

INVESTING IN VOLUNTEERS FINAL REPORT



Nishkam Civic Association

02/07/2019

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ASSESSMENT SUMMARY

IIV HOST ORGANISATION:	NCVO
ASSESSOR:	Jane Holdsworth
NAME OF LEAD ASSESSOR:	Dane Gould
1ST ASSESSMENT/RENEWAL:	3rd Renewal (Previous renewal December 2015)
ASSESSMENT OUTCOME:	Met
CONDITIONS IF ANY:	
DATE CONDITIONS MET:	
FINAL ASSESSMENT DECISION:	

ORGANISATION SUMMARY

The Nishkam Civic Association (NCA) is a charitable company dedicated to improving the quality of life of Birmingham's diverse communities and promoting interfaith, intercultural and intercommunity dialogue. NCA is based in the Nishkam Centre which is situated in Handsworth in Birmingham, one of the most socially deprived regions in the UK. NCA is a faith-based organisation whose mission is to enrich mundane life through the practice and promotion of the Sikh values of earning an honest living (kirat), sharing (wandshakna) and active volunteering (nishkam sewa).

The Nishkam Centre opened in 2006 and is part of a larger group of charitable organisations; the other centres on the campus are the Gurdwara, a community cooperative, the Nishkam Healthcare Trust and Nishkam Educational Trust. It is estimated that the Centre was built with 110,000 hours of volunteering/selfless service (nishkam sewa) worth some 1.5 million pounds in financial terms.

The Centre's contract manager is responsible for the operations of the volunteering programme, assisted by a member of staff who provides administrative support to the programme. Centre staff who work within specific areas such as Wellbeing supervise volunteers on a day to day basis. The strategic direction of the volunteering programme is overseen by the centre director and board of trustees.

There are seven main volunteer roles within the Centre: Centre Support, Conference and events, Learning and Development, Wellbeing, Maintenance and Project volunteers. There is a regular cohort of volunteers and a larger number who volunteer on an ad hoc basis for conferences and events.

Since the last liV assessment the staff team responsible for volunteer management has remained consistent with additional administrative support being provided and some changes in staff members responsible for supervising volunteers in specific service areas such as Information, Advice and Guidance (IAG).

Volunteer specific policies and procedures have continued to be reviewed and refined. The diversity of the volunteer team, particularly in the representation of different faiths has increased and there is an increasing development in the measurement of the impact of volunteering. Some time-limited volunteer involving projects have been developed such as the Sikh Migration project and volunteering outputs and outcomes have been further integrated into funding bids.

Development points suggested at the last assessment visit have been addressed: Volunteers are now included in the organisation's generic policies and these policies are easily accessible to volunteers. There is a schedule for updating risk assessments and evidence at the 2019 assessment visit showed that this schedule is adhered to.

SAMPLING

SAMPLING RATIONALE:

The rationale was to interview a volunteer from each of the volunteer roles and a representative section of volunteers, those who had been volunteering for a long time and those who had just started. The sample included a cross section of people in relation to age, gender, faith and disability. Two group interviews took place comprising four volunteers at each and a group interview also took place with three volunteers. Three one to one interviews took place and one telephone interview.

Interviews took place with the contracts manager who has been the liV lead, and with a group of staff members responsible for supervising volunteers on a day to day basis. A meeting was also arranged with the centre director and the chairman of the board of trustees in order to get a strategic view of volunteering at NCA.

NUMBER OF SITES, BRANCHES, LOCATIONS:	1
NUMBER INCLUDED IN INTERVIEW SAMPLE:	1
NUMBER OF VOLUNTEERS:	47
NUMBER INTERVIEWED:	15
NUMBER AS % OF TOTAL:	32%
NUMBER OF VOLUNTEER ROLES:	7
NUMBER OF ROLES SAMPLED BY INTERVIEW:	7
NUMBER AS % OF TOTAL:	100%
NUMBER OF STAFF:	15
NUMBER INTERVIEWED:	6
WERE TRUSTEES INTERVIEWED?	Yes

WRITTEN EVIDENCE:

Provided with the self-assessment were: Volunteer Handbook 2019, Nishkam Centre Volunteer Policy and volunteer application form

Reviewed as part of the assessment: a portfolio of evidence was provided at the assessment visit which included recruitment material, role descriptions, induction checklist, volunteer agreement, volunteer charter, promotional material, volunteer development plan 2019-20 and risk assessments.



SUMMARY OF PRACTICE

INDICATOR 1

There is an expressed commitment to the involvement of volunteers, and recognition throughout the organisation that volunteering is a two-way process which benefits volunteers and the organisation.

The NCA is developed and sustained upon the ethos of 'Nishkam Sewa' selfless active volunteering. Volunteering is embedded in the culture of the organisation and has enabled the building of the centre and the delivery of a wide range of low-cost services. In house plasma screens and displays in the Centre's reception areas celebrate volunteers as the lifeline of the centre and the commitment to volunteering is strongly reflected through key organisational communications such as the Annual Report, Strategic Plan and through its website. Its strategic plan sets out its aim to be "well known regionally, nationally and internationally as an exemplar Sikh faith-led institution sustained by the selfless service of the community". Volunteering is celebrated and promoted within the GNNSJ (The Gudwara and Spiritual Hub) newsletter as a means to provide a vast array of services to the Sikh and wider community. Staff members also contribute volunteer time in addition to their designated roles. The centre conservatively estimates over 27,000 hours are contributed by volunteers annually, valued at over £300,000 each year.

Many of the volunteers interviewed have come to volunteer at NCA based on their strong links to the Gurudwara including volunteers who travel from Leicester and Wolverhampton. Volunteers described their faith inspired approach to volunteering: "I'm giving back to the community with faith. I give time back through physical sewa...It's part of the Sikh faith and a way to balance my mental health", and "As Sikhs, we give 10% of our time to volunteering. We are lucky to have Nishkam as an established base to volunteer and there's so much for volunteers to do here. On the spiritual side, it's easy to give 10% of your time to volunteering when the Centre is so near and there are evening and weekend events".

Staff members described how volunteers are the backbone of the Centre and described how they bring new knowledge and new ideas to the organisation. Particular reference was made to the social media skills that younger volunteers are bringing into the organisation to help NCA become more fluent with social media publicity. Volunteers are seen as invaluable in delivering all services, specific projects, large events and conferences and maintaining the conference centre internally and externally. As one staff member said "We wouldn't be able to run without volunteers. The building was constructed with volunteers- love is at the centre- it's in the fabric of the building. And there's a financial value - the centre wouldn't be able to run without volunteers. There's a social and economic value to volunteering".

Volunteers are aware of their pivotal role at NCA and emphasised the particular value they bring. Learning and Development volunteers who have previously been students and are now helping people who are new to the country described their passion for imparting knowledge "I'm teaching English in a simple accessible way so that students gain as much knowledge as possible...and can make doctor and hospital appointments, shop, speak English and attend parents' evening...I am giving



them motivation to move forwards, to know what to do in an emergency and to understand health and safety and self-learning". Volunteers help with community integration and instil confidence in new community members. As one volunteer said "I'm helping women's empowerment. Enabling women to stop sitting at home and do something, showing them that they have everything in them. Come forward and fulfil your dreams. Show the world your qualities- you are unique in the world".

The benefit of volunteering that was most mentioned by volunteers was the opportunity to be involved in such a strong support structure which many interviewees likened to an extended family. One volunteer summed this up "It's a family atmosphere and people are looking out for each other. It's totally different to other organisations; predominantly, people at Nishkam are selfless. They go out of their way to do things for you. You can come here to forget about everything and feel relieved. It gives you so much happiness". Other volunteers spoke about how they had had their faith and hope restored by volunteering at Nishkam after very low points in their lives caused by ill health, mental illness or domestic violence. For many volunteers Nishkam provides a place where they feel connected to god and are able to maintain their equilibrium. As one volunteer said "After a big shock of illness, Nishkam gave me hope and belief in my faith. When life was low and it was a difficult period when I wanted to give up, doing sewa was the biggest help". The other benefits that were highly valued were the opportunity for continual learning, being able to give back and make a difference, to meet other people, be part of a team and volunteer in such a beautiful environment. It was very obvious from interviews that a huge amount of pleasure and fun is derived from volunteering at NCA.

The Nishkam Centre Volunteering Policy has been reviewed as part of the liV process and sets out the organisation's values and principles for volunteering and includes its commitment to Equal Opportunities. Since the last assessment volunteers have been included in all relevant generic policies such as the Equality and Diversity Policy and volunteer specific policies, procedures and documentation such as the Volunteer Handbook have also been recently reviewed. Copies of these policies and procedures are accessible to volunteers with hard copies stored in the volunteer office and at reception.

Weekly volunteer management meetings take place to review all operational issues relating to volunteering and to standardise volunteer management practice across the service areas of the organisation.

INDICATOR 2

The organisation commits appropriate resources to working with all volunteers, such as money, management, staff time and materials.

The contract manager coordinates all aspects of volunteer management with the administrative support of a member of staff. The centre director oversees the strategic direction of the volunteering programme in collaboration with the board of trustees. Staff members who work in service specific areas provide support and direction to volunteers on a daily basis.

Experience and knowledge of working with volunteers is an integral part of staff recruitment for members of staff who supervise volunteers. Volunteering, the role of



volunteers and the ethos of volunteering are all included within staff induction. A workshop has been held on coaching and mentoring volunteers to ensure staff members are able to engage and work with volunteers in the best possible way.

Weekly volunteer management meetings are focused on volunteer related issues and volunteers are often included in service specific team meetings such as planning meetings for learning and development volunteers.

The NCA Strategic Plan ran until 2017 and is currently being reviewed. In discussion with staff members, the new emphasis for volunteering over the next few years will be on measuring the impact of volunteering and a 'Volunteering Development Plan 2019-2020 'Measureless measures of volunteering ' was viewed. The document sets out the aim for NCA to understand the full impact of volunteering in addition to the outputs and economic value it already measures. An action plan is in place, the volunteer application form has been reviewed to capture the outcomes that volunteers would like to achieve as a result of volunteering and a template has been developed to capture data on the impact on the individual volunteer across a range of indicators such as emotional, social and physical wellbeing. Case studies are also being produced to communicate impact.

Funded projects include budgets for volunteer expenses and resources. Volunteers who were interviewed were extremely positive about the resources they receive to fulfil their roles. Comments from centre support volunteers included "I get every resource I need including a projector", "What we need is what we get" "Everything I needed I was getting...I have my own office to put material onto the system" and "As a wellbeing volunteer I receive a t-shirt and a water bottle". Other volunteers valued the volunteer office, use of computers, cleaning materials, learning resources including outfits for role play and gardening tools. One volunteer also emphasised the organisation's creative approach to resources particularly in relation to projects "There are always resources available but they usually help volunteers to find resources by thinking beyond the box. As a charity- how do we get the resources and how do we make sure we don't waste anything and make better use of what we pay for? We work with other organisations so for example we got shelving from a library and sanded it down and painted it".

INDICATOR 3

The organisation is open to involving volunteers who reflect the diversity of the local community and actively seeks to do this in accordance with its stated aims.

NCA prides itself on its welcoming and inclusive culture. NCA plays a leading role in interfaith and intercultural events as part of its civic engagement agenda. It celebrates UK national interfaith week and World interfaith harmony week and provides many events which bring different communities together. Its approach and values are reflected in volunteers' comments. "In ICT we are helping people who are Indian, Sikh, from Pakistan- from all different places. We are self-helping those people - helping with financial problems, benefits, correct information and interpretation. They do not feel different in any religion or culture. There is no difference if you are Sikh, Muslim or Christian. We are all inspired by this thing. We are really cooperative and cooperative with every type of people. I really like this", "Equality and diversity is followed all the time", "There is respect. All human beings are one, whatever culture. We love and help others if they need help" and



"Everyone is welcome. There are different ages, different groups and different ethnic groups - volunteers at all ages and stages. They are very welcoming".

Volunteers are predominantly from the Sikh faith, with previous associations to the Gurdwara; since the last assessment there has been an increasing representation of volunteers from other faith groups. Staff members describe this as having evolved through service delivery which engages with lots of community groups and brings a diverse footfall into the building, particularly through English language classes. Volunteers referred to participants who speak Hindi, Gujarati, Punjabi and Spanish and come from India, Pakistan, Bangladesh, Indonesia, Japan, Mexico, Somalia, Italy, Afghanistan and the West Indies. Many of the volunteers speak multiple languages and are therefore able to provide a warm welcome to service users who come from a range of cultures. Where appropriate, NCA encourages and supports individuals who have accessed services to progress onto volunteering. NCA has also reviewed its documentation to make it more inclusive. It has used the perspective of staff members from other faiths to revise organisational documents to emphasise the universal benefits of volunteering as well as the importance of volunteering to the Sikh faith.

Nationally, BAME communities are significantly under-represented in volunteering; NCA provides a culturally sensitive environment for volunteers from many cultures to feel safe and welcomed.

NCA has also been successful in increasing the number of younger volunteers through the development of volunteer roles in media and marketing and through its recent Sikh Migration Project. NCA is exceptional at including individuals in volunteering who are particularly marginalised members of the community either because of their lack of English language or because of their vulnerabilities and difficult personal circumstances.

It was noted that the equal opportunities monitoring form which is a part of the volunteer application form currently collects data on ethnicity, faith and disability. It is suggested that the equality strands of age and gender are also included. If diversity monitoring data is reviewed regularly it will enable NCA to communicate its increasing diversity impact and help NCA understand which initiatives may be helping to increase diversity across protected characteristics.

NCA promotes its volunteering opportunities through building notice boards, its website, a range of promotional material and through the national Do.it website. Images of the volunteers involved with NCA are shared through social media in order to promote the diversity of volunteers involved within NCA.

INDICATOR 4

The organisation develops appropriate roles for volunteers in line with its aims and objectives, which are of value to the volunteers.

There are a variety of volunteer roles on offer which provide varying degrees of commitment. Learning and development and wellbeing volunteers are required to complete mandatory training whereas volunteers who help at conference and events are able to volunteer on more of an ad hoc basis. All volunteers interviewed described how NCA had taken a flexible approach, according to their needs. Several female volunteers commented positively on how they had been able to



attend as volunteers alongside their families.

A role description is in place for each broad category of role: Centre support, media, wellbeing, learning and development and for specific project areas. Each role description sets out the timings, commitment, duties, skills, benefits for the volunteer and gives prospective volunteers sufficient information to understand what they may be required to undertake.

Evidence from interviews shows that on many occasions volunteers grow their roles based on their experience and capability or based on areas they wish to be involved in and learn about. Many of the volunteers interviewed had tried out different roles or are occupying multiple roles. Volunteers interviewed described how their IT expertise had been used for website design or their experience in lighting for a local authority to provide help with lighting the Nishkam building and its car parks and reducing energy bills for NCA. An experienced volunteer described how volunteers develop "Volunteering enables you to grow. You work on little projects and then move onto bigger projects. I always say to new volunteers come and hang around and see how you feel, observe and then let us know what you would like to do. We are aware not to pile on responsibility".

Individuals' aspirations for volunteering are discussed at the initial interview stage and regular reviews take place to identify how the individual would like to progress their volunteering.

Many volunteers have progressed into employment at NCA and the organisation has developed an apprentice role in order to help with the transition from volunteering into paid employment. As one volunteer said "Most of my life I have felt useless. This has been a life changing experience for my life and for my daughters...The apprenticeship means I am moving on in life. They saw the potential for me and the opportunity for me to make a better life and become part of the Nishkam family".

INDICATOR 5

The organisation is committed to ensuring that, as far as possible, volunteers are protected from physical, financial and emotional harm arising from volunteering.

Risk assessments are in place for NCA service areas, and if there are any specific risks associated with a volunteer role, a risk assessment is completed. Risk assessments were viewed for fire risk, moving furniture, reception, general cleaning, the wellbeing centre and NCA offices.

The induction process includes health and safety responsibilities and protocols, evacuation procedures and first aid provision. Volunteers are included within NCA's insurance and the majority of volunteers were aware of this.

Volunteers were also aware of the opportunity to claim travel expenses and the cost of any necessary protective equipment as part of their volunteering; this is also included as part of volunteer induction and delineated in the volunteering policy. An expenses claim form is in place.

All volunteers interviewed felt extremely well protected in their roles. Comments from volunteers included "I've never had any issues. Physically there's a very good set up. There is security 24 hours a day which is very visible. There are always a lot of people in the centre as there are external groups and school groups visiting every



day of the year. Emotionally, I've had no issues but volunteers are informed that they can access the Nishkam Health Centre or Nishkam Chaplaincy on a one to one basis from 8 to 10 or arrange an appointment out of hours" and "I have never felt threatened on reception. There is an alarm but there are usually people around. We have the number of the head of security on speed dial and there is zero tolerance - no unacceptable behaviour". Lone working is generally discouraged, there is a rule that no females should sit alone on reception after 7pm and there is zero tolerance of rude or aggressive behaviour towards volunteers and staff from members of the public. A volunteer provided an example of a regular user of the building who had been aggressive to a volunteer and the way in which a member of staff had handled the situation diplomatically and effectively. Other volunteers referred to any manual handling for events, being shared by multiple people and staff being mindful of volunteers not taking on too much responsibility and taking breaks from stints in the office and at computers.

All volunteer data is kept securely and only shared with necessary people who are involved in the process of recruiting and managing volunteers. NCA have updated volunteer documentation and procedures in line with GDPR regulations.

INDICATOR 6

The organisation is committed to using fair, efficient and consistent recruitment procedures for all potential volunteers.

A volunteer application process flow chart is in place which gives an overview of the recruitment process and this process is also outlined on the NCA website and at reception. The volunteer charter which outlines what volunteers can expect is also on the NCA website.

A volunteer application form asks for fundamental information for matching volunteers to opportunities and two references are requested. Volunteers are asked to explain why they want to volunteer and what they would like to get out of the experience and this is explored further at the interview stage. All people who interview volunteers are briefed and trained on the interview process and offered advice on the consistency of scoring. The recruitment process is relatively formal and several volunteers said it was similar to a job application process. Volunteers interviewed were positive about the process, for example, "the recruitment process was very well done - the application form, interview and induction. At the interview they ask you questions according to the role and they suggested suitable dates" and "Recruitment was very smoothly run and well organised. It was very formal - fill in the form, have an interview and they picked up my references".

If a volunteer is unsuccessful with their application they are emailed and with their permission their application can be shared with other local organisations which NCA has local agreements with.

The volunteer role description and initial interview provide an insight into the role. There isn't usually a taster session for volunteering but when a volunteer starts in role, there is an understanding that it is an opportunity for the volunteer to try out the role for its suitability, and flexibility about changing role, if the role is not right for the individual.

There is a section on the application form for prospective volunteers to declare any



previous convictions. Any convictions which are declared are dealt with on a one to one basis by the contract manager and centre director. DBS checks are only required for relevant roles. One volunteer described how the purpose of DBS checking and the fact that any declaration wouldn't prevent a person from volunteering checking was explained so clearly it reassured them about the process.

INDICATOR 7

Clear procedures are put into action for introducing new volunteers to their role, the organisation, its work, policies, practices and relevant personnel.

An induction checklist is in place for the generic induction, and there is a specific induction relating to the role and service area. For example, training courses and online training needs to be completed by Information, Advice and Guidance (IAG) volunteers. Generic induction includes an introduction to the organisation, building, the volunteer role, policies and procedures and the support system.

Volunteers provided positive feedback about the induction process and particularly appreciated the opportunity to work shadow and observe before taking on the role completely. Comments about induction included: "I did my induction in a group session and then I was watching and observing and shown the rooms I would be in. It made me feel confident - I can say that with all my heart", "I was shown how to work on the website on the PC system. I was confident that I could work on it and use the work development skills from my degree. I also gained experience on Word Press" and "The standard induction includes fire exits, facilities you can use, contact details, introduction to the role and what is expected and the person to contact if you need help". A conference and event volunteer described the event briefings that you receive when you are working as part of a team for an event. The volunteer coordinator reviews volunteers' progress on a 6-8 weekly basis but there are opportunities before then for volunteers to flag issues with the person who supervises them on a daily basis or with the volunteer coordinator or other members of staff.

The boundaries of the volunteer role are discussed at initial interview and during induction. Volunteers interviewed were clear about the remit of their roles and understood when and where to signpost queries which staff members needed to address such as safeguarding issues being divulged. Reference was made to how massage volunteers are trained about handling the disclosure of personal information by vulnerable clients.

The volunteer handbook and volunteer charter both include the mutual expectations for volunteering at NCA - rights and responsibilities, and these documents are available in the volunteer office and at reception. Volunteers are also told at induction about the process for making a complaint and are given a copy of the complaints procedure. The majority of volunteers interviewed were confident about the process they would follow if they did have a complaint.

INDICATOR 8

The organisation takes account of the varying support and supervision needs of volunteers.

The nature of the support and supervision available to Nishkam volunteers is explained as part of the induction process and outlined in the Volunteer Handbook and Volunteering policy. Volunteers are assigned a mentor and have one to one reviews on a regular basis to discuss and identify any additional support required. Volunteers rated the support they receive extremely highly with a significant number of superlatives being used. Feedback included "they are listening people with love, making us welcome and confident. They are supporting us a lot in every situation", "They do care the best that they can. If there are problems- you are given advice and there is friendship. We work to better each other - work together" and "You can come and talk in confidence and there is a general support mechanism. It's a kind and loving atmosphere". Volunteers described how they had been supported around their personal circumstances or if they had been going through particularly difficult times, for example "they go above and beyond. The support is to do with work and with our personal life. I have been supported around my contact with schools and court hearings...They have so much work but they still have a chat with you". Volunteers appreciate the strong support network from staff and also the peer support that volunteers have around them. One volunteer said "Support is available 24 hours a day through the network of friends I have made over the years. If I needed anything in the middle of the night I could get help. The network around us is very strong...it's the network of trust you have with volunteers that makes it work. The trust leads to a lot of faith with one another".

All volunteers interviewed were confident that they could refuse unrealistic demands.

Volunteers affirmed that they are encouraged to provide feedback about their volunteering experience on a day to day basis and in one to one reviews. Volunteers provided examples of how they had made suggestions and these had been acted upon, such as a reception checklist to check that everything is in working order and increased sessions for 'English My Way'. They also described how receptive and open-minded members of staff are to suggestions and constructive challenges. A volunteer commented "If you ask for something - most likely it will be done and if not they will tell you why". Suggestion boxes placed in the Nishkam building are used to capture anonymous feedback. It is commonplace after each project or event for there to be a formal or informal debrief. As one volunteer said "the feedback process is part of the system. We've just had a big event and we're gathering feedback for the next event which allows us to improve".

Volunteers interviewed feel that they are kept very well informed and updated either through one to one contact with their mentors, by the volunteer coordinator, or via email.

INDICATOR 9

The whole organisation is aware of the need to give volunteers recognition.

The trustee board members recognise volunteers formally through the Annual



Report and ensure that volunteering is an integral part of the strategic plan. Staff members acknowledge volunteers in funding reports and where possible volunteers are formally thanked and receive certificates. Celebration events are held across the organisation and in specific services which include volunteers, food and photo opportunities. Regular coffee mornings are held for volunteers to meet with one another on an informal basis. Case studies of volunteers have been written and articles included in the GNNSY newsletter. One of the volunteers who looks after the Nishkam garden was celebrated by 'Britain in Bloom'.

Volunteers appreciate the daily thanks they receive. Volunteers' comments included "a thank you goes a long way", "I am very valued and very respected for the work I do", "You are given thanks when tasks are completed and you are told well done if you have done something well" and "We are always mentioned by the top people and told that Nishkam wouldn't be here without us".

Reviews and suggestion boxes provide a mechanism for volunteers to provide feedback; volunteers describe how they are as much part of the team as paid members of staff and as such have an influence on organisational changes. Volunteers are able to join groups such as the IAG steering group where they can give suggestions about service improvements.

Volunteers provided examples of training and learning opportunities that they have accessed while volunteering such as 'Safeguarding' 'First Aid' 'Gym training'; they are informed about spaces on training course via e-mail. Volunteer training records are kept which can be accessed by volunteers when they leave as a record of their personal development. Volunteers also emphasise the continual learning process derived from volunteering and learning from peers. One volunteer described an ongoing project to organise a trip to India and Pakistan "We have a very good senior team and often the training is informal. With the trip to India and Pakistan, there is a finance element and I was able to sit with the finance team and understand the financial process and best practice guidelines. Key areas of learning highlighted by volunteers were project management, building relationships and improved understanding of using the strengths of people, team working, IT knowledge, and customer service. Many volunteers described their increased confidence, wellbeing, and spiritual learning, for example, "When I arrived I couldn't speak one word of English and now I have gained confidence and I have lots of spiritual knowledge - in forgiveness and respect" and "Everybody is on the same pathway. The end goal is the same - bringing out the best in you with like-minded people...you learn about being a good human and it enlightens you about your purpose in life".

An exit feedback form is in place and volunteers leaving the organisation are encouraged to openly share their views. Whilst there is a transient element of volunteers who move onto other opportunities and paid work, there are very good retention rates for volunteers and very high levels of satisfaction with their volunteering experience.

SUGGESTIONS FOR DEVELOPMENT

Summary of suggestions for development

3.5 It was noted that the equal opportunities monitoring form which comprises part of the volunteer application form currently collects data on ethnicity, faith and disability. It is suggested that the equality strands of age and gender are also included. If diversity monitoring data is reviewed regularly it will enable NCA to communicate its increasing diversity impact and help NCA understand which initiatives may be helping to increase diversity across the protected characteristics.

CONDITIONS (IF APPLICABLE)

Summary of how conditions were met:

OR

Summary of why organisation has not met the standard: