



The Hwb Torfaen

“The IIV process is undeniably worth the work! As an organisation who felt they already did volunteering well, we were surprised by just how much we gained through the process, and how much of a positive impact it had at every level of the organisation.

It brought our trustee's further into the on the ground practice of the organisation and helped them understand the value of our volunteers... helped our staff better understand how to support and approach volunteers... helped the resilience of the organisation by streamlining, standardising and improving our process's in relation to volunteering.

But most importantly of all, it made our volunteers feel part of the wider organisation, not just their own project. They felt better valued, saw the impact of the work they do in a bigger context, and became part of one big team. We are all exceptionally proud of our achievement. It was worth it!

✓ The benefits of IIV for our organisation

All our volunteers now feel part of the whole organisation, rather than just their own project, they see the wider volunteering work we do.

Our staff now have a clearer role and approach to volunteering, which is the same across the organisation. There are clear guidelines.

The process also helped us reflect the importance we place on volunteering - we reviewed all our policies and procedures to fully reflect the work we do and how integral volunteering is to us.

Awarding body:

