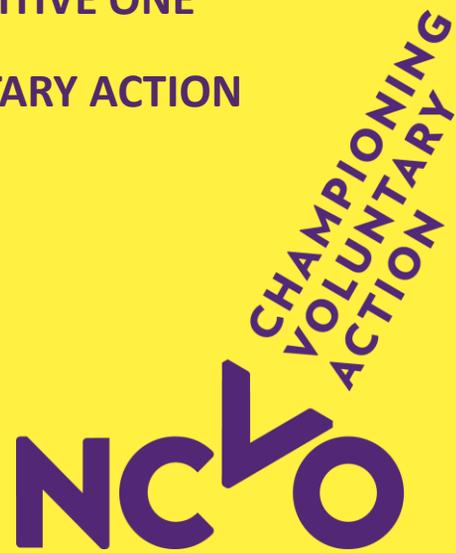


**HOW TO MAKE YOUR VOLUNTEER'S
EXPERIENCE A POSITIVE ONE**

CROYDON VOLUNTARY ACTION
JUNE 2019



**INTRODUCTION TO
INVESTING IN
VOLUNTEERS (IIV)**

**JO MAYCOCK, IIV
PROGRAMME MANAGER**



WHAT IS IIV?

- The only UK quality standard for good practice in volunteer management
- Around since 1998, UK wide roll out in 2003
- Over 1000 IiV Achievers
- IiV's 9 quality areas cover all aspects of volunteer involvement:
 - ✓ Planning for volunteer involvement
 - ✓ Recruiting and matching volunteers
 - ✓ Recognizing and rewarding volunteers



9 QUALITY AREAS FOR GOOD PRACTICE

- Area 1 The basis for volunteer involvement
- Area 2 How the organisation resource volunteering
- Area 3 Diversity in volunteering
- Area 4 The development of volunteer roles
- Area 5 Steps taken to protect volunteers
- Area 6 Fair recruitment procedures
- Area 7 Volunteer induction
- Area 8 Volunteer support and supervision needs
- Area 9 Recognition of volunteer contributions

Each quality area has examples of good practice attached to it – can you showcase this good practice?



The most recent research from NCVO on volunteers' experiences, Time Well Spent, demonstrates the importance of quality volunteering experiences and if you get that right volunteers are more likely to engage in the future.

- You need to ensure a great experience from **enquiry to exit** - thinking about **'quality, not just quantity'**.
- That is what the liV standard is all about. It's a framework and a development journey for how you get there.
- The 9 quality areas help you review this from the organisational and volunteers perspective. It's a two way process and it's about finding that balance of formal and informal.



Now you know the framework, this is the process - so you know what's involved and how you would start your journey.

- It should take approx. 12 months to complete.
- liV is a supportive journey all about continuous development.
- You will be assigned an expert assessor to help you relate the standard to your org and get the best out of each stage of the journey!

6 steps to the liV journey – visit the liV website for info on each step – Select - About liV then The Investing in Volunteers process

1. Getting started
2. Self-assessment
3. Development plan and development phase
4. Assessment visit
5. Final Report and quality assurance panel
6. Achievement and celebrating becoming an liV Achiever



A few quotes from those who have invested in the liV journey.

Some key things they say:

- It helps you develop your volunteering offer, review if there our new opportunities or if things could be done differently, or more of the great stuff!
- Gives your volunteers confidence that their time is being given effectively.
- Ensures a positive experience throughout their journey with you.

Advice for starting your liV journey from an organisation that has achieved liV:

1. Organise yourself to do things in stages rather than try to do everything all at once.
2. Involve your Volunteers as much as possible, they bring a different perspective and confirm what you do well and what needs to improve.
3. Utilise the support from your liV assessor.
4. Go For IT!
5. Use the Award to raise your profile as it also helps with Volunteer recruitment.

You can read case studies on the website here:

<https://iiv.investinginvolunteers.org.uk/news>

BENEFITS OF IIV...



- Ensures quality, meaningful experiences for volunteers
- Increases variety and flexibility of volunteer roles
- Connectivity with a greater understanding of the importance of volunteers in your organisation
- Clear boundaries and expectations of volunteering
- Increases confidence and credibility of volunteer programmes



Inclusive



Connected



Voluntary



Meaningful





BENEFITS OF IIV...

- Strengthens processes and procedures and helps you find the balance of formal and informal
- Identifies areas for development and innovation
- Ensures that the programmes are legal and safe, embedding volunteer law avoiding issues of job substitution
- Enhances your reputation with volunteers, in the local community and with potential funders
- Volunteers feel valued and understand the impact of their involvement



Balanced



Flexible



Enjoyable



Impactful





You should be thinking about key ingredients of a quality experience while thinking about practice. Here is a useful summary of the 'TimeWellSpent' conclusions to remind all about the importance of quality care and management.

- **INCLUSIVE:** welcoming and accessible for all
- **FLEXIBLE:** takes into account how people who volunteer can give their time and fits around their circumstances
- **IMPACTFUL:** makes a positive difference
- **CONNECTED:** gives people a sense of connection to others, cause and/or org
- **BALANCED:** doesn't overburden vol with unnecessary processes
- **ENJOYABLE:** provides enjoyment and people feel good about what they've done
- **VOLUNTARY:** it is the vol who has freely chosen to do it
- **MEANINGFUL:** resonates with people's lives, interests and priorities

Find the full report on the NCVO website.

DISCUSSION & ACTIVITY TO TAKE AWAY



With your steering group/ volunteering team (include a volunteer) take each quality area and think about:

- What you do now to meet the quality area, and how you can evidence that practice
- What else you could be doing in the future to strengthen good practice in that area
- Try linking your examples and ideas to the 8 key ingredients for a 'TimeWellSpent' volunteering experience

Why not scribe ideas and examples on flip chart paper for each of the 9 quality areas to think about your development plan.

Use the A5 IiV Standard leaflet as a guide.

Review good practice under each area.



You could try this in your own organisation!

At a steering group/ working group/ volunteer forum etc. take one/ or a couple of the quality areas and think about:

- Examples of good practice against the standard.
- Examples of areas that are unmet and what development could be needed in the future.
- Which practices/ volunteering opportunities could do with a review.

Top tip: You could review a few different areas monthly/quarterly

WHAT YOU CAN DO NOW...



- Complete the liV journey
iiv.investinginvolunteers.org.uk
- Utilize liV's 9 quality areas and good practice examples - review and develop management and volunteers' experiences
Is it 'Time Well Spent' from enquiry to exit?
- Check your organisation against the UK quality standard
- Get buy in for identified developments



- You can apply to get the official quality standard mark for liV and formally complete the liV journey.
- Whether or not you do that you should still use this standard as your scaffolding for building and maintaining high-quality volunteering opportunities.
- Use the standard to help you get buy in from the whole organisation for areas you would like to develop – *Already lots of good practice but you need to think about continuous development. Investing in Volunteers framework and journey can help you achieve this!*

Thank you!

Visit iiv.investinginvolunteers.org.uk

Jo Maycock, Programme Manager iIV

Email jo-ann.maycock@ncvo.org.uk

