

# NCVO – Investing in Volunteers



## Background information

Investing in Volunteers (iV) is the UK quality standard award for excellence in volunteer management. The standard was launched UK-wide in October 2004, with over 1000 organisations having achieved the award.

The iV standard covers all aspects of volunteer involvement, ensuring an excellent volunteer experience from enquiry to exit:

- Planning for volunteer involvement
- Recruiting and matching volunteers
- Supporting and retaining volunteers

By completing iV's 12-month development journey guided by expert assessors, organisations can improve their volunteer programmes and ensure they are delivering good practice in volunteer management.

These areas have been divided into 9 Indicators and 46 practices, which have been devised by extensive consultation and pilot work with volunteer-involving organisations.

## The offer under Enhance

The costs of the iV accreditation will be paid for by Lloyds Bank Foundation.

## How do I know if this provider is right for my charity?

If the charity wants to ensure that its volunteer management structure is adhering to good practice then this is the quality standard for them.

Investing in Volunteers (iV) enables organisations to improve the quality of their volunteer management programme by benchmarking their volunteering practices, policies and procedures against a rigorous and nationally recognised quality standard.

- Ensuring quality, meaningful experiences for volunteers from enquiry to exit
- Ensuring that volunteers feel valued and understand the impact of their involvement
- Publicly demonstrating your organisation's commitment to volunteering
- Ensuring that your volunteer programme is legal and safe
- Increasing credibility and confidence in your volunteer programme, enhancing your reputation with volunteers, the local community and service users.

### Charity Feedback:

“This is something we have wanted to do for many years but other funding priorities always came first so we were delighted to be able to go for this thanks to the Enhance Programme. We started the process in November 2015 and we had our final visit by the Assessor in September 2016. It has been a lot of work, but well worth it. We are delighted that we have achieved this award”.

### Input needed from you

The IiV Investing in Volunteers Standard comprises nine indicators which are designed to cover all the aspects of volunteer management. The time taken to achieve the Investing In Volunteers standard will vary from organisation to organisation depending on its size, complexity, current level of volunteer management processes embedded and so forth. It is normally recommended that the process is completed within 12 months. What is needed from an organisation is a strong commitment to the process at all levels, staff and board buy in. It is recommended that a working group and a key person identified to lead the process. We would advise on regular meetings with the working group to keep the process moving forward.