

# Wales Council for Voluntary Action

Supporting charities, volunteers and communities

## 4. Volunteers

### 4.14 Investing in Volunteers



*Investing in Volunteers* is the UK quality standard for volunteer management. If your organisation involves volunteers, achieving the *Investing in Volunteers* standard will enable it to make the best use of this valuable people resource.

The Standard comprises of ten Indicators of volunteer management best practice, supported by 55 practices, 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 being managed by the four development agencies of the UK Volunteering Forum: Volunteering England, Volunteer Development Scotland, Volunteer Development Agency in Northern Ireland, and Wales Council for Voluntary Action.

### Investing in Volunteers in Wales

Wales Council for Voluntary Action (WCVA) is managing *Investing in Volunteers* in Wales. The standards, assessment, and accreditation are the same for every organisation using *Investing in Volunteers*, wherever they are in the UK. There will be some slight 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 will be two options for organisations interested in *Investing in Volunteers* and based in Wales.

- **Option 1:** For organisations wishing to use *Investing in Volunteers* as a framework and model for improving and developing their practices. Those choosing Option 1 will be able to download the standards free of charge, by clicking on the 'Investing in Volunteers standard document' link on the Wales section of the website [www.investinginvolunteers.org.uk](http://www.investinginvolunteers.org.uk). They may at any time choose to be assessed to gain *Investing in Volunteers* status by proceeding to Option 2.
- **Option 2:** For organisations wishing to achieve accredited status and achieve the *Investing in Volunteers* award. Organisations are required to register online, in order to gain access to all relevant parts of the website. Then follow the steps outlined below.

## **Achieving the Investing in Volunteers Award**

For those wanting to achieve the *Investing in Volunteers Award*, the following ten steps will take you through the process:

### **Step One: Register as an Investing in Volunteers organisation.**

Following registration, you will be contacted by an advisor who will give you information on how to begin working towards *Investing in Volunteers*. You will be able to use the words 'Working towards the Investing in Volunteers standard' on your literature.

### **Step Two: Self assessment**

Use the self assessment forms to assess your practices against ten indicators to see how they measure up. (You can download this from the 'restricted access' section of the website, to which you get a password on registering for *Investing in Volunteers*).

### **Step Three: Development**

Identify the steps you need to take to meet the standards. The web site will give you access to resources to help you address any gaps to achieve the standards. Should you want additional help, contact your WCVA adviser for advice on how to proceed.

### **Step Four: Develop the portfolio**

Begin to collect evidence, materials and documents to build your portfolio of examples of good practice for assessment.

### **Step Five: Apply for assessment**

When you are ready, WCVA will appoint an assessor. You will be asked to submit your self assessment and 3 selected pieces of evidence. The

assessor will discuss with you arrangements for the assessment, which will include interviews with key personnel, including staff, volunteers, trustees and / or committee members.

### **Step Six: Assessment report**

After your assessment visit, you will receive an oral report from the assessor telling you whether or not you have met the *Investing in Volunteers* standard. A written report will follow including recommendations for development, if necessary.

### **Step Seven: Verification**

If your organisation meets the *Investing in Volunteers* standard, the recommendation will then go to the Quality Assurance Panel for verification. If your organisation does not meet the *Investing in Volunteers* standard, advice will be available to help identify further action.

### **Step Eight: UK awarding body**

The Quality Assurance Panel endorses the assessor's decision and makes a recommendation to the UK Volunteering Forum Awarding Panel.

### **Step Nine: Receiving the Award**

You will receive the *Investing in Volunteers Award* and be able to use the *Investing in Volunteers* logo on your letterheads and publications.

### **Step Ten: Maintenance of the standard**

Your organisation will be encouraged to develop a programme of continual improvement and evaluation to ensure that the good practice developed during the *Investing in Volunteers* process is sustained, ready for re-assessment in three years.

## How much does it cost?

The cost of achieving *Investors in Volunteers* in Wales will vary depending on the size and nature of the organisation.

Registration costs:

- voluntary organisation £75
- statutory organisation £300

Assessment £300 per day for voluntary organisations, £500 for statutory organisations. \*

\* Assessment will normally take one day. For large organisations (more than 100 volunteers) or those with complex structures or wide geographical dispersal, it may take 2 days or more.

## How can I register for Investing in Volunteers?

1. Discuss *Investing in Volunteers* with all members in the organisation, from trustees/committee members to staff and volunteers, to make sure they all support the decision to go for *Investing in Volunteers*.

2. Complete the preliminary check list to find out whether your organisation is ready to start the process.

3. Complete the *Investing in Volunteers* registration form online.

4. An invoice for the registration fee will be sent, and once payment is received, you will be contacted by an *Investing in Volunteers* Adviser for an introduction into *Investing in Volunteers* and to discuss how you will achieve it.

## What support is available?

You will be able to access many forms of support to help you achieve the *Investors in Volunteers* award, some of which will be free, and others have a cost.

### Free resources:

- The Frequently Asked Questions section of the website may contain the answers you are looking for.
- You will also be able to search the Managing Volunteers section of WCVA's website [www.wcva.org.uk/volunteering](http://www.wcva.org.uk/volunteering) which contains model policies, information sheets and advice in a downloadable format.

### Others – at cost:

- On registration, you can access the on-line *Investing in Volunteers* Good Practice library which contains a range of useful advice and information.
- The Safer Volunteering Guidebook - £3 for WCVA members, £5 for others.
- The Complete Volunteer Manager – a web based guide to everything you need to know about volunteer management - £8 for WCVA members, £12 for non-members.
- Recruiting Volunteers – a manual of good practice – a WCVA publication £5 for WCVA members, £7.50 for others

WCVA publications can be ordered online at [www.wcva.org.uk/publications](http://www.wcva.org.uk/publications), by e-mail [iiv@wcva.org.uk](mailto:iiv@wcva.org.uk) or from WCVA Helpdesk 0800 2888 329.

## Training

WCVA runs a three-day volunteer management course *The Effective Volunteer Manager* plus a programme of training on different aspects of volunteer management. See [www.wcva.org.uk/training](http://www.wcva.org.uk/training) for details or contact the training team on [training@wcva.org.uk](mailto:training@wcva.org.uk) 029 2043 1723. WCVA is happy to develop special in-house training to help you meet *Investors in Volunteers* standards. Contact [iiv@wcva.org.uk](mailto:iiv@wcva.org.uk) to discuss your needs.

## Specialist support

If, after you have completed the self assessment checklist, you identify the need for one-to-one specialist help and support, contact your WCVA adviser. S/he will be able to advise on how you can get help to produce a development plan, and to come up with a programme to meet the actions identified in the plan.

Some organisations may wish to engage the services of a coach or mentor to assist in developing their practices to meet the *Investing in Volunteers* standards. These may cost in the region of £250 - £300 a day.

**Total package costs:** the option exists for organisations to apply for a total package of support to help them achieve the standard.

## For further information

Investing in Volunteers  
[www.investinginvolunteers.org.uk](http://www.investinginvolunteers.org.uk)

### For further information contact

**Wales Council for Voluntary Action**  
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