



GoVo Digital Volunteering Platform

Briefing materials for charity leaders and volunteering leads



Foreword

by Catherine Johnstone CBE, CEO of Royal Voluntary Service

Volunteers play a vital role in our society and play an essential part in enabling charities to deliver the crucial work they do.

There is a huge appetite for volunteering – and many people are eager to help where they can. But despite this, Britain has seen a steady decline in volunteer participation, and many charities are struggling to recruit the support they need. The reasons for this decline are complex, based largely on changing demographics.

Huge potential could be unlocked if we can find a way to provide access to volunteering roles which are suited to modern lifestyles and enabled by digital technology.

But we also know the way we live our lives has changed and expectations of would-be volunteers are now different. People can struggle to find volunteering roles which fit around their other responsibilities or which align to the causes they care about. They may be keen to support a range of charities and causes but lack the time to apply and register multiple times.

Even when offered volunteering time through work, currently just a third of volunteering days are used.

In partnership with the charity sector, Royal Voluntary Service has created GoVo. The development of the platform has been funded by players of the People's Postcode Lottery. GoVo supports charities to recruit the volunteers they need, whilst providing the next generation with an easier route into volunteering.

By harnessing the power of digital technology, we aim to make access to volunteering easier and overcome many of the obstacles faced by potential volunteers and charities. We hope that charities will find the platform a useful tool which helps to build a pipeline of volunteers for the future and builds upon and amplifies the vital work which happens in our local communities every day.



Catherine Johnstone CBE
Chief Executive
Royal Voluntary Service

Contents

The following pack provides the information charities need to understand the key features and practicalities of signing up for GoVo. It includes:

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We hope this pack will be useful to inform internal discussions you may need to have in advance of coming on board with GoVo.

If you need additional information to make your decision, please contact us at: **help@govo.org**. Once you have reviewed this pack, to go ahead, [you can register online](#).

We very much hope that you will join us.

Key platform features

1

The platform acts as a matching service and does not look to replace existing platforms used to manage volunteers.

2

The platform has a simple and innovative 'on board once' process to ensure volunteers can register once before taking up a range of different opportunities.

3

Once registered, an identity check can be delivered through the platform, where appropriate, and prospective volunteers can choose to give their time to a range of charities and causes, without having to re-register and repeat basic processes every time.

4

The platform has a simple and intuitive interface to ensure the user experience is inspiring, simple, and enjoyable.

5

Accessibility principles built in from the start: We are working with experts to improve the platform and will continue to evolve it based on feedback and best practice.





It will deliver a range of benefits for charities. GoVo delivers a range of

✓ Reduced costs

The platform is free for charities to use, including the cost of performing identity checks on prospective volunteers.

✓ Less admin

The platform will be easy to use and in time will integrate with the main volunteer management systems and tools charities use.

✓ Quick and easy volunteer recruitment and mobilisation

Helping charities recruit new volunteers and build their volunteer pipeline.

✓ Easy outcome measurement

Charities will be able to quickly and easily demonstrate impact through access to data on volunteer outcomes.

✓ Appealing to a more diverse group of volunteers

By offering roles that fit in with people's lifestyles and life stages including one-off, team-based, skilled, remote and flexible 'micro' volunteering, alongside traditional regular volunteering roles.

✓ Supporter engagement

Charities can use the platform to attract supporters connected to their cause and can define, promote and monetise their corporate volunteering offer.

Proposed Volunteer Experience

- The design of the platform puts control into the hands of volunteers, enabling them to search for opportunities and 'click and connect' quickly to volunteering opportunities linked to the causes and charities they care about.
- Once a volunteer registers with the platform, they do not 'belong' to any single organisation. Rather, they are registered to the platform and potentially available to take up roles listed by any of the participating charities.
- Not all roles listed on GoVo will require volunteers to complete an identity check. Volunteers may decide to complete a Yoti ID check straight away on joining the platform so that this is ready for future use, if needed. Others may opt to complete a check if they decide to apply for a role where this is a requirement.
- When volunteers have registered and completed the onboarding process, any relevant data or information will be stored within the platform.
- Once a volunteer has chosen to connect with a particular cause, their data will then be provided to the host charity who will store this within their own systems. At this point, they become the responsibility of the host charity to ensure any additional or required onboarding, training or support is given to the volunteer. This includes any other onboarding or compliance requirements that are not covered within the platform.
- During this period, Royal Voluntary Service is not responsible for or in control of any communications, requirements or queries between the volunteer and host charity in relation to the agreed activity.
- The host charity is responsible for managing any data appropriately in line with legislation and relevant guidelines.



Features available at launch (October 2025)

- ✓ A website-based platform will be made available
- ✓ Volunteer onboarding and optional identity checking process in place
- ✓ Volunteers can search for suitable opportunities and connect to a range of charities and causes
- ✓ Charities can review applications from volunteers
- ✓ An open API with developer documentation will be made available
- ✓ Bulk uploads will be enabled for charities who do not use a VMS.

Features available post-launch (Q4 2025)

- ✓ Charity VMS integrations made available
- ✓ Enhanced spreadsheet upload and bulk edit opportunities

Features available in 2026 and beyond

- ✓ Criminal records checks made available through the platform
- ✓ Small grassroots organisations and local infrastructure bodies invited to join
- ✓ Welsh language option
- ✓ Charities will have access to detailed impact reporting
- ✓ Social sharing and user-generated content enabled
- ✓ Live tasking enabled

Please note exact timings for the addition of functionality are not set in stone and are subject to change.

Data Protection and Storage

- Royal Voluntary Service hosts data securely on Microsoft's Azure Cloud solution, in the UK and Europe.
- To use the platform, participating charities will need to provide us with:
 - The name and email of a nominated administrator (we need only one administrator for the initial setup, but charities can add or remove additional administrators later)
 - The charity's website URL
- We will source charity data from the Charity Commission or the Office of the Scottish Charity Regulator (OSCR) directly. This will ensure that the address as shown on the platform will be the same as on the Charity Commission site.
- After charities have accessed the platform securely using email and setting a password, details of volunteering opportunities can be added by uploading a spreadsheet. Later, it will be possible to add images. For charities using volunteer management systems, API connectivity is coming soon.
- Royal Voluntary Service uses its own trained AI to handle data, all of which we host on Azure.



Accessibility

Accessibility has been a guiding principle in the development of the GoVo platform from the outset. We have been working with partner organisations to take accessibility requirements into account in both the design and flow. As part of this process, we have already implemented accessibility features, including:

- Recite Me for screen reading, translation, and display customization.
- Compatibility testing across assistive technologies (JAWS, NVDA, VoiceOver, TalkBack).
- Volunteer profile adjustments to communicate access needs to charities.
- An internal accessibility audit tool to track progress and ensure accountability.

Following an external audit by RNIB we have advised that there are some further changes needed to fully meet WCAG 2.2 AA standards. The audit has provided clear, actionable insights, and we are actively working with RNIB and other accessibility experts to address the identified gaps. This is a priority for us, and we remain committed to being AA compliant.

GoVo is designed to complement the wider volunteering ecosystem, and we encourage users to explore alternative routes where digital access may not meet their needs.



Safeguarding and responsibility for vulnerable groups

From a platform perspective, the following processes and interventions will be carried out on charities' behalf:

- Ensuring the platform uses a trusted identity check provider, Yoti, to confirm identities where necessary for each role.
- To collect and any information in relation to volunteers who accept opportunities, in line with relevant data and sharing agreements
- Ensuring that only appropriate volunteer opportunities will be made available to those who have submitted and/or provided the required information to the platform.
- Ensuring that volunteers have agreed to follow all relevant guidance, processes and procedures when volunteering

In relation to charity accountabilities and requirements in relation to safeguarding and/or support, charities must ensure:

- Volunteers are provided with any and all information, guidance or specific training before being deployed
- Volunteers know who to contact, and how, if they have any queries or concerns
- Volunteers are not asked to undertake or fulfil duties outside of that which they have accepted and is recorded within the platform

- If any issues, concerns or support is required during volunteering, any applicable volunteers are supported in line with your charity's policies and procedures

If opportunities involve children or vulnerable adults, charities must also:

- Ensure relevant staff and volunteers have current, appropriate criminal records checks and risk assessments, where applicable
- Ensure that only roles that legally require a criminal records check are listed as such
- Follow all applicable laws, guidance and codes of practice. This responsibility sits fully with your organisation. Royal Voluntary Service does not vet listings or check safeguarding compliance.

While standard sector processes will be used to verify a volunteer's identity and background- such as criminal record checks where appropriate - this does **not** constitute an endorsement by Royal Voluntary Service or the Platform of a person's character, behaviour, or suitability.

If concerns arise before, during, or after someone volunteers, **it is the charity's responsibility** to investigate and resolve them through its own internal procedures.

Onboarding to GoVo

Charities can join GoVo by signing up at Govo.org. We are building a multi-layered support model to ensure charities have the guidance, tools and confidence they need to use the new platform successfully, from onboarding to ongoing use.

Knowledge Base and Help Content

A dedicated Help Centre will offer:

- 'How to' articles for uploading volunteering opportunities
- Troubleshooting guides for common errors
- Tips on how to describe volunteering opportunities impactfully
- List of FAQs to answer any ongoing questions

Live Support

- Following the completion of the pilot stage, charities will be able to raise questions through a selection of support channels. This will include a trained chatbot capable of handling common questions, enabling 24/7 access to essential help.
- A triage model will be used to prioritise urgent onboarding or technical issues, with more complex queries escalated to the Customer Success Managers as needed.

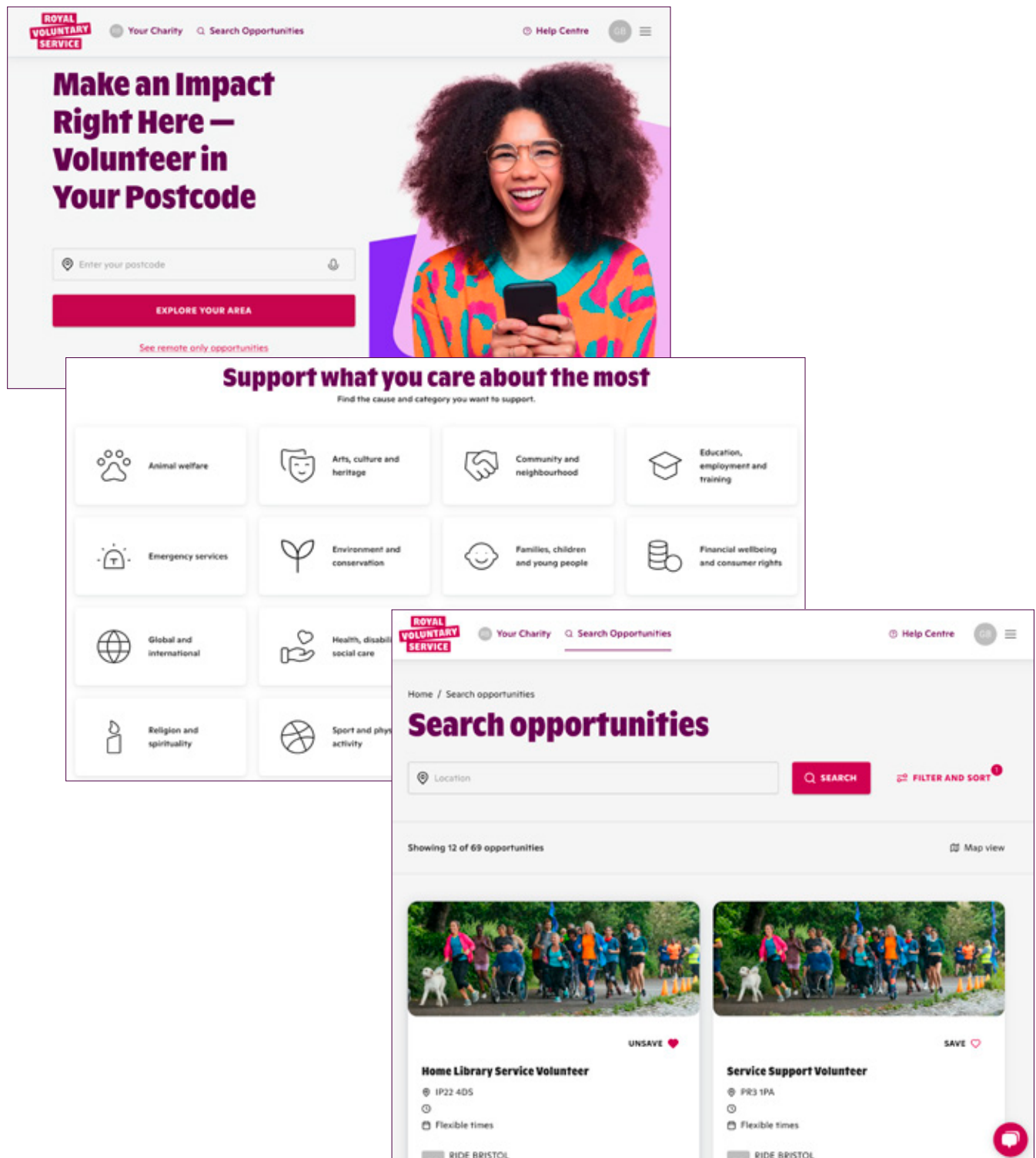
Feedback Loops

All support interactions and charity feedback will be monitored to improve both the platform and help content. Common issues will be flagged into the product and content roadmap.



Example platform visuals

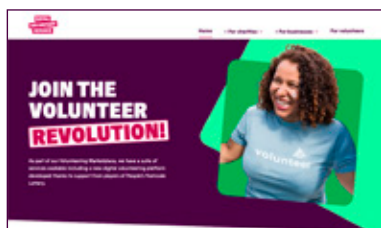
Example visuals of the platform interface are available and will be shared during the onboarding process.



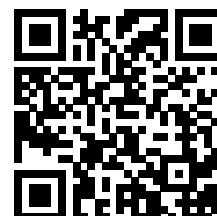
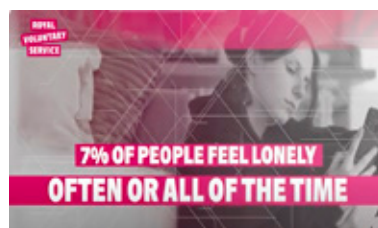
Further information

Scan the QR codes below to find out more.

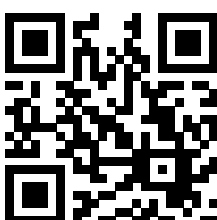
Charity Microsite



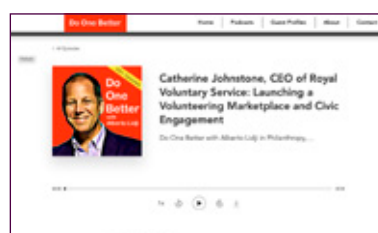
Art of the Possible film



Third Sector Conference 2025



Do One Better podcast



Appendix: Summary of key terms and conditions

By using the platform, charities are entering into a binding agreement with Royal Voluntary Service (RVS). The platform is still in pilot phase, and the terms may evolve. The terms of the platform may evolve. It is your organisation's responsibility to check the latest terms each time you use the platform.

Account Creation and Management

- At launch, only charities registered with the Charity Commission or OSCR are eligible to create an account
- Account creation is subject to Royal Voluntary Service approval, which may be refused or revoked at their discretion
- Multiple team members can use the account via Linked Accounts, but the charity is responsible for all activity
- Royal Voluntary Service has the right to suspend or disable accounts for breaches of the terms
- If you wish to ask the volunteer to share more information about their Yoti identification verification with you, and the volunteer agrees to provide that information, then you will be able to access the additional information through a 'hub' provided by Yoti.
- The platform will facilitate a verified digital ID for potential volunteers undertaken by a third-party service provider, Yoti Limited (Yoti) where charities have indicated that an identity check is necessary.
- Maximum liability of Royal Voluntary Service is £2,000, regardless of the nature of the claim

Data Use, Identity Checks and Risk Allocation

- If you have decided that an identity check is necessary for a volunteer role, after a volunteer's account set-up process has been completed and Yoti has notified us that a volunteer holds a verified Yoti ID, we will share that notification with you via a green tick in GoVo.
- RVS are not the service provider of the Yoti Hub and have no liability in relation to its performance or accuracy

Safeguarding and Responsibility for Vulnerable Groups

If your volunteer opportunities involve children or vulnerable adults, your charity must:

- Ensure relevant staff and volunteers have current, appropriate criminal records checks and risk assessments, where applicable
- Ensure that only roles that legally require a criminal records check are listed as such

Safeguarding and Responsibility for Vulnerable Groups (Cont'd)

- Follow all applicable laws, guidance and codes of practice
- This responsibility sits fully with your organisation. Royal Voluntary Service does not vet listings or check safeguarding compliance.

Content, Listings and Communication

Your organisation is responsible for the content it posts, including opportunity descriptions, images, and documents. Listings must be:

- Accurate, up-to-date, and legally compliant
- Free from discriminatory language, false claims, or misleading requirements

Please note:

- Royal Voluntary Service may edit, reject or remove listings at any time, with or without explanation
- No guarantee is made that volunteers will apply or be suitable for your roles
- The platform does not host messaging – charities must contact volunteers directly outside the platform

Intellectual Property and Brand Use

Your organisation retains ownership of any content you post, but by using the platform, you grant Royal Voluntary Service a royalty-free, global licence to:

- Use and share your content across the platform and its communications

- Use your charity's name and logo to promote your participation in the platform while your account is active
- The platform branding and trademarks may only be used in line with Royal Voluntary Service's written approval.

Acceptable Use and Prohibited Activity

Users must not:

- Post harmful, obscene, harassing, or misleading content
- Promote illegal activity, or infringe copyright, privacy or reputation
- Use automated tools (such as bots, scrapers, or AI training models) to extract or analyse data from the platform
- The platform must not be used in connection with terrorism, trafficking, abuse, or other serious crimes (detailed in the terms).

Data Protection and Privacy

- Royal Voluntary Service is the data controller for all personal data processed via the platform
- Charities must ensure they comply with UK GDPR and data protection obligations when handling volunteer data received through the platform
- More detail is available in the separate platform Privacy Policy.

Legal Framework

- Use of the platform is provided as-is, with no warranties or service guarantees
 - Royal Voluntary Service is offering the platform for free but has included limitations of liability.
 - If your team relies on the platform's ID or volunteer data, this is not guaranteed, and you use it at your own risk.
- Charities remain fully responsible for:
- Vetting volunteers
 - Safeguarding vulnerable individuals
 - Ensuring listings are appropriate and accurate
 - Complying with relevant and local laws and data protection rules

The platform will be open to many organisations throughout England, Scotland and Wales. This means that a consistent territory is needed if a dispute about the platform's use needs to be enforced. The agreement therefore provides for the Courts of England and Wales to be used.





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