

## HOST CITY VOLUNTEER GROUP DISCUSSION

### Focus Group on 22nd November 2017

**Duration:** 1HR 40MINS

**PARTICIPANTS:** L3, F3, J3

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**Moderator:** As I said thanks for coming....and the three of you have completed our survey...so thanks for doing that. Really grateful for your time. Obviously you have come along today because you were all Host City Volunteers. We are just going to chat about what you have been up to since the Games really. And just a few kind of ground rules, although as I was saying we will be a bit less formal, but the idea was basically that you guys just talk. You don't have to kind of wait to be called on, just sort of jump in but I think with a small number that will be quite natural anyway. And there aren't really any right or wrong answers either. The right answers are just kind of what is honestly the case. So don't feel like I'm expecting you to say anything in particular, we just want to hear what you really think and what you've really been up to basically. So I thought maybe if we just start by introducing ourselves. I mean you guys have been chatting a little bit already, but perhaps if we just say our name and where we are from and why you became a Host City Volunteer. Or what kind of led you to do that. So I'm Moderator, I'm involved in this project. I'm actually quite a long way from home because I'm originally from London so do you want to go next...

*<Moderator nods to L3>*

**L3:** I'm L3 and I stay out at the East End and I work in the health service.

**Moderator:** Okay and why did you become an HCV if you can remember?

**L3:** I had volunteered at the Olympics in London and it seemed like the next step to do something a bit more local...and cheaper.

*<J3 mumbling in agreement>*

**L3:** Because I go rowing, I was in the rowing thing in London whereas you don't get rowing in the Commonwealth Games so I didn't get accepted for any of the sport places because I had no experience so that was why I did this. In some ways, I actually preferred it because I was out on the street talking to people and there wasn't the same pressure as there had been in London. I was in one of the venues and you know, once the competition started it was all TV cameras, and 'don't do this and don't do that...don't move ...don't do this' and do you know, this is like totally different. Actually in some ways better.

**Moderator:** Okay, that's interesting. Thanks L3.

**F3:** Hi, I'm F3. I live out in Giffnock. The reason I volunteered was because I like volunteering, I think it's good...it helps others but I think it's very good for the people volunteering as well. I think it's very good for your mental health. Also, not originally from Glasgow but very proud of Glasgow, I want people to see Glasgow in a very

positive light. I wanted to welcome people to the city; I wanted the Games to be a success. And I'm very interested in sport.

**Moderator:** Okay, did someone contact you asking you to do it? Or did you?

**F3:** I saw the adverts.

**Moderator:** Okay...cool alright. Thanks F3.

**J3:** Mines a wee bit longer than that if you don't mind...

**Moderator:** That's fine J3...that's fine...

**J3:** Right J3, through and through a Glaswegian. Love the city, I've always loved the city. Brag about it in London every time I go. Because we used to get a bad name in London and it was all to do with the press and what have you. The gangs in Glasgow and all this stuff. How did I get involved? Well, I've volunteered, I would say, for the last 10 years doing stewarding at the half marathons, stewarding at the Scottish Runs. I was involved in the football side of the Olympic Games from London because some of the ladies games were held in Hampden Park. I was involved in that. The reason why I was involved here was the best thing that ever happened because I went through 18 months of being on the other side of the fence, if you like, a volunteer and a front runner, interviewed 142 people because my background is personnel. And was told that whatever I chose to do at the Commonwealth Games as a volunteer, I would get it. I chose to be a driver; I was offered to be a team leader in the contact centre. Miles away from being a driver. I was so very disappointed and was going to kick up a fuss but decided the only person who's going to lose out of this is me. The very next week I got an email, because I had been involved in volunteering, and they asked me to be an ambassador. Now that was wonderful because I had major problems with being a volunteer because my wife and I had already paid something like 6 or 7 hundred pounds to go to various venues for the Commonwealth Games. Because it's a one off. And she loves sport and I love sport. But we were told that if your shift is there you've got to do your shift. And that's the way they put it. And when I asked about being a Glasgow ambassador and phoned up and said '*What time scales do I have to do?*' – '*That's entirely up to you...you give us whatever time you've got and we'll be delighted*'. And I gave them the maximum. But it suited me the times I put in and it was a wonderful experience. Really wonderful experience. And I'm quite happy that I got that email because I would have otherwise been annoyed that I wasn't fulfilling what I set out 18 months before to do.

**Moderator:** Okay...thanks for sharing that J3. That's great! Okay, you might have noticed these kind of 3 bits of card in front of me. The idea was that we kind of talk about each of these particular things in turn. So we'll just see how we get on with the four of us. So if we kind of maybe start by thinking about local community. And just we're interested in kind of how connected you feel to your local community and have felt to your local community since the Games really. So, anyone? Feel free to jump in...

**[9MINS]**

**L3:** I don't know if I feel more connected but coming from the East End, obviously it's made a huge difference that they've done a lot of work and upgraded some of the likes of round about the Emirates arena and stuff like that so I think that's been a good thing.

**Moderator:** Okay. Great...and that's kind of helped you to feel more connected to the local community or?

**L3:** Well I think it certainly makes it a much nicer area hasn't it?

**J3:** Mm hmm.

**L3:** So, for me going rowing on the Clyde then it was quite nice coming along and it's all changed so. I don't know whether it's given, you know, people more, kind of...what's the word...sort of a bit of a lift kind of thing maybe because you know...the area has been improved and kind of it has given people a boost. They live in a nicer area than what was there before.

**J3:** Well I certainly found that during the Commonwealth Games the connection with the local community was 100% because people knew I was doing it because I told them I was doing it. And they also had heard the story about me being involved because for 18 months I'd been boasting about being a volunteer in the Commonwealth Games. Now, they kept saying... 'So, you're a steward.' And I said 'No I'm a Glasgow ambassador'. 'What's that?' In my bowling club everybody started saying 'what do you actually do? What does it involve?' I say, 'well there's a team of 6 people and we're in the city centre. Every time I go it's different people, different 6 and it's just brilliant, we give out leaflets about what's on that day. We direct people to the train stations, the bus stations', and they say 'that must be boring'. And I say 'also we can go to the live music and all the rest of it and enjoy everything'.

**L3:** I think it was quite nice that you were working with different people and that everybody came from different backgrounds and there was no airs or graces kind of thing...

**J3:** Absolutely, yeah...

**L3:** It was just you didn't have to be an expert in a sport or anything like that...

**J3:** And you had great support...

**L3:** In fact I will tell you what...I was in Buchanan Street one day and somebody asked me where one of the local shops was. They were looking for a shop and actually a homeless person was walking past and he knew more than I did.

<J3 laughs>

**L3:** And he actually said 'No, you need to send them up there hen.' <laughs> And I thought that was really brilliant.

**J3:** Well the one question that stumped me L3 was, this guy comes up to me and says 'I'm going to give you a question you won't have the answer to'. I said, well try me out. He said 'where's the nearest Betfred betting shop?'

<Everyone laughs>

**J3:** I said I don't know about the Betfred but see the top of the hill there's a betting shop up there. He says 'ah I meant a Betfred one'.

<J3 laughs>

**Moderator:** So J3, that experience kind of helped you feel connected to Glasgow as well as the local community? Both of those things?

**J3:** I think Glasgow comes first in my book. The local community yes, I've done other things in the local community like boys brigade and things like that and eh...you know...going round and dealing with old people and things like that. Connected with the church and things. So this was a bit bigger than that, this was national in my view. Glasgow became the centre of the world for me. You know, everything was happening in Glasgow and it couldn't have been in a better place. And we were unsure ... we went to the opening ceremony, I went to the closing ceremony and I went to the rugby 7's at Ibrox park which is 10 mins away from me. And it was one of the best things I've ever seen. Fantastic. And a 60,000 crowd!

**Moderator:** What about since the Games, have you continued to feel connected to the community?

**J3:** Not nearly as connected. Because something as big as that...the legacy I think... I don't think it's there as much as it could have been. I did...we did have a campaign because I'm in a walking group that Glasgow City Council ran and we used to pay £8.20 or something every Wednesday and we had a mini-bus and a driver who took us to either Lanarkshire, Ayrshire...wherever. And we went up the hills. Two months after the Commonwealth Games, they sent us all a letter saying that this would be withdrawn. Now we had a campaign out in George Square and lo and behold that was on the television berating the city for the legacy that they were leaving. *'This is what you're doing to older people.'* Everybody had to be over 60 to be in this group so we were all pensioners, and we're paying our way here, we're not getting it for nothing. And the NHS were being saved thousands of pounds because we were getting fit, we were keeping out of hospital, it was all kinds of reasons! So Archie Graham who had been one of the leading lights for the Commonwealth Games and was the Deputy Lord Provost had me in his surgeries every week telling them he wasn't going to do this. And he didn't, but he only extended it for a year. But I knew that was going to be the case anyway.

**Moderator:** That's finished now though?

**J3:** It's finished now, yeah. But at least we got another year out of it. And we embarrassed him. He was totally embarrassed. He told me he was totally embarrassed. He didn't know this was going to happen. And Bridget McConnell got a slap on the back of the head for it. Because she was the one that...well so he said but...whether it happened or not, he probably bought her a drink. *<laughs>*

**L3:** The Glasgow Club...they had a walking group as well and they stopped it as well. It was probably the one activity that would have attracted a lot of people.

**J3:** Yeah, yeah *<nods in agreement>*

**L3:** And they stopped it too, the Sunday morning group...

**J3:** Right...

**Moderator:** So is that membership of groups like that kind of, quite important, in terms of feeling connected to the community?

*<F3 nods>*

**Moderator:** You're nodding F3. Do you want to chime in with any of your experiences, your feelings of connectedness?

**F3:** Yeah I think that for me, it's been the opposite end of the spectrum. I've been very interested in what young people are doing and what children are doing and the changes that are happening in schools now for young people to become fitter. Erm...and I'm interested in that. And probably there's a connection there because my daughter is a primary teacher and that's kind of sparked an interest in what's she's doing. So I'm now looking to see what schools in my area are doing because she's a teacher in the area. And I'm interested to see all the things that they're doing and there's definitely...not that I'm saying it's entirely down to the Commonwealth Games...but that was certainly...there was a spark there. And schools seem to have kept on going with that. And I find that very, very interesting and it's disappointing to hear that perhaps at the other end of the age spectrum things are not quite the same. But it certainly makes, you know, with young people, finding out about that...I'm keen to see what they're doing.

**J3:** Yeah because back in the day, cause I'm a lot older than any of you...and back in the day when things were happening in schools and things like that. There were volunteers and they were unpaid and then it all changed so that volunteers were paid. And that to me was one of the biggest problems with dealing with young people and things like that. Because once you start paying people, they're not in it for the right reasons in my view. They're in it for what they can get out of it. In monetary terms.

**F3:** I know a lot of people who are involved in sport who are young people and they don't get paid.

**J3:** No I know, there's still a lot of volunteers but this was what happened. Now I think it's reverting back, I was just going to say it was reverting back the way again, that there are a lot more and I think the Commonwealth Games has been successful in doing that. People saying '*well why shouldn't I be involved in my community?*' It's my community, the Commonwealth Games were in Glasgow and it was all about Glasgow and we put on a good show. So let's keep it up, y'know?

**L3:** I don't know whether it comes to things like that, things have changed because of child abuse and stuff like that. That maybe you want people to have qualifications and stuff like that before they start coaching your group, to know that it's more official.

**J3:** Well yeah they have to go through disclosure and there's a lot of hoops to do that. Yeah I know there's been a lot of gaps in the system. Coaches and certain football teams that haven't been doing...you know...haven't been through the proper channels and haven't done what they're supposed to do. But certainly I take the refereeing course and just last Wednesday we had a lady do a 2 hour session on the very subject of disclosure and how referees deal with children because mainly the guys that we take are young referees coming through at the age of 16,17 ...some of them still at school of course. And dealing with underage kids, 11, 12 year olds. And it's very important that we get, you know, we get the right people in the right places and they know what their responsibilities are. They know what they don't get involved in. So they've got to go through the whole disclosure thing and the background checks and everything. And it's much more rigid than it was before because of what you're talking about.

**Moderator:** Well I was going to ask, do you feel that there's anything that kind of gets in the way of you or other people sort of feeling connected to the local community? I don't know if anyone's got any thoughts on that.

**J3:** I don't let anything get in the way. I suppose just what we've been talking about there. If you have to go through that kind of a procedure, it might make it a wee bit more difficult. But I don't ...I would think that anybody that drops out because of that has an ulterior motive in the first place possibly so I don't know. But nothing has stopped me from getting involved in my local community.

**Moderator:** Does a lot of people go along with that...that you feel that you're quite involved and it's difficult to identify reasons or are there any reasons that you can think of or?

<silence>

**F3:** That stops people getting involved?

**Moderator:** Mm hmm <nodding>

**[21mins]**

**F3:** I think that sometimes people have a skewed vision of what being involved in the local community is. They always think it's something for somebody else that's got more time than them...or someone who is...for example someone who is retired or someone who works part time. Or it's for older people, it's not really quite for them. But sometimes I think they don't know that what they do is working for the local community so for example...it might be that you take a judo club but you don't think as that as working for the community. You just think well I take the local judo club. But actually it is working in the community. And it's about how people define it. I think sometimes people, what they think of as being involved in the local community is being on the community council or you know...doing a litter pick. Or something like that. But it is actually a lot more than that.

**Moderator:** Yeah. Do you feel involved in your community?

**F3:** I think it can be difficult when you live and work in a different community. You know, I'm working in what you'd call Glasgow city community but I live out in a suburban community. And also I come from Ayr and I come from, even before there, I come from a small mining community so I still like to go and see the local brass band playing and that sort of thing. So I feel that buying tickets for their performance I'm involved in that community so actually I feel as though I'm involved in several communities so sometimes you're not sure where your loyalty lies...

**J3:** I totally agree with you about work...because at one time before I retired - I lived in Glasgow all my life but I worked in Edinburgh for something like 4 years and a lot of things that I used to do in Glasgow had to stop because I didn't have the time.

**F3:** But the other thing as well is if we think about of what we were talking (about) earlier in the group about the Homeless World Cup. I didn't volunteer for the Homeless World Cup, however there were Homeless World Cup events going on here at the university where I work so I would chat to people. Every night after work, I went down to George Square and I sat for varying length of time watching the Homeless World Cup. Is that me being involved in the community? It probably is. But if somebody said 'Were you involved in the Homeless World Cup?'...I would have probably have said well no I wasn't. But actually by supporting people and talking to them at George Square, I probably was. It's how you define it really.

**J3:** And I think the Homeless World Cup could have done with a lot more upfront advertising. Yeah a lot of people knew it was on but they only got to know in the last week before it. I think when it was really...you know...I only found out about it because as a referee I was interested in the Street Soccer and I got in touch with a guy who ran the Street Soccer just up the hill there.. There's a place...can't remember the name of it...but there was a place where they played all the games and he asked me to go up there and meet him and he showed me what was going on. And he said 'Okay, next year you might get involved because this season's kind of finished. But he said you're the kind of guy that should be involved in the Homeless World Cup and I says when is that happening, where is that happening. He says right here in Glasgow. This was about 2 months before the Homeless World Cup was here. Now a year before they should have been saying the Homeless World Cup is in Glasgow next year. Don't know about you F3...

**L3:** It wasn't advertised at all... I didn't know about it all.

**Moderator:** Is there something about awareness of opportunities to be involved in maybe volunteering opportunities?

**L3:** There's not a lot of adverts. I don't think.

**J3:** No I don't think it was seen as the big occasion that it was and it became. And it became it because STV actually did it...they were there every day doing games and I watched them every night...some of them I was in, others I wasn't. But I was interested in seeing it. And okay it was STV Glasgow but why not? And a few of my mates at the bowling club says 'I've been watching that STV Glasgow every night – its brilliant'. They could have made a lot more of it had they advertised it before. Cause other guys said where do you get that on? What channel's that on?

**F3:** But what you were talking about, about volunteering opportunities...there's a fantastic...erm... I think it was a website that I got it from. And every week, every weekend I get the volunteering opportunities from Glasgow and every weekend I look through and I think yes I would quite like to do that or that's a shame that's when I'm working. And I think that if more people knew...I don't know how many people they have on their contact list but it's fantastic. It's great. In fact there was a rowing one last weekend. No, no it was BMX. But there's been rowing volunteering opportunities too...

**L3:** 2018 European Championships...

**F3:** I can't remember now. So it's about making these opportunities, you know, widely available to people.

**L3:** What website's that then?

**F3:** I can't remember the actual website. I just know that I registered with Glasgow Council 'sports volunteering opportunities' and every time there's something comes up like the half marathon, the 10k, rowing...there's a lot of cycling going on. All sorts of things. They let you know. You fill in an application. You know, a one time application, so I applied once and because they've got that on file they send you all these opportunities. It's really good.

*<J3 agreeing>*

**F3:** Maybe it's about making sure things like that are widely circulated.

**J3:** Is this research to get information on what's happening in the future or what or how you can make it better?

**Moderator:** Well we are certainly doing a report for Glasgow Life based on the findings which I guess is potentially to advise them on certain aspects yeah. But also just...I suppose we're interested in, you know, whether the ...how people now reflect on the Host City Volunteer experience. Kind of 3 years down the line and whether they think it's had an impact or not had an impact. And both in terms of, kind of, how involved people feel with these 3 aspects of how connected people feel, and what kind of activities they've been involved in since and whether there's been any change or continuity since the Games. So that's kind of where I'm trying to go with the discussion if that helps. Does that kind of answer your question?

**J3:** Yeah, yeah <nodding>

**Moderator:** Okay, maybe if we move on to the second aspect. Cause I think we've kind of touched on this about being connected to other people because I think that chimes with what you were saying F3 about talking to people during the Homeless World Cup maybe. So I mean, do you feel that you have strong connections with other people, whether that be kind of friends, family, neighbours. And do you feel that there's been any kind of shift in your connections to other people since the games, or has there been continuity? Anyone can just jump in...

**[30mins}**

**L3:** One of my friends who was working at the Commonwealth Games, not necessarily as a Host City Volunteer but she was at the Games...she certainly made friends with other volunteers and still keeps in touch with them. So it's been good for her but I didn't find that happening. It's a lot to do with...I mean I work full-time and I do shifts so it's hard to commit to doing something on a regular basis. But a lot of the time I don't see things advertised and stuff like that so ...

**Moderator:** Okay.

**L3:** And I think like do you know things like that you maybe want to do are...do you know the prices are kind of ...gets too high, you know. I row at Strathclyde Park and the council, it's owned by North Lanarkshire Council, and they almost do anything to stop people going to the park. Do you know? <giggles> The prices go up every year and they put more restrictions on you.

**J3:** Is this for the rowing L3?

**L3:** For anything...

**J3:** Oh, in general?

**L3:** In general, yeah. Do you know there needs to be a lot...

**J3:** I used to go there regularly.

**L3:** Do you know, and our prices are through the roof now. So any chance of any youngsters coming in, are slim.

**Moderator:** So there's a cost element.

<L3 nods>

**L3:** You know, and we try and take classes at the local schools in Motherwell and stuff like that. But ultimately not many kids join because of the cost.

**Moderator:** Okay.

**F3:** I think, you know, I'm not quite sure if this is exactly what you're looking for but certainly when I did Host City Volunteer, I enjoyed it. There were a couple of aspects that I didn't enjoy about it but on the whole I really enjoyed it. It encouraged me to do more like that. Because although I've done volunteering before, it was a different kind of volunteering. Erm...and it encouraged me to do more volunteering like that, so for example with the walk for Maggie Centre. You know I got involved with volunteering with that. And whilst I haven't made any lifelong friends through Host City Volunteers, and I haven't made lifelong friends on the Maggie's Walk, I have interacted with other people and I have enjoyed what I've done. So although they haven't been long lasting relationships, I've made short relationships. Which I think can, now not to be overly dramatic, but it has enhanced my life. But not as in we are phoning each other all the time. So I do think I have made a connection with more people than I would if I hadn't volunteered. I'm not saying that they're necessarily, you know, people I've made a lifelong friendship with...

**Moderator:** That's fine...that's really interesting.

**J3:** I would say that I've had a lot of comments from other people, particularly because I was right into the Commonwealth Games and I bought t-shirts, polo shirts, waterproof jackets, and people were saying to me in the bowling club, 'They give you some gear, don't they!' I said, 'No, no they don't give you that, you pay for that, you buy it.' I said, 'my wife got me three things for Christmas and it was all to do with the Commonwealth Games.' And I still wear these 3 years later and when I go to Australia both of my kids and my grandchildren live out in Australia. When I go to Australia - because it's going to be in Australia next year - people recognise it and come up and talk to me about it and ask me about it. And it gives me a great opportunity to tell them how wonderful Glasgow is because most of them have never been to Scotland, never mind Glasgow. So as far as other people are concerned, yes there has been involvement of, I've had a lot of people comment in various ways about the Commonwealth Games. And always positive. 'That was wonderful wasn't it' 'that was a great experience'...y'know.

**L3:** I think the Host City thing was easier because it didn't cost an awful lot of money for people to do. You didn't have lots of training time that you had to turn up for. It was quite limited.

**J3:** Yeah but you were much much more involved with the real people. You weren't standing at a corner directing people across the road...

*<L3 talking over J3>*

**L3:** Yeah but it didn't cost you the same amount of money as being at a venue was gonna do.

**J3:** Yeah, yeah...

**F3:** One thing that I would say in terms of connection and connecting with people, and that is I connected with people that I would never have normally connected with.

*<Others indicate agreement>*

Because the support team were offenders who were rehabilitated. Now I got chatting to lots of them, I found them really interesting and they were great. Now apart from my children's panel work, and they're a bit younger <laughing> ...but you know I was connecting with people who were rehabilitating, having been involved in offending behaviour. You know, adults, people my father's age, people my age...I wouldn't have connected with those people. And they were fabulous, they were great. I loved speaking to them, I loved it.

<Others indicate agreement>

So I'll never see them again...like before...we've probably passed each other on the street, I don't know. But the brief times that I had, I enjoyed.

**J3:** Yeah, it was excellent in that way because I had one lad who had a disability and his mother was with him and she says 'I'm not involved but I just want to be here with him to make sure everything's alright'. I said 'not a problem', I said, 'but you might have to run about a bit because he's going to be doing that. If we haven't got enough leaflets you'll have to go'...And she was right up for it! And I had another person who was...he was very very overweight and he said to me, 'I can't do this and I can't do that'. And I had to convince him that he actually could, and that when I helped him, me and one other, he would be able to do it. And it was very good that way. There was no pressure on you to do a bit. And it was as you said, the support team <looking at F3> they were tremendous ...I just got on the phone to them and said 'we need more water, we need sandwiches down here' or whatever. And they were there in 5 minutes, 5 minutes.

**F3:** Yeah 'what sun tan lotion do you need, what drinks do you need'. Ugh ...

**Moderator:** Because it was actually sunny so...

**J3:** Sorry?

**Moderator:** It was actually sunny?

**J3:** Oh it was very warm! 3 days were very warm. Oh and the whole of Buchanan Street, they were sitting out having there...it was unbelievable. I took that many photographs and videos. I said this is the real Glasgow, this. My wife came in and said 'isn't it wonderful – it's like French...like Paris or something'. You know everyone sitting out.

**L3:** That's right; they had seating out all over.

**J3:** Yeah! And you had to queue to get into some places! There was crowds queuing to get into some of the cafes and what have you to sit outside...it was excellent.

**F3:** And it was inclusive, the Host City Volunteers were inclusive. There were people who were mixing with people of different abilities and I think that was good.

**J3:** That was really good yeah.

**Moderator:** F3, can I ask you what your...there were a couple of things that you said that you didn't enjoy. Would you mind sharing those or?

**F3:** Yeah, yeah I'm happy to share. Em, and funnily enough that was to do with ...whilst on one hand I was saying it was great that there were people all of abilities who were included in Host City Volunteers rather than other volunteer roles, erm, they

weren't so much - and that was, I had an incident where I had someone who had a disability, but it was a hidden disability, and I didn't know that they had a hidden disability. And when I was pairing - I was a team leader, and when I was pairing up my teams, I paired someone with a hidden disability with someone who had a disability so that I had a middle aged man and a younger man, and I paired them up together and I sent them where they were to be. And then later on, the young man came quite stressed and said to me he wanted to be put away from this man. And I asked him a bit more about it. And there had been an incident where there were ladies who were selling services had given this man with the hidden disability leaflets and he was handing out leaflets for sexual services. And had I known that <nervous laugh> So I then had that to deal with and the young man was very distressed because he knew this didn't seem right but at the same time he didn't really want to tell and all the rest of it...and this lady had given this man money and he was handing these leaflets out to men. And I had to go and deal with that. And that was very tricky and I felt I wasn't particularly well supported. So number one, I wish I had been told that on my team I had someone who had a hidden disability, it turned out he had a head injury. And I do appreciate that's not his fault. You know that's...a head injury causes you to behave in ways that y'know are not always acceptable. And I get that. But nobody told me. And I wouldn't have put the two of them together. I would have kept a closer eye. Because with head injury...sometimes the person appears normal and then they have difficulty. And then I felt that when I reported this, I didn't get the support that I'd hoped I would get. That was disappointing. So I'm very much about inclusivity, but sometimes there has to be a wee bit of information sharing.

**Moderator:** Thanks for sharing that.

**F3:** Sorry if that's a bit...

**Moderator:** No. I think it's important to hear about negative experiences as well as positive ones though. Okay, maybe if we move and think about Glasgow...the third sort of facet of connectedness. And J3, you've sort of talked about this a little bit already about feeling connected to Glasgow during the Games.

**J3:** I always jump the gun anyway. <laughs>

**Moderator:** That's fine! You're allowed to! There's no rigidness about it, it's fine. But I mean do people feel connected to Glasgow? Did you feel connected to Glasgow during the Games? Has there been any shift or continuity in how connected you feel to Glasgow since 2014?

**F3:** During the Commonwealth Games, didn't everyone want to be Glaswegian? Everybody wanted to be from Glasgow.

<L3 & J3 agreeing>

**[42mins]**

**J3:** It had a buzz going about it.

**L3:** It was definitely a plus for the city and it made us look good. Certainly with the weather being nicer. <laughs> But I think on the whole everybody had a good time, didn't they, so.

**J3:** Yeah, yeah.

**Moderator:** What about since the Games though? Has that continued or changed or?

**J3:** I think we missed the Games for the first 6 months when they weren't there. Because you got such a high out of it, you thought 'well where we go from here?' And I certainly missed it and thought 'you know, it would be great if that lasted a bit longer'. Y'know. I know it lasted nearly a month but it flew in. It was so good, it flew in. And yeah...

**F3:** I think we built on it. We've had other major events in Glasgow since then with the feel good factor. And next year, we've got the...what are we calling it...the European Championships. So I think it would have been easy for us to have the Commonwealth Games and then for everyone to say 'oh we're so good at that, wasn't that great' and then just sit back. But they haven't. I think that we've really built on that and I think people, although not quite as high profile, people are looking forward to the European Championships next year.

**L3:** And it's probably attracted more events to come here hasn't it?

<Others agree>

**J3:** I think they've set a standard for the Commonwealth Games and Australia will really have to, the Gold Coast will have to do well, to get up to that standard. My plan was to go there. You know who put a tin lid on that? My wife. She said we go to Australia enough to go see our kids, we can't go there and then go up and spend two weeks or three weeks at the Commonwealth Games. I said why not?! <laughs> Still working on her, but I don't think it will materialise.

**L3:** Well I did try to volunteer for that.

**J3:** Did you? Right...

**L3:** Yeah and it wasn't particularly user friendly.

**J3:** Is that right?

**L3:** Yeah because if you looked at the rules and stuff, you had to have the right visa for it and, you know, you had to attend training sessions. Like you were going to be able to do that from here! <sarcastically>. Do you know? So they weren't really making it easy for anybody who didn't live there to actually do it. So I think you would have had to have a particular skill that they wanted in order to get in.

**F3:** But I was a bit concerned after the Commonwealth Games we were building all of these things and thinking yeah, but are we going to use the Hydro, are we going to use all these things? And I have to say I was a bit cynical thinking are we building all these things and then they're just going to go to rack and ruin? But I absolutely don't think they have. You know the Emirates is getting used all the time, they've had a really successful Davis Cup there, there's cycling on all the time. I definitely think the arenas are getting used and that was my big worry. So I do think that Glasgow has built on that and are attracting, you know they attracted the gymnastics and all sorts of things. You know I do think it's...I do think the Commonwealth Games was the tipping point for Glasgow in terms of how we are seen throughout the world. I do, I definitely think it was a great thing...

**J3:** I mean it was always a case of when people came to Scotland, they had to go to Edinburgh, there's more and more people saying to me 'I've been to Edinburgh, I want

to go to Glasgow – I've heard so much about Glasgow'. And I think that's where it's come from as well.

**Moderator:** That's really interesting. What about how you personally, how connected you feel to Glasgow? Has that shifted at all or? Stayed the same?

**J3:** I would say it has shifted for me 10 times more. I think we... I don't think we could have done a better job to be honest. And I think, yes we spent a lot of money on it, we had some heartbreaks in the East End of Glasgow because we had to put people out of houses and what have you. But that happens in every situation like that. You've got to at some point take decisions that are gonna be less beneficial to some people. But at the end of the day, I think most of these people... I mean we got a legacy of all these houses, all that development for the Games... the what do you call it? The village? All that villages now, people. I think some of it is social housing and what have you. And I think a lot of that has been beneficial. So I don't think that's been... I don't see any downside to it. I've now been able to say to people 'well it will take a lot to beat Glasgow in the Commonwealth Games'. Y'know? Cause I really believe that, because there was people saying it. And I think they meant it, you know, the politicians and the people stood up. Half of the time you don't know whether they're saying it just because people want to hear it. But I think they really meant it and the guy who was in charge of the Commonwealth Games made that kind of a comment. 'This has been one of the best.'

**F3:** I definitely feel more connected to Glasgow.

**L3:** Aye. I think I go to more events now and I support things more. For the first time in a long time, I actually went to the remembrance thing in George Square which, d'ya know, I haven't done for years. <laughs>

**J3:** But I think, I think F3 you're right. The most important aspect of it to my mind is the young people and how did they feel about it. Are they now more connected? Are they now more interested in gymnastics and tennis? And what have you? Have they bought into Glasgow in a different way? Cause I've always bought into it, and I've got much more time now on my hands to do things. But I don't do as much as I did when I didn't have them. But that's what happens with people, you get to the stage where you think you've done your bit. I'm not finished yet but I've done quite a bit in volunteering. I would hope that some of these young people from that example will say '*well I'll have a go at that, I'll volunteer for that*'.

**Moderator:** F3, do you think that that's happened? And do you feel that young people have kind of... sorry it's just cause you've mentioned that earlier as something you're interested in. So I was just wondering your thoughts on whether or not you think that young people kind of feel more connected to Glasgow or?

**F3:** Yeah I think they do because I think that if you had asked at the time of the Commonwealth... you know the lead up to the Commonwealth Games... and during the Commonwealth Games, was there anyone who wasn't connected in some way? Whether it was just to go to one event or just to go out on the street and watch something or see something. There must have been very few people that weren't connected. And what you were seeing was families out. You were seeing families out watching the street events. Even if they weren't necessarily going to a stadium or whatever. And I do think that young people were excited by it. I do. And y'know you can see lots of schools now, and they are doing sports and I know that for such a long time it was '*oh we don't have this pitch and we don't have that...*' And now schools are

making the most of what they do have. They are doing sports in different ways. It doesn't have to be the netball – oh there's a netball pitch so we'll play netball. But we can't play tennis because we don't have a tennis court or whatever. They are making do; they're being very much more creative with their activity and with sport.

**Moderator:** And F3 and L3, you both said that you do feel more connected or connected to Glasgow now since the Games? Sorry have I got that wrong or is that? Yes, no?

**L3:** It motivates me to go to more events and stuff like that. Do you know? I'd support things more.

**Moderator:** Do you think that's because of the Games or nothing to do with the Games?

**L3:** No I think cause they were such a success that it's kind of like, yes this will be good too. I'll assume that I'll have a good time when I'm at anything and most times it usually works and most things I've gone to have been well organised and stuff like that so...

**F3:** Yeah I would say it's given, it's given a confidence. People are more confident now about events because people were kind of...although they could see what was happening...I do think that Glaswegian people you know...they were a bit nervous...the eyes of the world will be on us! You know – let's hope that Glasgow makes a success of it! I don't know how, apart from a few minor things, how could the Commonwealth Games have been bettered. I'm not sure how they could have been because the organisation was just...

**L3:** No it was really good.

**F3:** ...phenomenal. So it's given a confidence I think when you go to other events that Glasgow put on, and you think; now this is going to be good. They are going to do it well. Because it was so...

**L3:** I think they organise the transport to things better, they plan ahead better...don't they.

**[53mins]**

**F3:** Uh huh. Well for example now, because I like all sports, I'll go and watch any sport but I follow the Scottish national football team. And it used to be you were on your own to get to Hampden, you know. Get a train, get a bus, do what you like. Since the Commonwealth Games, there are now buses...3 buses go from Buchanan bus station to Hampden. So they are making things more accessible, more easy for people to be involved. I think it's easier.

< L3 agrees >

**J3:** Excellent.

**F3:** They're putting on a good show, and it's not just about sport as well. It's about the Kelvingrove Bandstand, and the concerts and the plays and all the things they're putting on, the West End Festival.

**L3:** You do see more of these things now. I don't know if they just advertise more. There is more street things.

**F3:** I think there is more.

**J3:** I think there's been a boost in tourism as well in Glasgow since the Commonwealth Games, because it's opened up avenues for people who came to the Commonwealth Games and then went back to their country and said '*you want to go and see Glasgow*'. Glasgow is an absolutely beautiful city...a lot of people walk about with their head down. Why don't they put it up and look at some of the buildings that we've got, some of the wonderful things. You know, and again last year I went round the whole of Glasgow and all of the lanes. I think again it was through an email I got to say we are putting on...I'm trying to remember what it was connected with...the festival during January, there's a music festival on, and part of that was that you could go on Saturday and Sunday afternoons and go round places. And the other thing that Glasgow's done, they've done Open Doors. Don't know if you've ever been to any of the Open Doors. It's different places like...the Clyde Port Authority have a building there...inside of that building is absolutely brilliant and I'd never seen it. But I went to see it, couldn't believe it. You open the door, go up the stairs and see all the marble and everything. And I've been to the Panopticon down near the Tollbooth and another thing that I've never....and it's....what do you call them...the two of them...a big fat one and a wee....

**F3:** Laurel & Hardy?

**J3:** Laurel & Hardy...they appeared there years ago. And there's old programmes there to look at. So there's an awful lot in Glasgow that I didn't know about and I'm still learning about it.

**F3:** I just wonder in the past, I don't know. But I just wonder if there were things going on that I didn't necessarily go to. I'm talking about years ago when I thought it would probably be rubbish.

**L3:** That's right!

**F3:** Whereas now, I wouldn't say that about things if Glasgow are running them. Because now I think, you know, it's going to be okay, it's going to be well organised. Yeah, I do think it's...And I know that there was a criticism where people were like '*Oh, haven't done Glasgow done well?*' '*Oh it wasn't Glasgow, they bought in the expertise*'. Do you know what, somebody in Glasgow City Council had to make the decision to buy in the expertise, they had to decide who that expertise was and they got it right. I just think Glasgow have learnt a lot from it.

**L3:** And I think you've got to keep an eye on how easy it is to get to things and how much it's going to cost. If you keep the price down, people are more likely to go aren't they.

**J3:** But my view is that I would like to know what the actual general public in Glasgow thinks about it. That's where any sort of...

**F3:** You are the general public ... <speaking to J3>

**J3:** Yeah but we've been involved in it F3. They weren't part of it in a way. We are here because we were involved in that and we have a particular interest in it and we bought into it. And we have been positive all the way round about it at the moment. Would people in Glasgow be the same that hadn't been involved in it? People that were ordinary working people who maybe only went to one event or didn't even go to any event. And said well y'know, I don't think Glasgow is a place that should have got

the Commonwealth Games anyway. I don't know if there's people like that. But there might be. But I would hope that the biggest percentage of people would be the same as us. Would say the same as us, would say it did Glasgow proud. I know the guys in my bowling club were totally gobsmacked in the same way as you said, in how professional Glasgow was during that time and what they put on, and the variety of stuff they had. They used to go into town and say 'I'll spend an hour' and spend a whole day, and enjoyed it, thoroughly enjoyed it.

**F3:** There was a boy of about 25 that came up to me and he said to me '*can you tell me where I can get somewhere to stay?*' And I said '*oh, you're looking for somewhere to stay. Well I can point you in the direction of somewhere*'. And he went '*I'm from Manchester, and I've been watching this on the telly*'. He said '*and it looks just marvellous. Its looks great and I just thought, do you know what, I'm going to get involved in some of that*'. He said '*So I just jumped on the train and here I am*'.

<everyone laughs>

**F3:** He'd just seen it on the TV and thought that looks great.

**J3:** It was no easy to get accommodation during that time...

**F3:** I know - he just jumped on the train and then he said '*Well I got a pint*'. And I says '*you want to go to the Merchant City*'.

<L3 laughs>

**F3:** And I just thought you know, imagine. Imagine someone had seen it on TV and thought it looked so lovely.

**L3:** I think it was easy to get about wasn't it. You know, you could walk to a lot of venues and it was easy just to get on the underground in it.

**J3:** And I think it must have been really good for businesses because I remember coming in with my sister from Aberdeen and her partner and my wife and I, came into the city centre on the Friday night and there was no way we were going to get a restaurant. No way. We would have had to have queued up 2 hours. That's what they were telling us. Come back in 2hours and we will see how it is. So we ended up with the usual fish & chips.

**F3:** As well as that, I mean I went to places where I was volunteering, places that I would have never normally have gone. You know, cause I'm not East End, I'm Ayrshire and you know, South Side. And I was out Bridgeton, you know, Dalmarnock all these places. And it was nice to be somewhere where I wasn't...you know, unless I passed through in the car...and it was quite nice to be there and be meeting people from other areas.

**[1hr 1min]**

**L3:** It was a bit of a learning curve as well cause I stood on Buchanan Street and one of the other volunteers was like an encyclopaedia – he knew everything about Glasgow and what bus went where. He didn't actually have to read his book. You know, and I was like '*Oh, I didn't even know where that area was*'...you know. <laughs> And it was quite nice, it made you kind of learn about your areas and how things were....

**J3:** You did learn a lot...because people were asking you questions and you were annoyed that you maybe didn't know the exact answer. You would try and point them in the right direction but then you looked about and then you're like the next time I get that question this is how I'll answer it. You know.

**Moderator:** Have you been able to use that knowledge since? Has that been helpful or is it just during the Games?

**J3:** I would say it's helpful. Very helpful, yeah. I can go around Glasgow a lot better now. Especially Merchant City.

**L3:** Yeah, and Glasgow Green and stuff like that. I don't think I had ever really spent any time in Glasgow Green before volunteering there. And it was quite nice, because it was largely free for people to go to at the time.

**Moderator:** See this is really interesting because one of the reasons that we actually brought you together is that according to the survey that we'd sent out, it looked to us like your levels of connectedness hadn't really changed since the Games, that they'd stayed the same. But from what you're saying, you're saying to me that you think the Games has changed your levels of connectedness. Is that right? Or did we get it right with the survey or is it a bit of both?

**J3:** Yeah but a survey is difficult...you're ticking boxes and you know you can't really...you can articulate and when you articulate you can see if a person really means it. A survey they might be saying 'ah, I'll tick every box'...but you know that kind of thing that it's wonderful. I wouldn't do that but if somebody sits you down and asks you a question face to face, you're going to tell them the truth. Well I'm going to tell them. I'm not going to say what I think they want to hear. You know. As F3 says, even the bad bits and there is bad bits, you've got to tell people.

**F3:** I think it's, you know, there's more explanation at a face-to-face so maybe reading the questions at face value and thinking nah, not really, I don't really feel much more connected but it's only at discussion that actually the changes come out and you're like 'no actually, now you come to mention it'. So, I think that's, certainly for me, that's probably what's happened with me...

**J3:** Yeah, yeah.

**L3:** I don't know whether I feel more connected, but I probably feel more positive and kind of, you know, encouraged that things are going in a good direction. You know. So, one of my friends at work, she moved into that athletes village and she really likes it and it's partly because people all moved in at the same time. So that they actually have a sense of community there just because they all arrived at the same time. Do you know so...and I think they've got a nice community there? But for me it's a whole other thing, its good that they're spending money and upgrading places and, you know, we're not...I think we're going forwards rather than backwards.

**J3:** Yeah. Yeah.

**Moderator:** Okay alright. And the other thing that we are interested in, that has been mentioned a couple of times is volunteering specifically. And so, another thing that we've identified from the survey - and again, say whether we have got this right or wrong - is that the amount of volunteering that you're doing now compared with the amount of volunteering you were doing before the Games has actually changed. And

there's been a change in that, so is that right or is it the same? What do people think about that?

**J3:** In my case...I'm beginning to pick and choose what I volunteer for because I'm involved in so many other things and you can only do so much. And there's no use putting pressure on yourself. So, in that respect, I don't think ... I would say I'm about the same, I haven't increased it. But the reason I haven't increased it is because I'm doing as much as I want to do. But I haven't decreased it either. I probably would have decreased it had it not been for the Commonwealth Games. I think that gave me that surge to say, I want to keep volunteering.

**Moderator:** And why is that? What is it about volunteering or the Games experience that made you want to keep volunteering?

**J3:** Well because it's my city. And if I can't help out in my city then who else is going to do it? It's this sense of being a Glaswegian and being a true Glaswegian and helping out and doing your bit. And I've always sort of felt that way but there's limitations...you can't keep doing everything that comes in because you do get a lot of .... one time I was getting inundated with emails and what have you. Because I felt like my name was getting passed around at one time, you know. <laughs> Like you get with the charities. That's another thing, I've had to cut back on all that as well...and doing things for charities. I do quite a lot of ... not half marathons...I do the Santa Dash. I do shorter runs like the 5ks and things like that for charity and I'm doing the Santa Dash this year again and its going to be for Macmillan Cancer. And I always pick a charity and try and do things for it. And I'll continue to do that whilst...cause at one time I was saying...again, it was the bowling club.... everything comes back to the bowling club with me. I said to the guys, *'This time I want you all to up the ante here, I don't want a 2 quid for the charity this year, I want a fiver at least because this year will be my last'*. And they all stood up aghast and said, *'what do you mean your last?'* I said, *'well I'm 70 now'*. And they said *'So what! That doesn't mean you stop doing blinking charity runs, come on! We're not having that'*. I say, *'you're only saying that cause you don't want to up it to a fiver'*. <laughs> No, no you carry on...

**Moderator:** Okay. Anyone else?

**L3:** Erm. I have a friend who kind of works for Scottish netball. And they have quite a few events here at the Emirates and stuff like that. But she says they tend to use the same volunteers all the time because they know they're going to get people that, you know, are used to it and all that. So, I don't know if there's an element of that where you know, until you're actually involved in that.... it's hard to get involved in it.

**J3:** Yeah.

**Moderator:** Are you volunteering at the moment L3?

**L3:** Eh. I haven't done anything recently because I had an elderly father who I was looking after so...but erm...yeah, I would...I'm looking to get back into something now.

**Moderator:** But you mentioned that you'd applied to do volunteering next year at the Games?

**L3:** Yeah, and didn't even get an interview. But I don't know, I would have had to have gone to Australia for that anyway!

**Moderator:** But it's interesting that you wanted to go and do it. Was it the attraction of doing another big event for you or was it something else about volunteering that made you apply for that?

**L3:** I think it was probably just because the Commonwealth Games have been good here that I was like well, I'll go somewhere else that'll be warmer!

*<Everyone laughs>*

**L3:** You know and from having done the London Olympics and the Commonwealth Games, I definitely actually preferred the Commonwealth aspect and maybe because it wasn't quite so big and to me it wasn't quite so formal either. I probably would volunteer for the Commonwealth Games in the future, rather than the Olympics. Because they were just too dear...

**[1hr 10mins]**

**J3:** Well I know one of the front runners, he had done the Commonwealth - the Olympics 2012, then done the Commonwealth Games, and he told me he had just applied to the Olympics in Brazil. And he said he had a very positive reply and he was looking forward to it. So, he was the kind of guy who was every year doing one or the other. And that was what he did, that's what he liked. And there was quite a few of them like that. And they get to know each other as well.

**L3:** Yeah, I got to know people at the Olympics who did all the Olympics. I think it's the same, once you're in the door and your name's known then it makes it easier to go the next time. So, while I've kind of looked for things to volunteer for, I don't know if it's been that easy to actually get in. *<laughs>*

**Moderator:** So, it's taking that first step that's tricky maybe?

**L3:** Uh huh.

**Moderator:** Yeah, that's interesting.

**J3:** I found that some of them were climbing the ladder so to speak in volunteering terms to kind of get to the bigger top jobs and that was their target. And there's nothing against that. But that was why they wanted to go to the different events. Because they were getting nearer to being involved with...

*<F3 gets water for her and J3>*

**J3:** Yes. Yes, a glass of water please.

**Moderator:** But that's not what motivated you J3?

**J3:** Sorry?

**Moderator:** That's not what motivated you obviously?

**J3:** No, no. In fact, I would say the opposite. I wasn't interested in... I was more interested in just being involved and the mere fact that I got this email to say they would like me to be an ambassador. And it was the training was excellent. It wasn't 18 months of stuff that... I mean some of the stuff that they gave you was good but some of it was for the sake of it. The interviewing was okay. Maybe I made too many comments, maybe that's why I was offered something that I didn't want. I don't know. I got the feeling that's, you know... maybe I was too up front with them to say well why

are we doing this? You know...probably. But it didn't make any difference. At the end of the day I got the best option. I was happy.

**Moderator:** Okay. F3, did you want to say something?

**F3:** Yeah. I think with my volunteering it's difficult to know because my circumstances changed cause I used to do long term volunteering with Children's Panel which was quite a big commitment, but I did that for 19 years. But then my circumstances changed. Family circumstances, in that I had an elderly mother in law with dementia on her own. The usual. And my parents were getting more elderly, and they live a bit of a distance away. And I just felt like I couldn't commit to this long-term volunteering, so what I tend to now is shorter term. So, I might do things that are a kind of snapshot so that I know it's only going to be for a short period of time. And you know, other family members can cover that, and it means that I can sort of take my turn. So, for example I've done Maggie's Centre volunteering, and I've volunteered for the European Championships next year, because it is a small period of time but it's concentrated rather than, you know, every evening or every afternoon a week.

**Moderator:** Okay.

**L3:** I think actually my dad, he had dementia and it was very encouraging how many people were out there to support him actually. Do you know, there was the Royal Voluntary Service, they sent somebody every week who came and was willing to take him out and I was quite amazed at all what you could actually get. Do you know, if you looked into it? You know once you actually found these things they were really good, you could get people in to do your garden and do your DIY and all that. I was quite encouraged that you could get people to do your shopping and stuff like that. There is a whole volunteer world out there that I didn't know about. And they were all there during the day when I was at work and I wasn't able to do that. Do you know, so? And I think for me now that my dad's gone, do you know, I kind of look at that and go 'well that would be nice to help other people with dementia' and stuff like that. And I hope that's around whenever I get dementia. <Laughs>

**J3:** I hope you don't get it. <laughs>

**L3:** It's actually quite nice that that was out there but it's finding it all in the first place.

**J3:** I was at a conference on Friday, last Friday at Hampden Park and it was sport, mental health and dementia, and I've now committed to be a volunteer for dementia because they need volunteers and they have this group called 'the memories' clubs and they mirror the football teams, all the football teams in Scotland. I think there's now 70 odd of these groups and what they do is they meet for an hour, between an hour and 2 hours, and they have photographs 40 years ago and these guys in their 70s and 80s will sit down and say, 'I know who that is' and name the team, name the score, and name what they had to drink that night and where they had a drink that night. And when they go home for an hour their wives have got them back for that hour, and then it all goes again. But it's a wonderful thing that they can do that.

**L3:** One of the guys from my work, his son has a group in Motherwell and it's a whole bunch of guys and he just talks to them about football. And they all have a great time talking about football

**J3:** And now they're doing it in rugby, in cricket, they're doing it in curling, they're doing it in a number of other sports. And they're doing it in shinty in the Highlands. They're doing it in shinty. A lot a lot of clubs in shinty.

**L3:** And discussing in groups about something you know about.

**F3:** One of the things I would say, and I don't want to put a damper on things but it's maybe just another perspective. One thing I would say is while I'm very keen on volunteering and I would advocate volunteering. You know, I think its very good for the community, very good for the person, and all the rest of it. I think I would be careful about what I would volunteer for in terms of... I think there's a fine line between volunteering being an extra service and it being taking away a job.

<L3 & J3 agreeing>

**F3:** You know, that we're not replacing jobs with volunteers.

**Moderator:** Do you think that is something that is happening? Is that a risk at the moment or?

**F3:** Ehh...yeah, I think it is. I do, I do...cause I've seen...erm...a couple of volunteer photographers wanted. <facial expression suggests she's unimpressed> I thought hmmm. That's a wee bit of a grey area for me. You know, is this something that a sports photographer should be doing than somebody who's volunteering? And what's it for? So if it's for a local group where they just need to raise their self-funding...that's fair enough. Is it for a group who've got funding from the Sports Council or city council or whatever it is...So that's what I would say. I'm a big advocate of volunteers. I think we need to be careful.

**J3:** I never even thought of that aspect but now that you say it, I'll be wary of it.

**Moderator:** You've obviously been quite specific in the things that you're choosing to give your time to, I suppose with that in mind?

**F3:** Yeah.

**Moderator:** Okay, that's interesting.

**L3:** I think for my dad, the Royal Voluntary Service, they teamed him up with somebody that had grown up in the same area as him and he had something in common. You know, and it was like a pal. Which I don't know if you would get if somebody was getting paid to do that. I think you would just be like, 'oh, it's your job to go and talk to that man about something'. D'ya know? So I do think there is aspects of that. But maybe if you're a volunteer, there's maybe different reasons for...

**J3:** I think that there are people in society who find volunteering very good for them in the sense that they would be very lonely if they didn't do it. It's a social aspect for them.

**Moderator:** Does that apply to any of you?

**J3:** Oh yes, I certainly think. I'm a bletherer anyway but I think when I speak to people I can recognise the ones that are really lonely, and I say to them, 'so how many hours are you doing', and I'm doing 4 and they're saying 'oh I'm doing 8 hours, if there were more days in the week I'd do more'. And I say why? 'Because I love it, I like to meet people, I like to feel that I'm doing something'. And they like to feel valued. That's

what's happening through volunteering isn't it? They're feeling valued, they're doing something...

**Moderator:** And is that what motivates you? So, the social side, feeling valued or are there other motivations for volunteering?

**J3:** I think my motivations are that I'm giving something back to society and to Glasgow and to, it's that kind of a feel good factor. If I didn't like it I wouldn't do it. If I didn't enjoy it, I would just say well...and there are times that I haven't liked it, there are aspects where I've went into and I've said no, this is not for me. This is not what I signed up for. Just what you were saying <looks at F3>.... I thought, we shouldn't be doing this as volunteers, people should be getting paid to do this.

**F3:** I think to me it's always been a win-win situation whereas it's making me feel good that you're contributing to society, to community, to whatever it is that's making you feel good. But it's also providing a service and helping other people to feel good and have enjoyment or help in whatever way.

**J3:** And I've learned from other people. I've learned a lot. Just speaking to other people that don't know their value and their worth to society. And I've said to them *'you've done a really good job doing this'* and they've said, *'you're the first person who's ever told me that'*. Keep doing it then! And people do appreciate that they're valued. That they're doing a worthwhile job, they're not just there to be... I mean I've seen the other side of that coin where they've been told *'you do this, you do that'*. And I've said well that's not volunteering, that's directing people like...you're not a boss, you're there to help them, you're there to guide. You're there to give them some pointers and receive some pointers back from them. Because everybody's got a story, and a lot of people just want to tell you it. So that's what I get out of it as well.

**L3:** I was one of the people who used to work at Yorkhill and we've now all been moved to the new place. And a lot of the Yorkhill people, they don't like the new place, the Queen EL3abeth ...

**J3:** The Queen EL3abeth University Hospital?

**L3:** Uh huh...because it's too big.

**J3:** It's 5 minutes away from me yeah.

**L3:** ...it's too big, it's too impersonal. While I used to go up to the canteen and see lots of people that I knew, I now don't see anybody. Do you know? And I only see the people that I work with now and I don't even see the people that work on the floor above me. Cause it's too big. So, a lot of the Yorkhill people, which actually was a community. Do you know, we used to have ten pin bowling nights where all the different departments all got together and went ten pin bowling. And that community spirit for Yorkhill has now gone. Right, and lot of the people that worked there went to the Queen EL3abeth, now hate it and a lot of them have left. They've left earlier than they would have done if they had still been at Yorkhill. And a lot of them have gone into doing volunteer work where they are back out interacting with people and they're still doing something useful even if they're not getting paid. You know, they're back in an environment where they're...its stress free, they're being interactive. I think that's what makes me want to do it, the kind of social aspect. Now that I'm thrown into a world that's quite isolated, I'd actually like to get into some volunteer work where I'm

actually communicating with people again because that was, you know, that's completely gone with the new hospital.

**Moderator:** Okay. Thanks L3. I'm conscious of time and I just wanted to ask a final question about... just if you could each go round and say personally what you feel that the most important impact of the Host City Volunteer experience has been on you or your life or you personally? So, J3, maybe you can start...

**J3:** Why did you pick me? <laughs>

**Moderator:** Well anyone can jump in but yeah...

**J3:** I suppose I would have to say is, what I've been saying all night, yes it had an impact on me. I was fearful, like F3 said, I was one of these diehard guys that said we won't do it, it's all pie in the sky this stuff. We won't be able to come up to the mark. And the nearer it got to it, the more I could see that I was wrong and I was glad I was wrong. And when it did arrive I was delighted to say to my wife '*you were right, I was totally wrong – it's brilliant*'. And that lasted for the whole of it and I felt really proud to be a Glaswegian. Really proud to wear that badge that said Commonwealth Games. And really proud of the city, and everybody in it because I never saw anything bad. I didn't see any fights on the street, I didn't see any real drunkenness. I saw people enjoying themselves, and I saw Glasgow as I would really like to see it – everybody having a party. And I think that was what most people said to me when they went into the city centre. They saw it as well. And I felt so proud. I felt 6ft tall, even though I'm only 5ft 7'. Just being involved in it.

**Moderator:** Okay, thank you J3. Erm F3 or L3?

**F3:** I think for me it was that if I in any small way helped any one person enjoy their experience then it was worth it, and I hope people enjoyed it as much as I did. Because I loved doing it and I loved helping people and I wanted them to have a good time and they all seemed to be having a good time and if I even could just be a tiny part of that then that really made me happy and very proud.

**Moderator:** Mm hmm. Okay L3? ...

**L3:** I think comparing my experience at the Olympics, whereas at the Commonwealth Games, you know, the top athletes at the Olympics were really rude and really arrogant and pretty nasty at times. And going from that, you know, these people are supported nowadays, and they have quite a privileged lifestyle, even if it's hard training and stuff like that. Going from working with them to working on the streets with the local people. You know people beside me, maybe didn't have jobs or stuff like that. Actually, there was aspects of that that were actually more inspirational. Do you know? For all that they maybe didn't have a penny to their name, they were nicer than these top athletes were. <laughs> I think that's good to see, that there's something out there for everyone and even Paralympics. People that aren't born with disabilities, they end up with, you know, due to some circumstances, and it's good to see that that. I think that's what I've liked. And for me, volunteering in the future is about working with people on the ground rather than people at the top, so to speak.

**F3:** I really like the way you put that L3. Cause that made me think, because you know when you were talking about inspirational people and I thought that was really interesting. Because probably that was a big part of it for me as well, working with people (apart from that incident), being with people with a range of disabilities. They

were inspiring, the support team who were offenders who were being rehabilitated, that was inspiring. It was inspiring the way they were, more so than as you say the athletes. And that was a really good way to put it. You know, that they had inspiring stories and deeds and acts...

**L3:** And backgrounds and maybe they didn't have anything you know or had a hard life but they were still willing to come out and support...

**J3:** Well maybe I can say that what you said F3 struck a chord with me because a number of people came up to me with all different accents, foreign and English and they said to me 'this has been brilliant - Glasgow should be proud of themselves'. So, they appreciated it, they thought it was good and they thought enough to say to us, to tell us 'this is good- you've done a good job'.

**F3:** Yeah, so for example somebody in my team had Down's Syndrome, so for them to help doing what they were doing as a Host City Volunteer...who's to say that wasn't as hard for them as it was for Usain Bolt to run round the track at Hampden or you know, whatever?

**L3:** But he's got a whole team looking after him, he's got a whole entourage that goes everywhere with him and helps him achieve that don't he. Whereas these people don't.

**F3:** yeah, yeah. And I think you put that really well. <looking at L3>

**J3:** Yeah.

**Moderator:** Okay, just thinking we should probably wrap up reasonably soon because it is actually nearly 8.45pm.

**J3:** <laughing> You didn't think it would last this long...

**Moderator:** Well the 3 of you, I've got to say it's been really interesting. And I think maybe we've got more out of the discussion than we might have done if there had been lots more people. So hopefully you all think it was worthwhile coming. I'm just going to sum up some of the key points that I think have been made and if I've got any of them wrong, then jump in and correct me. So, in terms of three aspects and connectedness, there seems to be a message of changed and maybe increased connectedness since the Games, although L3 you maybe expressed it more as feeling more positive rather than maybe necessarily connectedness. But there has been a change since the Games. And then we talked about volunteering, which some of you are doing, some of you aren't, but that seemed to very much depend on personal circumstances and kind of fitting it around other things, and also perhaps an element of knowing about opportunities as well and taking that first step. And then in terms of the impact of the Games, there's been some really interesting stuff said about pride, about inclusivity, the word inspirational was mentioned, and yeah just stuff about this kind of feeling of pride in Glasgow and there being some kind of Glasgow community during the Games. And that being quite a positive experience generally, with a couple of caveats maybe. So, does that sound like a reasonable summary?

**L3:** Yeah.

**J3:** very reasonable, yeah

**Moderator:** Okay, great.

**J3:** Can I ask a question?

**Moderator:** Sure.

**J3:** Maybe it's outside your remit, I don't know. But it's something I thought about. I was involved in both scenarios, one with the Commonwealth Games team itself and the training I did with them and everything, and these 2 ladies have just said what I've been feeling about the comparison between the Glasgow ambassadors and the Commonwealth Games volunteers and the type of people that were involved. I never saw one incident of someone with a disability, with Down's Syndrome, or anything like that in the Commonwealth Games programme of events. When I went to be an ambassador I saw, in fact I think in every group I had, there was at least someone there that was disadvantaged in some way and I had to say 'well, how do we deal with this?'. And that was the big difference between the two set-ups.

**Moderator:** Sure, I do think that one of the things...sorry what was the question?

**J3:** The question was, was Glasgow ...did they deliberately include these people?

**Moderator:** Yes!

**J3:** I think the answer's yes...they had to.

**Moderator:** I think that that was one of the distinctive things about the Host City Volunteer recruitment was that it was actively trying to get people in who maybe hadn't done volunteering before.

**J3:** But nobody said to us, they're included, and nobody pointed them out or anything like that and that's what I liked about it.

**Moderator:** Yeah.

**J3:** They didn't say, oh here's two disadvantaged people. Now I understand what you're saying, that they maybe should have in that situation, but you could see for yourself what was there <looks at F3>. But you had to say to yourself...and I never ever asked a question 'why have I got ...?' One or two other people came and said, 'why are we including these people?', and I said why wouldn't we include these people? More so we include these people!

**Moderator:** As I said I think that was one of the aims, so that's interesting to hear your experience. I think we'd probably better wrap up, guys, because it is 8.45pm and I'm conscious of the...

**J3:** We can go for a pint now!

<everyone laughs>

**J3:** She's licking her lips...

**Moderator:** Well thanks so much for coming guys, it was great to hear about your experiences...

**L3:** What are you going to do with all this information?

**Moderator:** We will be putting together a research report and we're hoping ...I believe the idea is that when we put that together in sort of January/February time we will send that out to everyone that filled in the survey. So, you should hear about ...

**J3:** And this is all recorded?

**Moderator:** Yes, it is, but in the report, you won't be identified by name. So, you will be anonymous, but we just might use some quotes from the focus group, but people won't be able to know that it's you. So hopefully that's reassuring. But yeah, so you should be hearing from us, but it might be a few months depending on how quickly we can put all the results together. So yeah...

*<Everyone says thank you>*

**L3:** It's quite nice that they keep following things up ...you know that they still explore the whole thing rather than just 'yeah its happened, and that's it finished'. It's quite nice that they're still...

**Moderator:** They're trying to learn from it...

**<end of recording>**