



Volunteer Friendly Award®

Volunteer Friendly Process & Guidance



Introduction to Volunteer Friendly Award

“A choice to give time or energy, a choice undertaken of one’s own free will and a choice not motivated for financial gain or for a wage or salary”

The Scottish Government
“Volunteering for All – Our National Framework”

Volunteer Friendly Award is a user-friendly quality standard to support, recognise and reward groups who are good at involving volunteers. Many essential services in Scotland’s communities are enhanced by volunteers. The Scottish Government recognises that volunteering matters and it’s all about new experiences, feeling good and making a difference. The evidence base is clear on the benefits of volunteering, in terms of: Physical health benefits, social benefits, mental wellbeing and instrumental benefits.

It has never been more important for groups to be able to show how good they are at involving and managing their volunteers. We believe regardless your group/organisation size or set up you should be rewarded and recognised for the difference your volunteers make in Scotland.

Developed and reviewed in 2020 by Volunteer Scotland and several TSI/Volunteer Centres across Scotland, refreshing the standard and new offer, where the requirements are set at an achievable level for each volunteer programme, allowing for more groups to engage with Volunteer Friendly, who will be recognised for the work they do.

What is the Process?

This six step process has been designed to be an effective and involving process.

This ensures that your volunteers receive the best possible support, and your organisation receives maximum benefit from your volunteers' contribution.



The Standard

- 1 Involving Volunteers**
Understanding why your group/organisation involves volunteers.
- 2 Making Volunteering Happen**
Money, management, resources and keeping volunteers safe.
- 3 Volunteer Inclusion**
Equal access to opportunities and fair recruitment.
- 4 Welcoming Volunteers**
Developing roles, induction, training and support needs for volunteers.
- 5 Valuing Volunteers**
Recognition for volunteers' time, contribution, feedback and creating positive endings.

New Standard Developments

- ▶ Maintain links with Investing in Volunteer standard
- ▶ Updated language
- ▶ Define good practice
- ▶ Including Volunteers Voice
- ▶ Reflects recent and current trends in volunteer practice:
 - ▶ Volunteer vision and Strategy
 - ▶ Volunteer Culture
 - ▶ Inclusion



“The new structure and updated Award will mean there is consistency in the support offered to groups to achieve the award across Scotland. It will also allow a broader range of groups to achieve the award across the Country.”

Louise Orr - Clackmannanshire TSI

“It encourages reflection on practice and policies for organisations”

Volunteer Centre delivering VF

“The new refreshed quality standard award really recognises volunteers by giving them a voice and involving them in the process, this has never been done before and it really demonstrates how much volunteers matter.”

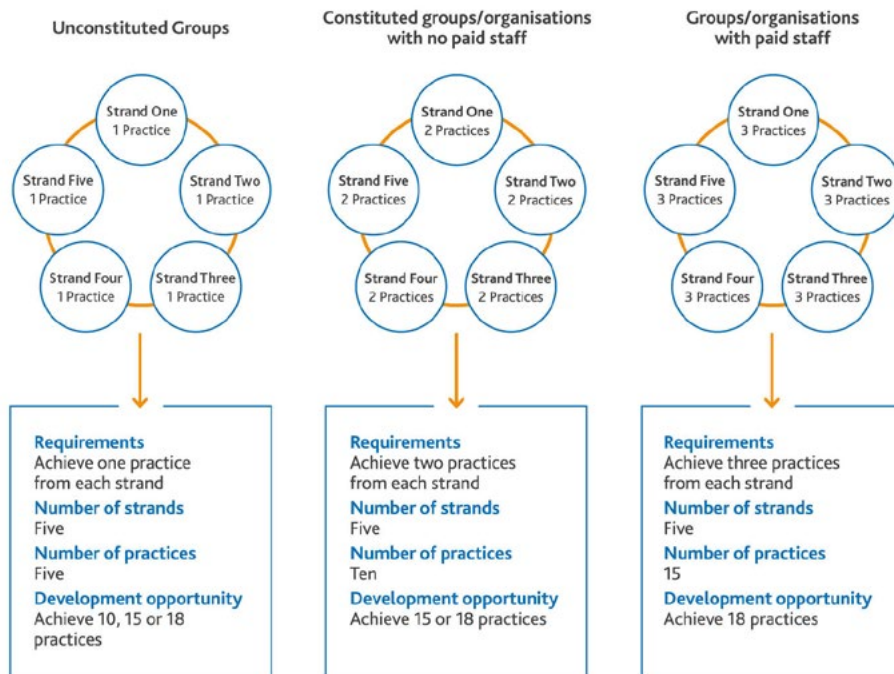
**Dani Drummon
Voluntary Action Locahaber**

“The new Award recognises the vital and tremendous contribution volunteers and volunteer involving organisations make to all aspects of life and will help support and develop this even further. I highly recommend the Award to all organisations.”

Mike Melvin - ACVO

Volunteer Friendly New Offer

Volunteer Friendly's new offer offers three different options to achieving Volunteer Friendly, where the requirements are set at an achievable level for each volunteer programme, allowing for more groups to engage with Volunteer Friendly, who will be recognised for the work they do.



How long does it take?

There is no fixed deadline, but we would normally expect organisations to complete the six steps within 6-9 months



"The work building the portfolio helps the groups to focus and ensure they have policies in place for their volunteers"

Volunteer Centre delivering VF

"Promotes equality and inclusion in recruitment and training"




TSI delivering VF

"Undertake the Volunteer Friendly Award in recognition of the importance of volunteering and dedication of volunteers."

TSI delivering VF

Getting Started & Pricing Structure

Simply get in touch with Volunteer Scotland or your local TSI/ Volunteer Centre to register your interest, at this stage you can ask questions, discuss a timeline for your group/organisation and get a quote.

 <p>Income of £100,000 or less per annum and un-constituted group</p> <p>Free</p>	 <p>Income between £100,000 and £150,000 per annum</p> <p>£49.99</p>	 <p>Income between £150,000 and £200,000* per annum</p> <p>£99.99</p>
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This Includes:

- ▶ One to one support to achieve the award
- ▶ One to one support to develop your volunteer programme
- ▶ Engagement with volunteers
- ▶ Hold the award for three years
- ▶ Three-year membership for achievers
- ▶ Achievement certificate and digital badge

Scotland's Volunteer Quality Pipeline

Volunteer Friendly Award is part of Scotland's Volunteer Quality Pipeline, this pipeline gives groups/organisations the option to select the development opportunity for their group/organisation. It also allows for groups/organisations to progress through the pipeline.



Regardless of your volunteer programme size, development and support is available to all. Volunteer programmes can access and sign up to all quality areas or choose the development opportunities that best suits their volunteer programme.

“Ensures good governance by organisations and focus is placed on volunteering practices”
Volunteer Centres’ delivering VF

“We are really pleased to have achieved Volunteer Friendly status and to have our commitment to volunteers recognised”
Advocacy Highland

Volunteer Friendly Steering Group

Simply get in touch with Volunteer Scotland or your local TSI/ Volunteer Centre to register your interest, at this stage you can ask questions, discuss a timeline for your group/organisation and get a quote.

Aberdeen Council of Voluntary Organisations

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Caithness Voluntary Group HTSI

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Clackmannanshire TSI

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Suzanne Macaulay

Volunteer Dundee

Anita Jamieson

Volunteer Scotland

Allana Fotheringham

Adrian Murtagh

Angela McHale



“Volunteer Friendly allows us to think critically about our practice and incorporate Volunteer Friendly practice in future planning”



Volunteer Friendly Award[®]



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