

INVESTING IN VOLUNTEERS ACCREDITATION SCHEME

1. Background

Investing in Volunteers (iV) is the UK quality standard for all organisations which involve volunteers in their work. iV helps to ensure good practice within an organisations' volunteer management system.

iV is owned by the UK Volunteering Forum, which consists of the chief executives of the National Volunteering Development Agencies. Over 750 organisations have achieved this quality accreditation throughout the UK. In Scotland some 96 organisations have achieved this accreditation, ranging from local groups and national charities to regulators such as Healthcare Improvement Scotland. Investing in Volunteers in Scotland is managed by Volunteer Scotland.

2. Benefits of the Scheme

Investing in Volunteers demonstrates achievement measured against a rigorous national standard. The iV website sets out that achieving Investing in Volunteers will benefit the organisation in many ways, including:

- Enabling you to publicly demonstrate your organisation's commitment to volunteering and effective volunteer management
- Increasing your volunteers' motivation and enhancing their experience
- Encouraging more people to volunteer with you
- Enhancing your reputation in the local community and with funders
- Minimising any potential risks arising from the involvement of volunteers.

Investing in Volunteers shows your volunteers – and potential volunteers – how much they are valued and gives them confidence in your ability to provide an outstanding volunteer experience. The process would also offer access to peer practice, validation of our existing practice and would help support improvement in involving volunteers in our work.

3. Investing in Volunteers Standard Indicators

There are nine indicators where are designed to cover all the aspects of volunteer management. These are as follows:

Indicator 1:	There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation.
Indicator 2:	The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.
Indicator 3:	The organisation is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.
Indicator 4:	The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers.
Indicator 5:	The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering.

Indicator 6:	The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.
Indicator 7:	Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel.
Indicator 8:	The organisation takes account of the varying support and supervision needs of volunteers.
Indicator 9:	The whole organisation is aware of the need to give volunteers recognition.

4. Process for Achieving Investing in Volunteers

Investing in Volunteers has been designed to be an effective and rigorous process to ensure that volunteers receive the best possible management support and our organisation receives maximum benefit from volunteers' contribution.

There are six steps in the process to achieving liV:

Step 1: Getting Started	<ul style="list-style-type: none"> • Register interest online, meet with Scotland manager and agree how we will complete the process. • Introductory workshop/briefing session where an assessor will provide information and answer questions on the process. Timetable will be developed for us to achieve liV
Step 2: Self-Assessment	<ul style="list-style-type: none"> • Complete a Self-Assessment Checklist to benchmark where our organisation currently is in relation to the standard. Send to assessor along with written material evidence. • The Advisor/Assessor will provide verbal feedback either over the telephone or face-to-face, within ten working days of receiving the self-assessment • Within fifteen working days of the self-assessment, the Advisor/Assessor will provide written feedback, summarising what has been said in the verbal feedback.
Step 3: Development	<ul style="list-style-type: none"> • Using the feedback on self-assessment, establish a development plan through involving appropriate people in your organisation • Work on any gaps identified to bring our practice up to standard.
Step 4: Assessment Visit(s)	<ul style="list-style-type: none"> • Agree an appropriate date(s) for the assessment visit with appointed Assessor. • Four weeks before the assessment visit the Assessor will expect to receive confirmation that we have completed the activities in the agreed development plan. • submit lists of key stakeholders who may be interviewed using templates provided to Assessor • The Assessor's purpose at the assessment visit is: to gather sufficient information so that s/he can judge whether the practices in your organisation meet the liV standard. <p>We will receive verbal feedback either at the end of the visit or within three days of the visit. The Assessor will make one of the following three judgements:</p> <ul style="list-style-type: none"> • organisation has met the standard • organisation has met the standard subject to certain conditions being fulfilled in an agreed timeframe (usually three months)

	<ul style="list-style-type: none"> • Organisation has not met the standard. <p>Within ten working days of the visit, the Assessor will send an assessment report.</p>
Step 5: Local and national quality assurance	<p>After the assessment visit, the Assessor will submit report to the quality assurance process for verification. A Lead Assessor in each country will consider the report and ensure that the Assessor has met all quality assurance requirements and that they agree with the Assessor's decision. The report will then go to the next national Quality Assurance Panel which considers reports from all countries. We will be informed after this meeting if the organisation has been successful.</p>
Step 6: Achievement of the Award	<p>We will be contacted regarding the outcome of the Quality Assurance Panel and will be provided with information on use of the logos and how to publicise the award. We will be given a certificate and plaque to display for three years.</p>

5. Fees

The fee for the Care inspectorate has been confirmed as £1925 and this includes:

- Introductory workshop at our premises
- Feedback from Assessor on our Self-Assessment
- Final assessment visit and a copy of full written report
- Access to the easy six step guide for organisations and all supporting documentation
- Access to the Best Practice Library on the password protected pages of the website
- Upon being awarded the quality mark, our organisation will receive a personalised certificate, an engraved wall plaque and permission to use the liV logo on stationary and branding
- The award and use of branding is valid for three years.

This payment will last for one year from the date of receipt by Volunteer Scotland, in which time they would expect our organisation to complete the assessment process. Organisations which do not do this may be asked to pay a further fee or to withdraw from the list of registered organisations.

6. Time Commitment

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**.

7. Further information

Further information is available from the Involvement and Equalities Team, or on the Investing in Volunteers website <http://iiv.investinginvolunteers.org.uk/>.