PARTICIPATION

1. Can you provide examples where a community based approach has been successful in removing barriers to participation in sport and physical activity?

Glasgow Sport supports local sports clubs and organisations to become stronger by working together to share resources and expertise through Community Sport Hubs (CSH).

Glasgow Sport supports 15 CSH to develop individual plans which set out how they intend to work to develop sport and physical activity opportunities and remove barriers within their local community. CSH in Glasgow support wellbeing and resilience in communities and, by providing sport and physical activity opportunities, help to reduce inactivity among those hardest to reach.

<table>
<thead>
<tr>
<th>Community Sport Hubs</th>
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<tbody>
<tr>
<td>90 clubs</td>
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<tr>
<td>9356 club members</td>
</tr>
<tr>
<td>670 coaches/volunteer</td>
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<tr>
<td>40 different sport and physical activity offers</td>
</tr>
<tr>
<td>41% female members</td>
</tr>
<tr>
<td>59% male members</td>
</tr>
<tr>
<td>59% are junior members</td>
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<tr>
<td>41% are adult members</td>
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</table>

2. What were the key ingredients to that success?

Glasgow Sport’s vision is to create sustainable CSH which engage with the community and respond to local people and their needs through strong community leadership. Glasgow Sport provides support to CSH through a cycle of continuous improvement focussed around five key areas.

Organising: Identifying the leaders
- Clubs and community organisations buy into the CSH ideal, and representatives are actively involved
- Identifying the right local people to lead the development of CSH in the community
- Empowering community leaders to take ownership of the CSH
- Ensuring connections to local schools to give young people the chance to make decisions

Understanding: Establishing a vision for sport in the community
- Understanding why organisations have come together and what they can offer the local community
- Collectively agreeing a long-term vision for sport and physical activity in the community
- Understanding local provision and gaps for developing new opportunities
- Engage the local community (both the active and inactive) to identify specific areas of need and to understand local barriers to participation

Making it happen: Simple planning and delivery
- Simple and achievable plans based around community engagement
- Plans that identify how all partners will work together to develop sport and physical activity in the community
- Actions are clearly assigned to organisations and individuals which are involved
- Reviewing which approaches worked and which did not
- Recording, monitoring and evaluating the changes which are made in communities

Sharing: Telling the stories
- Sharing the impact of a community-based approach with other partners and the wider community
- Sharing best practice with other CSH across Glasgow and Scotland
3. Were there any approaches that were particularly successful in increasing participation among certain social groups, like women, ethnic minorities, certain age-groups?

CSH in Glasgow have developed approaches which aim to increase participation among certain social groups. The following are examples:

Easterhouse Phoenix CSH
Easterhouse Phoenix Community group acquired Easterhouse’s derelict library and transformed the building into a multi-purpose sport and social venue with limited financial support. From the outset, the Phoenix group has had a focus on community empowerment by providing volunteering opportunities for local people. Easterhouse is situated within the highest 3% of socially deprived areas in Scotland, so therefore overcoming participation and socio-economic barriers is a priority for Easterhouse Phoenix and Glasgow Sport. Since refurbishment, the Phoenix Centre has managed to create an environment which focuses on social inclusion by providing activities for the elderly, women, and people with additional support needs. Through partnership work with Glasgow Sport and Sports Governing Bodies, this has provided the opportunity for Phoenix staff to engage with the community and provide access to facilities which might otherwise be unaffordable.

Whitacres CSH
Whitacres CSH is based in the south-side of Glasgow and holds both Glasgow Life and Scottish Football Association Quality Marks. Whitacres works in partnership with Glasgow Sport and sportscotland to influence the quality of life in communities through sport and community activity.

Whitacres CSH is focused on inclusion and giving every child and young person sporting opportunities which address barriers to participation as a result of living within areas of multiple deprivation. The CSH believes sport has the power to create a level playing field as well as increase community cohesion and development. This has been achieved by taking an approach which has targeted participation from families - especially those with younger children - by establishing a series of community sports events. Through these community sports events and strong links with local schools, the CSH has increased participation across their sports programme which includes basketball, boxing, dance and football. The football element is now fully self-supporting and works with over 60 children on a weekly basis, whilst boxing and dance have over 50 young people attending each week.

St. Angela’s Participation Centre (SAPC)
SAPC embraces diversity and aims to improve the lives of young people and their families in and around Darnley and the surrounding areas of Glasgow south. Founded almost three years ago, this volunteer group was born out of a desire to ensure that every young person in the local community has the opportunity to take part in sports for free. SAPC is a constituted community group with half the committee being under 18 years of age. Two of the committee members are involved with the National Society for the Prevention of Cruelty to Children (NSPCC) on a two-year project developing policy to reflect improved safety in sport for young people. The hub has over 25 PVG-registered volunteers and is an enrolled body with Volunteer Scotland Disclosure Services. They regularly support local schools in the delivery of Health Weeks and Parent/Child sessions to encourage the increase of physical activity in the local community.

SAPC has been delivering an Erasmus+ Sport programme in 2016/17 which involves collaborating in a three country approach in the delivery of traditional sports/games. Volunteers have visited Split, Croatia and Naples, Italy to deliver at organised events. SAPC are hosting their own event on Friday 25 August 2017 with representatives from the University of Split, and sports groups from Croatia and Italy taking part.

4. To what extent are these approaches unique to a particular area and set of circumstances or replicable in other parts of the country?

The approaches which have been taken in Glasgow for the development of CSH have been part of the sportscotland National Community Sport Hubs programme and have followed the five key principles of the programme. The delivery model for each of Glasgow’s 15 CSH is unique to a particular area of the city in which they are located, to ensure it meets the needs of the local community. CSH are replicable in other parts of the country but may look and feel very different in the Highlands as opposed to Glasgow; however they are very
much based around identifying and empowering community leaders, ensuring they are responsive to the community needs and supporting them through a community learning development approach to sport.

COMMUNITY AND VOLUNTEERS

1. What are the barriers facing volunteers, (either those wanting to volunteer for the first time or sustaining ongoing volunteering)?
2. How might these barriers be overcome?

Glasgow Sport recruits, trains and directly manages over 250 volunteers undertaking various roles. These valued volunteers deliver sport and physical activity, offer peer support and help promote opportunities in their local area. Some volunteers start out as participants; therefore understand first-hand the barriers people may face.

Glasgow Sport takes a planned approach to increasing the number, quality and diversity of volunteers working in our schools, clubs and communities. Glasgow Sport offers a comprehensive package of coach education and training, some of which is core to their role and some of which supports their personal development and interests.

As a legacy from Glasgow 2014 Commonwealth Games and to further support volunteering across the city, Glasgow Sport launched Glasgow Sport Volunteer Bureau (GSVB), a free online volunteering system which assists:
1. Individuals to search and sign up to volunteering opportunities across the city.
2. Sports clubs and organisations to recruit and coordinate volunteers.

Currently 2592 volunteers are registered on the bureau, of which 41% are male and 59% female. Collectively, over 16,476 hours have been logged with 87% at sport events.

<table>
<thead>
<tr>
<th>BARRIER</th>
<th>Glasgow Sport: action to overcome barrier</th>
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<tbody>
<tr>
<td>Limited time available</td>
<td>Work with clubs and organisations to promote more one-off events that volunteers can get involved with. Raise awareness of ‘armchair volunteering’ roles which can be done in own time at home. Encourage clubs and organisations to advertise roles with flexible hours or shorter time commitments.</td>
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<tr>
<td>Don’t know where to access information about volunteer roles</td>
<td>Provide a one-stop shop to access online volunteering information through GSVB. Deliver volunteer recruitment events and workshops to support those with no internet access.</td>
</tr>
<tr>
<td>Lack of understanding of available roles, sports and events to get involved in</td>
<td>Promote a range of volunteering opportunities with clearly defined roles through GSVB. Encourage clubs and organisations to explore different ways of engaging volunteers and creating new opportunities.</td>
</tr>
<tr>
<td>Require support for additional needs</td>
<td>Work with clubs and organisations to help accommodate individuals with additional needs through support, funding and training.</td>
</tr>
<tr>
<td>Cannot afford expenses incurred</td>
<td>Encourage clubs and organisations to recruit local volunteers to minimise expenses. Highlight funding options available to clubs and volunteers.</td>
</tr>
<tr>
<td>Misunderstanding of what volunteering is and benefits.</td>
<td>Promote volunteering and its benefits through media and workshops.</td>
</tr>
</tbody>
</table>
3. What are the challenges in retaining volunteers beyond the short term?

<table>
<thead>
<tr>
<th>Misunderstanding of rights while claiming benefits</th>
<th>Display the Department of Work and Pensions guidelines on GSVB.</th>
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<tbody>
<tr>
<td>Complicated application process</td>
<td>Offer a single registration form for multiple applications through GSVB.</td>
</tr>
<tr>
<td>Lack of relevant skills/qualifications</td>
<td>Offer a wide range of coach education and training courses and funding options.</td>
</tr>
<tr>
<td>Misunderstanding about Disclosure/PVGs</td>
<td>Deliver volunteer information workshops in relation to Disclosure/PVG.</td>
</tr>
<tr>
<td>Negative previous experience volunteering</td>
<td>Respond to feedback, relating to negative experience, and take action as required.</td>
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4. What examples are there of good practice to encourage and maintain volunteers in community sport and are there lessons to learn from other sectors around attracting and retaining volunteers in sport?

Glasgow Sport’s **Live Active Referral Scheme** and **Vitality Programmes** are delivered across the city and aim to support inactive individuals to make positive changes to their activity levels and overall health. Many of those referred from their health professional have medical conditions such as coronary heart disease, diabetes, breathing problems, mental health problems and/or have risk factors for heart disease. These programmes offer an alternative to the more intense fitness programmes and cater for those requiring additional assistance in making changes to their lifestyle. Both programmes are delivered by highly-trained staff and instructors; in addition, programme managers recruit and train volunteer motivators to assist in making the experience a more positive one for its participants. Motivators are people who have experienced the service previously and are representative of the target group; therefore they are ideally placed to be a friendly face and first contact for any new participants. A study carried out by FMR Research found that contact with a motivator significantly increased programme attendance. The research showed that 67% of those who came in to contact with a motivator went on to attend a 6 month appointment compared to 48% of those who did not have a motivator input. Added to this 39% of those who came in to contact with a motivator attended a 12 month appointment compared to 17% who did not.

Glasgow Sport has the largest network of **Health Walks** in the country. The walks are delivered by over 100 passionate volunteer Walk Leaders in communities all across the city. Walks are easy, lasting around an hour, and can be tailored for almost all abilities but, most importantly, they are fun, friendly and free. The walking programme is a well-established partnership programme funded and supported by NHS Greater Glasgow and Clyde, Glasgow Health and Social Care Partnership and Paths for All. A recent Social Return on Investment Study concluded that for every £1 invested in health walks, there were £8 of benefits generated for society. To encourage and maintain the 100+ volunteers, regular communication is maintained via a weekly round-up email, quarterly catch up meetings to allow leaders to come together and share experiences, and an annual Away Day is organised to thank volunteers for their efforts. As a result, our 2016 Walk Leader Survey showed that 67% of leaders have been involved in health walks for two years or more, 73% are ‘very satisfied’ and 27% are ‘satisfied’ with the support they receive and 61% feel ‘very appreciated’ with 39% feeling ‘appreciated’.
5. Can you provide examples of innovative joint working between clubs and public bodies that are utilising available sources of funding?

Drumchapel CSH (Drumchapel Sport) uses sport to unite the community, encourage active, healthy lifestyles and to develop individuals by promoting a range of sports, making participation easier, supporting existing volunteers and opportunities for new ones, and strengthening the capacity of internal and external partnerships.

Drumchapel Sport successfully secured a grant from the Spirit of 2012 Trust for the Scottish Government’s "Legacy 2014 Physical Activity Fund". Through the Legacy 2014 Physical Activity Fund, Drumchapel Sports aimed to engage with people in the Drumchapel area who have not previously been involved with the CSH, particularly adults. Independent evaluation has been undertaken throughout the project (covering October 2015 - November 2016) and demonstrates the project is working to support Active Scotland and the Spirit of 2012 Trust outcomes to:

- Increase/sustain participation by inactive/active members including young people
- Expand the community leadership pool
- Improve partnership working to create resilient communities and sustainable programmes
- Improve wellbeing and resilience of community members
- Reduce negative attitudes to disability

COMMONWEALTH GAMES LEGACY

1. How would you assess the active legacy of the Commonwealth Games for community benefit and participation rates
2. To what extent are the new facilities being used to maximum capacity?
3. Is the physical infrastructure built for the Commonwealth Games being used effectively to increase opportunities for sport and physical activity; and increasing rates of sport and physical activity participation?

Commonwealth Games Venues, new and refurbished, have become an unparalleled legacy for Glasgow and Scotland, leaving Glasgow with some of the best sporting amenities in Europe.

Since 2009, £196 million has been invested in sports facilities across the city including those which served as Games venues: Emirates Arena and Sir Chris Hoy Velodrome; Tollcross International Swimming Centre; Glasgow National Hockey Centre; Scotstoun Stadium; Scotstoun Leisure Centre; Torgyleen Football Centre; Kelvingrove Lawn Bowls Centre and Cathkin Braes Mountain Biking Circuit. All sports facilities were complete and in use by the community more than a year before the Games.

Glasgow adopted a deliberate policy of capital investment in the most deprived areas of the city.
Emirates Arena and Sir Chris Hoy Velodrome
Opened in October 2012, this £113m state-of-the-art facility has been a fantastic addition to the east end of Glasgow.

It is the largest type of building of its kind in Europe including:
• 6500 seat sports arena including 200m indoor running track
• Approximately 4000 seat Sir Chris Hoy Velodrome
• 80 piece Glasgow Club gym
• Three fitness studios
• Four five-a-side football pitches
• 12 badminton court sports hall

Scotstoun Sports Campus
Scotstoun staged the Squash and Table Tennis at the Glasgow 2014 Commonwealth Games. The venue now boasts six new squash courts and one of the largest gyms in the city. A squash club now operates out of the venue and there have been over 4,000 court bookings since 2014. In addition, Scotstoun Sports Campus is the home of Scotstoun’s Disability CSH.

Tollcross International Swimming Centre
Tollcross International Swimming centre reopened in May 2013, following a £18m redevelopment, and is at the heart of Scottish Swimming. The venue now boasts an extra 1000 permanent seats and a second 50m swimming pool. The second 50m swimming pool ensures continued community access when major events and the City of Glasgow Swim Squad are utilising the main pool.

Glasgow Green Hockey Centre
Glasgow Green Hockey Centre has two state-of-the-art water-based hockey pitches and brand new spectator and office accommodation, which forms the training and administration base for Scottish Hockey. The pitches are also well used by schools, clubs and Nationals Squads alike.

Kelvingrove Lawn Bowls
These well-known greens nestled in the shadow of the famous Kelvingrove Art Gallery and Museum were refurbished in readiness for the 2014 Commonwealth Games. There are now five international standard bowling greens which have already hosted international matches and provide an ideal opportunity to help develop the sport in Glasgow. These bowling greens continue to be free of charge for public use.

Glasgow Club Crownpoint Sports Complex
In addition to the investment in Games facilities, the City secured sports equipment from Glasgow 2014 Ltd. The running track used for the athletics at Hampden Park found a new home at Crownpoint Sports Complex. This approach allowed us to ensure that the physical infrastructure built and purchased for the Commonwealth Games provided a lasting legacy for community sports participation. Crownpoint continues to be the home of Red Star AC, a small Glasgow-based athletics club for athletes with disabilities.

4. Are there any examples of innovative uses of the new facilities benefitting the community?
The Tollcross International Swimming Centre redevelopment included the creation of brand new community wing complete with halls, perfect for conferences, weddings, tea dances and a range of hospitality.

Glasgow North East Strategic Youth Alliance
Tollcross International Swimming Centre was the host venue for the 2017 Glasgow North East Strategic Youth Alliance and for the Annual Youth Conference for 2016. The Glasgow North East Strategic Youth Alliance was established to promote and develop an ethos of strong, co-ordinated partnership working across youth organisations in the North East of the city which provide young people with the very best life chances and skills. It brings together the youth providers in the North East to share ideas, resources and the opportunity to bid for joint Integrated Planning funding. The Annual Youth Conference welcomed over 80 delegates, which brought the youth providers together to share and reflect on the past year as well as making democratic decisions and forecasts for the year ahead.