets volunteers work ready</li> </ul>	<p>Enables more services to be provided to the community</p> <p>Helps people have a more meaningful structure to their daily lives.</p>	<p>Into employment</p> <p>Sustaining employment</p> <p>MCMC</p>	<p>Not enough support given to the volunteers</p> <p>Matching volunteers to opportunities</p>	<p>Taster sessions to match volunteers to the opportunities – this is dependent however on time/capacity</p>
<p>Govan Youth Information project</p> <p>Use volunteers to provide child and youth services and a drop in centre in the main but also for services to adults.</p>	<p>Training and development</p> <p>Progression towards employment</p> <p>Personal development</p>	<p>GYIP could not operate the services it does without volunteers.</p> <p>The services would have to be reduced significantly –in particular for the school holiday programme.</p>	<p>MCMC</p> <p>Into employment</p> <p>Provision of effective children and family services</p>	<p>Retaining volunteers – GYIP continually train people up only for them to leave and work for Culture &amp; Sport (youth services)</p> <p>Recognition of that staff volunteer also as part of unpaid overtime</p>	<p>A progression route for volunteers but with an incentive for the voluntary organisation if their volunteers progress.</p> <p>This would require different training for different volunteering pathways</p>
Cardonald College (Glasgow)	<p>Personal development (self esteem etc)</p> <p>Employability</p>	<p>Asylum Seekers volunteering (on account that they are not allowed to work) promotes integration in communities.</p>	<p>Into employment</p>	<p>Cannot provide enough support required as there is no dedicated member of staff dedicated to volunteering</p>	<p>Recognition for volunteering - accreditation</p>
Finding opportunities for client group			<p>Into employment</p>	<p>Finding opportunities for client group</p>	
Ladymuir Advice & Information Centre	<p>Motivation to improve the community</p>	<p>Revitalising the community</p>	<p>Community engagement/involvement</p>	<p>Funding</p> <p>Support for revitalisation of the area.</p>	<p>More funding!</p>

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 individual comments in the right hand column:		
Support for volunteer involving organisations to enable them to provide quality volunteering experiences	15 votes	Priority to ??? organisations to focus on quality to keep them involved reduce drop out (Inspector Lewis McIntyre, Strathclyde Police) Would vote for all 5 (Stewart Clark, Govan Youth Information Project) Support for volunteer organisations including, involving more young people with challenging behaviours (Fraser Gormal, Glasgow Community & Safety Services) Extra support for organisations to take on volunteers with additional support needs, funding? Encourage support & training (Cathryn Letham, Glasgow SW Regeneration Agency) Support for volunteer involving organisations (Ladymuir?) Third sector orgs need financial support to cover e.g. volunteer numbers (Norie Mackie, The Pearce Institute)
Support for preparation programmes for potential volunteers	7 votes	Support for preparation ??? (Ladymuir?) Initial preparation taster sessions, can give people a choice, see who they suit before commit (Cathryn Letham, Glasgow SW Regeneration Agency)
Development of new volunteering opportunities/programmes that can involve more people from under represented groups	3 votes	This would support workplaces to engage with volunteers, this would in turn support orgs with criteria needed for the NWL award (Debbie Nelson, Health at Work) Development of new opportunities would be very worthwhile (Inspector Lewis McIntyre, Strathclyde Police)
“Pathway costs” (promotion of volunteering; recruitment of volunteers; central funds for childcare expenses; recognition awards; etc)	8 votes	Pathway costs to allow family participation (Fraser Gormal, Glasgow Community & Safety Services) Would vote for all 5 (Stewart Clark, Govan Youth Information Project) Resources well needed (Irene West, Volunteer Centre)
“Infrastructure costs” (e.g. Volunteer Centre services such as ADVICE, TRAINING, AND volunteerscotland.org.uk)	3 votes	As long as it is easy for groups to access also certification/SVQ rather than just recognition (Anne Strachan, Ascend) Good training essential (william Cairns, Addaction) Being able to tap into free training co-ordinated by an umbrella is brilliant (Norie Mackie, The Pearce Institute)

**Attendance:**

First Name	Surname	Organisation	Attended
Tommy	Black	SAMH Bridgework Outreach	✓
Anne	Strachan	Greater Pollok Community Forum	✓
Marie	McEntee	Glasgow Community Planning (South-West Team)	✓
Debbie	Nelson	Health at Work	✓
William	Cairns	Addaction	✓
Alison	Gray	Careers Scotland	
Chris	Hutton	Glasgow FC	
Margaret	Gillies	Home Start Glasgow South	✓
Donna	Foote	Volunteer, Greater Pollok	✓
Cathryn	Letham	Glasgow SW Regeneration Agency	✓
Fraser	Gormal	Glasgow Community & Safety Services	✓
Lorraine	Gray	The Wise Group	✓
Colin	Atkinson	Rangers FC	
Alison	Anderson	Rainbow Care Centre	✓
Norie	Mackie	The Pearce Institute	✓
Stewart	Clark	Govan Youth Information Project	✓
Jacqui	Pollok	HIV-AIDS Carers & Family Service Provider Scotland	
Keith	Miller	Ladymuir Advice Centre	✓
Mary	Robertson	South West Housing Association	
Fiona	Moss	SW CHCP	✓
Ian	McKnight	Culture & Sport Glasgow	✓
Inspector Lewis	McIntyre	Strathclyde Police	✓
Suzanne	O'Hara	Capability Scotland	
Tumong	Edwards	Capability Scotland	✓
Gary	McGrow	FMR Research	✓
Cara	Wright	GCPL North	✓
Caroline	Elder	NGHLC	✓
Norma	Cassidy	Glasgow Community Planning (South-West Team)	✓
Irene	West	Volunteer Centre Glasgow	✓
David	Maxwell	Volunteer Centre Glasgow	✓

**Apologies received from:**

First Name	Surname	Organisation
Vanessa	Payton	The Village Storytelling Centre

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Bryan	Bannerman	NHS Greater Glasgow and Clyde
Gail	Paterson	Glasgow South West Carers Centre
James	Deuchars	Grandparents Apart UK
Margaret	Deuchars	Grandparents Apart UK
Joanne	Farrow	Glasgow SW Regeneration Agency
Ann	McGhee	TEA in the POT
Anne	Keegan	TEA in the POT