

Our Investing in Volunteers (iV) journey – summary of findings

iV is the UK quality standard for good practice in volunteer management. We applied for the award in 2017 and worked towards it through a process of planning, improvements and assessment in 2018. The standard is awarded based on our volunteers' experience of volunteering with us and their views are gained through an assessment process whereby volunteers tell us what they think about different aspects of volunteering – there are nine in all.



The volunteers involved were chosen at random from our database but reflected age, gender, role and length of time in role. In total 330 volunteers from across the four nations provided feedback on their experience – this was either in person at a local meeting, by phone or by completing an on-line survey. No MS Society staff were involved in those meetings and the results are kept confidential by the external assessor – no individual volunteers are identified or any comments personally attributed. Some volunteers agreed that anonymous quotes could be used in the report.



Where we are now

Our volunteers gave us lots of great feedback. They particularly value and appreciate:

- The commitment we make to involving our volunteers in all that we do – enabling them to use their skills knowledge and experience
- The resources we commit to volunteer training, staff training in volunteer management, fundraising and other materials and practical help
- The support they receive from their Local Network Officers (LNOs)
- The inclusion and welcome for a variety of volunteers from diverse backgrounds
- The range of attractive and stimulating roles available to volunteers
- That we take the safety of our volunteers seriously, protect their confidential information and have a comprehensive expenses policy



- The wide range of options for recruiting new volunteers and welcoming them into their role
- That roles can be tailored to their needs, abilities and availability
- That we show how we recognise our vols contribution and value their feedback



Based on this feedback our assessor has made a report of her findings and has recommended that **we meet the standard in full**, in all 9 aspects



Where we are going

While we have fully met all of the requirements of the IiV standard, the assessment process helped us to see a number of things **we** think we can do better – such as:

- Improving the ways we include volunteers in all that we do
- Improving how we communicate with our volunteers
- Making sure volunteers know how they can get additional support or raise an issue
- Helping our volunteers to understand and accept changes and developments that help us better support people with and affected by MS



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