



## **SUPPORTING VOLUNTEERS AWARD**

**Welcome**

*"Improving the volunteering experience for all"*

## What is the Supporting Volunteers Award?

The Supporting Volunteers Award has been developed by Voluntary Action North East Lincolnshire's (VANEL) Volunteer Centre in response to feedback from volunteers and volunteering involving organisations.

The following issues were most commonly raised:

- Volunteers felt that they needed a voice.
- Volunteers felt that they needed support.
- Some organisations were not responding to enquiries about volunteering within the recommended 7 day period.
- Volunteers said they wanted more structure within their supervision and one to one support
- Some organisations needed additional support or a method of communicating regularly with their teams without creating too much extra work
- Some volunteers are not covered by Public Liability insurance in the event of an accident.

Organisations and groups that involve volunteers are now invited to work towards the Supporting Volunteers Award at level 1 and 2.

The benefits of holding a quality mark for your volunteer programme include:

- A locally recognised quality award that will help volunteers to identify organisations that provide a great volunteering experience
- A structure around which to develop your volunteer programme and opportunities for continuous improvement
- Valued volunteers
- Shared best practice and peer support
- A quality award to include in funding applications

## Who is the Supporting Volunteers Award aimed at?

The Supporting Volunteers Award is aimed at *any* organisation that involves volunteers, or is planning to involve volunteers in the delivery of its service. The award is progressive, which means that any organisation achieving SVA Level 1 can continue to work towards the Level 2 Award.

### **SVA Level 1**

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The Level 1 Award provides a basic framework for any organisation that involves volunteers. Each standard within Level 1 enables an organisation to demonstrate that it takes the safety and development of its volunteers very seriously, and has all relevant policies and procedures in place.

Any individual considering a volunteer placement will be able to choose organisations that offer a good volunteering experience through recognition of this award.

Organisations must achieve SVA Level 1 before progressing to Level 2.

### **SVA Level 2**

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The Level 2 Award allows organisations that involve volunteers to demonstrate enhanced systems and procedures that ensure the relationship between volunteers and their organisation is mutually beneficial and progressive. Volunteers and volunteer managers will be appropriately trained to undertake their roles, and will be willing to share best practice with others.

# The Journey



The journey towards both levels of the Supporting Volunteers Award is designed to be a simple and straightforward process, and comprises of 5 key steps:

## **Step 1 Registration**

Complete the SVA registration form to commit to achieving the Level 1 award. Register by contacting VANL on 01724 845155, or email [volunteercentre@vanl.org.uk](mailto:volunteercentre@vanl.org.uk), or VANEL on 01472 231123 or email [volunteer@vanel.org.uk](mailto:volunteer@vanel.org.uk). Registration can be completed in paper format or electronically.

On receipt of your completed registration form your organisation will be invoiced with the relevant SVA Level 1 fee, and subsequently for the Level 2 Award (see pricing structure on Page 6)

## **Step 2 Self Assessment**

The SVA Assessment team within VANL and VANEL will offer advice and guidance to organisations undertaking either level of the Supporting Volunteers Award. Organisations will be required to complete a simple form which will allow you to evidence of how you meet each standard. For example, you will be able to provide a copy of a Volunteer Role Description in order to meet Standard 5 of the Level 1 Award.

## **Step 3 SVA Assessment**

VANL or VANEL SVA Assessment Team will assess the evidence you provide for each standard of the Level 1 Award to agree compliance.

SVA assessment at Level 2 will include direct contact with volunteers and stakeholders within your service to confirm compliance with individual standards.

## **Step 4 Feedback**

You will receive a summary of findings, results and outcomes of your assessment. At both levels, any standard not fully met will be rated RED, AMBER or GREEN (see below). Support will be provided by the VANL or VANEL SVA Assessment Team to enable organisations to achieve the standard through provision of good practice information, templates and training opportunities. As soon as each standard has been evidenced, you will be ready to receive your award and begin working towards the next level of the Supporting Volunteers Award.

## **Step 5 Accreditation**

On achievement of each level of the Supporting Volunteers Award, your organisation will be presented with a certificate of achievement and electronic SVA logo which we hope you will proudly display.

## Assessment Process

After registering for the Supporting Volunteers Award you will begin to collect pieces of evidence for each standard of the Awards. This is the self assessment step of the process.

You will receive a comprehensive list of acceptable evidence which will help you to identify whether you fully meet each standard or if you have gaps that need addressing. You can use the RED / AMBER / GREEN self assessment system to review your evidence and identify any actions that need to be undertaken to fully achieve each standard.

It is advisable to make a list of what you need to do, who will do it, and when it needs to be done by. Could you involve your volunteers in collecting evidence? If you involve them at the earliest stage your volunteers will understand what you are trying to achieve and may have some great ideas of how you can address any gaps.

If you have any problems you can contact the VANL or VANEL SVA Assessment Team for advice, guidance and further information. We are here to help.

Self Assessment Key	
<b>RED</b>	Very little evidence of compliance
<b>AMBER</b>	Evidence of partial compliance but more work required
<b>GREEN</b>	Sufficient evidence in place to support compliance

SVA is awarded for a 3 year period, after which organisations will be reassessed.

## Schedule of Charges

What do you get for your money?

When you decide to work towards the Supporting Volunteers Award you will receive the following:

- SVA Information Pack, which includes:
  - SVA Registration form
  - Guidance Document
  - Self Assessment Template ( Level 1 / 2)
- VANL or VANEL SVA Team support – initial meeting or telephone discussion; ongoing support via email, meetings or telephone
- Provision of good practice documents and templates
- SVA Assessment including electronic assessment, verbal discussion, focus groups, on site meetings.
- Feedback Report
- Re-Assessment if conditions are identified
- Provision of good practice information updates, such as changes to legislation, new practice etc.
- CERTIFICATE and electronic SVA logo – Level 1 and 2 on completion of each level of the SVA
- Information advertising your achievement of the SVA standards on the VANL or VANEL website


### Supporting Volunteers Award Charges


<b>*VCS – Voluntary and Community Sector</b>	<b>SVA Level 1</b>	<b>SVA Level 2</b>
*VCS Volunteer Centre Development Service Subscribers	£75	£115
Statutory Volunteer Centre Development Service Subscribers	£125	£165
Non Volunteer Centre Development Service Subscribers	£150	£200

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## Contact List


 [volunteer@vanel.org.uk](mailto:volunteer@vanel.org.uk)


 01472 231123

 SVA Assessment Team,  
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