

Bridgend Association of Voluntary Organisations

Your local county voluntary council

4. Volunteers

4.14 Investing in Volunteers



Investing in Volunteers is the UK quality standard for volunteer management.

The Standard comprises nine indicators of volunteer management best practice, based on four key areas of volunteer management:

- planning for volunteer involvement
- recruiting volunteers
- selecting and matching volunteers
- supporting and retaining volunteers

Investing in Volunteers is managed by the four development agencies of the UK Volunteering Forum:

- NCVO
- Volunteer Scotland
- Volunteer Now (Northern Ireland)
- Wales Council for Voluntary Action.

Investing in Volunteers in Wales

Wales Council for Voluntary Action (WCVA) manages *Investing in Volunteers* in Wales. The standards, assessment and accreditation are the same for every organisation, wherever they are in the UK. There will be some differences in the way the standard is managed in each country.

To access *Investing in Volunteers* through WCVA your organisation needs to be based in Wales and have its registered address and head office based here.

There are three stages for organisations interested in *Investing in Volunteers* in Wales.

Stage 1: Downloading and using the Standard

For organisations wishing to use *Investing in Volunteers* as a framework and model for improving and developing their practices.

The standard can be downloaded free of charge, from the welcome page of the website www.investinginvolunteers.org.uk

At any time you may choose to proceed to register formally to undertake a Health Check (Stage 2), or work towards *Investing in Volunteers* Assessment (Stage 3).

Stage 2: The Investing in Volunteers Health Check

You may choose to undertake an *Investing in Volunteers* Health Check and use it in your own way at your own pace, without committing to working towards achievement of the Standard.

You will have the opportunity to review how you wish to proceed, once the Health Check has been completed.

Undertaking a Health Check would be considered evidence of attention to good practice and of seeking an external viewpoint, although no claim can be made about achieving the *Investing in Volunteers* Standard before you complete Stage 3.

Stage 3: Achieving the Investing in Volunteers Award

To achieve the *Investing in Volunteers* Award, you are required to register online, to access the documents and proceed with the award. Then follow the steps outlined below.

Step One: Getting Started

Following online registration, you will be contacted by the IIV team who will discuss the process and agree the best way forward for your organisation. At this stage an Assessor will be appointed to work with you. You will have access to guidance and resources to help you, on the website.

Step Two: Health Check

Your Assessor will contact you to make a date for your Health Check meeting. At this meeting they will work through the indicators with you and note where the practices are met. If they are not currently met, your Assessor will give you verbal feedback about which development areas to focus on. You will then receive a completed copy of the Health Check showing you where development is needed, suggestions as to how to do this and expected outcomes.

Step Three: Development

Take the time you need to work on the identified development points. Your Assessor will check the evidence in preparation for the assessment. You will also need to put together relevant documents and your Assessor will advise you on which documents they would like to see before or during your assessment.

Step Four: Assessment

When you and your Assessor feel that you are ready, and you have implemented your agreed development plan, you will be ready for your Assessment visit(s). This will involve interviews with a sample of volunteers, staff and trustees. After your

assessment, you will receive verbal feedback from the Assessor. They will either recommend or not that you be awarded with the *Investing in Volunteers* Award (subject to endorsement from the Quality Assurance Panel – see Step Five below). They will also outline any development actions which will feature in the report which you might like to consider for your renewal assessment in three years' time. A written report will follow.

If your Assessor advises you that you have been unsuccessful they will tell you which practices require further development.

Step Five: Local and National Quality Assurance

The Assessor's report is examined and verified first by a Lead Assessor- an experienced Assessor in Wales.

The recommendation is then submitted to the UK Quality Assurance Panel, which meets four times a year.

The Quality Assurance (QA) Panel endorses the Assessor's decision and forwards the recommendation to the UK Volunteering Forum for approval. The award is valid from the date of the QA panel, for a three year period. You will be notified of this decision within 5 working days.

Step Six: Achievement of the Award

Well done! You will receive the *Investing in Volunteers* Award and be able to use the *Investing in Volunteers* logo on your letterheads and publications. You will be provided with a certificate that you may be presented with at an award ceremony or celebration.

You will be notified in two and half years' time when it is due for renewal.

How much does it cost?

The cost of achieving *Investing in Volunteers* in Wales depends on the size and nature of the organisation.

The current costs are:

Registration/Health Check costs:

- voluntary organisation £500
- statutory organisation £600 - £900

Assessment costs:

- voluntary organisations £1,000 - £2,000
- statutory organisations £1,600 - £2,700

Organisations undertaking the Health Check only, pay the Registration/Health Check cost only.

How do I get started?

1. Download the standard to see whether this is an appropriate benchmark for your organisation
2. Discuss *Investing in Volunteers* within your organisation, with trustees/committee members and with staff and volunteers. Consider whether you would like to aim to achieve the Standard, or just to undertake the Health Check at this stage. Make sure there is full support for your decision
3. Register online and speak to a member of the IIV team
4. An invoice for the registration fee will be sent, and once payment is received, you will be contacted by an *Investing in Volunteers* Assessor

What support is available?

Free resources:

- You can search the Working with Volunteers section of WCVA's website , www.wcva.org.uk/volunteering/working-with-volunteers which contains model policies, information sheets and advice and publications
- Your local [Volunteer Centre](#) can offer specific advice, for example on the development of appropriate policies and procedures.

If you register for Investing in Volunteers:

- On registration, you can access the on-line *Investing in Volunteers* Good Practice library which contains a range of useful advice and information.
- If you wish, we may be able to put you in touch with a similar organisation that has achieved *Investing in Volunteers*, for informal support

Training

Your local County Voluntary Council (CVC) may offer courses in volunteer management. Find yours [here](#)

Please subscribe to WCVA's newsletter mailing list to receive information and updates on Volunteering and more. To do so please email news@wcva.cymru .

Investing in Volunteers and Funding Questions

We are lobbying funders in Wales for greater recognition of the *Investing in Volunteers* Award through events, webinars and meetings.

Many grant schemes, including Volunteering Wales Grants and The National Lottery Community Fund will consider funding the cost and time spent to achieve *Investing in Volunteers*, as a relevant part of an application concerned with improving volunteering opportunities or experience.

The IIV team will be pleased to hear about any experiences; for example if you have obtained funding to achieve the award, or if the award has been recognised in some way by funding bodies.

For further information

Investing in Volunteers website

www.investinginvolunteers.org.uk

iiv@wcva.cymru


Twitter #IiVUK

Tel. 029 2043 1750

Disclaimer

The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.

For further information contact

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