

# Glasgow's Volunteering Strategy

## Technical Report - May 2018

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## **1 Summary**

- 1.1 More detail on the collective achievements of the community planning partners against our shared Volunteering Strategy (SVF) action plan for 2015-18 is provided below.
- 1.2 Also included is more information about why volunteering matters to the city, what challenges we face in advancing our objectives and what actions we have struggled to progress.
- 1.3 Despite some improvements and successful initiatives, we have limited influence over many relevant factors that influence overall rates of volunteering: some of the available data suggests that Glasgow continues to suffer from lower levels of volunteering than the national average because of our higher levels of poverty and deprivation.
- 1.4 Some of our biggest achievements are in the quality of inclusive volunteering experiences. We have continued to develop and deliver a range of programmes that enable organisations to replicate best practice models.
- 1.5 Volunteer Glasgow has been responsible for chairing the Strategy Governance Group on behalf of community planning partners since 2015 and would like to thank everyone that has contributed to the implementation of the Strategy and to this report.
- 1.6 This is an updated version of the report presented by Bernadette and David to the Community Planning Partnership Executive Group in March 2018, with additional key performance indicator data provided for the year to end March.

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## 2 Introduction

- 2.1 Glasgow's Community Planning Partnership first approved the city's Strategic Volunteering Framework (SVF) in 2009/10. It is an element of the city's Legacy 2014 and 2018 ambitions under the Inclusive Legacy theme.
- 2.2 Volunteering continues to be important to virtually every aspect of life in the city, to the vast majority of public and third sector partner organisations and to an increasing number of wider policy objectives.
- 2.3 Scottish Government is currently, "working with stakeholders to develop an outcomes framework for volunteering" and the city's Community Action Plan commits partner organisations to refresh the SVF within the Resilient Communities focus area.
- 2.4 We have reached the end of the agreed action plan period (2015-18) and are now embarking on a stakeholder engagement process to develop relevant, shared action plans for the future.
- 2.5 With the introduction of agreed action plans to deliver shared objectives in 2012, we effectively developed the Framework into a fully-fledged strategy and as such we are now referring to it as *Glasgow's Volunteering Strategy*.
- 2.6 A wide range of partner organisations have contributed to the action plan and to this report. Responsibility for chairing the Strategy Governance Group transferred from Glasgow Life to Volunteer Glasgow in 2015.

## 3 What do we mean by "volunteering"?

- 3.1 The Scottish Government currently uses the following definition of volunteering: "*...the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, the environment and society at large. It is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage or salary.*"
- 3.2 All the other authoritative definitions we have examined agree on three elements: *volunteering is...*
  - Undertaken freely by choice
  - Unpaid
  - And it benefits people in the wider community outside immediate family.
- 3.3 Volunteering can be either formal or informal and Glasgow's Volunteering Strategy has been concerned with both:
  - Formal volunteering refers to activities coordinated through a *constituted* organisation, be it a small community group association consisting entirely of volunteers, individuals serving as trustees on the boards of Third Sector organisations (including registered charities), or through major public sector

agencies such as NHS Health Boards, local authorities, or educational establishments (e.g. through university programmes or student associations).

- Informal volunteering refers to activities undertaken *independently* as an individual to help others (e.g. checking on the wellbeing of an elderly neighbour), or as part of collectively organised (*but not formally constituted*) activity in response to an identified issue or need (e.g. care and maintenance of the local environment).

## 4 Why is it important that people are volunteering in Glasgow?

- 4.1 As community planning partners, we all recognise that people's volunteering activities help to deliver outcomes for people across virtually every aspect of life in the city: in health and social care, sport and physical activity, education and lifelong learning, housing and community regeneration, the arts/culture and heritage, the environment, animal welfare, advice and information, and in criminal justice/community safety.
- 4.2 Volunteers themselves also benefit through increased health<sup>1</sup>, happiness and employability<sup>2</sup>.
- 4.3 By volunteering, we also exercise our power to influence the world around us. And if we have had positive experiences of our ability to make a difference by exercising our powers collectively with other people and within ourselves<sup>3</sup>, we are likely to be healthier and also more resilient in the face of future challenges - individually, in stronger communities and also with the support of effective services when these are required<sup>4</sup>.
- 4.4 The value of the contributions we make by volunteering are significant and often underestimated. In December 2015, the Bank of England valued volunteering across the UK in monetary terms as £50-100billion and therefore

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<sup>1</sup> Although taking many forms, good quality volunteering can have a protective impact on health, with positive effects found in relation to depression, life satisfaction and wellbeing. See: *Jenkinson CE, Dickens AP, Jones K, Thompson-Coon T, Taylor RS, Rogers M, Bambra CL, Lang I, Richards SH. "Is volunteering a public health intervention? A systematic review and meta-analysis of the health and survival of volunteers." BMC Public Health 2013;13:773.*

<sup>2</sup> Volunteering can support health and wellbeing through enabling the development of skills for employment and getting on in life, for increasing participants' social networks and by providing people with a sense of purpose and structure. See: *Dodds S. "Social contexts and health: a GCPH synthesis." Glasgow: GCPH; 2016. Available at: [http://www.gcph.co.uk/publications/620\\_social\\_contexts\\_and\\_health](http://www.gcph.co.uk/publications/620_social_contexts_and_health)*

<sup>3</sup> See NHS Health Scotland and GCPH "Power – a health and social justice issue" at <https://www.youtube.com/watch?v=eZJU30Zr6FM>

<sup>4</sup> See: GCPH "Supporting Resilience" [https://youtu.be/eHyv\\_LFXkVU](https://youtu.be/eHyv_LFXkVU)

similar in size to the UK Defence or Education budgets or potentially nearly as big as the NHS<sup>5</sup>.

## **5 Why does the city need more volunteering?**

- 5.1 National estimates available from the Scottish Household Survey over the last 10 years have consistently suggested that there is less *formal* volunteering in Glasgow than in Scotland as a whole<sup>6</sup>.
- 5.2 In addition, as part of their work to explain Glasgow's excess mortality, GCPH found in 2013 that Glasgow appeared to compare badly (in terms of adult volunteering rates) with Liverpool and Manchester (the cities in the UK that most closely match Glasgow's main characteristics)<sup>7</sup>.
- 5.3 Our shared concern has been that the city is missing out on the benefits of volunteering: that fewer outcomes are being achieved across all the areas listed in section 4 above because of less volunteering in Glasgow than in other parts of Scotland and the UK.

## **6 What have been our collective achievements over the last 3 years since the start of this action plan?**

- 6.1 Broadly speaking, we would suggest that the Community Planning Partners have worked very effectively together to deliver the shared action plan and to maximise our chances of increasing volunteering (albeit in the face of external factors over which we have little control). Our main achievements are listed in more detail below.
- 6.2 After helping to negotiate an alteration in Scottish Government funding conditions, an improved digital services platform (Volunteer Kinetic) has been put in place by Volunteer Glasgow during 2017. This follows Glasgow Life's extension of the system, originally implemented by its Sport service in 2015, to all its frontline volunteer-involving services. There are significant benefits from the new platform for all stakeholders, including:
  - Ease of access to a wide range of opportunities for those seeking to get involved in volunteering;

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<sup>5</sup> See: Bank of England Chief Economist Andy Haldane, Dec 2015: "Volunteer Nation", BBC Radio 4 <http://www.bbc.co.uk/programmes/b06ryrmz>

<sup>6</sup> Scottish Household Survey 2016 local authority tables - Glasgow City - section 11 (Volunteering) pp114-126 <http://www.gov.scot/Resource/0052/00528099.pdf>

<sup>7</sup> See GCPH: (a) [http://www.gcph.co.uk/assets/0000/3828/Three-city\\_survey\\_report\\_2013.pdf](http://www.gcph.co.uk/assets/0000/3828/Three-city_survey_report_2013.pdf) and (b) [http://www.gcph.co.uk/publications/635\\_history\\_politics\\_and\\_vulnerability\\_explaining\\_excess\\_mortality](http://www.gcph.co.uk/publications/635_history_politics_and_vulnerability_explaining_excess_mortality)

- Enhanced management of opportunities for volunteer-involving organisations; and
- Improved data capture and analysis across partners, to better support strategic and operational planning.

Over 2,000 people have registered as potential volunteers on the system with Volunteer Glasgow from September 2017 to March 2018. In addition, over 200 public and third sector organisations are now using the system with Volunteer Glasgow to advertise opportunities. At Glasgow Life there are now 4,000 people registered as volunteers across Arts and Music, Communities and Libraries, Events, Museums, and Sport. This means that, as at March 2018, a combined total of 6,000 people are now registered on the platform, and able to access volunteering opportunities provided by partners across the city.

- 6.3 We launched Glasgow's Volunteering Charter in 2016, initially challenging a small group of 31 large and small, public and third sector organisations to increase opportunities and/or make them more inclusive and accessible. Glasgow Centre for Population Health (GCPH) has conducted a process evaluation of the Charter (phase 1) and has recommended that we roll out the Charter with some minor changes on the basis of Partners' feedback. The evaluation report is available on the GCPH website.<sup>8</sup>
- 6.4 A range of initiatives and programmes have been developed to enable more organisations to offer quality volunteering experiences to their supporters. Best practice in volunteering programme management is incorporated in the Charter support services and is based on a Dynamic Model developed on the basis of the experience of hundreds of people participating in Volunteer Glasgow's Smarter Volunteer Manager training over the last decade or more. Our best examples of inclusive opportunities that have offered positive experiences to people volunteering - such as Host City Volunteers - have been highlighted to other organisations in Charter signatory support services and celebrated via the new Alistair Malloy Inspire Awards. There has also been an increase in the number of organisations that have achieved the Volunteer Friendly Award in Glasgow with the total now standing at 88.
- 6.5 Many partners and individual organisations are publicly recognising the contributions of people volunteering through continued support for programmes such as the Glasgow Sport Awards, the Evening Times Community Champions Awards and Streets Ahead campaign, the introduction of Glasgow Kelvin College's Community Achievement Awards (that go further,

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<sup>8</sup> See: [http://www.gcph.co.uk/publications/752\\_evaluation\\_of\\_glasgow\\_s\\_volunteering\\_charter](http://www.gcph.co.uk/publications/752_evaluation_of_glasgow_s_volunteering_charter)

formally *accrediting learning achieved* by people volunteering) and the increasing use of the Saltire Awards scheme for recognising young people (aged 12-25) volunteering. Volunteer Glasgow has led a scoping exercise with support from Voluntary Action Scotland and the Big Lottery to determine the need for - and potential nature of - a national recognition scheme for adults volunteering.<sup>9</sup>

- 6.6 Although there has been a reduction of around 22% on 2014/15, there has been a 12% increase in the number of people sought for volunteering opportunities advertised on *volunteerglasgow.org* from 4,370 (in 2011/12) to 4,900 (in 17/18) over the whole period. (Note: figures exclude Glasgow 2014 and Glasgow 2018 and all national third sector organisations' opportunities published via *volunteeringzone.org.uk*)
- 6.7 Poverty Leadership Panel partners and members helped to co-design new, up-to-date guidance for welfare benefits claimants on volunteering: published all in one document for all claimants for the first time in 6 ½ years by DWP in Feb 2017<sup>10</sup>. The guidance provides much needed clarity for claimants and relevant service providers and is largely positive about volunteering<sup>11</sup>. For many people, however, there remains an issue because DWP treats volunteering as 'work-related activity' and therefore must be reported or discussed in advance with JCP work coaches etc. Given the widespread, negative experiences of sanctions and work capability assessments and the fear of sharing any information with the DWP that this has caused, the view of some Panel members is that this is an unreasonable restriction of people's freedom to volunteer.

We have therefore begun to explore (a) whether human rights legislation and treaties are likely to protect people's freedom to volunteer and (b) whether the DWP treatment of volunteering can be challenged on these grounds.

- 6.8 Partners have been determined to build on the success of the Glasgow 2014 Commonwealth Games volunteering programmes and, in particular, the inclusive nature of the Host City Volunteer (HCV) programme. In addition to informing development of Glasgow's Volunteering Charter, learning from HCV has been shared with partners at a local, national, and international level,

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<sup>9</sup> See the Interim Report on the outcomes of phases 1 and 2 of the scoping exercise at <http://www.volunteerglasgow.org/organise/news/national-recognition-for-adults-volunteering/>

<sup>10</sup> See the Feb 2017 news release at <http://www.volunteerglasgow.org/organise/news/volunteering-and-dwp-welfare-benefits/>

<sup>11</sup> See/download the guidance itself via <http://www.volunteerglasgow.org/volunteer/guidance/welfare-benefits/>

including organisers of volunteer programmes for: Homeless World Cup 2016; Great Exhibition of the North 2018; Glasgow 2018 European Championships; and Tokyo 2020 Olympics.

6.9 Phase 3 of the external evaluation of the HCV programme explored the impact of event-based volunteering, 3-years on from the Games. Whilst research has been conducted previously into the volunteering legacy of events, it has tended to be undertaken at the time of (or very shortly after) the event, so has often captured only volunteers' future intentions. This research is important in being able to explore whether these intentions are realised in the longer-term. A collaboration between Glasgow Life, University of Strathclyde, and Glasgow Caledonian University, the research found that HCVs still have an overwhelmingly positive view of their Games-time experience 3 years after the event. However, the overall picture in relation to formal volunteering was largely one of continuity, with only a very small increase in the percentage of survey respondents involved in formal volunteering now, compared to before the Games. Follow-up focus groups suggest volunteering rates at the 3 year point may have been under-reported by some in response to the survey, with focus group participants acknowledging they found it difficult to recall/quantify what they were doing three years earlier. The research also suggested greater increases in social connectedness amongst disabled people, compared to general respondents. In addition, research participants reported a range of more intangible benefits of involvement in the HCV programme, including: increased confidence; experience that could be referenced for employability purposes; and a greater connection with their city – thereby highlighting the importance of recognising the wider benefits of involvement in volunteering.

6.10 A range of partners have supported Glasgow City Council to implement an inclusive volunteering programme for the Glasgow 2018 European Championships. Of the 9,851 people that applied between March and July 2017, 22.5% are Glasgow City (local authority area) residents. The Glasgow 2018 team's inclusion targets are on track with some additional targeted recruitment activity planned for the first quarter of 2018. Applicants are being actively signposted to Volunteer Glasgow and Glasgow Life and this will have played a part in the number of registrations on the Kinetic platform. Further volunteering legacy activities are being planned for Glasgow 2018.

## **7 What difference has the work made to the city?**

- 7.1 Despite the above successes achieved by partners on initiatives, services and policy developments over which the city's partners have control and influence, *the indicators provide a mixed picture on whether there has been an increase in the number of people volunteering.*
- 7.2 Although there was a statistically significant dip in 2015, the *Scottish Household Survey* indicates that there is no significant difference in the survey estimates of people volunteering formally (via a community group, public or third sector organisation) between 2012 and 2016<sup>12</sup>. Neither is there likely to have been any change in the rate of adults volunteering for those living in the most deprived 20% of Scotland's data zones (approximately 47% of the city's population live in Scotland's poorest 20% of data zones defined by the Scottish Index of Multiple Deprivation, 2016<sup>13</sup>). (See appendix 1 - SHS data table - below).
- 7.3 The SHS 2016 data also reveals that the volunteering rate for those of us in Glasgow living in Scotland's most deprived 20% of SIMD data zones *is no different from the national average*: the city's *overall* rate compares poorly with the *overall* national average rate because 47% of us in Glasgow live in those most deprived data zones. National partners' narratives have often failed to take account of this and we are determined to collaborate more effectively with them to progress initiatives that increase inclusion.
- 7.4 Much of the nation's *formal* volunteering is undertaken in Third Sector organisations. Some data suggests that the size of Glasgow's Third Sector - as measured by the number of organisations - is quite small compared with other local authority areas. Some commentators have suggested that more deprived areas have more *informal* volunteering and the SHS will gather data on informal volunteering for the first time in 2018. More work needs to be undertaken to better understand the relationships between social connections, the development and sustainability of third sector groups and organisations, and the nature and quantity of volunteering to ensure that we can reduce inequalities in health, build resilience and achieve inclusive economic growth.
- 7.5 A different picture is suggested by the *Glasgow Household Survey* which attempts to measure rates of both formal *and* informal (directly helping someone else outwith immediate family) volunteering amongst the adult (aged 16 +) population. It has reported a *slight but statistically significant increase*

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<sup>12</sup> Scottish Household Survey 2016 local authority tables - Glasgow City - section 11 (Volunteering) pp114-126  
<http://www.gov.scot/Resource/0052/00528099.pdf>

<sup>13</sup> Analysis of the Scottish Index of Multiple Deprivation 2016 data for Glasgow City  
<http://www.understandingglasgow.com/indicators/poverty/deprivation>

from 14% in 2012 to 19% in 2015<sup>14</sup>. The survey was able to include the volunteering question set in these specific years only.

- 7.6 The Young People in Scotland Survey (Ipsos-Mori/Volunteer Scotland) suggests a *very positive increase in volunteering* by the nation's 11 to 18 year olds from 45% in 2014 to 52% in 2016, including those young people living in our most deprived communities<sup>15</sup>. We believe this is likely to have been heavily influenced by joined up policies and programmes both nationally and locally in schools, colleges, via Young Scot, Saltire Awards, Duke of Edinburgh's Awards, Sports Leadership Awards, Glasgow Schools Legacy programme, and many more.
- 7.7 Later in 2018, the results of the latest NHS Greater Glasgow and Clyde (GGC) Health and Wellbeing Survey will enable us to compare the rates of volunteering across Glasgow's adults between 2014 and 2017. The NHS GGC Glasgow City Schools survey will go into the field in Sept/Oct 2018 and we may have findings early in 2019. The results of these surveys are likely to be more reliable given that they have far larger sample sizes than either the SHS or GHS.

## **8 What are the key challenges that we are facing?**

- 8.1 Many factors influence rates of volunteering activity amongst the population as a whole and the partners have limited control over many of these. They include:
- Awareness of the benefits of volunteering and where you can find out more.
  - The role of family, peers, other key influencers (such as schools or employers), and people that are prepared to ask you.
  - The amount of time people can devote to it.
  - The availability of suitable opportunities (roles) that match people's changing aspirations and interests.
  - Real and perceived barriers including strategic systems, Government policies.

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<sup>14</sup> See <https://www.glasgow.gov.uk/CHttpHandler.ashx?id=30652&p=0>

<sup>15</sup> See <https://www.volunteerscotland.net/for-organisations/research-and-evaluation/publications/young-people-and-volunteering-in-scotland-2016/>

8.2 *People's availability (time) and priorities:* with increasing pressures on many Glasgow households in terms of poverty (including in-work poverty), it is unsurprising - in our view - that many of us are more concerned with how we can meet our basic needs (such as housing, food and fuel/energy) rather than with taking advantage of opportunities to donate our time, energy and skills for the benefit of our communities. It is for this reason, following Poverty Leadership Panel discussions with the RSA, that Volunteer Glasgow and many of the partners support the development of pilot schemes to test the efficacy of universal basic income (UBI). Without UBI or similar reform of social security arrangements, we believe that existing inequalities in the rates of volunteering between the richest and poorest in society will persist and indeed will contribute to continued health inequalities and Glasgow's persisting *excess mortality*.

8.3 *Suitable opportunities:* despite the positive process evaluation of the Charter conducted by GCPH, phase 1 of Glasgow's Volunteering Charter has taken much longer for many organisations to progress than originally envisaged by partners. After being challenged to increase their opportunities and/or make them more inclusive and accessible in June 2016, all Community Planning Partners have been offered a range of supports and yet a number are still to achieve the Charter Mark as they have still to confirm their pledges and/or publish baseline data and action plans (see appendix 2 below for the phase 1 signatory organisations listed with their progress towards achieving their pledges). For some signatories, there continue to be challenges in terms of an organisation wide understanding of the nature and relevance of volunteering to their organisation.

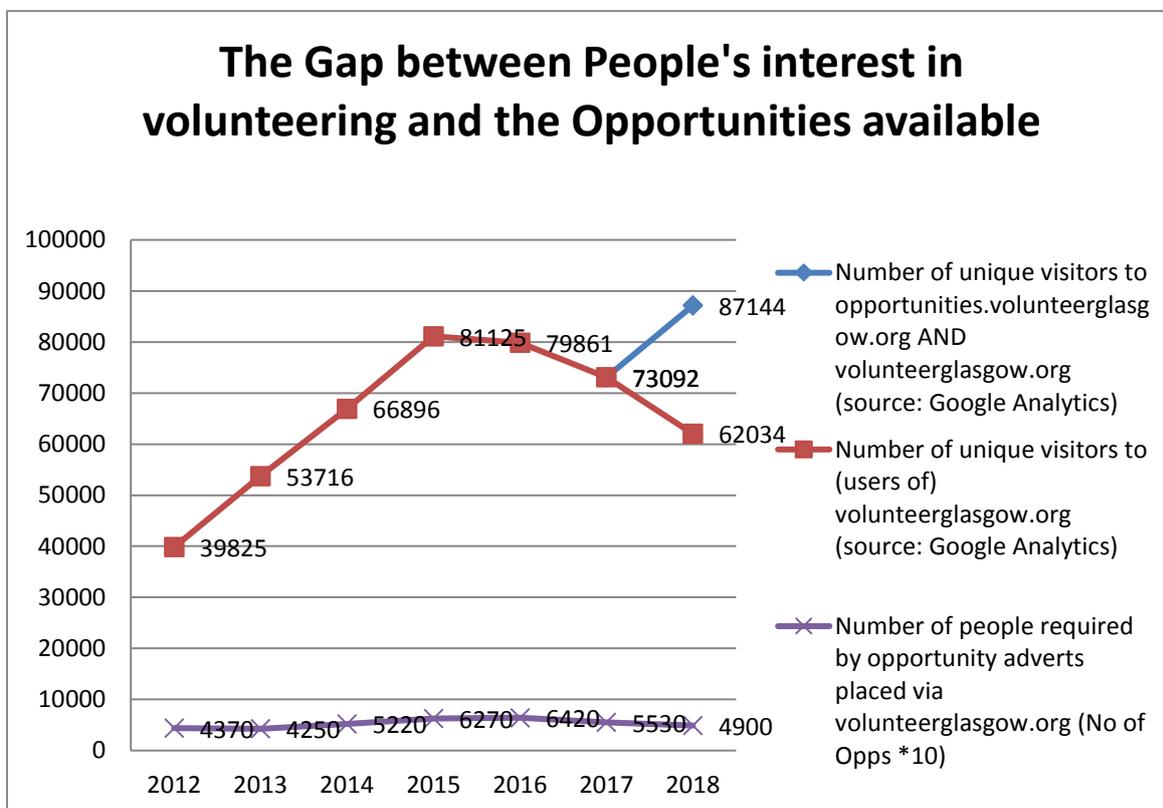
- When year 2 Charter census data is collected and collated over the next few months it is likely to show that there will have been some small increases in the number of opportunities available in Charter phase 1 organisations (pledge 1).
- It is also likely that some phase 1 signatory organisations will have achieved greater diversity in the people volunteering to support their work, improving on the inclusion of under-represented groups (pledge 2).

## **9 What actions and commitments have we not yet been able to progress?**

9.1 We have not been able to maintain the year-on-year increases in visitors to *volunteerglasgow.org* since 2015: this was a key measure of the public interest in volunteering and a headline indicator for the Legacy 2014

framework. The success of the previous period we believe was largely due to the increased profile of volunteering afforded by partners' efforts to deliver the volunteering elements of the Glasgow 2014 Commonwealth Games. Volunteer Glasgow's priority since 2016 has been to devote a share of our resources to the launch and implementation of phase 1 of the Volunteering Charter - reducing the focus on the promotion of volunteering to target groups and the general public. However, the new Kinetic digital services platform implemented in 2017 at *opportunities.volunteerglasgow.org* addresses many of the inadequacies of the previous national systems used to advertise organisations' opportunities, offering a much improved service to people interested in volunteering.

9.2 The graph below shows the gap between users of *volunteerglasgow.org* and people required by advertised opportunities (see para 6.6 above) for each year ending 31<sup>st</sup> March between 2012 and 2018. Both the Charter, the implementation of the Volunteer Kinetic platform (across Glasgow Life and Volunteer Glasgow) and a range of other initiatives are designed to address this. It should be noted that there is likely to be a significant level of double counting of users of both websites in 2018: the combined figure of 87,144 is the maximum, as Google Analytics provides data for the sub domain completely separately.



9.3 We have not been able to progress discussions between partners regarding the development of open (digital) badges<sup>16</sup> for volunteering but we aim to do so as part of the discussions re the design of the proposed national recognition scheme for adults volunteering.

## **10 What are our next steps?**

10.1 Glasgow's new Community Action Plan 2018-20<sup>17</sup> commits all the Community Planning Partners to work together with residents and stakeholders to refresh the city's Volunteering Strategy.

10.2 Between May and September, we will be asking stakeholders to discuss the priorities for action that will be required to ensure that quality, inclusive volunteering opportunities and activities increase in order to improve our individual wellbeing, tackle social isolation, support a more active city, empowering us and helping to create the basis for the Plan's key objective of inclusive growth.

10.3 What can you - and the organisations you're a part of - do to help us?

- Will you share opportunities to involve the people you know in the discussion and consultation process to refresh the Strategy?
- Will your organisation achieve the Volunteering Charter Mark over the next 18 months, if it hasn't already?
- How do we measure the current rates of volunteering more accurately in order to get a truer picture and measure progress?
- Why is it that adult rates of volunteering in Glasgow appear to be lagging behind those of young people?
- What can be done to make it easier than ever for people across Glasgow to identify suitable volunteering roles?
- Will you work with us to explore how we can protect people's freedom to volunteer with human rights?
- How do we ensure that there are sufficient, high quality, inclusive opportunities available in Glasgow and how do we monitor that quality?

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<sup>16</sup> See: [https://en.wikipedia.org/wiki/Mozilla\\_Open\\_Badges](https://en.wikipedia.org/wiki/Mozilla_Open_Badges)

<sup>17</sup> See/download copies of the Plans from <https://www.glasgowcpp.org.uk/communityplan>

- And, like many others on the city's Poverty Leadership Panel, will you support the Glasgow pilot of universal basic income?
- Will you work with us to encourage and enable more people to consider volunteering, perhaps...

Through your **corporate social responsibility** programmes?

Or by addressing **barriers to inclusion**?

Or working with community planning partners to make every area of the city a **Thriving Place**?

- Does Glasgow have enough **Third Sector** organisations in the first place to facilitate an increase in formal opportunities?
- What role can the **Public Sector** play given the increasingly challenging environment it faces?
- How can we support and enable more **micro-volunteering** (less formal opportunities done in shorter periods of time)?

**Appendix 1:** Scottish Household Survey data table providing estimates of the Glasgow City population volunteering rates (i.e. those survey respondents answering “yes” to the question, “”), sample sizes and statistical significance calculations.

| Scottish Household Survey | 2012         |          |            | 2015       |          |            | 2016       |          |            |
|---------------------------|--------------|----------|------------|------------|----------|------------|------------|----------|------------|
|                           | ALL of GC    | 20% SIMD | Rest of GC | ALL of GC  | 20% SIMD | Rest of GC | ALL of GC  | 20% SIMD | Rest of GC |
| <b>Vol Rate</b>           | <b>24.0%</b> | 19%      | 28%        | <b>20%</b> | 12%      | 26%        | <b>23%</b> | 17%      | 29%        |
| <b>Base</b>               | 910          | 450      | 460        | 810        | 390      | 420        | 800        | 410      | 390        |
| <b>Stat. Sign.</b>        | 3.6%         | 4.7%     | 4.5%       | 3.6%       | 4.2%     | 5.5%       | 3.8%       | 4.7%     | 5.9%       |
| <b>Lower CIL</b>          | 27.6%        | 23.7%    | 21.5%      | 23.6%      | 16.2%    | 31.5%      | 26.8%      | 21.7%    | 34.9%      |
| <b>Upper CIL</b>          | 20.4%        | 14.3%    | 30.5%      | 16.4%      | 7.8%     | 20.5%      | 19.2%      | 12.3%    | 23.1%      |

**Notes:**

- 1) Volunteer Rate (Vol Rate) - proportion of survey respondents who have formally volunteered within the last 12 months
- 2) Statistical Significance (Stat. Sign.)
- 3) Confidence Interval Limits (CIL) - based on 95% confidence limits
- 4) '20% SIMD' relates to those survey respondents who reside in the most deprived 20% SIMD areas in Glasgow City (GC)
- 5) There was a change to the SHS questionnaire methodology in 2012

**Appendix 2: Glasgow's Volunteering Charter - phase 1 signatory organisations' progress towards achieving their pledges:**

| <b>Glasgow's Volunteering Charter - Phase 1 signatories' progress</b> | Have made <i>in principle</i> commitment to the Charter | Have published their specific pledge(s) and associated commitments. | Have been awarded the Charter Mark having published baseline data and a SMART action plan to achieve their pledge(s) |
|-----------------------------------------------------------------------|---------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| Action on Hearing Loss Scotland                                       | ✓                                                       |                                                                     |                                                                                                                      |
| Clyde Gateway                                                         | ✓                                                       | ✓                                                                   |                                                                                                                      |
| Cranhill Development Trust                                            | ✓                                                       | ✓                                                                   |                                                                                                                      |
| Food Train Glasgow                                                    | ✓                                                       | ✓                                                                   |                                                                                                                      |
| Glasgow City Council                                                  | ✓                                                       |                                                                     |                                                                                                                      |
| Glasgow City HSCP                                                     | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Glasgow Disability Alliance                                           | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Glasgow Homelessness Network                                          | ✓                                                       |                                                                     |                                                                                                                      |
| Glasgow Kelvin College                                                | ✓                                                       | ✓                                                                   |                                                                                                                      |
| Glasgow Life                                                          | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Glasgow Women's Library                                               | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| The Hidden Gardens Trust                                              | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Loretto Care                                                          | ✓                                                       |                                                                     |                                                                                                                      |
| NHS Greater Glasgow and Clyde                                         | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Police Scotland                                                       | ✓                                                       | ✓                                                                   |                                                                                                                      |
| Scottish Fire and Rescue Service                                      | ✓                                                       |                                                                     |                                                                                                                      |
| Scottish Refugee Council                                              | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Uni of Strathclyde Students Assoc'n                                   | ✓                                                       |                                                                     |                                                                                                                      |
| Victim Support Scotland                                               | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| Volunteer Glasgow                                                     | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |
| YOMO                                                                  | ✓                                                       | ✓                                                                   | ✓                                                                                                                    |