

Investing in Volunteers

# Case Study

The UK quality standard for good practice in volunteer management



nishkam  
centre

[www.ncauk.org](http://www.ncauk.org)

## Company Name

Nishkam Civic Association

## Location

Birmingham, England

## Background

The Nishkam Civic Association (NCA) is a unique organisation charged with the task of developing a dynamic Sikh faith inspired civic agenda, located on Soho Road, Birmingham. It is one of the key Centres for Excellence founded by Guru Nanak Nishkam Sewak Jatha, a Sikh faith-based organisation dedicated to nishkam sewa (active, selfless volunteering) to serve the common good. It is part of Nishkam organisations that is made up of the spiritual centre (the Gurudwara), the economic cooperative—MSS (Marg Sat Santokh meaning path of truth and contentment), the Nishkam School Trust and Nishkam Healthcare Trust.

The NCA recognizes the importance of volunteering. It remains at the forefront with its volunteers in advancing community and economic wellbeing, promoting interfaith, intercultural, intercommunity dialogue and championing social justice and inclusion.

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

IiV is a reputable standard which adds value in our grant application and tendering for commissioned work. The IiV standard has enabled the NCA board to independently highlight the importance and commitment to volunteering (selfless volunteering). The IiV standard also gives staff and volunteers a sense of pride. We often talk about IiV to stakeholders and partners, which always generates a high level of interest.

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

IiV assessment always provides NCA with an opportunity to re-affirm our commitment towards volunteering and also recognize the real value of volunteering for volunteers and beneficiaries which we believe can be life changing within an emotional, spiritual, physical and social-wellbeing perspective.

## Tips

- IiV should be built into your usual policies and procedures.
- Keep it simple and ensure you align to IiV standards, most organisations are already doing a lot which can be 'transferred' to IiV.
- Ensure there is buy in from governance and senior leadership.

Find out more about Investing in Volunteers and how your organisation can achieve it here [investinginvolunteers.co.uk](http://investinginvolunteers.co.uk)

Volunteer  
Scotland

