



# LEAD VOLUNTEERING ORGANISATION

A New Quality Standard for Volunteer Infrastructure



# LVO OVERVIEW



**A new quality standard for modern  
volunteer infrastructure organisations**

- Exclusivity for LVO holders
- Independent, robust & flexible assessment
- Allows for varying situations/circumstances
- Fair, equitable and not-for-profit costs
- Holders awarded badge (no branding requirements imposed)
- Supported by campaign & comms to local authorities, funders & stakeholders



# INTRODUCTION

## A New Approach for a New Environment

The world of volunteer infrastructure has changed in the last ten years. We have created a new quality standard for these organisations that will help them succeed in a tougher economic environment and proudly demonstrate their important role to funders, stakeholders as well as the VCS organisations and local residents they support.

I run two volunteer infrastructure organisations and this new quality standard will help me to do my job. Maybe it will for you too?

**Dominic Pinkney**





# 5 AREAS OF LVO QUALITY STANDARD

- 1 Acting as a Lead Volunteer Agency for Area
- 2 Connecting people to Volunteering Opportunities
- 3 Promoting & Championing Volunteering
- 4 Supporting Volunteer Managers & Good Practice
- 5 Emergency Volunteering



# A FLEXIBLE APPROACH

## Evidence approach

LVO is not prescriptive and we do not use a one size fits all approach. We work with what you have, not what we tell you to have.

## Dedicated support

You will be supported throughout the process by someone who understands volunteer infrastructure & will advise/support.

## Flexible

Range of evidence acceptable to take into account different models of practice

# 1

# ACTING AS LEAD VOLUNTEER AGENCY FOR AREA



Organisations will need to provide evidence which could include some of the following:

- strategic plans for developing volunteering in the area
- partnership working with local authority
- written support from VIOs, local authority that organisation is lead volunteering agency; no other organisation delivering this work
- vision and mission of the organisation; business plan
- working with statutory bodies to develop volunteering
- statistical evidence demonstrating engagement and reach of the organisation's work
- other - you tell us (your dedicated Account Manager)

# 2

# CONNECTING PEOPLE TO VOLUNTEERING OPPORTUNITIES



Organisations will need to provide evidence which could include some of the following:

- management of local volunteering opportunities (e.g. database)
- work carried out to support individuals to find volunteering opportunities (e.g. face-to-face, telephone, email, virtual)
- organising volunteer fairs
- outreach activities
- supporting local charities and community groups to develop volunteer opportunities
- activities to promote volunteering opportunities to local people: email, social media, flyers etc.
- Other - you tell us (your dedicated Account Manager)

# 3

## PROMOTING & CHAMPIONING VOLUNTEERING



Organisations will need to provide evidence which could include some of the following:

- carrying out or participating in campaigns, e.g. Volunteers' Week
- social media posts
- email communications
- distribution of physical marketing material
- volunteer awards
- events/outreach
- other - you tell us (your dedicated Account Manager)



# 4

# SUPPORTING VOLUNTEER MANAGERS & GOOD PRACTICE



Organisations will need to provide evidence which could include some of the following:

- forums, networks or workshops for Volunteer Managers
- promoting resources & events to support Volunteer Managers
- email, telephone, face-to-face support given to local VIOs
- promotion of good practice volunteer management through email, social media and/or physical literature
- other - you tell us (your dedicated Account Manager)

# 5

# EMERGENCY VOLUNTEERING



Organisations will need to provide evidence to demonstrate how they have supported in the past and/or potentially could help in the future if volunteers were needed in an emergency situation. This could include some of the following:

- leading or supporting the mobilisation of volunteers to support those affected during an emergency
- working in partnership with your local authority and other stakeholders to support in an emergency
- supporting Mutual Aid Groups or other hyper local groups formed to support those affected by Covid-19
- statement confirming your lead contact and willingness to support in an emergency that can be passed on to VCSEP
- other - you tell us (your dedicated Account Manager)



# ROBUST PROCESS

## Dedicated Account Manager

You will have an experienced & dedicated Account Manager to support you through the process.

## Independent Moderator

Will review assessment to ensure fair and true outcome.

## Independent Assessor

Will see anonymised evidence wherever possible.

## Assessment Results

Pass, Near Pass or Fail.

# PROCESS STEPS



1

Organisations register interest via email or telephone and are sent a short questionnaire. Works4U will carry out due diligence and send more detailed information on the 5 areas of the LVO quality standard. No financial commitment needed at this stage.

2

After reviewing detailed information (including informal discussion with Works4U about evidence requirements) an organisation confirms they wish to proceed and are invoiced 50% of the accreditation cost.

3

Supported by dedicated Account Manager (AM), organisation gathers evidence to meet the 5 areas of the standard. Organisation provided with own secure folder to upload evidence. Organisation informs AM when ready to be assessed.

4

Assessment of evidence carried out by independent assessor. All assessments reviewed by independent moderator. Result communicated to organisation and invoice for remaining 50% sent to organisation.

5

For 'Near Pass' results, the AM will support organisation to provide additional evidence, if possible, to achieve a pass. No extra cost for this additional evidence to be assessed.



# NOT FOR PROFIT COSTS



Works4U is providing this quality standard on a not-for-profit basis to make it as affordable as possible given the current economic environment.

Works4U is able to do this as it is launching LVO alongside its Employee Volunteering Accreditation (EVA) which is aimed at, initially, larger businesses and corporates.

## Costs

£1,000 or £1,900 for each LVO area.

The lower cost is available for organisations who can provide their CEO, suitable senior officer or Trustee to carry out both an Assessment (1 day) and a Moderation (1/2 day) once over a 3 year period. All Assessors and Moderators trained and supported.

# BRANDING/KITEMARK

Achieving the quality standard will enable you to use the LVO quality standard kitemark on your website and any other documentation you feel appropriate to help you carry out your work. There is no requirement from LVO to change any of your organisation's branding (e.g. logo).





# GET IN TOUCH

If you want to begin the process (no financial commitment needed for Step 1) or want to get in touch to find out more and see if LVO is relevant for you, please get in touch.

Begin process and general enquiries: [enquiries@works-4u.com](mailto:enquiries@works-4u.com)

More information & informal discussion:

Dominic Pinkney: [dominic@works-4u.com](mailto:dominic@works-4u.com)

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# ABOUT WORKS4U



Works4U is a not-for-profit social enterprise that specialises in employee volunteering. It was formed in 2009 in Hammersmith, a subsidiary of the Hammersmith & Fulham Volunteer Centre, and is a 100% self-sustaining enterprise from its services provided to corporates.

It is internationally recognised for its work having been invited to the United Nations and has won Best Hammersmith Business awards. In 2022 it set up and runs the national Employer Supported Volunteering network to help share useful information, resources and best practice.







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