

# Investing in Volunteers

So proud to have achieved the Investing in Volunteers award for good practice in volunteer management!

Over the last year we have been working towards achieving this award. Having it shows that our volunteers feel recognised and proud and is proof of all our hard work and that we are doing things right. In September our assessor from Investing in Volunteers, Sue, came to meet all our volunteers to talk about all aspects of their volunteering, wanting to get their opinion and experiences. Sue then looked at our policies and procedures and documentation regarding volunteering. She then wrote up everything in a report which was sent to independent panel that decided whether or not we achieved the award, which we did!



## Here were some of her observations...

“From the interviews undertaken it is clear that the organisation is passionate about equality, diversity and inclusion. The organisation goes to great lengths to support a range of volunteers including those with more complex support needs. It is clear that the culture of the organisation is one of acceptance, empowerment and enabling volunteers to not only meet their hopes and expectations of volunteering but to exceed them. In turn the diversity of the volunteers themselves brings added value to the organisation.

Volunteers consistently commented on their positive experiences of volunteering as part of the 'family' at NCA. They are very proud of their work and of their contribution to their community.

## Here are some of the things our volunteers had to say...

“They do value us... You can come back after health issues without prejudice and there aren't any issues.”

“I am looking for work, employers want experience – this is helping me to get that experience. I like cooking and working with children. I made a cake at home, I brought it in and now it's going on the menu next month!”

“I make suggestions about the sessions to the Coordinator, she gets approval ... so that we can start the new session.”

“I've completed Food & Hygiene level 1 & 2 – I'm interested in doing catering. I love broadening my knowledge about different foods and languages.”

“We get emails, there are newsletters, there are events where volunteers get together as well as our annual celebration event.”

“You are literally told "Thank you" every time you go out of the door and that makes you feel good”