

Volunteering Infrastructure: European Examples and Quality Accreditation

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Volunteering and volunteering infrastructure

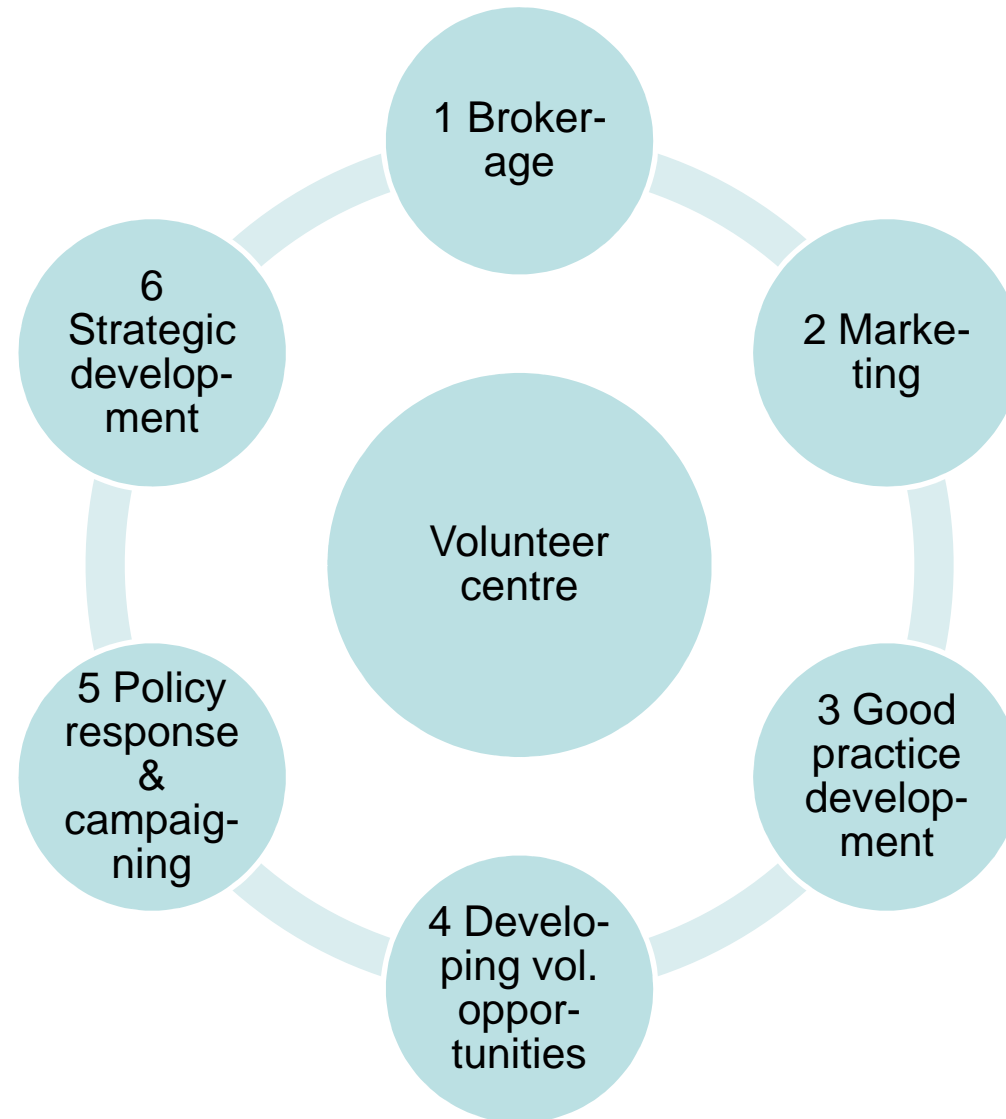
- "Reflexive volunteering"
- Societal dialogue on volunteering and volunteer support

- England: Compact 1998
- Germany: Enquiry Commission 2002
- Netherlands: Social service act 2007

A look at England

- Volunteering England in 2004
- Review and 10 year strategy in *Building on Success*-report
- "One centre"-policy
- Common brand for volunteer development agencies: Volunteer Centre (VC)
- Quality standards
- 6 Volunteer centre functions

6 VC functions



Functions and outcomes 1

- 1. Brokerage:** Awareness that VC is best informed and most capable local broker for volunteering.
- 2. Marketing:** All actors are aware of nature, value and contribution of volunteering.
- 3. Good practice:** Positive volunteering experience across the area served by VC.

Functions and outcomes 2

4. **Opportunities:** Improvement of quantity, quality and diversity.
5. **Policy:** Volunteering is high on local agenda.
6. **Strategic development:** Strategic approach towards development of volunteering and improvement of own organisation.

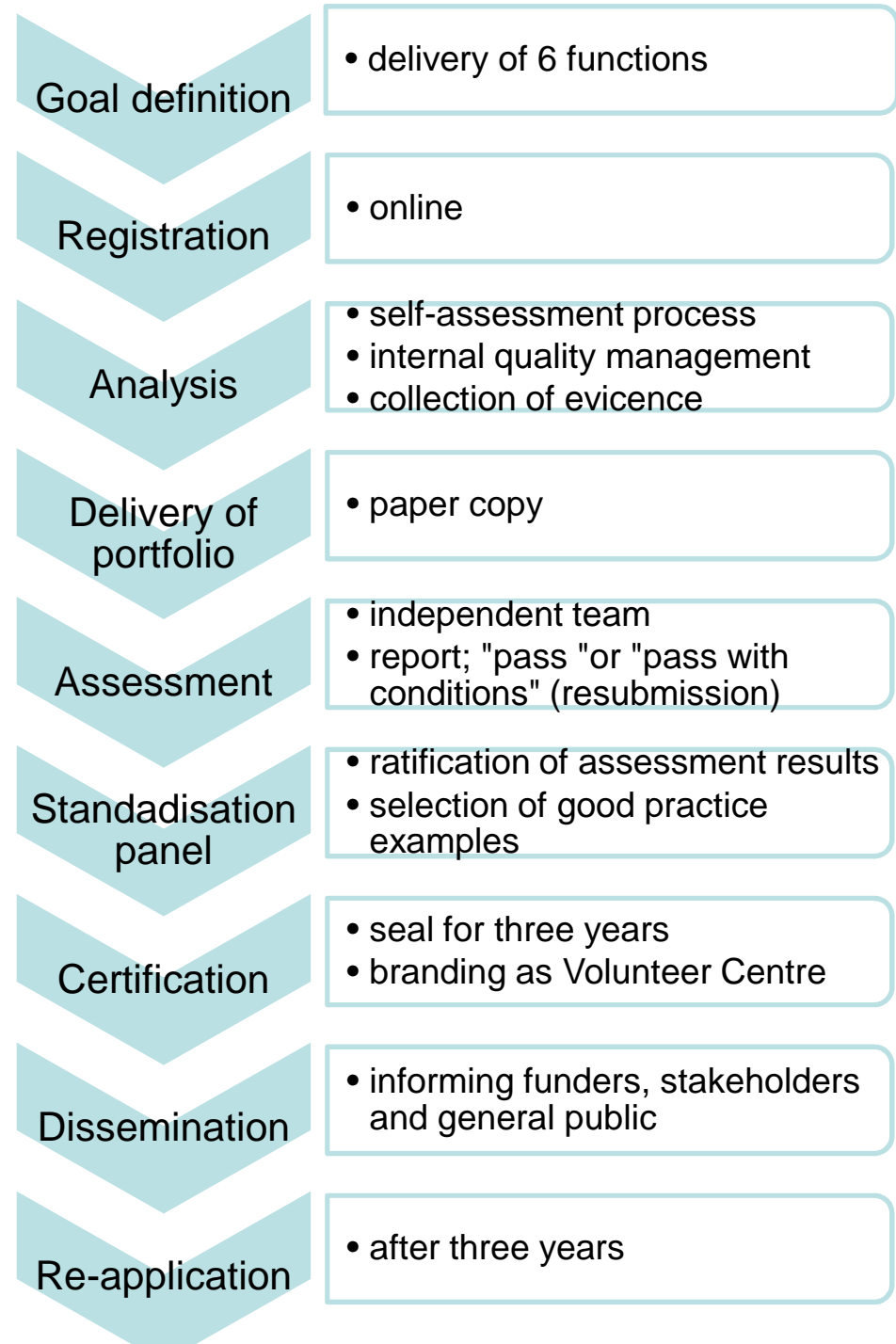
Volunteer Centre Quality Accreditation (VCQA)

- Delivery of functions and monitoring of outcomes
- Yardstick: 6 functions
- ***Self-assessment portfolio***
- ***Independent assessment team***
- Partnership possible
- About 12 month

Quality accreditation: benefits

- Strengthening own organisation and continuous **improvement**
- Better **services** for users
- **Credibility** - based on own standards!
- Increased **funding**
- **Networking** and membership relations

VCQA process



Portfolio of evidence

- Background information: local area, hard-to-reach groups, level of volunteering etc.
- Provide evidence according to indicators specified in handbook
- Evidence: leaflets, minutes, internal documents, surveys, strategy papers, evaluation reports, conclusions, action plans etc.

21 "Essential evidence outputs"

Brokerage

1. Leaflets, weblink for individuals
2. Leaflets, weblink for organisations
3. Customer care policy
4. Follow-up reports
5. Evaluation survey

Good practice development

9. Learning needs survey
 10. Programme of learning provision
 11. Evaluation report
- (...)

VCQA support

- Accreditation handbook
- Members area on website
- Guides, forms, support sheets
- Workshop and 1-2-1 session
- Good evidence examples
- Email, telephone
- Tools for internal analysis, e.g. PQASSO



Final points

- Costs: Membership fee + own effort
- Workload lies with centre
- Economic, flexible - and common standards
- Overall: positive reception, awareness for volunteering did increase
- Difficulties: insufficient dissemination, lengthy process, requires strong commitment
- Starting point: definition of core functions