



The County Durham Kite Mark

Introduction

The County Durham Volunteering Kite Mark is designed to show that a volunteer involving organisation meets standards to overcome barriers which prevent or curtail volunteering. Standards are set out by the Centre for Volunteering and Social Enterprise, whose commitment to volunteering is underpinned by the County Durham Compact.

Volunteering England defines volunteering as: “an activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual. This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation.” We would add that it is important to remember that whilst a volunteer gives of their time freely, volunteering is not a cost free activity.

How is the Kite Mark Promoting Volunteering in County Durham?

The Kite Mark is a certificate awarded to organisations that can show how their volunteering programmes endeavour to overcome barriers to volunteering and recognises the value of recruiting and retaining volunteers.

Why should my organisation apply?

The Kite Mark is recognised by the County Durham Partnership and shows that an organisation manages a volunteering programme where volunteers receive a high quality, positive volunteering experience. It will also help volunteers to make informed choices about which organisation to apply to.

The application process:

Attached to this form is the application form. To apply for the certificate, complete the application form and request to be visited by an assessor who will be approved by the Centre for Volunteering and Social Enterprise. At the assessment visit you will be asked to provide some documented proof and/or evidence, some examples of which are on the following 'checklist'. Any assessment of an organisation will necessarily reflect the different circumstances in which it operates including funding, annual turnover, staffing levels and numbers of volunteers. The Kite Mark is valid for 3 years, after which a review will be arranged.

Who will be assessing the Kite Mark?

The Centre for volunteering and Social Enterprise will organise the assessment and following the recommendation of the assessor will make the award.



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CHECKLIST – below are examples of suggested evidence; organisations may have some or all of the evidence listed below or they may have other evidence that has been developed specifically for their organisation which is equally valid.

1. Volunteering is open to everyone and recruitment of volunteers is fair and accessible

- 1a Organisation's equal opportunity policy
- 1b Copy of volunteering role descriptions for each role
- 1c Volunteer person specification
- 1d Application form
- 1e Short description of recruitment process
- 1f Induction outline
- 1g Accessible information
- 1h Methods of promoting volunteering opportunities
- 1i Accessible volunteering opportunities

2. Organisations aim to deliver a positive volunteering experience

- 2a Written/Verbal Description of how your organisation aims to give volunteers a quality volunteering experience and how you show they are valued within the organisation
- 2b Recognition
- 2c Outline of training procedures and opportunities within the organisation and how this relates to the volunteering roles
- 2d Share good practice
- 2e Supporting the utilisation of a Volunteer Passport

3. Organisations have appropriate policies and apply good practice when managing volunteers

- 3a Organisation's health and safety policy
- 3b Organisation's confidentiality policy
- 3c Volunteer policy
- 3d Volunteer expenses policy



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4. Volunteers are supported and supervised within their role

- 4a Short description of organisational structure showing how volunteers are supported
- 4b Supervision records
- 4c Mentoring
- 4d Volunteer exit interviews
- 4e Opportunities for volunteers to influence planning and decision making

5. Insurance, health and safety, safeguarding and other legal requirements are met

- Copies of the relevant policies needed for the types of volunteering roles within the organisation
 - a. Insurance
 - b. HMRC guidance
 - c. DBS checks
 - d. Safeguarding

6. Consultation with the organisation's volunteers.

- Informal chat with current volunteers using a questionnaire
 - a. Attendance at volunteer meeting
 - b. One to one informal chat with volunteers
 - c. Use of a questionnaire to gain volunteers views

Please see below for the Application form which can be completed and returned by email as an attachment to abby.thompson@durhamcommunityaction.org.uk or you may return it by post to:

Durham Community Action, 8, St. Stephen's Court, Low Willington, Crook, DL15 0BF



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Application Form

Name of organisation -----

Address-----

Telephone number-----

Email address-----

Principal contact (name and job title) -----

Please tell us a little about your organisation, and the activities you do.

Please tell us briefly about your volunteer programme

Why do you have volunteers and what benefits do they bring to your organisation?