

REMINDER QUESTIONS

Here are a number of questions you may want to reflect on for encouraging more volunteers from diverse backgrounds.

They are self-explanatory

We all do our best with sometimes limited resources and time. You will be no different so some of the activities suggested may not be possible, but they are seeking to enable organisations toward better and better practice. Most of them require little additional time commitment.

You may not need to do much differently but even doing a few things differently and better from a good relations perspective is a good start.

A blank space has been left at each section to write in some ideas or commitments.

Do not hesitate to print off, photocopy and share.

Volunteer inclusion is one of the six Quality Areas against which volunteer involving organisations can benchmark themselves.

Quality area 3. Volunteer inclusion

There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible

The organisation is inclusive and managed in a way that encourages the involvement of and is welcoming to a wide range of people

There is a proactive approach to increasing volunteer diversity, addressing under-representation, and including targeted groups as part of the organisation's inclusion, equity and diversity aims

Information about volunteering opportunities is made as widely available as possible using a range of methods and there is active engagement with a diverse range of people

Where possible there is a wide range of accessible opportunities that can be adapted throughout the volunteer's journey

Hopefully the checklist can further help organisations meet this Quality Area.

Checklist			
No.	Topic	Questions	Ideas and Actions
1	Recruitment	a. Do you know if your volunteer numbers are representative of people in your area or the type of work you do? b. Have you a method of gathering data from volunteers about their community and faith background? c. Have you reviewed your promotional literature and resources to ensure they reflect your ambition to have a diverse cadre of volunteers? d. Have you engaged with people or organisations from different backgrounds that may help in constructively shaping materials, resources or outreach efforts? e. Have you identified festivals or cultural events that may be a source for volunteer recruitment? f. Have you asked people from different backgrounds to get involved? g. If people from different backgrounds (including BAME communities) are not involved, have you asked why not and what would encourage them to get involved? h. Are you sure that invitation lists for events have been reviewed and are representative and inclusive?	
2	Communication tools	a. Have you reviewed communication tools such as social media, leaflets and posters to ensure they reflect the diversity of the type of work you do? b. Is there a need to explore different language options for explaining your work and services? c. Are you aware of good practice in promoting diversity by similar organisations elsewhere? d. Do you invite a diverse range of speakers or guests to your events? e. Is there a need for an interpreter?	

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No.	Topic	Questions	Ideas and Actions
3	Food, drink and culture	a. Are you aware of your volunteer needs for worshipping, diet or religious commitments that may inhibit their volunteer commitments? b. Do you make necessary catering arrangements for volunteers from different faith backgrounds?	
4	Venues and symbols	a. It is reasonable to have relevant symbols in a venue, but have you audited your venue to ensure there is nothing offensive or that would deter volunteers from other backgrounds and faiths? b. Is the location considered safe and welcoming for volunteers from different backgrounds and faiths? c. Is the timing of volunteer events suitable for volunteers of different backgrounds and faiths? d. Could materials and content be more inclusive of volunteers from different backgrounds and faiths? e. Do you need to undertake awareness sessions about diversity?	
5	Staff and committee	a. Is diversity a part of induction for staff or committee members? b. Are recruitment processes clear and inclusive? c. Does the organisation have a supportive environment for raising issues or concerns around diversity and inclusion? d. Are there written procedures that everyone is aware of for raising issues or concerns around diversity and inclusion? e. Do staff and volunteers know they have access to special leave, or are able to dress or express themselves in ways that are appropriate for people from different backgrounds and faiths?	

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No.	Topic	Questions	Ideas and Actions
6	Volunteer involvement	a. Are volunteers asked their views about programmes and delivery? b. Do you give consideration and allow time to build relationships and trust with volunteers? c. Is it convenient and accessible for volunteers from all backgrounds and faiths to input ideas and provide feedback?	
7	Aims and objectives of your organisation	a. Are diversity, inclusion and equality, values that are clear and visible within your organisation? b. Does your organisation have policies on accessibility, inclusion, dignity? c. Have you undertaken a diversity audit? d. Does your organisation approach diversity as a core part of your planning? e. Has your organisation developed indicators and targets for diversity? f. Do your management committee and staff come from diverse backgrounds? g. Does your organisation have a champion for diversity?	
8	Monitoring and evaluation	a. Do you assess rates of participation, including comparators to local community demographics if relevant? b. Do you set targets with clear goals for minority inclusion and participation? c. Do you assess satisfaction ratings by community demographics? d. Do volunteers from different backgrounds and faiths have similar satisfactory ratings? e. Do you carry out exit interviews or feedback?	



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