

London's Volunteering Charter

Experts in Volunteering

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What *is* the Experts in Volunteering Project?

1. London's Volunteer Management Charter
2. Health check
3. Training
4. Action learning sets
5. www.expertsinvolunteering.org.uk

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The Charter & Health Check: background

- IVR Report: Health Check: all fit for 2012?
- Based on what the GLV network asked for
- Move towards 'standardisation' across the network
- Improve volunteer management > better volunteering experiences

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The Charter and Health Check: what will they do for the London network?

- Strong message of unity
- Evidence of collaborative thinking and working
- Clarity and consistency on what constitutes good volunteer management
- Documents we can use as part of the process of improving volunteer management.

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What could they mean for VIOs?

- identify areas for improvement in the volunteer programme/role
- suggest new ideas in volunteer programme development
- help find support/signpost to other resources in the sector
- help with structure and direction of volunteer programme
- provide link in to a wider pan London community
- be a stepping stone to Investing in Volunteers (IIV)
- be good for publicity, Annual Reports, funding bids
- be harnessed for promotional purposes (could be used as a quasi-quality mark)

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..... and it's free!

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What the GLV network told us:

- They liked the Charter
- They thought that the Health Check was comprehensive
- They wanted a short version of the Health Check for initial contact with organisations, defining the essentials of good practice in volunteer management.

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London's Volunteering Charter

Happy Neighbours Community Action Group
commits to this Charter, and undertakes to incorporate it into their volunteer
management practice.

Equality and Diversity

Volunteering is open to all; volunteers are treated with fairness.

Expenses

Travel, and any other agreed, out of pocket expenses are reimbursed.

Induction

Volunteers are introduced to the work and ethos of the organisation.

Organisational Involvement

Volunteers have influence and an informed voice on organisational issues.

Personal Development

Identified needs are met by relevant training and development opportunities.

Recruitment Process

Recruitment procedures are fair, efficient and consistent.

Resolving Difficulties

Volunteers are aware of how to raise a concern, and how it will be handled.

Reward and Recognition

The organisation expresses its appreciation of the volunteers' contribution.

Safe Volunteering Environment

The physical and emotional risks of volunteering are identified, minimised, and covered by adequate insurance.

Support

A named supervisor ensures ongoing support appropriate to need.

Signed on behalf of organisation Date

Signed on behalf of the GLV network



1 Equality and Diversity			
Do you have an Equal Opportunities/Equality and Diversity Policy that includes volunteers?			
If 'Yes', has your policy been reviewed in the last twelve months?			
Is Equality and Diversity training routinely delivered for:			
volunteers?			
staff?			
2 Expenses			
Do you reimburse volunteers' expenses?			
If 'Yes' or 'Part': Do you have a policy, procedure, or guidelines on expenses?			
Are volunteers' expenses included in budgets for funding bids?			
3 Induction			
Do you brief new volunteers on their tasks and responsibilities?			
Are new volunteers familiarised with:			
•health and safety, and accident and emergency procedures?			

How it could work for HNCAG

(Happy Neighbours Community Action Group)

HNCAG:

- will endorse the Charter by signing it
- complete the Volunteer Management Health Check
- will then work on areas for improvement using a simple action plan

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Support available to HNCAG

- EiV Development Worker to guide you through the Health Check.
- Action plan with practical solutions to gaps in good practice.
- www.expertsinvolunteering.org.uk
- Access to advice/consultation on good practice and volunteering for an agreed period from EiV, thereafter from your Volunteer Centre.

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“The Association of Volunteer Managers works to support people who manage volunteers; ... we really welcome initiatives such as GLV's Charter of Good Practice which promote good volunteer management, and help to highlight that volunteer involvement needs to be planned and resourced properly. We hope that it will be a positive step forward for volunteer managers, and volunteer management, across London.”

Sean Cobley, Chair, AVM

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