

## Involving Volunteers Best Practice Guide Sheet

### Monitoring Diversity

Monitoring lets you know how diverse your organisation is and how open to diversity.

#### Setting up a working group

One way to do this is set up a working group. The size of the group depends on the size of the organisation and should include members from across the organisation:

- Volunteers
- Staff at all levels
- Trustees or management committee members
- Service users
- Supporters and funders

The group could consider:

- Does our work meet the needs of a diverse community?
- Do our procedures help or hinder diversity?
- Do we need to change how we work to meet individual and differing needs?
- How diverse are our staff and volunteers?

The findings can be used to form the basis of a diversity strategy for the organisation.

#### **Diversity Monitoring Forms**

It is common for organisations to use a monitoring form to collect diversity information, with many required to do so by their funders. Forms should make it clear the information is confidential, and people are under no obligation to complete it. Forms should be kept separate from other personal information such as name and contact details.

The [census](#) is the main source of population data, and government departments often use its categories to monitor diversity. It's helpful for organisations to use the same categories to make meaningful comparisons.

When monitoring the diversity of volunteers it's useful to ask how they found out about the opportunity. This helps you assess the success of your recruitment campaigns and shows who in the community are responding to your publicity.

To bear in mind to only include the questions relevant to the grounds that you have decided to monitor on.

#### **Using the information**

Collecting diversity information is just one part of the process; how you use that information is what really matters.

- By comparing information about your volunteers with the local area demographics you can see at a basic level how you match up in terms of diversity. You can search for statistics by area or postcode. This can then prompt you to investigate why for example you do not have any volunteers from particular groups that may be represented in the local community.
- By comparing information about your volunteers with national volunteering trends you can see whether there is a wider explanation for lack of volunteers in a particular group.

## Taking action

Having identified areas where there are gaps or things that need addressing you will need to devise a plan and take action. These may include:

- Contacting other agencies for information and advice on involving volunteers from particular groups in society
- Review of policy and procedures to ensure that they do not directly or indirectly discriminate against certain groups
- Training for staff, trustees and existing volunteers
- Targeted recruitment

If you would like any advice or guidance about monitoring and evaluation including monitoring diversity, get in touch with [info@communityworks.org.uk](mailto:info@communityworks.org.uk)

