



## British Refugee Council

“The liV experience for us has been a very positive one and one of learning together. It gave us an opportunity to review where we are at, what we are doing well and what needs improving, using the clear liV framework. We now have a good and shared idea on how to improve even more.

The support from the assessor has been brilliant and we have felt very supported. Those interviewed felt very much at ease and some said they even had the chance to network with people in the organisation they had never met. Overall, it has been a very positive experience.”

## ✓ The benefits of liV for our organisation

The impact has been massive. The working group contribution and the interviews done with various stakeholders means there is buy in and ownership for the next steps and further improvement.

The discussions have been very useful to get a better insight in the needs for further development. Also, the improvement points will help back up the motivation for our next steps. The board is more informed and involved and so are SMT members. We will share our accreditation externally and this shows credibility and quality to our partners and funders.

Most importantly, our volunteers will feel the benefit of this exercise because of the planned improvements around their support and involvement.

Awarding body:

