

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 West Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>GAMH (Mandy Campbell)</b> <ul style="list-style-type: none"> <li>• 20-25 vols</li> <li>• Aims to reduce social isolation</li> <li>• Cover whole west</li> </ul>	Career development GAMH ensure that people know that exp will not generally benefit their own cover directly			Funding/staffing resources Recruiting Male vols very difficult.	3 year funding GCC/Lottery/Health Board  Key funders.  Volunteering co-ordination not funding priority for orgs.
<b>Equal Say (Lorna MacMillan)</b> <ul style="list-style-type: none"> <li>• Volunteer advocates for clients</li> <li>• Recruit 8-10 vols per year</li> <li>• Crisis advocacy</li> <li>• Glasgow wide have 70 vols</li> </ul>	Life experience Confidence building Develop exp within the org Social benefits – older vols in part			Funding	
<b>Kingsway Health &amp; Wellbeing</b> <ul style="list-style-type: none"> <li>• Football coaches 30; event assistance-70 (cooking stewarding, cleaning up)</li> <li>• Volunteer interpreters; also for various activities &amp; centre roles; ESOL, lunch club</li> </ul>	Enjoy going back to community Develop exp in working with people with disabilities, new client groups etc			No volunteer co-ordinator Lack of appropriate opps for highly skilled workers	Matching of people in private sector to vol org m.c roles. Media coverage to promote the role.
<b>VC, Star Partnership (Alex Wilson)</b> <ul style="list-style-type: none"> <li>• Addiction Focus – supporting STAR participants into volunteering</li> <li>• Also recruits &amp; trains befrienders - 6 vol matches and just recruited 7 vols, aims for 10 matches</li> </ul>	Oversea students, raise cultural awareness. Want to make difference. Integration.			'mission creep' supporting matches becomes huge role Reliability & lack of appropriate referrals	Visibility / prestige of smaller orgs to attract people.
<b>DDAG, Antonune Court (Ann Kenna)</b> <ul style="list-style-type: none"> <li>• Volunteers from JC referrals</li> <li>• 1 volunteer is training for social work</li> <li>• Board of directors including service users</li> <li>• 2-3 vols &amp; plus Board of Directors</li> </ul>	Improve health & well being amongst vols Tak Tent; reduction in smoking amongst vols			More vols who can do literacy work & help with music project	NHS / Irene Ross may be able to provide vols.  Registering/advertising for vols online with VC.

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<b>Tak Tent (Cancer Support Scotland) (Bill Stewart)</b> <ul style="list-style-type: none"> <li>• Supports anyone whose life is affected by cancer</li> <li>• 30-40 vols but many only on specific activities e.g. fundraising, events</li> <li>• 4 main services, support groups, counselling, therapies, information</li> <li>• 15 'core' vols: 8 on Board, plus 7 vols doing other specific roles</li> </ul>	Older people who are isolated / drinking volunteering helps		Mental health Older people Physical activity	Supporting vols while in post	Raising profile of volunteering in general
<b>NHS Greater Glasgow West Mental Health Partnership (Eileen Ross)</b> <ul style="list-style-type: none"> <li>• 13 vol organisers in NHS</li> <li>• Peer support e.g. smoking cessation &amp; breast feeding</li> <li>• Many enquiries from highly skilled workers looking to skill up 35-45 vols active in hospital</li> </ul>				Disparity between lengthy training of vols & length of stay of patient in hospital. People who start become demotivated by the role. NHS priorities are not heavily supportive of social volunteering. 'Definition of employability' different practices & policies between council & NHS Cultural differences e.g. understanding of mental health	Volunteer co-ordinators that are Volunteers themselves
<b>Board members of voluntary sector organisations generally</b>				Some removed from other volunteering roles / volunteers & staff. Lack of appropriate skills. Training issues.	

Annexe Healthy Living Centre					
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<b>Allan Craig Heritage Group (Strathclyde Fire Brigade)</b> • Fire service men are used to do home visits – when in home will be aware of any issues and report e.g. abuse/neglect					
				<b>Occupationak Health Assessments for potential vols in NHS</b> – but NB: NHS insurance is CNORIS (clinical negligence & other risks insurance) Schemes insures volunteers as unpaid staff therefore vols go through same admin recruitment process. Non-negotiable.	Needs to be national dialogue if can be addressed at all.

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<b>WORKING, LEARNING, VIBRANT, SAFE West Glasgow</b> [ NB: Points recorded here reflect group discussion and are not <i>necessarily</i> view of every individual participant.]					
<b>Drumchapel Woodland Group (Terry)</b> <ul style="list-style-type: none"> <li>• 2 leader volunteer supervisors, 22 volunteers supervised at present</li> <li>• In the process of training more team leaders per 10 people (volunteers)</li> </ul>	Have been socially isolated, integrating informal work building self confidence, well being & giving purpose to their life		Learning Vibrancy Health & Safety Young people Working Community Engagement	More people on the management committee. Some volunteers lack the confidence & also need additional training. Disclosures; back log No money for volunteer expenses	
<b>Drumchapel Heritage Group – Drumchapel Library</b> <ul style="list-style-type: none"> <li>• 7 members</li> <li>• Work with local primary schools &amp; Momentum</li> <li>• Last 6 months lost 4 members due to work &amp; health</li> <li>• Looking to recruit</li> </ul>					Area committees / community planning
<b>CHT (Andy McNeil)</b> <ul style="list-style-type: none"> <li>• Work with tutors</li> <li>• 104 different people across city</li> <li>• West – expanding the facility in Alderman Rd, CommunityGarden</li> <li>• Active 24 volunteers, could triple this?</li> <li>• Belmont; work alongside tutors actively for volunteers</li> </ul>	Creating employment opportunities			Access to transport Access funding to facilitate outside training for volunteer development Big capital costs i.e. chainsaw license	Further education opportunities
<b>Momentum (Doug Ross)</b> <ul style="list-style-type: none"> <li>• Starting up new v programme re assistive technology</li> <li>• At present in between looking for more</li> <li>• Various capabilities</li> </ul>	Both employment opps & self worth Personal fulfilment	Social inclusion & less isolated due to nature of the service users Difficulties i.e. spinal injuries	Health Learning Working Community engagement Young people		

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<b>Enable Glasgow (Jane)</b> <ul style="list-style-type: none"> <li>• West Drumchapel volunteer teams of 10</li> <li>• Gardening, volunteer team</li> <li>• Southbrae RC volunteers, seasonal</li> <li>• Support to people LD work &amp; social scope for more, esp driver</li> <li>• Fairshare trust money to support volunteers</li> </ul>	Employability Integrated / less isolated Personal fulfillment Employer lead volunteer	Some volunteers feel People could not have social development without su's		Volunteer drivers Training of volunteers Difficult to recruit older people	Tap into volunteer network Community Transport Glasgow
<b>Drumchapel CAB (Mary)</b> <ul style="list-style-type: none"> <li>• 10 new trainees</li> <li>• 8 shadowing</li> <li>• 20 active volunteers</li> <li>• Volunteer lead, 3 staff general</li> <li>• People who stay are mostly retired</li> <li>• 3-4 graduates who are there now, many have additional support needs</li> <li>• Asylum/refugee training programme</li> </ul>	Increased skills, self worth & confidence Sometimes come through as client & gets employment opportunities	Could not operate without them as they are volunteer led. Service users do not see volunteer different from paid workers	Vibrancy Working Learning Community engagement	Volunteers need support needs & training More demands on time, weekends & evenings	
<b>Law, Money &amp; Advice (Pauline)</b> <ul style="list-style-type: none"> <li>• Law students Volunteer</li> <li>• Advocacy have a lot of volunteers, co-ordinators of each project support them</li> <li>• Childrens rights only have 2 volunteers at moment</li> <li>• Students are not the best volunteers due to type of service &amp; needs</li> <li>• Money &amp; advice do not have volunteers</li> </ul>			Learning Community engagement	Co-ordinating volunteers	Peer education

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<b>Tam Munro</b> <ul style="list-style-type: none"> <li>• Chair 11 different communities as well as volunteer sector west (Peterson Park Hall)</li> <li>• 223 people at volunteer (Yoker) community AGM</li> <li>• PPH – 100 volunteers</li> <li>• Management staff of 12 people, community based</li> <li>• 2.5 staff for centre, 1.5 for sport centre</li> <li>• PP hall; youth clubs, playschemes, fundraise; take away on hols, volunteers do this</li> <li>• Focus on end user, to meet needs of community, more chance to get volunteers</li> <li>• 50-60 volunteers who come through VC, elderly people, child services, ???</li> </ul>		Could not sustain the community without volunteers			
<b>Drumchapel Community Janitor</b> <ul style="list-style-type: none"> <li>• 10 people</li> <li>• Retired firemen to do home visits re fire safety</li> </ul> NETWORK V'S		Could not sustain the community without volunteers			

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:

<b>Support for volunteer involving organisations to enable them to provide quality volunteering experiences</b>	11 votes	It would be good if the NHS & Glasgow City Council could work together on this (Eileen Ross, Mental Health Partnership – West) Organisations do need greater support in regards to volunteering (Jassim Johe, Kingsway Court Health Centre) Ability of orgs to properly support volunteers is crucial (Bronagh Gallagher, WCVSN)
<b>Support for preparation programmes for potential volunteers</b>	7 votes	Taster Programmes (Alistair Malloy, Volunteer Centre) Preparation Programmes, readiness to volunteer/goal setting type programmes (AW ?)
<b>Development of new volunteering opportunities/programmes that can involve more people from under represented groups</b>	5 votes	Across the spectrum of employability (Eileen Ross, Mental Health Partnership – West) Development of new volunteering opportunity programmes (AW ?)
<b>“Pathway costs” (promotion of volunteering; recruitment of volunteers; central funds for childcare expenses; recognition awards; etc)</b>	7 votes	Tackling the basics & thereby reducing barriers to volunteering is key (Mandy Campbell, Glasgow Association for Mental Health) That’s needed and not a lot of it (Jassim Johe, Kingsway Court Health Centre)
<b>“Infrastructure costs” (e.g. Volunteer Centre services such as ADVICE, TRAINING, AND volunteerscotland.org.uk)</b>	2 votes	Particularly board training (Bill Stewart, Cancer Support Scotland (Tak Tent))

**Attending:**

First Name	Surname	Organisation	
Annette	Riddell	West Glasgow CHCP	H
Eileen	Ross	Mental Health Partnership – West	H
Gail	Sinclair	Momentum Scotland	W
Bill	Stewart	Cancer Support Scotland (Tak Tent)	H
Mandy	Campbell	Glasgow Association for Mental Health	H
Doug	Ross	Momentum Scotland	L
Brenda	Walton	Oxfam	?
Jane	Feeney	Enable Glasgow	L
Andy	McNeill	Coach House Trust	H
Mary	Cramer	Drumchapel CAB	V
Jassim	Johe	Kingsway Court Health Centre	H
Terry	Forey	Drumchapel Woodland Group	W
Bronagh	Gallagher	WCVSN	
Tam	Munro	Peterson Park / West CPP vol sector network rep	V
Lorna	McMillan	Equal Say Advocacy	H
Keiron	McQuaid	<del>DRC Youth Health Project</del>	YP
Pauline	Carruthers	DLMAC Childrens Rights Project	YP
Ann	Kenna	Antonine Court	H
Allan	Craig	Drumchapel Heritage Group	L

**Apologies received from:**

First Name	Surname	Organisation
Alex	Byers	Culture and Sport Glasgow
Jackie	Brown	RSPB
Angie	Black	GWRA