

Investing in Volunteers

Case Study

The UK quality standard for good practice in volunteer management



www.aceplace.org

Company Name

ACE—Action in Caerau and Ely

Location

Cardiff, Wales

Background

ACE is about people working together to build community and to improve their own, and each other's, lives. They rely on the skills, knowledge and good will of their trustees (elected from members), volunteers and staff (many of whom live locally).

In April 2023, ACE achieved Investing in Volunteers, the UK quality standard for organisations that involve volunteers, as they wanted to show how much they valued volunteers and to make sure they were giving volunteers the best possible experience.

What is the impact or benefits the IiV process has had on your stakeholders?

We now have robust volunteering procedures in place:

- Staff now have more of an understanding of what volunteering should and shouldn't be and more training will be given around this as a result of IiV.
- Volunteers now have easily accessible information to refer to for any part of their volunteering.
- Trustees have fully supported the process and are keen to continue supporting volunteering in ACE.
- External partners will be able to see (with the logo) that we take volunteers and volunteering seriously, and that it is a good place to refer people to for their volunteer experience.

Provide a quote that sums up the IiV experience for your organisation:

IiV is a really useful tool that enables you to look at everything you do regarding volunteering, pull it into pieces and put it back together again, in such a way that it benefits staff, volunteers, trustees and most importantly the volunteer, improving and enhancing the volunteer journey.

Tips

- Communicate regularly and well with everyone involved in the process
- Make documents accessible and simple so that everyone can understand and access the information
- Be honest about your organisation and don't just try and tick boxes for the sake of it

Find out more about Investing in Volunteers and how your organisation can achieve it here investinginvolunteers.co.uk

Volunteer
Scotland

