

*Investing in Volunteers*

# Case Study

*The UK quality standard for good practice in  
volunteer management*



Nottingham & Nottinghamshire  
**REFUGEE FORUM**

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

## *Company Name*

Nottingham & Nottinghamshire Refugee Forum

## *Location*

Nottingham, England

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

It was a great opportunity to review our practices, reconnect with volunteers on a different level, take time to listen to them and respond to their feedback.

Staff have felt more informed and involved in the process and followed a more unified, streamlined system of recruiting/onboarding volunteers.

The trustees expressed pride in our organisation achieving this important award and will be including our achievement in future funding bids, annual impact report and in other publications.

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

Despite the challenges of significant staffing changes and pressures of everyday work, NNRF is delighted to have achieved IiV once again, confirming again that volunteering with us is a highly rewarding experience for everyone involved and that together we can provide a welcoming and safe environment for volunteers and clients alike.

Going through the process gave us the opportunity to refresh the process, policies and procedures, reconnect with volunteers on multiple levels and get everyone at the organisation working together toward the same goal.

We look forward to celebrating our achievement during Volunteers' Week, as we plan to roll out the red carpet for our volunteers and applaud their successes in style for the first time since the pandemic.

## *Tips*

- Familiarise yourself with the standard before committing to the process
- Plan your time wisely—there will always be crises and surprises that will derail your original schedule
- Ask for help—the assessor is friendly, approachable and wants you to succeed
- Get everyone involved—all can have invaluable input into the process
- Communicate about the process regularly to all stakeholders so that everyone is onboard with you

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

**Volunteer**  
Scotland



**WcVA**  
**CgGC**

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**NCLVO**