

Glasgow's Volunteering Charter



Volunteer Glasgow's ACTION PLAN

Step No.	1 Indicators What needs to be done?	2 Contributor Who is responsible for completing this step?	3 Deadline When should step be completed?	4 Required Resources What is needed to complete this step?	5 Potential Challenges What might get in the way of completion? What can you do?	6 Achievement Was this step completed successfully?
Pledge #1 Create and expand appropriate opportunities for volunteering within Volunteer Glasgow						
1.	Organise a development session for staff & existing volunteers on Carers Centres' opportunities and options for carers and service users	Centre Managers	<u>January 2017</u>	Arrange meeting with Training Officer Design, develop and deliver session for staff and volunteers Attendance by staff and volunteers <ul style="list-style-type: none"> • Session to be focused on internal volunteering opportunities • external volunteering opportunities for carers and cared for • navigation of Volunteer Glasgow website • Posting centre volunteer opportunities 	Availability of Training Officer; Commitment by staff and volunteers; Competing Priorities	

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2.	Offer Carers Centres' staff and existing volunteers vol. management training	Staff and existing volunteers	March 2017	Staff and existing volunteers attend the Smarter Volunteer Management Training	Limited staff and volunteer capacity to attend (may have to consider shortened version of main programme)	
3.	Review and redesign volunteer promotional materials, recruitment documents, tasks descriptors and develop volunteering support structure	Senior Management Team	March 2017	Review and assessment of existing forms for compliance in relation to Volunteer Glasgow Recruitment Policy and Volunteer Glasgow Equalities Policy	Diversity and volume of Volunteer Glasgow volunteering service delivery (recruit HR student placement)	
4.	Review existing volunteers skills and experience and developing an individual upskilling action plan	Centre Managers	June 2017	Completion of action plan within supervision record	Budget restrictions in meeting training costs	
5.	Recruit and train 6 young Volunteer Ambassadors (aged 12-25) to promote volunteering and Saltire Awards to other young people, and sit on the Summit Panel.	Tara Bentley	March 2017	Work alongside partner organisations to seek referrals for suitable young people. Write out to all young people of Saltire Spreadsheets who have completed over 200 hours volunteering. Hold information meetings for young people interested in the role. Write and deliver training programme.	Willingness/capacity of partners/schools to get involved. Ability to design and sell the role to appeal to as many young people as possible within the age range. Interest of young people in the role.	

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6.	Recruit volunteers for new opportunity with young carers in West and South West Glasgow	Befriending Co-ordinator	from Sept 2016 to Aug 2018	Revised funding agreement with Robertson Trust; P/T Mentoring Support Worker;	Delay in appointment of MSW.	ongoing
7.	Create and recruit for the role of YPBS Befriender Training Assistant	Befriending Co-ordinator	Jun 2016	Input and support from YPBS staff and volunteers	Availability of volunteers in training schedule	Yes
8.	Consider potential new i-volunteer social media role.	Volunteering Services Manager	June 2017	Initial research of Inverclyde model; Development planning; TBC.	Dedicated staff time; unknown 2017-18 budgets.	
9.	Identify existing volunteering roles that we may struggle to maintain in 2017-18 and raise at SMT mtgs	Service Managers	Ongoing	Standing item at SMT meetings	---	

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Pledge #2 Ensure our opportunities are accessible to all sections of the community, and that our volunteering workforce reflects the demographics of the city						
10.	Agree an equalities monitoring data capture process for people volunteering which can be consistently applied across all VG services and opportunities	Senior Management Team	March 2018	Recruitment campaign	Refine equalities Staff equalities awareness training	
11.	Collect 2016-17 equalities data using new process for all active people volunteering in the year.	All Service Managers	April 2017	Retrospective and end of year data collection; New process designed in line with best practice.		
12.	Design and facilitate workshop to develop ways to address imbalance in the sexes in those opportunities recruiting mainly female volunteers.	Training Officer	June 2017	Staff input Volunteer input	Variety of appropriate actions across different services/volunteer groups	
13.	Staff equalities awareness training	Training Officer	March 2018	Rolling programme across 2017-18 TBC	Protected time for Training Officer	

Thank you for completing your Action Plan.

Please now email the form to Volunteer Glasgow <<insert email address>> and you will be contacted to discuss and confirm details below. You will also be provided with the Charter Mark logo and details of use.

This part to be completed by Volunteer Glasgow

Action Plan agreed by <<insert VG Team member>> and <<insert Signatory>> on <<insert date>>

Review date <<e.g. 6 months/year>>

Evidence required <<e.g. copies of new opportunities; new role description; staff awareness training; equalities questionnaire>>