

Edinburgh Festival City Volunteers



Our Story of Impact and Learning

Contents

1	Introducing the Festival City Volunteer Family
2-3	Project background and aims
4-5	Creating a resilient community
6-7	Building volunteer confidence
8-9	Boosting volunteer wellbeing and empowerment
10-11	Wellbeing and resilience feature: Emily's Story
12-13	What volunteers loved about their roles
14-15	People and partner-led training and preparation
16-17	Infographic
18-19	Developing new skills and connections
20-21	Community and policy development
22	Funders, sponsors and supporters
23	Developing networks to maximise impact
24	Looking forward
25	The Final Word

Credits

Authors: Emma Black, Julia Amour | Photography: Johnny Wailes | Design: Michael Thomas



Introducing the Festival City Volunteers Family

The Festival City Volunteers came from a truly inclusive mix of city residents who worked as ambassadors during Edinburgh's peak summer festivals season, welcoming visitors to the city, giving directions, and providing advice during the month of August.

The project connected volunteers with Edinburgh's unique cultural experiences and a high proportion of participants continued to engage with further opportunities and with each other all year round.

Since the project began in 2017 the Festival City Volunteers scheme trained and deployed 254 volunteers (42 in 2017, 120 in 2018 and 92 in 2019) aged 18-81, who came from every Council ward in Edinburgh and from over 30 different nationalities.

The lead project partners were **Festivals Edinburgh** and **Volunteer Edinburgh**. The project has been enabled by core funding from **City of Edinburgh Council** and **EventScotland** (2016-17), **Spirit of 2012** (2018) and **National Lottery Community Fund** (2018-19), and by additional support from **Lothian Buses** and **Edinburgh Airport**.

Without each one of them we would not have been able to develop the project and we thank them all for their founding commitment.

We connected with the community through an ever increasing network of third sector partners, with particular support from **IntoWork**, **Access to Industry**, **The Welcoming**, **Social Bite** and **The Thistle Foundation**.

Generous in-kind support was also given through many different forms including project advocacy, expert advice, training and provision of safe spaces by **all member Festivals**, **VisitScotland**, **Central Library**, **City Arts Centre**, **St Mary's Cathedral**, **Social in the Gardens**, **Edinburgh College** and the **Equality and Rights Network**.



Project background and aims

Festival City Volunteers was a unique partnership project led by Festivals Edinburgh and Volunteer Edinburgh.

Edinburgh is globally renowned as the world’s leading festival city thanks to the eleven major festivals that take place year-round, springing from the founding of the first city festivals in 1947. Festivals Edinburgh is the strategic development body for these rich cultural assets, focusing on collective innovation in shared priority areas including community engagement.

EDINBURGH’S YEAR-ROUND SELECTION OF ELEVEN MAJOR FESTIVALS			
SPRING	<i>Edinburgh International Science Festival</i>	<i>Edinburgh International Children’s Festival</i>	<i>Edinburgh International Film Festival</i>
SUMMER	<i>Edinburgh Jazz & Blues Festival</i>	<i>Edinburgh Art Festival</i>	<i>Edinburgh International Festival</i>
	<i>Edinburgh Festival Fringe</i>	<i>The Royal Edinburgh Military Tattoo</i>	<i>Edinburgh International Book Festival</i>
AUTUMN & WINTER	<i>Scottish International Storytelling Festival</i>	<i>Edinburgh’s Hogmanay</i>	

In 2016, ahead of the Festival City’s 70th anniversary, a scoping study supported by the City of Edinburgh Council and EventScotland was carried out to explore the potential for the Festival City Volunteers initiative. The project proposed to build on the festivals’ community initiatives and offer opportunities for local residents to develop new skills and connections, and become advocates for Edinburgh during the summer festivals.

The original Festival City Volunteers proposal built on learning from models of large event volunteering initiatives such as London 2012, Glasgow 2014 and Hull 2017. However, learning from the first pilot year of the project in 2017 about the unique ecosystem of Edinburgh with its mature annual festivals offer led to evolution of the project concept.

After the pilot year of 2017, it was agreed that the priority should be on specific gaps in mainstream festival volunteering opportunities, demonstrating how the Edinburgh Festivals can meaningfully connect more widely to offer inclusive opportunities. We decided to focus on smaller numbers of volunteers, and this prioritising of quality of engagement over increasing the volume of participants helped us to value and develop deeper and people-centred impacts with confidence and clarity.

By the end of August 2019, we had recruited, trained and deployed 254 volunteers who had completed at least 24 hours of volunteering each. Festival City Volunteers excelled at reflecting the intersectional communities of Edinburgh and became a truly original cultural experience which brought significant change to those involved. This report shows, through the use of mixed method evaluation, how the Festival City Volunteers project developed to deliver on the following people-led aims:

- 1. Building volunteer resilience through arts and culture**
- 2. Developing new skills**
- 3. Developing new social and vocational connections**
- 4. Providing enhanced quality of experience for visitors to the Festival City in August**
- 5. Ensuring organisational networks are maximised to deliver community impact**





Creating a resilient community

Building team and individual resilience through wellbeing was at the heart of our project, with a strong duty of care from lead partners Festivals Edinburgh and Volunteer Edinburgh.

Approximately 50% of the volunteers had experienced barriers to inclusion, and 50% had not. This mix was very important for the project and enabled people to learn from each other, make new connections and build greater social cohesion.

We committed to providing personal and tailored support to ensure that taking part as a Festival City Volunteer was a positive experience for all participants. Throughout the project, we were lucky to work with community organisations who support people to be in a stronger position to identify and pursue their goals, and they helped us to ensure this happened for Festival City Volunteers.

Throughout the project, our volunteers came from across all 17 of Edinburgh’s Council wards and from a wide socio-economic mix of Edinburgh residents.

Our commitment to building resilience began with creating and sustaining a strong community network. Through our community agency partners, we were able to meet potential volunteers, have volunteers referred to us by support workers and benefit from their continued support during the project.

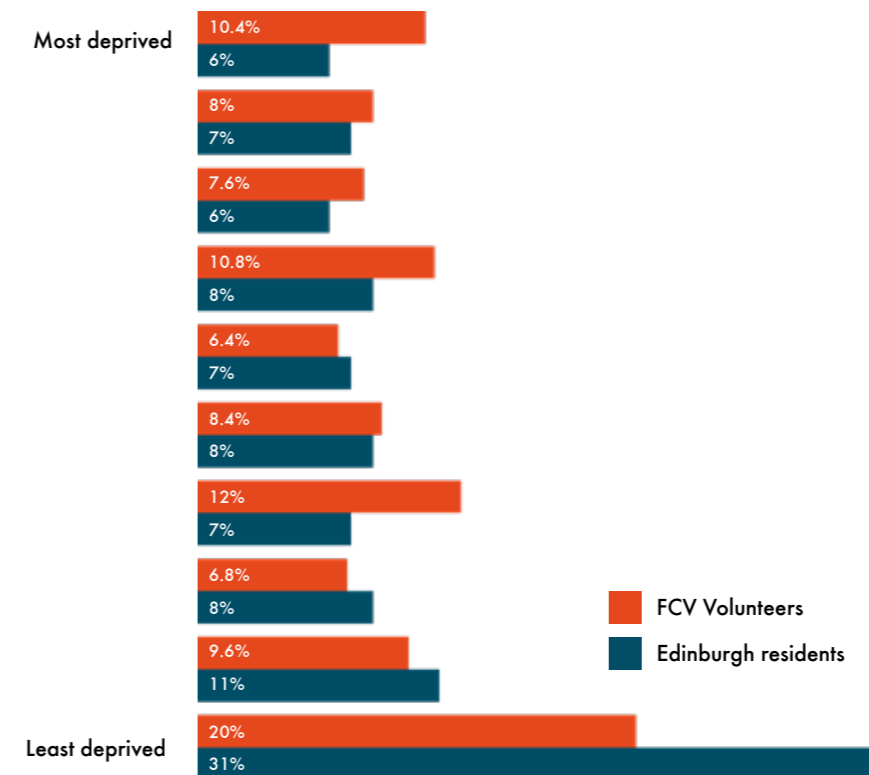
Our aim was to engage a diverse team of volunteers, including people who previously have not had the opportunity to connect to arts and culture. Shared values with our community partners meant we committed to working with each other to focus on quality of experience for volunteers and tailored support where required.



The interview process focused on personal journey and development, and this was the beginning of a supportive process. Each volunteer was interviewed individually, so we could work to understand motivations and barriers to volunteering from the start of recruitment. This is a key design feature of the project which means disclosure about any worries can be discussed in confidence and properly supported throughout the peak volunteering period and beyond.

The graphic below shows the socially inclusive mix of volunteers from across Edinburgh’s communities taking part in this project, compared to how areas of Edinburgh are classified in the Scottish Index of Multiple Deprivation (SIMD).

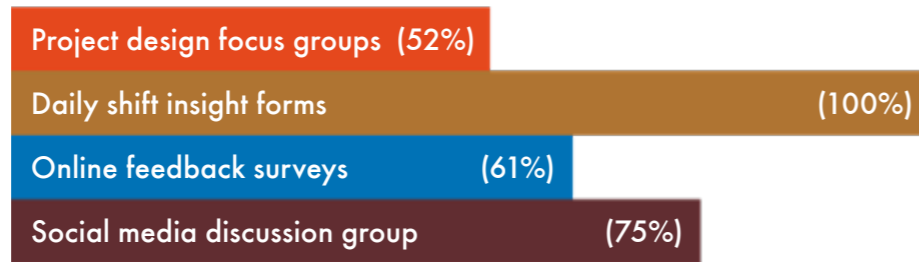
% of FCV Volunteers/Edinburgh residents living in SIMD deciles





Building volunteer confidence

By focusing on people-led design, volunteers had an increased sense of agency, and their contribution to shaping the project activities was of central importance. A high percentage of volunteers contributed to project development through a variety of methods, insights and actions, a selection of which are shown below:



Volunteer feedback and our actions in response

“Full training day was too intense at times, there was too much information to concentrate on and absorb.”

Action: Training programme restructured over 3 days with volunteer advice.

“Walking routes did not work well, as visitors did not stop us to ask questions”

Action: Volunteers and project team worked together to redesign walking routes and trial other options with seating and wheelchair access.

“Some of us were too nervous to sign up for activities on our own”

Action: Enabled volunteers to meet up with project staff prior to events, and provided volunteer ‘buddies’ where needed in 2019.

“Project should be promoted more widely through social media.”

Action: Blog and Twitter account set up to celebrate volunteers’ own personal stories, with over 350,000 unique views in first ten months.

Bringing equity and safety to volunteer spaces

From 2017, our community supporters VisitScotland, Central Library, City Art Centre and St Mary’s Cathedral provided safe and secure volunteer spaces during the summer festivals.

The live period of August is an exciting and exhilarating time, and being part of the world’s largest performing arts festival is one of the things that made the Festival City Volunteers project so special. However, the busy environment meant we had to consider how to provide supportive and equitable spaces for volunteers.

In addition to providing comfortable, quiet areas for our volunteers to relax in, the support of our community hubs gave us the opportunity to explore how we can use spaces to support complex barriers and reduce stress in a subtle but effective manner for all volunteers.

In three years, we learned that:

- The vibrant environment of the largest performing arts festival in the world can cause sensory overload, volunteers need a quiet place to be during their shifts
- Existing and reoccurring barriers to participation can occur during the peak period, we need space to offer confidence support services
- To ensure our duty of care is met, we need space to check in with all volunteers, build trust and work to identify and alleviate any potential pressures on wellbeing
- Edinburgh city centre can be socially and financially inaccessible to many of our residents, we need spaces for lunch breaks and socialising which do not come with a financial cost





Boosting volunteer wellbeing and empowerment

In 2018, we switched from evaluating the project through 5 Ways to Wellbeing to an individually designed monitoring and evaluation system to gather both qualitative and quantitative data.

In 2018, through mixed methods, we were able to establish that individuals have experienced a sense of pride through being part of a vibrant team and contributing to shared effort. Volunteers have commented that they felt 'worthwhile' and 'valuable' to their team and to Edinburgh. Volunteer feedback in this area has shown the following positive impacts:



Festival City Volunteers was designed to keep volunteers connected to activities related to arts, culture and leisure throughout the year, building depth of inclusivity as the project progressed. Reflecting on how this was important to their wellbeing, volunteers told us that they felt more connected and more motivated to take part in community activities.

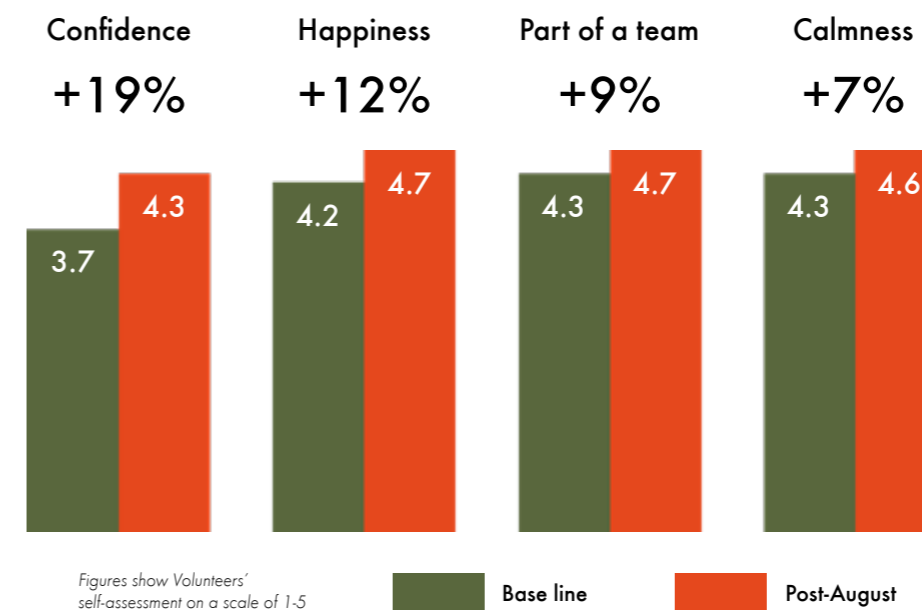
For a group where half of volunteers faced barriers to inclusion, building resilience through a sense of acceptance within the project has been a major success: during the project, 81% of volunteers felt that they were always accepted, and the remaining 19% feeling accepted most of the time.

An increased sense of empowerment was also notable. In November 2018, three months after the end of the second peak volunteering period, the volunteers continued to report the following results:



In 2019, we tracked volunteers' health and wellbeing before and after the peak volunteering period.

Using a scale from 1-5 (with 5 being positive), the weighted average showed the following results:



Wellbeing and resilience feature: Emily's Story

Emily Bruce shares how her experience as a Festival City Volunteer helped increase wellbeing and resilience from the beginning of the application process:

"After being diagnosed with Ehlers-Danlos syndrome (EDS) type 3 and Postural Orthostatic Tachycardia syndrome (POTS) there were times when I was completely bed bound. Not being able to look after yourself when you're an independent person is the worst. Although there's no real treatment for either condition, I've begun to get better through consuming the right diet, supplements and regular exercise.

"I've always been active and enjoy photography so when I was well enough, I'd get out of my room and take long but slow walks, taking pictures of anything that caught my sight on the way. After a couple of months, I decided I wanted to reconnect with people and give myself more of a routine.

"I booked an appointment with my Occupational Therapist who pointed me in the direction of Volunteer Edinburgh. At that appointment, I was so excited to hear about the opportunity to get involved with the Festivals. I sent away the application. The process was very easy.

"When I did my trial shift at the Festival Carnival, I had a smile on my face the entire time. Of course I was tired and fatigued, but I felt joy the whole time. I didn't feel stressed about it.

"Afterwards, and even though my body was exhausted, I sat awake for hours thinking about how it was so fun.

"Just being out and about during the Festivals and moving was amazing. I had avoided Edinburgh for a while and now I don't feel like I have to. Even when I was walking down with the people in the parade, I didn't feel the slightest bit anxious – volunteering has taken a lot of that away.

"I've also enjoyed learning new things. Having grown up in Edinburgh, I'd gotten so used to walking past things and not caring, but now I'm taking notice and finding the history and architecture of everything I pass to be fascinating.

"Learning is important for everyone no matter what age or background you're from. Your brain is a muscle and needs to be stimulated.

"I love being able to give back. Throughout my journey, I wouldn't have got the help I needed if someone hadn't given something to me. Answering questions in the street and being a friendly face for visitors when they arrive brings me a lot of joy and helps me to give back to the city that I love.

"If I was giving advice to anyone considering volunteering with FCV, I'd tell them, just do it. Don't think about it. Just do it. Giving back makes you feel amazing."

Emily Bruce
Festival City Volunteer 2018



What volunteers loved about their roles

Our diverse team were amazing ambassadors for Edinburgh, and took huge pride in showcasing the world's leading Festival City.

Volunteers had many motivations for joining the project, but what did being a Festival City Volunteer really mean to individuals?

We gathered feedback through shift rotas, one-to-one sessions and focus groups. Here is what some of our volunteers said they loved about being part of the team:

Please, please send our wholehearted thanks to all the festivals who provided access to their shows and rehearsals. Truly I felt overwhelmed. It made the whole experience that much richer

The public really appreciated our tips and commented it was good that we were so visible and approachable. It really was win-win

Loved it – life saver. Gave me a sense there was more to me than just work

I did my bit and felt that in my own small way I actually participated in the Festivals rather than just spectating

I would massively urge anyone thinking about volunteering to do it! One of the best things I've ever done! And the people are all so lovely! Bring on the Festivals now!!!

The experience has certainly given me a fantastic introduction to volunteering and has encouraged me to sign up as a volunteer on other projects

I met many different volunteers - some younger, some older; some from Edinburgh, many from further afield. Being part of a team does nothing but good!



People and partner-led training and preparation

Festival City Volunteers came to the project with local knowledge, a passion for Edinburgh, a friendly smile and a willingness to welcome visitors to the city.

Once recruited, our volunteers were trained by the summer festivals, Creative Carbon Scotland, VisitScotland, Lothian Buses, Volunteer Edinburgh and City of Edinburgh Council. Our training aims were to support volunteers to develop transferable skills in three areas: cultural knowledge, confidence and customer services. We kept dialogue on training and development open all year.

Volunteers reported that the training had been useful and important to them, but that full-day training sessions were too intense, so for 2018 we redesigned the training into smaller segments. Our training aims in 2018 were met by delivering well-paced, accessible and motivating training which took place over three sessions and included talks, quizzes, workshops, visits to tourism centres and walking tours.

In 2019 we further developed sessions to include more practical information, walking tours and social events. This helped to build early connections between the volunteers and provided inspiration through volunteer-led confidence building sessions.

The training design demonstrates how Edinburgh's leaders in arts, tourism, security, transport, volunteering and equality actively invested in the project.

The training began with a welcome from the festivals, social activity and a quiz to ensure volunteers were welcomed to the festivals family and got to know each other in a relaxed environment.

The second day was spent exploring what a volunteering role is and how this fits into the busy environment of the summer festivals. This embedded confidence and cultural knowledge from the beginning, and ensured volunteer roles were protected and did not expand into inappropriate or unsafe areas.

The final day of training was a practical day of information sessions from Lothian Buses, visits to the VisitScotland information centre, and a walking tour of volunteer routes during the festival. These practical sessions were designed to ensure volunteers could confidently sign post visitors and support Edinburgh's visitor services.

After training, to ensure volunteers feel confident, knowledgeable and comfortable in their roles, the team took part in test volunteering during The Jazz and Blues Carnival and Social in the Gardens events in July.

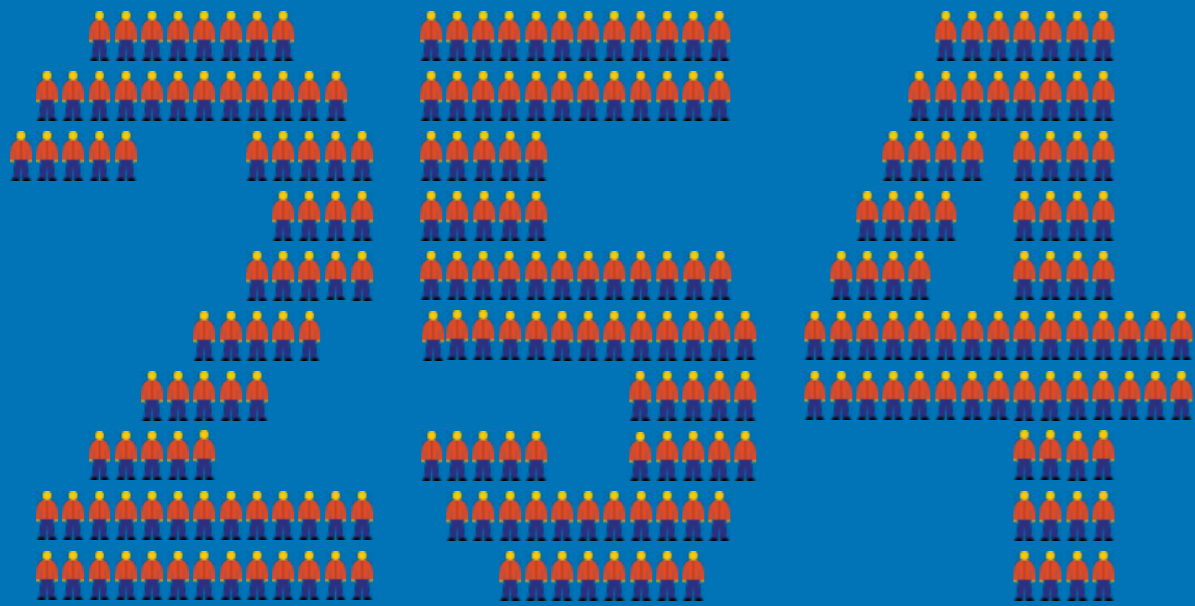
Then, during the peak festival period of August, the Festival City Volunteers provided a professional and friendly service on the streets of the Festival City, answering questions including information on festival shows, city transport and ways to enjoy Edinburgh's other attractions.

Enhancing quality of experience for Festival City visitors

Edinburgh offers visitors the largest cultural events of their kind in the world – equivalent in audience numbers to a FIFA World Cup taking place in the city every year.

The volunteers dealt with over 46,000 visitor interactions connecting visitors with authentic, welcoming voices of Edinburgh to increase the quality of their experience in the city; and thanks to the range of over 30 nationalities represented across the group, the volunteers were able to assist a wide range of international visitors in their own language.





Volunteers engaged between 2017 and 2019

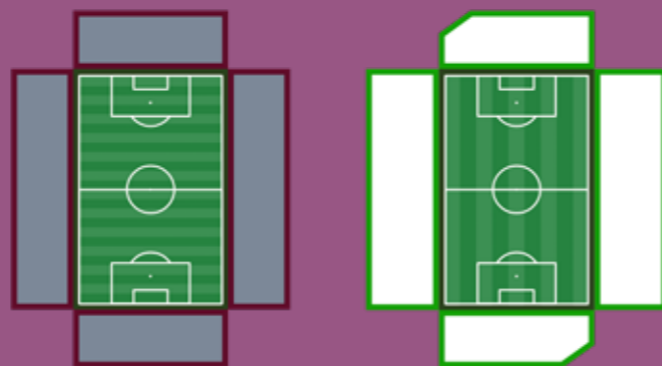
3500 hours of training



That's five months!

46,193 Visitor Interactions

That's enough to fill both Tynecastle and Easter Road...



...and still leave another 5673 people stuck outside!

"We've come through for the day to see some shows. We spotted the volunteers from across the road and thought they'd know where we could get our tickets and the directions to our venues. They were really helpful and certainly know their stuff."

The Gebbies, Prestwick, Scotland

"We were approached by the volunteer as we looked lost! She was very helpful and knowledgeable. I wish we had this type of service back home for visitors"

The Connors, New York, United States of America

30+ different nationalities



5832 hours of volunteering given



That's EIGHT months!

"Just thought I'd thank [Festival City Volunteers] Kenny and Melissa for the great help on our first visit to the Fringe! Loving Edinburgh and could spend all day chatting to Kenny and Melissa!"

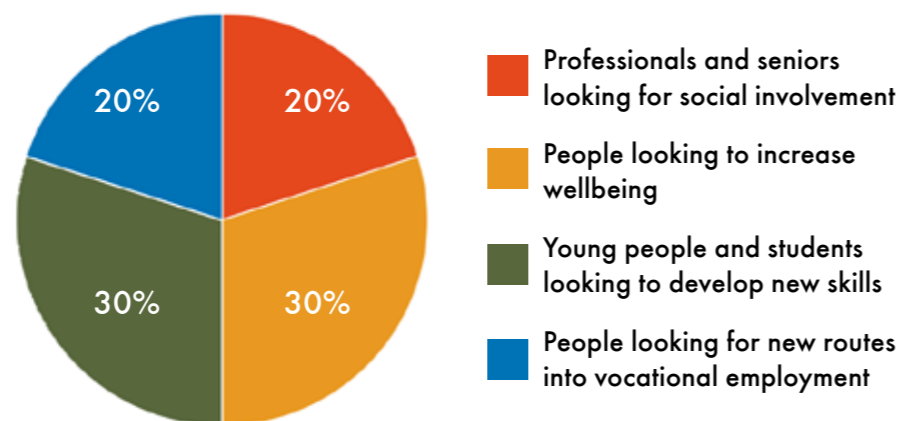
The Lloyds, Whitechurch, Hampshire, England



Developing new skills and connections

Supporting volunteers to stay confident and connected was at the heart of the project. The August peak volunteering period provided a vibrant environment where friendships were forged, and skills were developed. After the peak period it was vital that we kept supporting and building social and vocational connections.

We worked with our volunteers to find out about their motivations for volunteering and how we could support them. Together, initially, we identified four primary reasons for becoming a Festival City Volunteer:

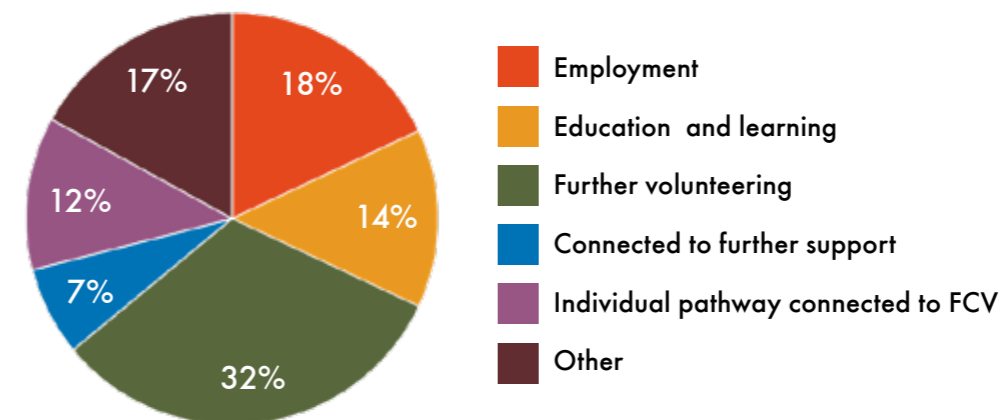


In the weeks and months following the peak August festival period, we continued to work with participants to help them to build on their Festival City Volunteer experience.

Across all the project partners, we were able to offer a range of social engagement activities; support to find new volunteering and other opportunities; and help to build confidence, wellbeing and employability through connections to arts, culture, tourism and supporting independent searches for work.

Vocational connections were important to half of our volunteers, who were interested in linking to experiences that could help with their employment goals. As the project developed, volunteers were able to explore their motivations and aspirations in more depth by connecting to different support and opportunities.

Six months after the peak volunteering period, we worked with participants to reassess what positive pathways and destinations would mean for them. Through one-to-one sessions, personal contact and employability feedback, we identified that volunteers were connected to the following vocational connections and support:



By continuing to connect volunteers to the festivals family and build a sense of empowerment and entitlement to be part of Edinburgh's Festival City, we continued social interaction throughout the year via a programme of cultural experiences and digital engagement. Festival City Volunteers sustained the following social connections:



For volunteers interested in skills development, the August experience could be just the beginning. Directly after the peak period, we offered the opportunity to take part in Volunteer Edinburgh's Motivation, Aspirations and Progression (MAP) and employability sessions which embed a sense of achievement and help develop transferable skills. This activity was specifically designed for the 50% of participants experiencing barriers to inclusion. In total, 49 volunteers took part in the MAP sessions, representing 39% of this cohort.





Community and policy development

The wide-reaching and growing stakeholder network of the Festival City Volunteer project resulted in a series of positive impacts on the development of both community engagement practice and policy development. A major milestone for the project has been our input into a new volunteering code of practice in 2018, which was initially agreed across Edinburgh's festivals and subsequently incorporated into city-wide guidelines for volunteering by The City of Edinburgh Council. A selection of our other positive impacts include:

- **Individual development for volunteers:** The Festival City Volunteers were proactive in volunteering throughout the year. Since the beginning of the project our volunteers have developed into volunteering roles within events including; Edinburgh Jazz and Blues Carnival, Social in the Gardens, The Storytelling Festival, Edinburgh International Film Festival and Edinburgh's Hogmanay. Others have gone on to paid roles within Edinburgh's major festivals and roles in customer services and tourism. Our volunteers have reported that their experience as Festival City Volunteers has led to positive experiences in progressing towards and securing employment.
- **Community development through partnerships:** From the beginning of the project, we worked with Access to Industry, IntoWork, Thistle Foundation and The Welcoming, who advised and facilitated recruitment sessions. Learning about their standards and duties of care enabled us to adapt our approaches to become an integral part of their offer. In some groups we had open workshops where anyone could come along and take part in activities which would help them to find out more about Edinburgh and the festivals. Other groups specially invited us to be part of their weekly sessions, so they could explore the volunteering role before applying.

For other organisations, it was important that we worked through employment advisers who could ensure their clients were ready for volunteering and could be supported through the entire process. The support we received strengthened our delivery methods, and, in 2019, this was recognised by Access to Industry Partner of the Year Award for our special contribution through the FCV project.

- **Citywide employability connections through Joined Up For Jobs:** The building of these community relationships resulted in an invitation to present on volunteering in the arts to the Joined Up For Jobs forum, Edinburgh's multi-agency employability partnership. This presentation opened up new networks including contact with Deaf Action and the Open Door project for homelessness and young people, who participated as Festival City Volunteers in 2018.
- **National connections through Scotland's events sector:** The Festival City Volunteer programme enabled Volunteer Edinburgh to extend its reach by connecting with a wider range of audiences, strategically & operationally. After the pilot project of 2017, the FCV project were invited to deliver workshops at EventScotland's national events conference in 2017 and at EventIT 2018, the annual showcase for events and festivals industry professionals in Scotland. Volunteer Edinburgh shared FCV's experience of engaging and supporting a diverse cohort of individuals, many volunteering for the first time, and addressed many of the thorny issues which frequently occur in large scale volunteer programmes e.g. attrition, reimbursement of expenses, and potential for job substitution.
- **UK wide connections through the Conference of the Association of Volunteer Managers:** Festivals Edinburgh and Volunteer Edinburgh were invited to provide a case study on inclusivity and volunteering, in an open forum for organisations to discuss best practice. The Festival City Volunteer presentation took the participants through the supported process of volunteering, focusing on equity in recruitment, training and live volunteering in the Edinburgh Festivals. We are proud to have contributed to learning from the day such as the case study recorded by the Sensory Trust who detailed how the event had helped them to make changes to allow for the growth of their volunteer community: <https://volunteermanagement.co.uk/2019/01/16/sensory-trust/>
- **International connections through Uplifting Culture conference of the City of Kraków:** FCV were invited to present a full afternoon on inclusive volunteering at the "Uplifting Culture" conference in Krakow in September 2018 to an international audience of arts & culture delegates. The audience was a diverse mix of experienced volunteer managers and those who were just beginning to form policies and practice. This gave us the chance to showcase FCV as an internationally progressive example of diversity in cultural volunteering.





Funders, Sponsors and Supporters

Here's what they said about the project:

"This initiative provides local people with the chance to be part of the beating heart of Edinburgh in August"



Donald Wilson, Convener of City of Edinburgh Council Culture and Communities Committee, and Festivals and Events Champion

"I warmly welcome Festival City Volunteers - an exciting and inclusive initiative that will remove many barriers which can prevent people from volunteering. Becoming a volunteer can be a life changing experience and I hope that this year's Festival is truly special for all those helping to make it happen."



Maureen McGinn, Scotland Chair of National Lottery Communities Fund

"Volunteers develop new skills and confidence, which boosts their physical and mental wellbeing, while the impact is also felt more widely in better-connected communities and a renewed sense of civic pride. Volunteering can transform towns and cities, which is why we're very proud to support Edinburgh's Festival City Volunteers programme."



Debbie Lye, Chief Executive of Spirit of 2012

"Supporting the Festival City Volunteers Project is a perfect match with what we're trying to achieve as a business."



Gaynor Marshall, Lothian Communications Director

"Edinburgh's people are a key part of the attraction for tourists and festivalgoers and the festival season shows the city at its vibrant and entertaining best."



Gordon Dewar, Chief Executive, Edinburgh Airport

Developing networks to maximise impact

We worked with key community agencies to understand what impacts were important to the people they work with, and ensured that Festival City Volunteers offered an effective platform to achieve these aims. Here are comments from two of our longest standing partners on the value of the project in the work they do:

"For the past three years I have recommended Festival City volunteering to the clients I support as a great way to develop new skills, experience, improving confidence and gaining the x-factor on their CVs."

"The stories and experiences that my clients have shared with me during their time volunteering puts a smile on my face, they have made friends, seen fantastic shows they otherwise wouldn't have been able to see, mixed with the stars and come away from it with a huge boost of confidence."

"The clients that have taken part have gone on to gain sustainable long term employment and nearly every employer has remarked how impressed they were when they saw Festival City volunteering on their applications, it's gained an excellent reputation with everyone involved!"

Lee Hutchison
Employment Advisor, IntoWork

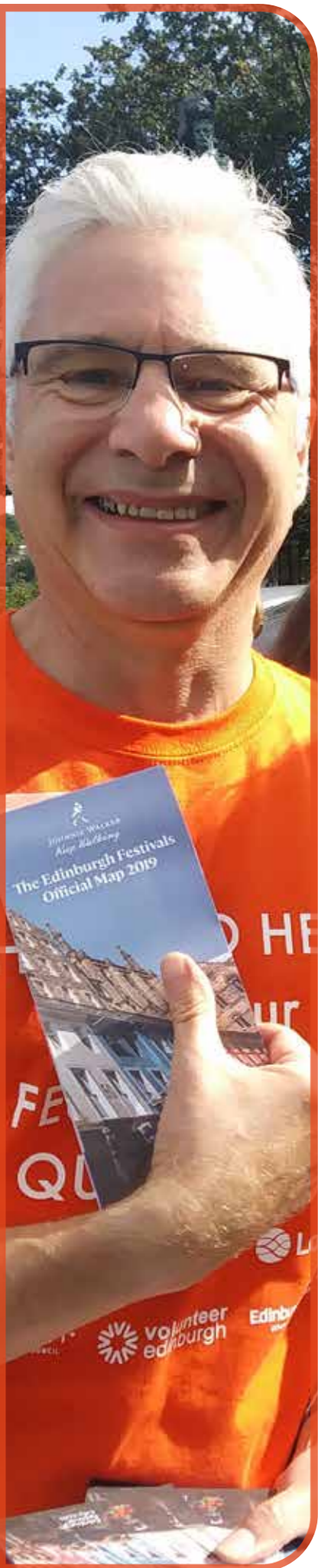
"The Welcoming is delighted to support the fantastic work of this initiative. It adds great value to the work that we do in supporting people who are new to Scotland with the skills, confidence and social networks to succeed in their new lives."

"By getting involved with Festival City Volunteers, our participants have the opportunity to join a supportive community, gain access to high quality training, undertake a responsible volunteering role and to feel part of the incredible adventure that is Edinburgh during the Festival period."

"All this gives people an invaluable stepping stone to further opportunities in Scotland, in terms of jobs, volunteering, study and training opportunities, and social networks."

The Welcoming





Looking forward

We are very proud over the past three years to have recruited, trained and managed over 250 truly diverse volunteers from all sections of the community and across all parts of Edinburgh. They have each completed more than 24 hours of volunteering and benefited from year-round opportunities to improve their wellbeing and employability - by gaining great skills, confidence and connections along the way.

As well as creating the volunteer force, our project has led to many new links between the festivals and third sector partners, and changes to the policy and practice of festival volunteering across the city and beyond.

We owe a debt of thanks to all who have helped make this possible and although this project must come to an end, we know that it has made a lasting difference to the way communities and citizens can engage with our cultural capital. We are planning with partners for how these impacts can be taken forward within everyone's continuing work to create more inclusive engagement opportunities for the future. This includes:

- **Volunteer Edinburgh and Festivals Edinburgh working together to match project participants who want to do more with continuing opportunities across the whole range of volunteering and festivals activity in the city**
- **Publishing this in-depth three year evaluation report, sharing both impacts for participants and key features of how the project operates that we have learnt from**
- **Sharing issues and learning around inclusive festival and event volunteering at a volunteer management workshop organised in partnership with EventScotland**
- **Celebrating the achievements of the volunteers and the wider project with a thank you event from the city hosted at Edinburgh's City Chambers**

Most of all, we would like to conclude with a heartfelt thank you to our incredible volunteers, for stepping up and helping the world's leading festival city become ever more inclusive through this project.

The Final Word

"I have had the best time, met many great people and this experience has given me back a lot of lost confidence and belief in myself and my abilities."

"I won't lie to you, it has also exhausted me at times, the battling the crowds and getting to and from places with hurdles that I would normally have avoided like the plague, but again it has gotten me out of my comfort zone and challenged me and that effort and sense of achievement has been totally worth it."

Anonymous Volunteer Respondent





Lead partners



Edinburgh
Festival
City.com



volunteer
edinburgh

Supported by

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

