



Volunteer Ireland Quality Standards: Framework for Volunteer Centres

Core Principle I: Offer a volunteer support service to the public

Standard 1:

The VC will provide information, support and brokerage to volunteers in a timely and appropriate manner along with an effective and efficient follow-up service.

Indicator	Practice
1.1 Red There will be at least one member of staff whose principle role is to provide information, support and brokerage to volunteers.	- Member of staff whose title or principal role is supporting, referring and placing volunteers
1.2 Red A member of staff will be available to provide face-to-face meetings with potential volunteers.	- VC is open during times that can accommodate volunteers to meet face-to-face - Volunteers are offered a face-to-face meeting and/or encouraged to visit the VC where the volunteer would benefit from extra one-to-one support - VC provides opportunities to meet face-to-face with volunteers where meetings are not possible at the VC
1.3 Red The VC will have policies and procedures in place for how the VC works with volunteers that engage with its service.	- Policy and procedures in place describing how the VC works with volunteers i.e., responds to, follows up with, assesses and progresses volunteers registering by phone, email or in person; and includes procedures for how it deals with an unsuccessful volunteer placement
1.4 Red The VC will ensure volunteers are aware of the concepts, principles and expectations relevant to volunteering.	- Definition of volunteering on file - as per <i>The White Paper Supporting Voluntary Activity (2000)</i> - The VC explains what volunteering is and the concepts and expectations of volunteering including in publicity materials, face-to-face meetings and when delivering the nationally developed and agreed "Volunteer Information Workshop" - Policy and procedures for working with volunteers outline the information given to volunteers on this topic

1.5 Red	<p>The VC will have a system for responding to, following up with and assessing the progress of volunteers within agreed timeframes.</p>	<ul style="list-style-type: none"> - Policy and procedures for working with volunteers/ and VIOs in place outlining timeframes for and how and when volunteers will be contacted, followed up with, assessed and progressed - Automatic electronic responses used to ensure online registrations receive a timely response - Follow up tasks used to ensure timely follow ups - Sufficient notes kept, in agreed database, on contact made with volunteers to ensure continuity and clarity in dealing with each individual - Volunteer status, placements and placement hours are consistently and accurately recorded in agreed database in line with currently agreed practices
1.6 Red	<p>The VC will use the agreed national database to record contact with service users.</p>	<ul style="list-style-type: none"> - VC uses the agreed national database to record contact with volunteers - Policy and procedures for working with volunteers and VIOs in place with procedures for recording contact
1.7 Blue	<p>The VC sets annual targets for volunteers registering with and progressing within its service.</p>	<ul style="list-style-type: none"> - VC sets volunteer registration targets - VC sets targets based on numbers from previous years and other relevant factors - VC sets targets for numbers or percentages of volunteers to be progressed e.g. referred to organisation, placement etc. - VC records number of repeat volunteer callers it works with
1.8 Blue	<p>The VC will ensure suggested volunteer opportunities are freely chosen.</p>	<ul style="list-style-type: none"> - Volunteers freely choose their own volunteer opportunities with appropriate information from the VC - Volunteers are provided with, where possible, at least 3 volunteering opportunities

STANDARD 2

The VC will maintain and provide a comprehensive and current web-based database of volunteers, VIOs and volunteer opportunities.

Indicator	Practice
2.1 Red The VC will use and provide the agreed national database, volunteer opportunity web search system and registration forms to make information and registration readily available to volunteers.	<ul style="list-style-type: none">- Agreed current national database used by VC- Agreed current national web registration forms, for volunteers, VIOs and volunteer opportunities, are in use by VC and are available on VC website- Agreed national volunteer opportunity search system in use by VC and available on VC website
2.2 Red The VC will have policies and procedures in place to ensure information on volunteers and VIOs is gathered and recorded accurately and consistently.	<ul style="list-style-type: none">- Policy and procedures for working with volunteers and VIOs include how information will be gathered and recorded via the national database- Staff members are familiar with these policies and procedures- Data protection policy in place- Data checking and cleansing procedure in place
2.3 Red An appropriate number and diverse range of volunteer opportunities will be registered and made available to the public relevant to the VCs geographic remit.	<ul style="list-style-type: none">- Diverse number and range of opportunities registered with the VC- VC actively analyses the number, diversity and range of its volunteer opportunities and targets geographic areas, categories etc that have insufficient opportunities e.g. group, professional skills or corporate opportunities- Targets set and maintained or increased for new volunteer opportunities registered annually- How the VC will maintain and increase its targets is included in the workplan or the marketing and outreach plan- Information on volunteer opportunities is available via the agreed national web-based database and where reasonable are made available in hard copy- VC registers local and national volunteer opportunities where relevant to its geographic remit
2.4 Red The VC will ensure the database is utilised and populated in the agreed manner and according to data protection legislation.	<ul style="list-style-type: none">- VC will ensure data gathered contributes to an overall picture of volunteering as it occurs through VCs- The VC will ensure that procedures for use of the database are documented in the policy and procedures for working with volunteers and VIOs- Copies of the VI handbook for the agreed national database provided to all staff- Data checking and cleansing procedure in place- All mass emails sent by the VC should contain an option to opt out from receiving future emails

2.5 Red	The VC will ensure staff receive the approved VI/network database training.	<ul style="list-style-type: none"> - All new staff attend database training (when offered) by VI system administrator or other individual designated by VI - Staff attend retraining as offered - Staff is kept informed by manager of all new additions to database
2.6 Red	The national database will be protected, by limiting data entry access to designated people.	<ul style="list-style-type: none"> - Licensed users do not allow others to login to database using their login - Where additional licenses are required the VC looks at using a group log-in system (e.g. placement@volunteerie) - The database will be secured through use of passwords - Staff do not disclose password to others (except the VC manager) - VI informed immediately when staff member leaves so login can be deactivated
2.7 Blue	The VC will contribute to the on-going development and maintenance of the database.	<ul style="list-style-type: none"> - Regular feedback, including ideas and enhancements to database, provided to the Salesforce Regional Champion working group via agreed channels i.e. Salesforce Regional Champion or Salesforce Ideas section) - VC staff complete surveys/ questionnaires issued by Salesforce Regional Champion working group in relation to database

STANDARD 3

The VC will ensure that the service it provides to volunteers is accessible and non-discriminatory.

Indicator	Practice
3.1 Red	<p>The VC will be available for individuals to contact in a variety of ways.</p> <ul style="list-style-type: none"> - VC is available to contact virtually, by telephone and in person - The VC has a website - The VC maintains telephone line(s) with answering machine indicating the times of opening and closure - Staff are available to meet face-to-face with volunteers at the VC or via outreach - VC is staffed at the times advertised

3.2 Red	<p>The VC will ensure its services are accessible, non-discriminatory, non-judgmental and support equal opportunities.</p>	<ul style="list-style-type: none"> - Policies and procedures for working with volunteers and VIOs contain information on using non-judgmental and non-discriminatory language - Staff trained on relevant legislation - Equal opportunities, complaints, data protection and data access policies in place - VC communicates clearly to all volunteers at all times and uses jargon-free language - Opportunities include sufficient information to enable volunteers to make an informed choice - The physical location of the VC and its services are accessible and office is well signposted - Where the VC is not fully accessible it has written alternatives for how it will meet with and engage with people with access needs - Volunteer registration forms include question about access and support needs
3.3 Red	<p>Opportunities registered with the VC will be within VIOs that are not-for-profit and support diversity and equal opportunities.</p>	<ul style="list-style-type: none"> - Equal Opportunities Policy in place - Type of organisation recorded in database i.e. registered charity, non-profit without charity number etc. - Aims of registered VIOs kept on database - Policy and procedures for working with VIOs include what it means to support diversity and equal opportunities and this is explained at meetings with VIOs - Policy and procedures for working with VIOs includes how VC will manage VIOs that do not adhere to equal opportunity and diversity - VC can give examples of when VIOs do not support equal opportunity and how they would deal with this in a real life situation
3.4 Blue	<p>The VC will support and work with clients with support needs.</p>	<p>VC actively looks to engage volunteers with support needs</p> <ul style="list-style-type: none"> - VC actively encourages volunteers to identify any support needs - VC actively encourages VIOs to involve volunteers with support needs - Communications materials are clear and legible with large fonts - Clients with literacy difficulties are supported when completing forms - Web site is compliant with disability codes - VC services are accessible

Core Principle II: Offer a support service to VIOs

STANDARD 4

The VC will provide information and support to VIOs as well as supporting them to develop opportunities that meet their needs and the needs of volunteers.

Indicator	Practice
<p>4.1 Red</p> <p>The VC will have defined guidelines and procedures in place regarding how it works with VIOs.</p>	<ul style="list-style-type: none"> - Up-to-date policies and procedures for working with VIOs are in place and are reviewed regularly - Staff familiar with all policies and procedures relating to VC engagement with VIOs
<p>4.2 Red</p> <p>The VC will register and support an appropriate number and diversity of VIOs within its geographic remit.</p>	<ul style="list-style-type: none"> - New VIO registration targets set annually - How the VC will maintain and increase its targets is included in the workplan or the marketing and outreach plan - VC proactively networks within its geographic area - VC holds public events and outreaches to increase awareness of its services in multiple areas within its geographic remit - Where possible, the VC maintains outreach offices or clinics in different areas within its geographic remit - The VC maintains links with local media sources to increase its reach - VC is aware of the number of VIOs within its geographic remit and makes efforts to connect with and register these VIOs
<p>4.3 Red</p> <p>The VC will support VIOs to develop a variety of volunteer opportunities that meet their needs and the needs of volunteers.</p>	<ul style="list-style-type: none"> - Diversity of volunteer opportunities on offer - VC identifies gaps in volunteer opportunity categories and interests and works with VIOs to develop opportunities to fill these gaps - VC works with VIOs to develop opportunities to meet the needs and skills of specific groups and individuals e.g. corporates, those with professional skills or special support needs - Meetings with VIOs recorded in agreed database

4.4 Red	The VC will ensure the information it provides on volunteer opportunities is sufficient, relevant, accurate and up-to-date.	<ul style="list-style-type: none"> - Policy and procedures for working with VIOs are in place and support VIOs to develop well developed volunteer roles - VC checks all opportunities are accurate and have sufficient and relevant information before activating for public viewing and to enable volunteers to make an informed choice - Regular data checking/cleansing procedure in place to ensure volunteer opportunities are current and accurate
4.5 Blue	The VC will ensure that timely, consistent advice is provided to organisations seeking information from the VC.	<ul style="list-style-type: none"> - Policy and procedures for working with VIOs contain timeframes for dealing with requests along with guidelines for staff on information to be provided to VIOs - Database is utilised to maintain clear record of timely contact with registered VIOs - Information provided will be based on best practice
4.6 Blue	The VC will work with VIOs to increase their volunteering knowledge base and support them in the development and implementation of best practice in volunteer involvement.	<ul style="list-style-type: none"> - Guidelines in place explaining how the VC works with and what its expectations are of VIOs - VC will assess the need to meet with each VIO - VC assists VIOs in development of their own volunteer policies and procedures - National and local best practice guides/ templates are given to VIOs - VC records contacts and meetings with VIOs in agreed national database

STANDARD 5

The VC will promote best practice in volunteer engagement and provide training opportunities in volunteer management.

Indicator	Practice
5.1 Red	<p>The VC delivers the approved VI national volunteer management training programme a minimum of once a year.</p> <ul style="list-style-type: none"> - At least one member of staff, and where possible two, are trained to deliver the approved Volunteer Management Training programme - Training is delivered as a single 4-module programme - VC delivers the most up to date version of the training - Where need and demand exist the VC should aim to hold the VMT more than once per year

5.2 Red	The VC will participate in the VI Volunteer Management Training Quality Assurance programme.	<ul style="list-style-type: none"> - VC ensures that all VMT modules and all other trainings offered are evaluated by each training participant - Copy of requested evaluation forms (for all national training programmes) submitted to VI - Annual volunteer management survey emailed to all VIOs registered with VC and other relevant contacts - VC will accommodate an evaluation of its trainers by VI upon request
5.3 Blue	The VC trainers will attend and participate in the national Trainer's Forum.	<ul style="list-style-type: none"> - Each VC trainer will attend at least one national training forum annually
5.4 Blue	The VC promotes the approved national volunteer management training to its registered VIOs and the wider community and voluntary sector.	<ul style="list-style-type: none"> - VMT promoted via VC website, mass emails, e-newsletters, and other publicity materials - Policy and procedures for working with VIOs include that VC staff will encourage VIOs to attend VMT during meetings or phone calls with VIOs - Recognition on VC website and other promotional materials that the training is part of the national VMT programme
5.5 Blue	The VC will organise and deliver other training and events to promote best practice in volunteer involvement.	<ul style="list-style-type: none"> - Offers the national VMT feeder module "An introduction to Involving Volunteers' and other trainings as they are developed nationally and returns evaluations to VI for all trainings offered - Offers bespoke training or seminars in best practice in volunteer management to local VIOs - Organises a Volunteer Managers Forum once a year or more were appropriate - Organise volunteer fairs, expos or similar events - Trainings and events must be relevant to volunteering and the work of a VC
5.6 Blue	The VC will be actively informed and aware of current best practice in volunteer engagement and management.	<ul style="list-style-type: none"> - Volunteers and or interns and Government scheme workers e.g. CE, FAS, TUS, Job Bridge are involved in the work of the VC in order to gain first hand experience in best practice in volunteer engagement management. - The VC staff will attend the VI National Conference on best practice in volunteer management - The VC staff will aim to attend other seminars and workshops on best practice in volunteer management.

STANDARD 6*VCs will provide a Garda Vetting service to VIOs.*

Indicator	Practice
6.1 Red The VC will provide a Garda Vetting service to VIOs that do not have access to Garda Vetting by other means.	<ul style="list-style-type: none">- A staff member in the VC or local parent company is trained to be an Authorised Signatory- The VC provides the G.V. service to those VIOs that do not have access to their own Authorised Signatory- VIOs with more than 200 applicants per year (or as per relevant legislation) should be encouraged to seek their own Authorised Signatory- VC adheres to current best practice and/or legislation in G.V.
6.2 Red The VC Garda Vetting Service will exercise best practice principles of data management.	<ul style="list-style-type: none">- Garda Vetting Pack for VIOs developed in line with network guidelines- Data protection and access request policy in place- Data Access request policy in place- Forms stored in locked cabinet- Forms destroyed after set period- VC Authorised Signatory connects with the VC network G.V. representative to ensure adherence with best practice guidelines in G.V.
6.3 Blue The VC will seek to inform VIOs of the Garda Vetting Service and encourage them to utilise it.	<ul style="list-style-type: none">- G.V. service advertised on VC website, literature, meetings and trainings- VC recruits new VIOs to avail of the service on an annual basis- Individual information sessions (face-to-face or by phone) given to VIOs when first availing of or inquiring about VC services- Where providing group training on G.V. the VC will use the national Garda vetting training workshop- VC uses agreed VI/network G.V. information sheet to explain G.V. service to VIOs

CORE PRINCIPLE III: MARKETING AND PROMOTION OF VOLUNTEERING

STANDARD 7

The VC will inspire, motivate and stimulate interest in volunteering.

Indicator	Practice
<p>7.1 Red</p> <p>The VC will publicise a diverse range of current volunteering opportunities in order to attract a variety of people to the service.</p>	<ul style="list-style-type: none"> - VC maintains current database of volunteering opportunities - Diversity of opportunities are available and promoted via website, hard copy, social media, email and e-newsletters - Diversity of opportunities made available in local venues (e.g. libraries, Council offices, Citizen Information VCs, surgery offices etc.) - Policy and procedures for working with VIOs encourage and support VIOs to develop a diversity of well developed volunteer roles
<p>7.2 Red</p> <p>The VC will have its own website that is informative, user-friendly, current and accessible.</p>	<ul style="list-style-type: none"> - VC maintains an accessible, current, user-friendly and informative website including: opening hours, contact details, links to other VCs and VI, agreed national volunteer opportunity search function and all agreed national registration forms - VC has direct access to update its own website
<p>7.3 Blue</p> <p>The VC will make appropriate use of the latest technology to promote its work.</p>	<ul style="list-style-type: none"> - VC will use a variety of up-to-date technologies including but not limited to: social media, group texting, phone apps, mass emails, vertical response, automatic recording of volunteer email replies in agreed database - VC uses other appropriate technologies as they emerge
<p>7.4 Blue</p> <p>The VC and its services will be promoted across all sectors of the community.</p>	<ul style="list-style-type: none"> - Variety of VIOs registered with VC (with respect to size, mission etc.) that reflect the local situation e.g. urban, rural, advantaged and disadvantaged - Website and publicity materials are made available in more than one language where relevant to the local community - VC distributes publicity material externally - The VC promotes its service to a diverse range of groups within society

7.5 Blue	The VC will have a variety of publicity materials relating to volunteering.	<ul style="list-style-type: none"> - The VC will have a brochure/leaflet specific to its own VC, outlining the services it offers to volunteers and VIOs, and highlighting its connection to VI and the network of VCs - Collectively produced Step-by-Step and Best Practice guides and templates are made available to volunteers and VIOs - Where relevant to the local context promotional materials are available in other languages
7.6 Blue	The VC will promote a variety of positive messages about the benefits, diverse nature, potential and possibilities of volunteering.	<ul style="list-style-type: none"> - The VC will identify and actively work to dismantle the barriers to volunteering - VC undertakes targeted publicity campaigns - VC publicises positive inspiration stories via internal and external media - VC collect and disseminate volunteering case studies via VC website and local media.

STANDARD 8

The VC will position itself in its local community as an expert on volunteering.

Indicator	Practice
8.1 Red	<ul style="list-style-type: none"> - VC is familiar with the local area - VC has relationships with key local stakeholders and is familiar with their plans surrounding volunteering - VC uses its own and other data to decipher local trends - VC is aware of and disseminates information about volunteering trends locally via events and media and in collaboration with stakeholders
8.2 Red	<ul style="list-style-type: none"> - VC maintains regular communication with stakeholders e.g. local development companies, county councils, corporates, education sector etc. - VC sits on relevant local committees - VC seeks invitation to events locally to promote its services and best practice in volunteer involvement - VC has an up-to-date list of stakeholders

8.3 Red	The VC will promote volunteering and the VC services to the public	<ul style="list-style-type: none"> - VC will organise and/or participate in information events, outreaches e.g local libraries and jobs clubs - VC undertakes targeted publicity campaigns - VC publicises positive inspiration stories and case studies via internal and external media - VC ensures it is accessible as a source of information on volunteering and promotes its services regarding the development of volunteering opportunities and referral/placement of volunteers - VC makes regular comment to local media
8.4 Blue	The VC will develop and implement an outreach and marketing plan or strategy.	<ul style="list-style-type: none"> - The VC has a clear marketing plan or strategy in place outlining how it will promote its service within its entire geographic remit - VC marks important events e.g. International Volunteer Day - VC actively seeks to partner with other VCs and stakeholders on their outreach and marketing plans

STANDARD 9

The network of VCs, in partnership with VI, will work to develop the national volunteering infrastructure.

Indicator	Practice
9.1 Red	<p>The VC will be recognised as part of a national programme of volunteering through the use of the agreed national and local logos.</p> <ul style="list-style-type: none"> - The VC will adhere to the agreed national policy and guidelines regarding the use of the national and local logos including use of correct logo colours, dimensions etc. - Agreed logos will be used at all times and in all circumstances - Department logo included on website and all major VC & publicity materials e.g. annual report
9.2 Red	<p>The VC will work independently, collectively and in collaboration with VI to promote and raise awareness of volunteering.</p> <ul style="list-style-type: none"> - VC participates at network level - VC actively engages with national projects such as NVW, VI Awards, National Conference, Inspiration Days and other national projects as they are developed - VC flags opportunities for collaboration to other VCs, VC networks and/or VI

9.3 Blue	<p>The VC will promote itself as an element of the national volunteering infrastructure and, where and when appropriate, describe that national infrastructure.</p>	<ul style="list-style-type: none"> - VC makes clear its affiliation to VI and the national network of VCs in all publicity material, its website and in media correspondence - VC acknowledges VI and www.volunteer.ie and includes the VI logo on its website and other major VC & publicity materials to help increase brand awareness - VC staff induction includes an overview of the structure and work of VI and the network of VCs -Department logo and recognition appears on website and other major VC and publicity materials
9.4 Blue	<p>The VC will work independently, collectively and in collaboration with VI to develop the volunteering infrastructure nationally, regionally and locally.</p>	<ul style="list-style-type: none"> - VC meets regularly with VI and/or regional VI network - Participation at national, regional and local level - VC utilises regional email links - Where necessary VC contributes to sub- and/or regional plans
9.5 Blue	<p>The VC staff participates in national working groups, committees etc.</p>	<ul style="list-style-type: none"> - VC staff participate in national working groups, committees, sub-committees etc. to develop new materials, programmes etc.

CORE PRINCIPLE IV: ENSURE GOOD PRACTICE AND GOOD GOVERNANCE WITHIN THE VC

STANDARD 10:

The VC will ensure effective and efficient management and governance of the VC that is compliant with current best practice and up-to-date with legal requirements.

Indicator	Practice
<p>10.1 Red</p> <p>The VC will have an effective management committee (MC) or board of directors (BoD).</p>	<ul style="list-style-type: none"> - Written procedures exist for the MC/BoD and include: how the MC/BoD will be elected or selected; rotation of members; the need for a diversity of members in terms of: skills; geography; and representation of individuals, organisations and key partners - Meetings occur regularly (at least 4 per annum) - Meeting minutes are signed by chair and archived - A named MC/BOD is in place
<p>10.2 Red</p> <p>The VC will have a clearly defined structure for its effective and responsive management.</p>	<ul style="list-style-type: none"> - The VC has a clear and identifiable staffing structure in place - There is a named manager/coordinator who is responsible for the day-to-day management of the VC - There is a clearly defined method by which the manager and staff can feed back to the MC/BoD and all staff members are familiar with this method
<p>10.3 Red</p> <p>Staff and Management Committee or Board of Directors has clearly defined roles and responsibilities.</p>	<ul style="list-style-type: none"> - All staff and MC/BoD are issued with a written job or role description clearly outlining their roles and responsibilities - Staff have the appropriate employment contract in place - All staff and MC/BoD should be familiar with their job/role description and their roles and responsibilities
<p>10.4 Red</p> <p>The VC will have all required policies and procedures in place to ensure compliance with all legal and statutory requirements.</p>	<ul style="list-style-type: none"> - VC will hold confidential personal records for each staff member and volunteer and include emergency telephone numbers, next of kin and any other information the VC may need to know in the event of an emergency, illness or an accident - Confidential records will be kept in a secure place - All staff will have the right to consult their own records and be aware of this <p>*See Appendix A for list of policies that should be in place to support this Indicator</p>

STANDARD 11:

The VC will provide its staff and volunteers with sufficient orientation and training to meet the skill requirements necessary to provide an effective service.

Indicator		Practice
11.1 Red	The VC will have a staff handbook in place.	<ul style="list-style-type: none"> - During orientation all staff will be familiarised with the contents of the staff handbook - All staff will have their own copy of the staff handbook or easy access to a copy. - The staff handbook is reviewed and updated regularly
11.2 Red	The VC will have a volunteer policy in place.	<ul style="list-style-type: none"> - During orientation all volunteers will be familiarised with the contents of the volunteer policy - All staff will have their own copy of the staff handbook or easy access to a copy - The staff handbook is reviewed and updated regularly
11.3 Blue	The VC will provide internal and external training and education to ensure staff is adequately skilled for their roles.	<ul style="list-style-type: none"> - VC identifies staff training needs on at least an annual basis - VC provides internal training to staff on its systems, practices, policies and procedures - Where possible the VC allocates a training budget - VC staff are trained on the structure and work of VI and the network of VCs - VC staff attends national/regional training offered by VI and the network on Salesforce and other relevant areas of training as offered
11.4 Blue	The VC will allocate resources and adequate budget to provide training to the Management Committee or Board of Directors to ensure they effectively fulfill their duties.	<ul style="list-style-type: none"> - The VC will have a Director's handbook in place - The members of the MC or BoD will be encouraged to attend training in good governance via the Wheel, the Carmichael VC or other equivalent local or national organisations
11.5 Blue	Staff will keep themselves informed and up to date with all VC policies and procedures.	<ul style="list-style-type: none"> - Induction of staff includes familiarisation of all VC policies and procedures and where relevant VI/network policies and procedures - Relevant policies and procedures are reviewed at staff meetings and this is recorded e.g. latest date of review listed on policy

STANDARD 12:

The VC will have an efficient financial management system to meet the requirements of funders and auditors, and to safeguard use of public monies.

Indicator		Practice
12.1 Red	Sufficient resources will be allocated to ensure proper financial management and reporting.	<ul style="list-style-type: none"> - The VC will have clear and sufficient financial procedures in place - All monies received and expended will be documented and receipted - Accounts will be audited at year's end by an external auditor - The MC/BoD will have a finance sub-committee in place for non-standard expenditure - The VC manager or another appropriate person, as assigned by the MC/BoD, manages the daily accounting procedures of the VC - The VC will receive agreed monies as directed by funders
12.2 Red	Each year the Board will approve an annual budget.	<ul style="list-style-type: none"> - A detailed budget of all expected income & expenditure will be prepared and approved by the Board for the purpose of planning and sourcing funding - The annual budget will be prepared and approved within an agreed timeframe i.e. a period not extending 6 weeks from January 1st
12.3 Red	The Management Committee or Board of Director's will receive regular financial reporting.	<ul style="list-style-type: none"> - The MC/BoD will receive a financial report at all or the majority of its meetings - The Manager (or other designated finance person) will have access to bank statements and other relevant financial documentation

STANDARD 13:

The VC will work with VI, VCs and other stakeholders to develop, maintain and evaluate its services to meet best practice standards and to ensure effective outcomes for service users, staff and the wider community.

Indicator		Practice
13.1 Red	The VC will adhere to current conditions regarding affiliation to VI.	<ul style="list-style-type: none"> - Payment of fees - The management committee / board and all staff adheres to current conditions regarding affiliation to VI
13.2 Red	Best practice framework and standards will be monitored via this document i.e. the Quality Standards Framework	<ul style="list-style-type: none"> - VC works in line with the nationally agreed and recognised Quality Standards framework i.e. this document - VC will fully engage with, participate in and cooperate with the QS review process - VC will participate on the QS review committee - VC will fill out the QS framework workbook annually and as required by the review process - VC staff and MC/BoD will be sufficiently involved and engaged in the process of review and will be familiar with the QS framework
13.3 Red	The VC will have a workplan in place.	<ul style="list-style-type: none"> - A one-year workplan is in place outlining targets and actions - The workplan will outline service delivery objectives and strategies - Workplans will be monitored through evidence based performance indicators - The VC must use the agreed national workplan template - The staff and management will have input into the annual workplan
13.4 Red	Local VCs will attend and pro-actively participate in national, regional and other sub-structure meetings.	<ul style="list-style-type: none"> - VC staff attend, actively participate in and support national network meetings such as the VCMN and the POF - Apologies (with reasonable cause) are sent in advance if cannot attend - VC staff participate in line with the agreed terms of reference for the relevant group
13.5 Blue	The VC will have a strategic plan in place.	<ul style="list-style-type: none"> - Where necessary and appropriate the VC will have a strategic plan in place - The strategic plan is aligned with the annual workplan - The work of the VC is assessed against both the strategic plan and the workplan - The strategic plan is reviewed and updated at agreed set intervals - All staff and other stakeholders will be appropriately involved in the development of the plan
13.6 Blue	VCs will communicate with and respond to VI and other VCs in a timely, respectful and appropriate manner.	<ul style="list-style-type: none"> - VC staff communicate and respond to VI and other VCs in an appropriate and respectful manner - VC staff respond in a reasonable length of time to requests from other VI and other VCs

13.7 Blue	VCs will share and develop new and innovative programmes with VI and the network of VCs.	<ul style="list-style-type: none"> - VC shares new ideas, programmes etc. via network and POF meetings, knowledge sharing folders and email lists - VC participates in working groups - VC participates in new programmes or events as they are developed e.g. National Volunteering Week, corporate Inspiration Days etc.
13.8 Blue	Procedures will be in place to review and update the VC's core services.	<ul style="list-style-type: none"> - The VC will have a complaint's policy and procedure in place - The VC will survey volunteers and VIOs annually - The VC has a process in place for gathering and analysing complaints, survey responses and other review information and to improve the quality of its services based on the information gathered

The following abbreviations are used in the above document:

VI = Volunteer Ireland

VC = Volunteer Centre

RT = Review Team

VIO = Volunteer-involving organisation

MC/BoD = Management Committee/Board of Directors/Steering Committee

Department = Department of Environment, Community & Local Government