

# Volunteer Newsletter

## Volunteer Week June 2016

### Special Edition

This newsletter has been produced to thank Community Learning and Development (CLD) Volunteers in recognition of the great work that volunteers do within CLD provision. It will showcase some of the great work that volunteers have done and are currently doing. Inside you can read about learner impacts, volunteer achievements, volunteer case studies, plans for the forthcoming year and hopefully some other things that you'll find interesting.



Dear Volunteers,

Welcome to our special edition newsletter to celebrate Volunteers Week 2016. Throughout the newsletter you will see some 'bubble' quotes from volunteers and learners (on volunteers) which really emphasizes not only your own experiences, but that of the learners you have been working with.

Volunteer Week takes place from 1<sup>st</sup> - 12<sup>th</sup> June and the theme this year is '**Who would you like to thank?**'

George Thomson, Chief Executive of Volunteer Scotland, says,

***“Volunteers’ Week is a chance to say thank you to volunteers for their contribution and to celebrate the power of volunteering to bring communities together. It’s also an opportunity to encourage more of us, where we can, to play a bigger role in our communities. The focus of our work this year is to encourage more people, from more diverse backgrounds, to volunteer more often.”***

CLD & Adult Learners Forum Inverclyde (ALFI) would like to take this opportunity to thank all our volunteers for their hard work and commitment. With help from volunteers, we are able to offer the wide and varied range of courses, classes and drop-ins to the communities within Inverclyde.

CLD volunteers support a broad range of activities. These are grouped into:

- Adult Learning
- Adult Literacy
- Community Capacity Building
- Youth Work

On average there are 40 active volunteers within Adult Learning and Literacies at any point in time. Many of the volunteers also support more than one group of learners. To put this into perspective, for Adult Literacies this support enables us to provide over 4,560 additional learning hours each year to adults we support.

Across the wider adult learning provision it means over 10,000 learning hours - over 1,300 working days per year.

These figures illustrate the massive contribution volunteers make to our provision supporting learners to achieve their learning goals. As one learner succinctly states:

***“The time and patience you take to help me to learn and work on my writing skills has let me learn.”***

This says it all, so again **THANK YOU** to you all and enjoy reading about what has been a very busy and fantastic year!

## Volunteer Activities

Here are a list of some of the groups the volunteers have been or are involved in:-

### Adult Literacies

- Roll on roll off
- Literacies Courses
- Homework Club
- Joint Literacies and ESOL



### Adult Learning

- ICT
- Work Clubs
- Art for confidence
- Crochet and crafts
- Mobile phone photography
- Basic Astronomy

Widening Opportunities for Older People in Inverclyde is a programme involving groups where learners are now running their own groups



### ESOL (Adult Literacies)

- English as a Second or Other Language Classes
- ESOL Coffee Club
- Refugee Support
- Afghan Resettlement Programme
- ESOL Employability Class

ESOL provision addresses the needs of learners who have English as their second or other language. There are a

wide range of programmes available including:-

- Family learning ESOL sessions are designed to teach English to those families for whom English is not their first language. The programme promotes learning as a family and links with local schools/nurseries.
- The opportunity to gain a wide range of accreditation opportunities from the Scottish Qualifications Authority (SQA).
- Learners who would like to settle permanently in the UK are supported through their International English Language Testing System (IELTS) exams.
- Informal conversation groups which provide an opportunity to meet and develop English learners.

*"I have really enjoyed my time in YC. The whole team are so easy to get along with, I don't feel 'just a volunteer' I am part of the staff."*

conversational skills with other

## Volunteer Testimonials and Case Studies

### My Volunteer journey - Adult Learning - Joanna Morrison

I first heard about CLD through a random email I sent looking for work related to British Sign Language (BSL). I was relieved when I got a response and an offer of training to help with my interests. To be honest when I first went to the training I didn't know what it was all about, I just knew I wanted to learn and the course seemed like the perfect start. The training was very straightforward, very easy to follow and the informal teaching approach was perfect as a few of us were quite nervous!

After completing the course I took a break until I was able to shadow the most suitable tutor (BSL) for me. I really enjoyed being at the classes and felt very at ease. It was great to observe her teaching style. I always imagined tutoring to be really difficult but then I became aware that the students are just the same as me and just want to learn. It was very

*"Refreshing and helps build confidence. Learned about how to be more positive about my confidence after starting to volunteer"*

relaxed and the students were all very friendly, I was happy to help out with any questions.

It was a strange feeling to think that I could be the person responsible for teaching someone else; I think it's all about confidence and believing in what you teach.

I think I would be happy to teach my own group now, I think preparation would be really important to ensure the learners begin the course with trust and respect for me. This would be difficult to achieve if I was not organised or didn't have enough knowledge of the subject to be taught. The tutor training course definitely gave me a great insight into teaching strategies and ways to cope if it all goes wrong!

Sharing experiences with the other students was really valuable as I realised that my fears were not just my own and that someone else had already been through them and survived! Remembering to relax and just think things through logically was great advice. It's too easy to worry about things that never happen or to panic when they do.

Support was and still is great. As a learner or even a tutor, there will be no time when I would be alone without guidance. Having a contact that you know is there, on hand, if you need them, is essential in helping with self-confidence.

I would definitely recommend the training to other people, it's something that can give you a different perspective on learning from both the tutor and students point of view. With the course running just once a week, this was perfect, as I didn't have to struggle to make time to attend.

Joanna went on to volunteer as an assistant BSL tutor, has gained a teaching support job, and from April 2016 is now tutoring her very own BSL class.



# Volunteer Testimonials and Case Studies

## My Volunteer journey—Literacies - Gerry Bradley

Volunteering as a tutor assistant with the Central Library Adult Literacies team has had mainly a positive impact on my life. Initially I had a bit of a job fitting the timescale with delivery and times, in and around my existing employed role as a community practitioner with a private sector community learning and development service provider. However,



having said this, it was the personal satisfaction and feeling of value that I took from the whole experience, along with the excellent support provided by the CLD literacies team, that provided the motivation required to continue my learning journey. The pleasure gained from working with so many likeminded people including staff, willing volunteers and learners alike was another key factor in terms of

maintaining interest and motivation. The central location with the open space, the number of learners, the number of tutor and tutor assistants coupled with energy they generated each week, provided an excellent learning environment.

The experience, set aside from the satisfaction and support I mentioned , also provided the opportunity to work with like-minded practitioners and volunteers whose passion and approach in supporting adult literacy learners, encouraged me to sustain my involvement with the programme. Reflecting on my journey has allowed me to realise that the AAA (Adult Achievement Award) opportunity which was offered as a progression of my SALL (Supporting Adult Literacies Learners qualification) journey was pivotal in personal decisions I have made relation to my personal development and career planning strategy. I have recently decided to enrol for an Open University course on Social Psychology. I have had a growing interest in psychology, and it seems that, the learners, volunteers and the tutors, I have had the pleasure to work alongside has been a key factor in the motivation need to do this, as I am keener to find out why and how people can effectively engage with learning, be in relation to learning environments, the diversity and capacity of learner, the topic, the approach and delivery method etc.

I have realised that the SALL training and volunteering together with the feeling of achievement from participating with the AAA award, has helped me confidently identify an area of study that I have an interest in, with a view to career development.

## Volunteer Testimonials and Case Studies

### My volunteer journey—Adult Learning—Stephen Boyd

I am still an Adult Learner keeping my ICT skills up to date by attending an ICT group at the Well Park Centre, Greenock once a week. I had multiple health issues and needed to keep myself active. After attending the Well Park centre for about a year by June 2015, I felt that my health had improved to the point that getting about was less of a problem and I was looking for other interests to keep me busy and active.

My tutor noticed that I was always helping other learners in the group, and that my ICT skills were actually quite advanced. My tutor suggested that I might be interested in volunteering for CLD Adult Learning, and that there was a volunteering training session due to start in July 2015.



I enjoyed passing on skills to people (computing and photography), learn about new skills that people need in everyday life and I also enjoyed the social aspect of mixing with others. I applied to volunteer and completed his training after attending all six weekly sessions, on the 11<sup>th</sup> of September 2015. The follow on from this was my first placement as an assistant volunteer tutor in the Future Skills ICT/Budgeting Class at Clune Park Resource Centre in Port Glasgow. There, I assist the tutor with computing and money learning and feel that I have picked up many skills during my training, particularly ‘learning teaching methods’ and ‘handling groups’. I am now a fully-fledged volunteer tutor and continues to enjoy my role within the ICT group.

I have created a proposal to develop a short course on ‘Mobile Phone Photography’. I have already written up a four session mobile phone photography course and I am now delivering this at the Well Park Centre on Monday mornings.

“Supportive, hands on and friendly.”

### My volunteer Journey—Adult Volunteer—Mary Purdie

I retired and very quickly found that my life was boring! Having hobbies was fine but I need structure in life. Volunteering has made such a huge difference to me; I have a sense of belonging and I still have time to be an OAP. The people I meet, both colleagues and learners, bring such a smile, how can I possibly do anything else but enjoy the experience. Whatever we do in life can be enhanced by giving something as simple as your time to others: you may not think it but honestly have a go if you are not already volunteering. Sharing skills or a simple conversation with someone else can be a real life saver and an added bonus; you will meet and make new friends.

# Learner Impact Statements

## Jim—Adult Literacies Learner

I have been working on my English for over a year and a half. I have a tutor, Ann-Marie who is really good with me. Before I started my classes, I did not have any confidence, I have been working on this with Ann-Marie since June last year.

She has helped me on so many levels, the way she explains things to me makes it easier to understand. If I don't understand something, Ann-Marie will try and explain it to me as simply as possible so I can understand it. Before I came to classes I would not want to write at all, Ann-Marie has given me the confidence to tackle these problems.

I know now that if I make any mistakes, it's not the end of the world, as I do make a lot of mistakes in my writing. Ann-Marie has also helped me in the way I look at my writing and how I build up sentences. Ann-Marie has shown me how to do paragraphs which makes my writing better. I hope to move onto Maths with Ann-Marie as she is a very good teacher and she has built up my confidence over the last year. The best thing about going back to education is that I don't feel out of place, as all the tutors are really good with me.

I also know I am not the only person in this position as there are a lot of people who have problems with education. As I have said, Ann-Marie is a great teacher and I hope to continue working with her.

I'm currently doing a course with CLD. I feel without the volunteers' help I would not have learned as much. My volunteer has helped me understand more about punctuation. I think they do a fantastic job.

I have been working on my Core Skills with Susannah and also my job searching. Susannah explains things in a way I can understand and has plenty of patience. She explains things well and she is nice.

# Learner Impact Statements



My volunteer has helped me with my reading, writing and also my spelling as before I started the group I thought my spelling and things were worse than what it was. The volunteers have helped so much not only with my spelling and things but also with my confidence. They helped me start to enjoy going to my class and also spending time with people I don't know. So I am really happy I started to attend and the volunteers are all so nice and really want to help people like me and I am grateful for that.

**Sarah— learner**

I have been coming along to my literacy group for nearly two years and with the support of my volunteer, Graham, my reading, writing, spelling and maths have got better.

I'm now more actively involved in my local church, I have completed a Core Skills qualification and the 6 Book Challenge. I have also recently started an IT course and I am getting better at using the computer.

Graham has helped boost my confidence as he has encouraged me to keep going with my learning. I would say to anyone who is thinking about attending a class to come along.

**Thomas—learner**

“When I started the computer class, I didn't even know how to even turn it on, but with the tutor or volunteer's help. She always made time for you if you have any questions then she always helped you solve the problem. She always made time for you.”

**Mark—learner**



# Learner Impact Statements

I have been known Maryse for nearly 2 years and she has been the most wonderful woman that I ever met. Maryse is the big teacher and a good listener. She very well describes the work but also help in real life problems.

Maryse is a very intelligent person that gives me a lot of advice when teaching me. I always like lessons with Maryse, she is happy and nice, and has a lot of patience and perseverance in teaching. Maryse is a woman with a big heart. Maryse, thank you for everything.

Aleksandra—learner



I would like to thank all the volunteers and teachers at my Adult Learners class. I would never have learned to read, write or spell so I thank all the volunteers for giving their spare time to help me and others.

I came to Adult Learning classes quite a few years ago now. I have also joined the library. I have done a 6 Book Challenge. I have also done my SCQF Level 3. I'm now working on my level 4 thanks to the volunteers.

It has also given me confidence in everyday life and if I want to work on some private matters we work one to one. So I would like to thank all the volunteers for giving me their time and also my teacher.

# Volunteer Achievements

Below is a snapshot of the range of activities volunteers have been involved in within the provision this year.

## **Adult Achievement Award (AAA) by Susan (Group Tutor)**

The AAA was designed to allow adults the opportunity to review and reflect on a learning experience, considering how they learn, what supports them to learn and identify next steps for learning, and record all of this information in a reflective journal and then submit this for accreditation.

In October 2015, our Volunteers were offered the opportunity to be part of a pilot for the AAA and I am delighted to say that 11 of our valuable volunteers gave up their time to take part in this pilot – all 11 participants successfully identified a learning experience from tai chi to developing volunteer skills within an IT group, completed their reflective journals and successfully gained accreditation.

If that wasn't enough, 3 of our volunteers very kindly volunteered to participate in a conference to launch the findings of the pilot programmes for the Adult Achievement Award. Not only did this involve planning meetings, but a very early start with a pit stop at McDonalds for a strong coffee then further travel to Newbattle Abbey College in Dalkeith –where our Volunteers hosted a workshop to highlight the very positive work that our Volunteers did to support the pilot of the Awards – oh not forgetting that one of our brave volunteers ended up being filmed for a video to highlight and promote the Award – so he may be coming to a screen near you soon!

Our volunteers committed to undertaking this Award to enable them to best support our Adult Learners, when the Award was rolled out nationally – one volunteer expressed her thoughts about the Award:

***“I have never had as much validation as I have had with being a volunteer tutor with CLD---- for the first time some people actually take me serious and give me a chance ---it is so strange to me to actually think I can offer someone else something of value towards improving their own learning and self-belief.”***

Remember this is how you, as Volunteers, make our Adult Learners feel - Thank you



# Volunteer Achievements

## SALL (Supporting Adult Literacies Learners)

Last year volunteers wishing to support literacies learners within the provision undertake the SQA accredited 'Supporting Adult Literacies Learners' SCQF 6 (Higher level) course. This course takes at least 6 months to complete and involves a weekly commitment of attending both class based training, learner group visits and assignments before working with any learners. These volunteers have now completed or are working towards completion of SALL and are supporting learners with the learning sessions either on a one to one basis or as a floating volunteer, supporting one or more learners as and when required.

## ESOL (English as a Second or Other Language) First Steps

In March, 12 volunteers participated in an ESOL First STEPS course with the aim of offering conversational English support to ESOL learners accessing the provision.

## Volunteer Celebration Event

Volunteers attended a Volunteer celebration event last November as part of Adult Learners Week 2015. It was the first joint Adult Learning and Literacies Volunteer event. Volunteers participated in a number of workshops on the day ranging from supporting learners with numeracy, ICT, literacy support within employability and accreditation opportunities. Volunteers were also awarded length of service certificates from representatives of ALFI on the day.



“The volunteer has helped me learn about how to use Excel and how to make up spread sheets for my household accounts and also sheets for keeping up my Asthma accounts. She is very helpful and let me see what you can do on the computer and internet. Thank you very much for your help.”

Alison Black, Grace Keogh, Betty Stewart, Daniel McShane (ALFI), Shonagh Fleming, Rodger Davies, Ann Marie Speirs, Joe O' Brian, Graham MacLellan and Jacqui Freeman.

# Volunteer Achievements

## **ALFI Challenge**

Volunteers supported learners to complete their ALFI Challenge, a challenge which encouraged learners to complete reading, writing, speaking and listening challenges as part of their learning goals. Volunteers attended an ALFI Challenge celebration event to celebrate learners receiving their certificates for completing their challenges. It was fantastic to see so many volunteers there on the day.

## **Cross team volunteering**

Several of the volunteers support learners in a number of groups across the adult learning, literacies and ESOL provision. This is an opportunity we offer to all volunteers. If you are interested in volunteering within another group or just interested in visiting a group before making a decision, then please discuss this with your group tutor.

## **Internet safety and security**

Several of the volunteers, along with learners, participated in a recent Internet safety and security information session, organised by ALFI and delivered by one of the CLD Youth Team workers, Fiona.

The aim of this session was to raise awareness of the importance of internet safety and practical tips on how to keep yourself and family safe online. Issues including using secure websites and applying parental locks.



Internet safety session delivered by CLD youth Worker—Fiona.



After the volunteer tutor training ended in May 2012, this group of adult learning volunteers agreed to do their Volunteering Skills Award which took them to Summer of 2013. One volunteer - Iain McEachran - had included a course plan for Basic Astronomy, including ten potential sessions! Iain was approached and appeared astounded that—a. anyone had even bothered to read his work, and—b. that someone had thought it was a great idea for a new course, especially as he had only ever intended it to be an example, not a real course. By summer of 2013, Iain was delivering 'An Introduction to Basic Astronomy' to around 20 learners. The learners were hooked and Basic Astronomy became Astro II, then Astro III and in April 2015 after some coaching and support from CLD, became a group in their own right. The learners had taken the reins and formed.....



Iain took a short break from delivery, and ran a new Basic Astronomy course in Port Glasgow earlier this year, and there are plans to run it again after the summer holidays.

A quote from Marion's talk to new volunteers on the Adult Learning volunteer training 2015.

***"I don't know if Mark and Iain will remember how upset I was on the last day of the course. I told them that although the course was finished we had really just begun! I know the rest of the group felt the same way too. Well, after the first course, there were a further two classes, Astro 1 and Astro 2. And during this time Mark and Iain were encouraging us to set up our own Astronomy Group, but we were all adamant that we didn't want to go down that route. Been there, done that, wore the T shirt with various groups that we all had been involved in in the past and we unanimously announced - definitely not!"***

Marion and Margaret went on to become part of WOOPi, gained a small grant of £280 from the CVS, and have just celebrated their 1<sup>st</sup> anniversary as a new group (as publicized in the Greenock Telegraph May 2016). Inverclyde Sky Watchers have gone from strength to strength and have agreed to give a few astronomy lessons to local P1 and 2's during the summer of 2016. Having been aired on radio, what's next for ISW!

(Anyone interested can contact Marion McNeill or Margaret lees on the email above or visit <http://www.isw.space/>)



# Volunteer News

## Volunteer Groups and Classes—Here's what you've been doing this year-

Group/Class	Day/Time	Location	Volunteer
Arts and Crafts for Confidence	Thursdays 10am	Clune Park Centre	Betty Stewart
Crochet & Crafts	Tuesdays 10am	Enterprise Centre	Betty Stewart
Mobile Phone Photography	Mondays 11am	Well Park Centre	Stephen Boyd
Computing and Digital Media	Tuesday 1pm	Clune Park Centre	Stephen Boyd
Basic Astronomy	Tuesdays 2pm	Port Glasgow Library	Iain McEachran
Computing and Digital Media	Monday 10am	Central Library	Liz Kerr
Computing and Digital Media	Friday 10am	Larkfield	Mary Purdie
SCVO Group	Wednesday 1pm	Larkfield	Mary Purdie
Computing and Digital Media	Monday 1pm	Enterprise Centre	Roger Davies
ESOL	Monday 10am	iZone Greenock	Sam Ocean
ESOL	Monday 10am	iZone Greenock	Maryse Gray
ESOL/Literacies	Monday 1pm	SW Library	Maryse Gray
ESOL	Monday 10am	iZone Greenock	Andy Provan
ESOL	Tuesday 1pm	Bluebird Centre	Donald Couper
Adult Literacies	Tuesday 1pm	Well Park Centre	Claire Owens
Adult Literacies	Tuesday 1pm	Well Park Centre	Jan Donnachie
Adult Literacies	Tuesday 1pm	Well Park Centre	Janice Boyd
Adult Literacies	Tuesday 1pm	Well Park Centre	John Chalmers
Adult Literacies	Tuesday 1pm	Well Park Centre	Sheena MacFarlane
Adult Literacies	Tuesday 1pm	Central Library	Alison Black
Adult Literacies	Wednesday 1pm	Well Park Centre	Andy Dowling
Adult Literacies	Wednesday 1pm	Well Park Centre	Betty Stewart
Adult Literacies	Wednesday 1pm	Well Park Centre	Gerry Bradley
Adult Literacies	Wednesday 1pm	Well Park Centre	Graham MacLellan
Adult Literacies	Wednesday 1pm	Well Park Centre	Jacqui Freeman
Adult Literacies	Wednesday 1pm	Well Park Centre	Laurie McGuire
Adult Literacies	Wednesday 1pm	Well Park Centre	Susannah Gallacher
Adult Literacies	Thursday Evening	Inverclyde Acad	Ann Marie Spiers
Adult Literacies	Thursday Evening	Inverclyde Acad	Grace Keogh
Adult Literacies	Thursday Evening	Inverclyde Acad	Sharon McCafferty
Adult Literacies	Thursday Evening	Inverclyde Acad	William O'Hara
Adult Literacies	Thursday Evening	John Wood Street	Lynne Scullion
Adult Literacies	Thursday Evening	John Wood Street	Shonagh Fleming
Action for Children Literacies	Variable	Variable	Angela Lynch

# Volunteer News

Here's what Volunteers will also be involved in -

**NHS -Self Management Network Scotland - Thursday 2nd June.-**

Betty and Rodger are holding workshops.

**The annual summer Adult Learning Training -Friday 29th July**

It will be similar to previous years where the first four sessions are for new volunteers and experienced volunteers can pick and choose the sessions for you. Full details will follow.



**Here are some other dates for your diary:**

- ◆ ALFI Meetings – Fortnightly from 20th May 2016
- ◆ ALFI Sponsored Walk - Saturday 11th June
- ◆ Adult Volunteer Tutor Training – 28th July to 2nd September 2016
- ◆ International Literacy Day 8th September 2016
- ◆ Adult Learning Week is 19th to 25th November this year

“Susannah is an excellent volunteer. She’s helpful, cheerful and friendly. She’s very approachable and will take her time with everyone until they understand. She goes over and above the call of duty.”

# Volunteer Friendly Award

## **Volunteer Friendly Award.**

The Volunteer Friendly Award is a quality standard developed to support, recognise and reward organisations who involve volunteers in their operations. Many essential services in Scotland's communities are enhanced by volunteers. Volunteering also has a significant social value as it is increasingly being used to give excluded individuals the chance to build their confidence and skills through helping others. It is the Volunteer equivalent of 'Investors in People', a standard that means the organisation has robust quality processes in place.

There are five strands to Volunteer Friendly:

1. Commitment to Involving Volunteers
2. Making Volunteering Happen
3. Fair & Equal Volunteering
4. Volunteering Tasks & Getting Them Done
5. Celebrating Volunteers' Contributions

Volunteer Friendly is about recognising that organisations such as CLD have proven that they have quality standards throughout the entire volunteering process, from engagement & recruitment, through to training and on-going support. It's about acknowledging us as an organisation for what we do well in continually developing best practice.

Inverclyde Council CLD have an expressed commitment to the involvement of volunteers, and recognise that volunteering is a two-way process which benefits all including volunteers and the service.

Crucially, the VFA shows our volunteers – and potential volunteers – how much they are valued and can give them confidence in our ability to provide a quality experience as a volunteer.

# Volunteer Friendly Award

Both CLD's Adult Learning Team and Adult Literacies Team, currently hold the VFA to June 2017. It's something that we are quite proud about and helps us to focus more on our Volunteers as valued workers, helping learners within groups to achieve their goals and aspirations in our teams. We're by no means perfect and always striving to improve, so please let us know any ideas, thoughts or changes you would like to see.

# Why Volunteer ?

Part of being a volunteer is loving what you do. You've found something that you're passionate about or something that inspires you. There are dozens of reasons why you should volunteer

Some of the main reasons that volunteers say motivates them:

- Help others
- Make a difference
- Find purpose
- Enjoy a meaningful conversation
- Connect with your community
- Feel involved
- Contribute to a cause that you care about
- Use your skills in a productive way
- Develop new skills
- Meet new people
- Explore new areas of interest
- Meet good people
- Expand your horizons
- Get out of the house
- Make new friends
- Strengthen your CV
- Feel better about yourself
- And many, many more reasons

“Positive. Entered the course knowing more than would be delivered was helpful. Seeing a group ‘bond’ & hopefully get them to form a group on their own.”

*“Refreshing and helps build confidence. Learned about how to be more positive.”*

“Fantastic volunteer takes her time with you till you understand the task you are doing and can do it yourself. Lots more one-

“Supportive, hands on and friendly.”

If you know anyone that you think would enjoy volunteering with CLD, please get them to give us a ring, or email us. Details are on the back page.





## Final Thanks

Thank you to all the learners, volunteers and group tutors who submitted their comments to this newsletter. A special thanks to Roger Davies for the contribution of his time and IT expertise to both the format and content of this newsletter.

If you would like to find out further information about any of the provision on offer, please contact:

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**We would love to hear your feedback and comments about the newsletter. Please complete the tear off slip below and return to either Mark or Tricia.**

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**Comments:**