

**Investing in Volunteers for NHS Scotland**

The Scottish Government, in strategic partnership with **Volunteer Development Scotland (VDS)**, are supporting all NHS Boards to achieve 'Investing in Volunteers' (iIV) - the UK Quality Standard - to recognise the NHS commitment to high quality volunteer management within Scotland's NHS. This is a three year scheme, 2008-2011, for all National and Geographical Boards. The scheme seeks to set in place standards which relate to good practice in volunteer management, and to enhance and extend the role of volunteering to promote better patient health and care in Scotland's NHS.

“(We) ...will require all NHS Boards to achieve the Investing in Volunteers Standard – the nationally recognised standard which guarantees a quality experience for volunteers.”

*'Better Health Better Care Action Plan'  
from the Scottish Government, 2007*

**What iIV involves**

The standards are based on four main areas of volunteer management;

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

These areas have been divided into 10 indicators, each supported by a range of practices that Boards need to be carrying out in order to achieve the **Investing in Volunteers Award**. These indicators also cover the National Occupational Standards for Management of Volunteers. Full details of the iIV standards are available on the website [www.investinginvolunteers.org.uk](http://www.investinginvolunteers.org.uk)

Boards/organisations will be expected to complete the award within 12 months of registration.

**The 10 Indicators in Brief**

The **Investing in Volunteers Standard** comprises 10 Indicators. The 10 Indicators have been developed to cover all the aspects of volunteer management.

- **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 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, in accordance with the organisations stated aims, and operational procedures.
- **Indicator 4**  
The organisation develops appropriate roles for volunteers in line with its aims and objectives, and which are of value to the volunteers and create an environment where they can develop.
- **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**  
The organisation takes a considered approach to taking up references and official checks which is consistent and equitable for all volunteers, bearing in mind the nature of the work.
- **Indicator 8**  
Clear procedures are put into action for introducing new volunteers to the organisation, its work, policies, practices and relevant personnel.
- **Indicator 9**  
Everybody in the organisation is aware of the need to give volunteers recognition.
- **Indicator 10**  
The organisation takes account of the varying support needs of volunteers.



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## A Guide to Achieving Investing in Volunteers for NHS Scotland



[www.vds.org.uk](http://www.vds.org.uk)





# Steps to achieving Investing in Volunteers

## Preparation Audit of Volunteering

In preparation for the **Investing in Volunteers Award**, the Board / Organisation may need to carry out an audit of directly managed volunteers. (External organisations who engage with volunteers in the NHS, are not part of the Board's **liV** assessment and should not be included.) This information is essential and will allow **Volunteer Development Scotland (VDS)** to determine the amount of time the final assessment will take and should include;

- how many volunteers are involved
- where they are working
- what tasks they are engaged in
- how many paid staff members are involved with the volunteers.



“ We were delighted to receive the Investing in Volunteers award as it gives us recognition for the high standards of service that we have achieved within the NNUH. It has raised the profile of volunteering within the Trust and created the opportunity to promote the Trust's role within the local community. ”

*Sally Knights - Voluntary Services Manager  
Norwich & Norfolk University Hospital  
NHS Trust*

## Step 1 Register Interest

Once the Board has decided they would like to become an **Investing in Volunteers Organisation**, they will be asked to sign an agreement with **Volunteer Development Scotland**. As part of this Scottish Government initiative, there are resources available to support Boards in preparing for the **liV** assessment. **VDS** will provide the information needed to get started, and will ask the Board to **'Register now'** on the **liV** website. Once registered, there is a password protected area which contains all the pro formas, detailed information and guides which will help to achieve the Standard.

The Board will be supported by an **liV** advisor/assessor from **Volunteer Development Scotland**, who will be the key contact point throughout the Investing in Volunteers process. Advisors/Assessors are chosen for their experience of assessment and their knowledge of volunteer management. They have all undergone an intensive training course in assessment.



## Introductory Workshop

Shortly after registration the advisor will contact the organisation to organise an **Introductory Workshop** with key members of staff and volunteers in the organisation. This workshop will provide the Board with enough information to start working towards **Investing in Volunteers**.

## Steering Group

We recommend the setting up of a **Steering Group** to take this work forward, and suggest it includes paid staff and volunteers. A key task of this group will be to secure support and commitment of senior staff within the Board for **liV**.



## Step 2 Self Assessment

All the necessary pro formas can be found in the password protected areas of the website. The first piece of work will be to complete the **Self Assessment Checklist**, to check which of the 10 Indicators the organisation meets, and where there is work needed. The completed self assessment is submitted, along with three key pieces of written evidence (e.g. Volunteer Policy, Volunteer Training pack, Volunteer Role Description) to the **liV** Advisor/Assessor. They will give feedback and recommendations on how to go forward.

## Step 3 Establish a Development Plan

The next step is to establish a **Development Plan** to fill any gaps and meet the Standard. If additional support, information and training is required, this is available from **VDS** and the **liV** Assessor.

## Step 4 Implement your Development Plan

The next step is work through the development plan, identifying evidence and undertaking specific activities to meet the gaps, e.g. develop new policies, provide training for staff. Again, additional support, information and training will be available via **Volunteer Development Scotland**.

## Step 5 Final Assessment

When the assessor is confident that all the requirements of the **Development Plan** have been completed, they will ask for a list of relevant staff and volunteers. The Assessor will then arrange to interview a range of key staff members and volunteers.

## Step 6 Final Report

After the assessment visit, a report, with a recommendation as to whether or not you have met the standard, will be produced by the Assessor (a verbal report, followed by a written report). This report will have been approved by the **Lead Assessor for Scotland**.



## Step 7 Quality Assurance

- When the organisation meets the **Investing in Volunteers Standard**, the report will then go to the UK Quality Assurance Panel for verification. If the organisation does not yet meet the **Investing in Volunteers Standard**, the Assessor will work with the organisation to identify weaknesses and prepare for re-assessment.
- In the event that an organisation feels that they have received an unfair decision, they may appeal. In the first instance this is to the **Lead Assessor/Country Manager**. If it is not resolved, then a further appeal may be made to the U.K panel which comprises of representatives of the four national development agencies. Its decision is final.

## Step 8 Endorsement

The Quality Assurance Panel endorses the Assessor's decision and makes a recommendation to the **UK Volunteering Forum Awarding Panel** for your organisation to receive the **Investing in Volunteers Award**.



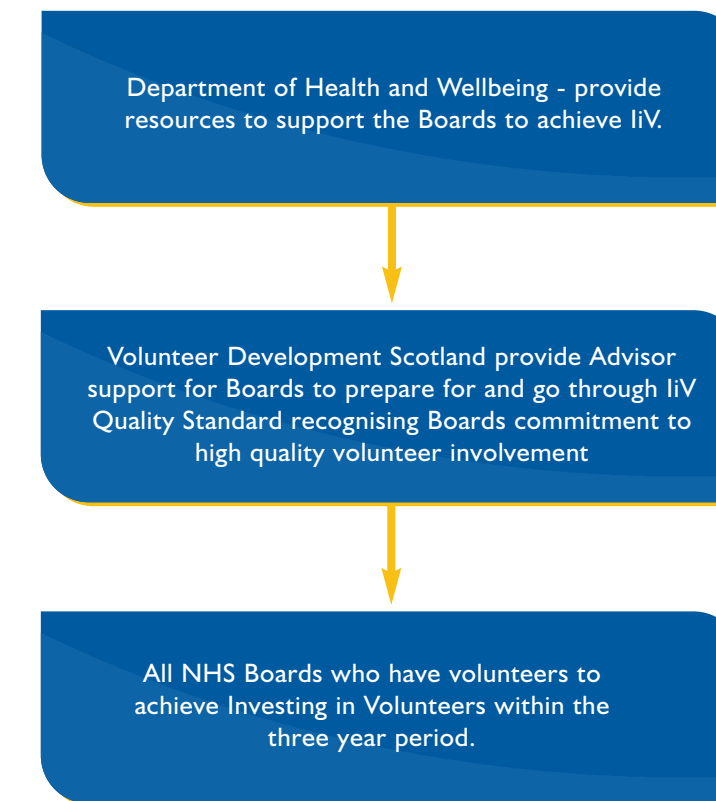
## Step 9 Award

The Board will then be presented with the **Investing in Volunteers Award** for three years and be able to use the **Investing in Volunteers** logo. There is a wall plaque and certificate.

## Step 10 Planning for the Future

The organisation will be encouraged to ensure that the good practice developed during the **Investing in Volunteers** process is sustained, so that they are ready for re-assessment in three years.

## Process for liV in NHS Scotland 2008-2011



“ Investing in Volunteers has validated our policies and procedures in managing the Ward Volunteer Scheme. It has assisted us to further raise the profile of volunteers within the Trust. Achieving Investing in Volunteers provides recognition of our commitment to volunteering for both existing and potential volunteers. It is testament to the hard work of our Ward Volunteers. ”

*Conwy and Denbighshire NHS  
Trust Ward Volunteer Scheme*

