**What HM Inspectors are saying about volunteering in CLD**

This review is now available on i-develop. The purpose of this paper is to provide a basis for discussion with the Regional Networks how best to take the findings forward and where CLDSC can be of assistance.

**Reflective Questions**

The review suggests some reflective questions to identify areas for improvement.

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|  | **Networks** | **CLDSC** | **Other partners** (ES) |
| **13** reports highlight the impact made by CLD volunteers as a strength. **6** CLD Partnerships were recommended to improve the way they capture the value and impact of CLD volunteer activity.  **How do you evidence and evaluate the impact of your volunteers? Could this be improved?** | Create mechanism for sharing good practice in evaluating the impact of volunteers. | Explore, support, approve PL specific to evaluating the impact of volunteers. |  |
| **21** reports make positive comments about the range and regular provision of Professional Learning for CLD volunteers. A further **9** reports noted where this is provided effectively across partnerships.  **What is the PL offer to your volunteers? Would this provision be enhanced by being planned and delivered across the CLD partnership?** | Develop regional overview of PL available to volunteers in each partnership. Create mechanisms for developing/supporting PL for volunteers across regions as well as partnerships | Idevelop used a vehicle for sharing and developing good practice |  |
| ‘CLD Partners provide high quality support to volunteers. As a result nearly all volunteers feel valued and engaged’. This and similar positive comments were made in 10 reports.  **How recently have you reviewed the quality of your support to volunteers? To what extent are volunteers themselves involved in planning and giving feedback on the support they receive? Do your volunteers feel valued?** | Share good practice in supporting volunteers | Idevelop used to good practice |  |

**Other ways the CLD Standards Council can help ….**

* The Associate category of CLDSC membership is open to volunteers and provides a vehicle for them to consider the Code of Ethics and the CLD competencies which underpin their practice.
* The CLDSC publication Growing the Learning Culture provides a framework for developing professional learning for both staff and volunteers.
* CLDSC Standards Mark provides quality assurance for the professional learning provided by organisations.
* The Volunteer Theme on i-develop contains a number of examples and good practice guides on the effective deployment of CLD volunteers.
* Maggie Paterson, a volunteer with CLDSC is available to talk to groups of CLD volunteers and/or organisations who deploy them about the CLDSC offer to volunteers.