

Glasgow's Volunteering Strategy

First meeting of partners' new Board

Friday 29th September 2023, 9.30-11.30am

Glasgow City Chambers

Agenda and Papers

1. Welcome/Apologies

2. Proposed Terms of Reference (copy below) - *for agreement*, including:

- a. Frequency of meetings (admin support, agenda setting, etc).
- b. Co-chair arrangements.

3. Development of updated Strategy and action plan for 2024 onwards – proposals (below), *for agreement*:

- a. Agree to align Glasgow's Volunteering Strategy and action plan with the Scottish Government's *Volunteering for All* national outcomes and the national *Volunteering Action Plan*.
- b. Agree the partner organisations (including Council Family depts) - specific officers – that are needed to work together on:
 - i. Providing info on *existing* activities/plans/actions.
 - ii. Establishing what currently *works well* for delivering outcomes (including what's worked in the past but has fallen away or been discontinued).
 - iii. Reviewing city *needs*.
 - iv. Identifying *opportunities* to develop individual partner and/or partnership responses.
- c. Suggest and discuss the city priorities and other shared strategies with which the Volunteering Strategy [Board] needs to be linked.
- d. Agree that an *Equalities Impact Assessment* should be conducted on an initial draft of Glasgow's [refreshed] Volunteering Strategy and new action plan for 2024 onwards.
- e. Agree the proposed timeline for agreement and endorsement of the final action plan for publication.

4. Date of next meeting – *for agreement*.

Terms of Reference – for agreement

Author/s: David Maxwell, Volunteer Glasgow.

In attendance: Y

Summary of Key Points:

- The terms of reference (ToR) provided below for final agreement by the Board at this, its first meeting, were agreed in this draft form in 2021 by officers representing a range of partner organisations. The note of the meeting held in 2021 is provided below in appendix 1.
- The proposal for a Board with this ToR was made following an options appraisal process conducted by Glasgow Life, GCVS and Volunteer Glasgow. Different options were considered and scored on the basis of relevant criteria. The overall objective of the options appraisal process was *to strengthen leadership and governance of the shared Strategy and action plan*. This objective sought to address the relevant recommendations of the Strategy review process conducted with stakeholders in late 2020.
- The proposed membership organisations for the Board were approached for nominations and appointments following an initial meeting with Council leadership in August 2021. It proved impossible for the Council to appoint members to the Board prior to the 2022 Council election. Councillors were appointed in March 2023. Those members that have been nominated and appointed are listed below in appendix 2.
- During the remainder of 2021 and throughout 2022, priorities for shared action on volunteering in Glasgow were led by Volunteer Glasgow and subject to discussion and scrutiny by the wider Social Recovery Taskforce.
- In line with its existing commitments for grant funding from both the Scottish Government and Glasgow City Council (GCF), Volunteer Glasgow can continue to service the Board by arranging agendas/papers, collating partners' contributions to the refreshed Strategy and action plan. However, with increased costs and reduced capacity, Volunteer Glasgow would be limited to supporting *two* Board meetings per year unless the Council can provide additional assistance with scheduling and meeting space in the context of facilitating the Community Planning Partnership.
- Discussions have taken place with regard to co-chair arrangements and it is proposed that the Board be co-chaired by the Chair of the Volunteer Glasgow Board of Trustees/Directors, Tom Berry, and by the Chair of the Community Planning Partnership, Councillor McTaggart.

Action required by members of Glasgow's Volunteering Strategy Board:

1. Approve the revised frequency of meetings noted above or consider and approve an alternative.
2. Approve the proposal for co-chair arrangements provided above or consider and approve an alternative.
3. Approve the Terms of Reference with or without amendments.

Terms of Reference - for approval:

Glasgow's Volunteering Strategy Board:

1. Membership of the Board limited to 15 people and to include –
 - a. Five Glasgow City Councillors (2 SNP, 1 Lab, 1 Green, 1 Conservative) with a combination of appropriate economic and social policy leadership roles and experience of a variety of volunteering roles and programmes.
 - b. Five senior policy and decision-makers from third and public sector organisations with leadership roles and/or that involve people in volunteering roles and opportunities or that represent a broad membership of organisations: including VG, GCVS, GSEN, NHS GGC/Public Health Scotland, and a representative from the city's Locality Planning/Thriving Places community anchor organisations.
 - c. Three senior policy and decision-makers that can effectively represent multiple equalities groups' interests in volunteering.
 - d. Two senior policy and decision-makers that can (a) effectively represent private sector corporate social responsibility interests and (b) facilitate opportunities for cross-sector collaboration.
2. Be accountable to the Glasgow Community Planning Partnership (or initially the Social Recovery Task Force as long as it continues to operate) in addition to the constituent bodies and people which members are there to represent or whose interests they are there to reflect/serve.
3. Primary purpose of the Board to develop and approve the city's Volunteering Strategy and action plans, ensuring that –
 - a. Strategy objectives meet the city's needs and wider priorities within the context of the national *Volunteering for All* framework.
 - b. Strategy action plans make best use of available resources and involve effective contributions from all the appropriate partners and stakeholders.
 - c. Glasgow's needs and voices continue to help shape national policy interventions and investment programmes.
4. Meetings of the Board to be held quarterly.
5. The Board to delegate work between meetings to sub-groups in order to drive development and delivery of action plans. These to be formed with additional stakeholders to ensure effective co-design and co-production and might, for example, have a remit to each focus on one of the five national framework outcomes or on one or more of the Glasgow Strategy objectives endorsed in 2019.

Appendix 1 -

GLASGOW'S VOLUNTEERING STRATEGY DRAFT Note of the meeting held via Teams on Fri 18th June 2021 re the review of the Strategy	Action
<p>Present: Annemarie Galbraith, <i>Glasgow Life</i> (AG) Brian Scott, <i>Glasgow Disability Alliance</i> (BS) David Maxwell, <i>Volunteer Glasgow</i> (DM) Harry Balch, <i>NHS Greater Glasgow & Clyde</i> (HB) Ian Bruce, <i>GCVS (Glasgow Council for the Voluntary Sector)</i> (IB) Janet Tobin, <i>Glasgow City HSCP (Health & Social Care Partnership)</i> (JT) Jill Miller, <i>Glasgow Life</i> (JM) Judith Hunter, <i>Glasgow City Council</i> (JH) Kate Hughes, <i>Volunteer Glasgow</i> (KH) Laura MacFadyen, <i>Skills Development Scotland</i> (LM) Lorraine Barrie, <i>Glasgow Equalities Forum</i> (LB). Michael Goldie, <i>Police Scotland</i> (MG) Nelson Cummins, <i>CRER (Coalition for Racial Equality and Rights)</i> (NC) Nick Brown, <i>Volunteer Glasgow</i> (NB) Nikki Spence, <i>Clyde Gateway</i> (NS) Sheena Arthur, <i>GCVS</i> (SA) Tom Jackson, <i>Community Justice Glasgow</i> (TJ).</p> <p>Apologies: Nicola Fullarton, <i>Glasgow City HSCP</i> Jane Horne, <i>Glasgow Kelvin College</i></p>	
<p>1. Proposals for future governance of the city's Volunteering Strategy</p> <p>JM gave a summary of the Review process which has been led by the Commissioning Group comprised of Glasgow Life, Volunteer Glasgow and GCVS. JM directed all to the relevant paper which lays out the 2 options for revised Governance structure which have emerged from the Group's Options appraisal process;</p> <ol style="list-style-type: none"> 1. Volunteering Strategy Board (with potential subgroups) - A new Strategy Board of senior decision-makers (such as Councillors) in the style of the Glasgow Social Enterprise Board. 2. Volunteering Senior Officers Group - Similar to the Strategy Board, but at an officer level with senior officers from across CPP Partners. A "refocus" of status quo. 	

	<p>JM invited DM to make any further comments. DM stressed that the detail is up for discussion but that a decision as to the preferred option was desirable.</p> <p>DM invited questions;</p> <p>NS commented that it may well be helpful to have elected representatives on the new structure as they would be additional Champions for volunteering and therefore is prepared to approve Option 1.</p> <p>JM noted that, whilst elected reps would add value to the structure, the timing could be tricky given the 2022 Council elections and therefore it might be a case of having the new structure ready to go post-election.</p> <p>JH noted that requests for elected reps would go through the Business Manager and usually only takes a week or two.</p> <p>JM asked if Option 1 was therefore the Group’s preferred model and the Group approved this.</p>	<p>JM/IB/ DM</p>
<p>2.</p>	<p>Prioritising the rest of the Review responses/actions:</p> <p>DM directed everyone to the relevant paper and JM suggested it would be useful to go through the 17 recommendations and take comments/questions.</p> <p><i>Recommendation 1 – Charter</i></p> <p>DM noted that Volunteer Glasgow are proposing to view the Charter in light of the Strategy review subject to resources. Without prejudging that process, it may well be that slightly different delivery models/structure would reflect the learning that third, public and private sectors face differing challenges in signing up, making and meeting pledges.</p> <p><i>Recommendation 2</i></p> <p>Will be dealt with under Agenda Item 3.</p> <p><i>Recommendation 3 – Data</i></p> <p>DM noted that Glasgow has more data on volunteering than nearly anywhere else in the UK and is crucial that best use is made of that data. DM noted that Volunteer Scotland will be willing to assist in this area.</p> <p><i>Recommendation 4 – Expenses</i></p> <p>DM noted that Volunteer Glasgow will continue to stop short of refusing to promote opportunities which don’t provide out-of-pocket expenses but, as previously, will be strongly pushing best practice to volunteer involving organisations.</p>	

Recommendation 5 – Accessible opportunities

BS raised concerns that this section of the Review talks only about physical disability where in fact it's a far broader based issue than that. BS noted that a more radical approach may be needed as previous interventions in this area, whilst successful in some ways, have not led to significant change in the numbers of disabled people volunteering. NB echoed this point, as did SA.

BS stressed that disabled people themselves need to be directly involved in planning and decision making.

Recommendation 6 – Taster Programme

DM/NB stressed that this model of supporting under-represented groups into volunteering has been proven to be very successful and therefore additional resources are being sought to provide such services.

TJ noted that this type of service is particularly suited to those people coming through the criminal justice system.

LM noted that the current target of 100% of school leavers moving on to a positive destination means that such programmes could be really useful in helping young people to progress. DM and LM agreed that VG and SDS will talk further about this.

Recommendation 7 - Childcare

No comments or questions

Recommendation 8 – Certification of Volunteering

JT noted that whilst the Community Achievement Award scheme is very valuable there do need to be other certification options available to adults.

IB noted that resourcing such certification scheme is an issue for many 3rd sector organisations. DM echoed this point but stressed that it's an issue across sectors, not just in the 3rd.

Recommendation 9 – Accessibility of digital volunteering platform

DM noted the importance of this issue and stressed the need for equalities groups to be closely involved in any further development work. BS also stressed the importance of this.

Recommendation 10 – Universal Application Form

Although all recognised why this idea may have been raised in the Review, it was agreed that, in practice, it is extremely difficult to make happen due to organisation-specific processes and needs.

	<p><i>Recommendation 11 – Volunteer Management Training</i></p> <p>TJ noted that Volunteer Managers should be made aware through training of upcoming changes in the criminal justice and disclosure systems which are likely to have an impact on volunteer recruitment practices.</p> <p><i>Recommendation 12 – Employer Supported Volunteering</i></p> <p>DM/IB acknowledged that, as TSI partners, VG and GCVS have further discussions and planning to do in this area.</p> <p><i>Recommendation 13 – Language & Messaging</i></p> <p>Will be dealt with under Agenda Item 3</p> <p><i>Recommendations 14 – Celebrating Volunteering</i></p> <p>No comments or questions</p> <p><i>Recommendation 15 – Single Leadership Body</i></p> <p>Dealt with under Agenda Items 1 and 4.</p> <p><i>Recommendation 16 – National COVID Response Volunteering</i></p> <p>No comments or questions</p> <p><i>Recommendation 17 – Sources of Funding</i></p> <p>No comments or questions</p>	
3.	<p>Language/ Messaging/Marketing</p> <p>DM noted that this is a complex issue but it is important to look at achieving an agreed, consistent form of messaging around volunteering. DM therefore invited the meeting for reactions, comments or alternatives to the proposals provided in the paper for this item which outlined the creation of a short-term Communication Working Group of relevant Comms staff from across the partners present.</p> <p>JM asked if the organisations around the ‘table’ had staff with the relevant skills that could contribute?</p> <p>It was agreed that there would be consultations post-meeting to establish membership of the working group.</p> <p>NS asked how this proposed work ties in with the People Make Glasgow brand?</p>	<p>ALL</p>

	JM responded that Glasgow Life are responsible for managing the brand and that she would anticipate those staff being involved in discussions.	
4.	Glasgow Third Sector Interface (TSI) Partnership Agreement IB directed all to the relevant paper, gave a brief summary and noted that discussions/work will be ongoing.	
5.	AOCB IB led the group in wishing JM a happy upcoming retirement and thanking her for all her work throughout her time in Glasgow.	
7	DONM <i>To be agreed.</i>	

Appendix 2 –

Board members:

The following were originally appointed/nominated in 2021/22 following partners' initial agreement of the proposed terms of reference. Given the delay in getting Board meetings underway, there's obviously room for changes, if required, by the representative organisations:

- Tom Berry (Volunteer Glasgow)
- Jewels Lang (Scottish Refugee Council for Glasgow Third Sector Interface Network)
- Dilraj Sokhi (Glasgow Voluntary Sector Race Equality Network)
- Karen Wylie (Glasgow Disability Alliance)
- Fiona Moss (GCHSCP)
- Ian Bruce (GCVS)

The following were appointed by Glasgow City Council earlier this year:

- Councillor Anne McTaggart (SNP, Drumchapel/Annie'sland)
- Councillor Declan Blench (SNP, East Centre)
- Councillor John Daly (Conservative and Unionist Party, Baillieston)
- Councillor Kevin Lalley (Labour, Baillieston)
- Baillie Anthony Carroll (Green Party, Dennistoun)

Further members from equalities partners and private sector reps were invited to join the Board in 2021/22 but were unable at the time with available capacity etc to confirm nominations/appointments. There is therefore the opportunity to seek up to four more members following further discussion and formal agreement of the ToR at the Board's first meeting.

Development of updated Strategy and action plan for 2024 onwards – for agreement

Author/s: David Maxwell, Volunteer Glasgow.

In attendance: Y

Summary of Key Points:

- The city's Volunteering Strategy and action plan for 2019-24 provided a clear set of objectives and measures of success. Less than a month after it was endorsed by the Glasgow Community Planning Partnership, the Scottish Government was able to publish its [Volunteering for All framework](#) which provides a robust, evidence-based narrative and a logical, simpler set of national outcomes. These are set out in section 1 below with additional information.
- A key measure of this Board's success will be the extent to which it can effectively identify and enable all the appropriate partners to contribute existing, planned and potential activities to the Plan. Section 2 attempts to list the partner organisations (including Council Family departments) which the Board would like to contribute to the Plan.
- It will be challenging to establish Glasgow's specific volunteering needs and to agree priorities for action in a complex system with limited resources. However, a number of data sources offer us the opportunity to do so. These include the latest NHS GGC Health & Wellbeing Survey from which volunteering data will be available shortly with additional analysis due to take place in January-March.
- Significant inequalities in volunteering participation are a focus of the national framework and have been so locally in Glasgow since partners first worked together on the Strategy. It is recommended that the tools available from Equalities Impact Assessment (EQIA) policies are used throughout the Strategy refresh and action plan development process to ensure a robust methodology for inclusion and diversity.
- A proposed timeline is set out in section 3 below.

Action required by members of Glasgow's Volunteering Strategy Board:

1. Agree to align Glasgow's Volunteering Strategy and action plan with the Scottish Government's Volunteering for All national outcomes and the national Volunteering Action Plan.
2. Agree the partner organisations (including Council Family depts) that are needed to work on action plan development.
3. Suggest and discuss the city priorities and other shared strategies/plans with which the Volunteering Strategy [Board] needs to be linked.
4. Agree that an Equalities Impact Assessment should be conducted on an initial draft of Glasgow's [refreshed] Volunteering Strategy and new action plan for 2024 onwards.
5. Agree the proposed timeline for endorsement of the final action plan for publication.

1. The national *Volunteering for All* framework (2019) and Volunteering Action Plan (2022):

- a. The framework's overarching vision is of, "a Scotland where everyone can volunteer, more often, and throughout their lives". Its five national outcomes are as follows:

OUR OUTCOMES



Volunteering and participation is valued, supported and enabled from the earliest possible age and throughout life.

Volunteering in all its forms is integrated and recognised in our lives through national and local policy.

There is an environment and culture which celebrates volunteers and volunteering and all of its benefits.

The places and spaces where we volunteer are developed, supported and sustained.

There are diverse, quality and inclusive opportunities for everyone to get involved and stay involved.

- b. A number of local partners including Glasgow Disability Alliance, Glasgow Life and Volunteer Glasgow were involved in the subsequent development of the [national Volunteering Action Plan](#). The process attempted to assess the complex system of factors which influence the national outcomes. Many partners and stakeholders have contributed significant time and effort to the development of the national Plan.
- c. To my knowledge, Stirling is the first local authority area to create a local Plan within the context of the national framework and Action Plan. The [Stirling Plan](#) was published in April and offers a template for approaching the work in Glasgow.
- d. We need, in my view, to build on the national work to which we've already contributed and to learn from the approach in Stirling, to keep our lives as simple as possible in the context of our own local pressures. By doing so, we will maximise our chances of developing an action plan which genuinely represents the optimal combination of strategic programmes, activities and services for achieving outcomes for Glasgow's population.
- e. We do, nevertheless, need to acknowledge that while the national Plan offers four measures of success, *it has yet to agree a system of common indicators or metrics for those measures*: we will need to work on that locally and can contribute to discussions on the national Plan systems for monitoring and evaluating impact.
- f. **Recommendation:** It is proposed to adopt the overarching Government vision and national outcomes for Glasgow's Strategy and action planning with reference to the national Action Plan in order to concentrate partners' limited resources on (a) assessing our local needs, priorities and opportunities and (b) developing systems for measuring, monitoring and evaluating the impact of our plans.

2. Partner organisations (including Council Family depts) that are needed to work on action plan development:

- a. The Board is asked to review the following table of key partner organisations and suggest any that may be missing.
- b. Partners will then be invited on behalf of the Board to engage with Volunteer Glasgow and with each other in thematic groups, in a process to:
 - i. Provide info on *existing* activities/plans/actions.
 - ii. Establish what currently *works well* for delivering outcomes (including what's worked in the past but has fallen away or been discontinued).
 - iii. Review city *needs*.
 - iv. Identify *opportunities* to develop individual partner and/or partnership responses.

<i>National outcome:</i>	<i>Suggested partners:</i>
Volunteering and participation is valued, supported and enabled from the earliest possible age and throughout life.	GCC Education, Colleges/Universities, Skills Development Scotland, Glasgow Life/Young Scot, Employers/employers' organisations.
Volunteering in all its forms is integrated and recognised in our lives through national and local policy.	DWP, NHS, Volunteer Scotland, Scottish Government, Community Planning Partners (CPP), GCC Economic Development.
There is an environment and culture which celebrates volunteers and volunteering and all of its benefits.	Scottish Government, Saltire Awards, Volunteer Scotland, DofE Awards, Glasgow Sport/sportscotland, CPP.
The places and spaces where we volunteer are developed, supported and sustained.	GCC/CPP/HSCP – Locality Planning/Thriving Places, Anchor Organisations/RSLs, Glasgow Life.
There are diverse, quality and inclusive opportunities for everyone to get involved and stay involved.	Equalities partner organisations, Community Justice, Scottish Refugee Council, Volunteer Scotland.

3. Proposed timeline for the refresh of the Strategy and development of the new action plan:

<i>October-March</i>	Engagement of partners as proposed in section 2 above.
<i>January</i>	Volunteer Glasgow provides progress report to Board members via email for feedback and support.
<i>April</i>	Second meeting of the Board considers EQIA and draft Strategy and action plan; agrees priorities for action.
<i>June</i>	Third meeting of the Board to approve Strategy and action plan for endorsement by Community Planning Partnership.
<i>September</i>	Community Planning Partnership considers endorsement of the Strategy and action plan.