

NORTH OF TYNE VOLUNTEERING AREA OF EXCELLENCE

VOLUNTEER IMPACT ASSESSMENT

The Institute of Volunteering Research has developed a toolkit to help organisations measure and assess the impact of their involvement of volunteers. This digs deeper than simply counting the number of hours provided by volunteers and making a monetary calculation.

It looks at the impact of volunteering on:

- volunteers
- the organisation and its staff
- service users / beneficiaries
- the wider community

The toolkit classifies the major ways these groups can be affected by volunteering as:

- **‘Physical capital’** - referring to the concrete product or output, for example the number of training courses attended by volunteers or the number of hours provided by volunteers to the community centre.
- **‘Human capital’** - relating to the acquisition of skills and personal development.
- **‘Economic capital’** - describing the financial and economic effects that result from volunteering, for example putting a market value on the work done by volunteers.
- **‘Social capital’** - moving beyond concrete outputs and individual development to capture social impacts. It refers to creating a more cohesive community through building relationships, networks and bonds of trust between people. It is not an easy concept to measure, but a number of indicators can capture its essential features.

Resources are provided to support discussions with staff and service users about the impact volunteers have on the quality and quantity of the organisation’s activities.

Personal Development and Volunteering

Through a series of surveys, one to one meetings and focus groups organisations are able to measure their impact in terms of supporting volunteers to develop personal and social skills such as:

- teamwork
- leadership
- general health and well-being
- confidence in own abilities
- sense of self-esteem
- sense of making a useful contribution
- awareness of the impact that actions can have
- sense of motivation
- willingness to try new things



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Organisations are also able to assess the quality of their offer to volunteers in terms of meaningful roles, adequate support and supervision and recognition of achievements.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am satisfied with the awards/certificates I have received for my volunteering					
I feel my skills are well utilised					
I am aware of what is expected of me most of the time					
time I would like the volunteering to be better organised					
People value the contribution I make through volunteering					
I get sufficient recognition for the contribution I make through volunteering					