



# 4.0 Volunteers

## Investing in Volunteers

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### Introduction

**Investing in Volunteers** is the UK quality standard for volunteer management.

The standard comprises 6 indicators of volunteer management best practice, based on those key areas:

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

**Investing in Volunteers** is managed by the UK Volunteering Forum.

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“It communicates externally to partners that we have kept the level of our work really high all these years, even with changes in staff. It is good to have somebody external looking into what you are doing and whether you can improve things, and it sends a signal to your volunteers that you do value them”

Rob Larkins  
CEO of Vision 21

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## Investing in Volunteers in Wales

WCVA (Wales Council for Voluntary Action) manages Investing in Volunteers in Wales. The standards, assessment and accreditation are the same for every organisation, wherever they are in the UK. There will be some differences in the way the standard is managed in each country.

To access **Investing in Volunteers** through **WCVA**, your head office and registered address needs to be based in Wales.



### External Link

The standard can be downloaded free of charge, from the welcome page of the website.

[Download the Investing in Volunteers Standard](#)

## Route 1

### liV Essentials

liV Essentials is a free online tool designed especially for volunteer-involving groups and organisations. This tool will help you do a basic health check on your volunteer practice. It covers the basic areas to model good practice for involving and managing volunteers.

It will help you to think about volunteers' experiences and how volunteers can help make the biggest difference to your cause.

liV Essentials is based on the six quality areas that make up the new Investing in Volunteers standard, so it will help you assess where you are and if you are ready to register.

The liV Essentials is free to complete. Please note it will not result in the liV award.



### External Link

The liV Essentials can be found on the NCVO website:  
[liV Essentials](#)

### Route 2

#### Standard Pre- Assessment and Assessment

This is a 6 step process in order to achieve the Investing in Volunteers award.

#### Step One: Getting Started

An introductory workshop will start you on your liV journey and help you to think about what you want to achieve. It will take place at your organisation or online and generally takes around two hours. Your assessor can also signpost you to sources of information and support.

#### Step Two: Self-Assessment

You will complete a self-assessment checklist to identify where your organisation is currently in relation to the standard. Both you and your assessor will review the checklist and discuss a workplan taking this forward.

#### Step Three: Improving Practice

Once you have agreed with your assessor what activities you need to take to meet the standard, you need to devise and undertake an improving practice plan to complete them, considering how you will involve others in your organisation.

#### Step Four: Assessment

The assessor(s) will meet with your organisation, in person or online and by telephone and speak to volunteers, staff and board members as well as review written documentation to assess whether you meet the standard. They can make one of the following three judgements:

- You have **MET** the standard.
- You have **MET THE STANDARD WITH CONDITIONS**.
- You have **NOT MET** the standard yet.

They will provide verbal feedback and a full written report outlining their findings.

### Step Five: Celebrating and Achieving the Award

Congratulations, you are now an Investing in Volunteers achiever! Your report will have passed through a quality assurance process before award to maintain the quality and consistency of the standard. Take this opportunity to celebrate your achievement, to thank those involved in the journey and say a special thank you to your volunteers.

### Step Six: Continual Improvement and Renewing Your Reward

Now you have achieved the award, this is your opportunity to continue to maintain the good practice you have achieved and to continue to improve, including any development points identified in your report. You will be contacted by WCVA to talk through the renewal process and the benefits to you and your volunteers and answer any questions you have during the third year.



#### Information

The costs for this route depend on the size and structure of your organisations and start from £1755. Please register on this website to receive a quote [Investing in Volunteers](#)

### Route 3

#### Supported Assessment

This route is suitable for a newly established organisation in Wales, or one that is new to volunteer management.

More flexibility in terms of time to achieve the award could be provided to organisations on this route.

The organisation would go through the same **pre-assessment** and **assessment stages**, but could access additional support at the cost of £350 per day for bespoke support that is required above and beyond the standard IiV process.

### How Do I Get Started?

1. [Download the standard](#) to see whether this is an appropriate benchmark for your organisation.
2. Discuss Investing in Volunteers within your organisation, with trustees/committee members and with staff and volunteers.
3. Consider whether you would like to aim to achieve the Standard. Make sure there is full support for your decision.
4. [Register online](#) and speak to a member of the liV team in Wales. An invoice for the registration fee will be sent, and once payment is received, you will be contacted by an Investing in Volunteers Assessor.

### Free Resources

1. A suite of resources for volunteer involving organisations can be found on the [Third Sector Support Wales website](#)
2. Your local Volunteer Centre can offer specific advice, [for example on the development of appropriate policies and procedures](#).

### Investing in Volunteers and Funding Questions

We are lobbying funders in Wales for greater recognition of the **Investing in Volunteers Award** through events, webinars and meetings.

Many grant schemes, including **Volunteering Wales Grants** and **The National Lottery Community Fund** will consider funding the cost and time spent to achieve **Investing in Volunteers**, as a relevant part of an application concerned with improving volunteering opportunities or experience.

The liV team will be pleased to hear about your experiences; [for example if you have obtained funding to achieve the award, or if the award has been recognised in some way by funding bodies](#).

## Further Information

### Investing in Volunteers

#### Investing in Volunteers

[www.investinginvolunteers.co.uk](http://www.investinginvolunteers.co.uk)

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### Wales Council of Voluntary Action

[iiv@wcva.cymru](mailto:iiv@wcva.cymru)



Cefnogi Trydydd  
Sector **Cymru**

Third Sector  
Support **Wales**

Third Sector Support Wales is a network of support organisations for the whole of the third sector in Wales.

It consists of the 19 local and regional support bodies across Wales, the County Voluntary Councils (CVCs) and the national support body, Wales Council for Voluntary Action (WCVA).

For further information contact  
<https://thirdsectorsupport.wales/contact/>

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### Disclaimer

The information provided in this sheet is intended for guidance only. It is not a substitute for professional advice and we cannot accept any responsibility for loss occasioned as a result of any person acting or refraining from acting upon it.