Assessor feedback on self-assessment EXAMPLE

Organisation name	Organisation X
Date self-assessment submitted	10/01/20XX
Date verbal feedback given	16/01/20XX
Assessor name	Assessor Bloggs

Overall summary
You have submitted a thorough self-assessment of the organisation's position against the IiV Quality Standard. As expected you appear to meet the Standard across many practices though Quality Area 6 is the only area that is completely covered by existing evidence. You have identified a number of areas for improvement. It is encouraging to see that you are using the IiV Renewal to progress updates in practice and policies by reflecting on changes in the organisation and your response to a difficult funding climate. These Quality Areas are marked as Partly Met. No practices were identified as Not Met. We had a comprehensive talk on the phone and have agreed one area (4.1) that you indicated as MET which would be more PARTLY MET; I have highlighted that area in the Gaps in Practice section below. I have no concerns, I believe you will be able to progress the Improving Practice Plan with the identified actions and look forward to seeing that in due course.

Comments on three pieces of written evidence
You submitted the following 3 pieces of Evidence: ➢ Volunteer Policy ➢ Volunteer Management Handbook ➢ Information for Volunteers Pack These materials were all excellent and in line with good volunteer management practice. They provided clear evidence of the practice you described in your self-assessment report. I have no suggested amendments.

Gaps in practice that need to be addressed before assessment. The numbers in brackets refer to the quality area and specific practice of the Investing in Volunteers standard

All Gaps below agreed as Partly Met

1.2- Not a gap as such, but the Volunteer Policy and Registration pack are due for Review and will be part of the Improving Practice Plan (IPP). You want to emphasise the benefits of volunteering in all these documents.

1.3 – You need to think about how you are actually measuring the impact so as you are sending out clear messages, backed up with evidence, about the real difference volunteers make

2.1 - Volunteer Policy is under review but updates will also be needed in the Volunteer Management Handbook to take into account the Covid guidance on data management, reflecting the new database capability as well as the new equity and diversity strategy.

2.2;2.4- Although agreed that practice was MET, there may be work to ensure that volunteers themselves are confident of the fact that they are covered by Insurance

2.3- I fully support that it would be good to review and update the type of inhouse training for staff managing/responsible for volunteers; possibility of introducing a qualification

2.5-Although agreed that Problem Solving Procedures are detailed in the Volunteer Management Handbook and explained in the Volunteer Information Pack, you need to review the ways these are communicated to every volunteer.

3 -You have thought through a lot of things that you want to do improve your organisation's approach to equity, diversity and inclusion, and developing an Inclusion Policy will be key. A survey to establish your current volunteer demographics will be useful and carrying out some analysis of this (against the demographic of your county) will help you focus on underrepresented groups. Reviewing images and messages used is also important, ensuring a statement on inclusivity is apparent on the web pages. You have identified a number of commendable actions to ensure all your processes are current and equitable, including of course your engagement strategy. This needs to include an agreed approach to identifying and promoting volunteer opportunities that can be adapted to suit a varying range of volunteer needs.

4.1-This practice was changed from MET to Partly Met as there are actions required to bring up to standard. Most advertising of opportunities is done through the internet so it would be good to ensure that there is always opportunity for accessing information outside of the internet.

4.2-Links with 4.1- ensure there are no barriers to accessing information on opportunities available.

4.4- There are actions here to update the Volunteer Management Handbook, Volunteer Information Pack and induction checklists, especially around covid changes but also around inclusivity. We also discussed that the area of risk assessments specific to volunteer roles needs to be incorporated into inductions and health and safety training.

5.1-Actions will be linked to undertaking of the Volunteer Survey during the IiV renewal process, querying what support works for volunteers in different role profiles. You have identified that a new mental health first aid scheme that will also apply to volunteers as well as making using the functions in your new database to better monitor number of volunteer hours.

5.2 - Although initially you marked as Partly Met, you clarified in our conversation that the evidence did exist to show that this practice is Met and you were looking for agreement of that from staff across the organisation

5.5-Action to focus on how well OrganisationX engages with non-internet volunteers

5.6 While you clearly have very good systems for thanking volunteers and attempting to get feedback when they leave, you have identified that you could review this to see how it could be more streamlined.

I advise additional support and assistance	**I think you are ok to work on this on your own but I remind you of the templates and resources at the websites below.**

Suggested contact(s)/websites for support/information
https://www.ncvo.org.uk/help-and-guidance/#/ and also *https://www.volunteernow.co.uk/publication/volunteer-involvement-an-Introduction/*

As agreed, your improving practice plan will be submitted to me by	20 February 20XX

You are aiming for your assessment visit in	**Month**	August
	Year	20XX

Assessor signature	Assessor Bloggs
Date written feedback submitted	20/01/20XX