



Our experience of the Investing in Volunteers Process

Helen Fleming
Volunteer Development Officer
20 May 2010

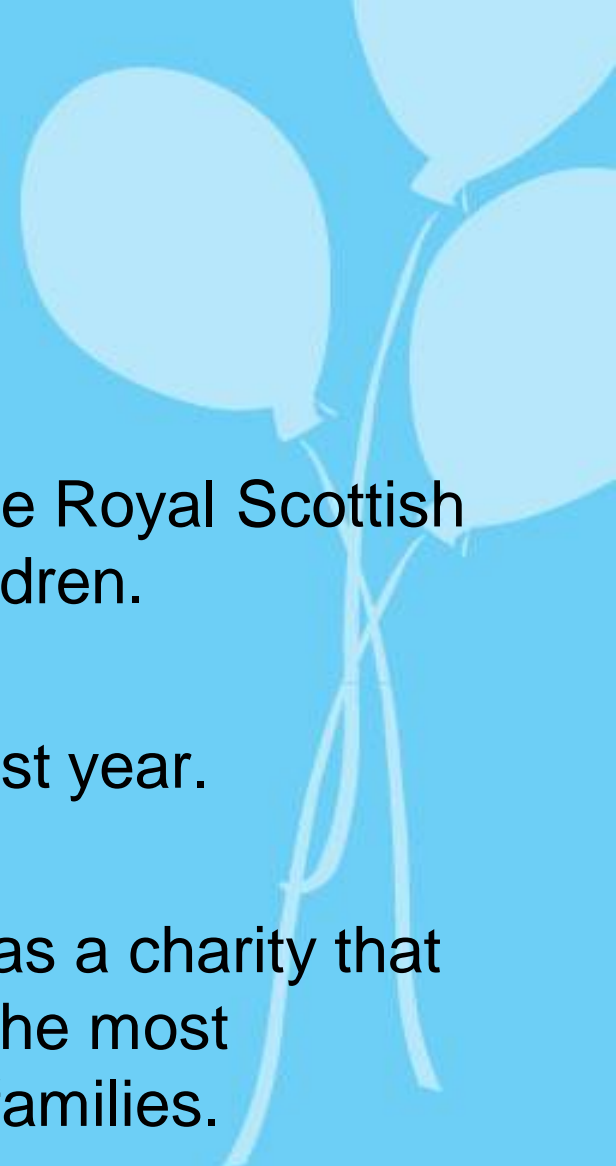


Who are we?

CHILDREN 1ST, the working name of the Royal Scottish Society for Prevention of Cruelty to Children.


We celebrated our 125th anniversary last year.

It has become increasingly recognised as a charity that provides excellent services to some of the most vulnerable children, young people and families.



Our vision


The vision of CHILDREN 1ST is a happy, healthy, safe and secure childhood for every child and young person in Scotland.

In the background on the right side of the slide, there are several light blue balloons of various sizes, tied together with white strings. The balloons are semi-transparent and blend into the light blue background.

Our Services & People

- CHILDREN 1ST offers 40 local services in communities throughout Scotland in 28 local authorities as well as 5 national services
- We have over 300 paid staff and over 1200 volunteers to support the work of the organisation.

Our Volunteers

- 61% of our volunteers work directly with children and family services
 - 36% of our volunteers help us to raise the funds necessary to support vulnerable children and families
 - Almost 2% of our volunteers are involved in specialist support roles such as graphic design, proof reading, and policy work
 - 1% of our volunteers are Board members who provide effective leadership and stewardship to ensure that we achieve our goals.
- 
- A decorative graphic of several light blue balloons with white strings, positioned in the upper right corner of the slide.

Investing in Volunteers

“Investing in Volunteers is the UK quality standard for all organisations involving volunteers. *Investing in Volunteers* is unique in that it is the only standard that focuses on volunteers.

It is based on four areas of volunteer management:

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

From Investing in Volunteers website

The Nine Indicators

- **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.

From Investing in Volunteers website

The liV Process

- **Step One - Getting started**
- **Step Two - Self Assessment**
- **Step Three - Development**
- **Step Four - Assessment Visit(s)**
- **Step Five - Local and National Quality Assurance**
- **Step Six - Achievement of the Award**

Why Investing in Volunteers?

- Wanted a high standard of practice in the involvement of volunteers within our organisation
- Wanted to find out more about how best to support our volunteers.

Assessor Interviews

Assessment interviews were carried out:

- 65 by telephone;
- 1 by email;
- 37 face to face.

The people interviewed were:

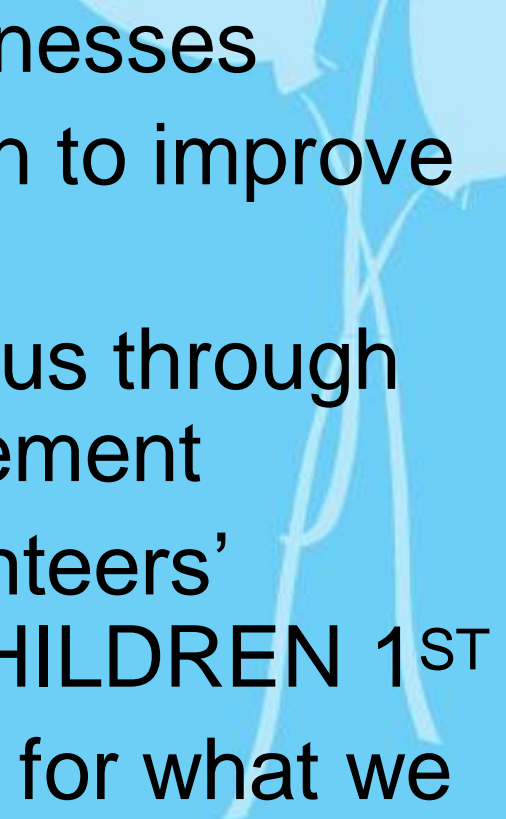
- had been in their roles from 27 years down to one month
- in a range of staff and volunteer roles.




Staff / Volunteer Time

Tasks	Initial Process	Reaccreditation Process
Preparation	61 hours	17 hours
Self-Assessment	17 hours	18 hours
Assessment	115 hours	95 hours
<i>Total</i>	<i>193 hours</i>	<i>130 hours</i>

The Benefits

- Identified strengths and weaknesses
 - Development of an action plan to improve on certain areas of practice
 - Provided momentum to carry us through the process of quality improvement
 - Learned more about our volunteers' experience of working with CHILDREN 1ST
 - Helped us to develop a vision for what we can realistically achieve
- 
- A decorative graphic of several light blue balloons with white strings is positioned on the right side of the slide, partially overlapping the text.

My Reflections

- The task seemed daunting at the beginning!
 - In reality, it is a good tool for engaging volunteers and engaging staff about volunteers
 - It was an opportunity to stand back and look at our policies and procedures
 - A good developmental tool
 - Good support from Anne Hislop at VDS and our Assessor
 - Affirming to get good feedback and
- 

5 Practical Tips

- Make best use of the Self Assessment tool to identify areas for improvement, it is invaluable;
 - Do not rush, be realistic about what can be achieved in certain timescales;
 - Make sure everyone in the organisation is informed about IIV and the process;
 - Involve volunteers in the whole process from beginning to end;
 - Celebrate your success and thank volunteers for their input;
- 