

# Volunteer Recognition

Our volunteers are essential to our charity and so, we want to ensure their support is recognised and celebrated. Through our network of coordinators and across our regional hubs we can recognise our volunteers on a local level at key times throughout the year to say thank you for all their efforts.

We aim to work towards having a formalised recognition framework to provide more structure in how recognise our volunteers, whilst keeping flexibility for meaningful messages of thanks.



I just wanted to say thank you for our lovely curry night at the Cinnamon Lounge - it was great to see you, meet the board members and so many volunteers from far afield.

Thank you also for the brill Christmas card and loved the design!!

**Jenny**

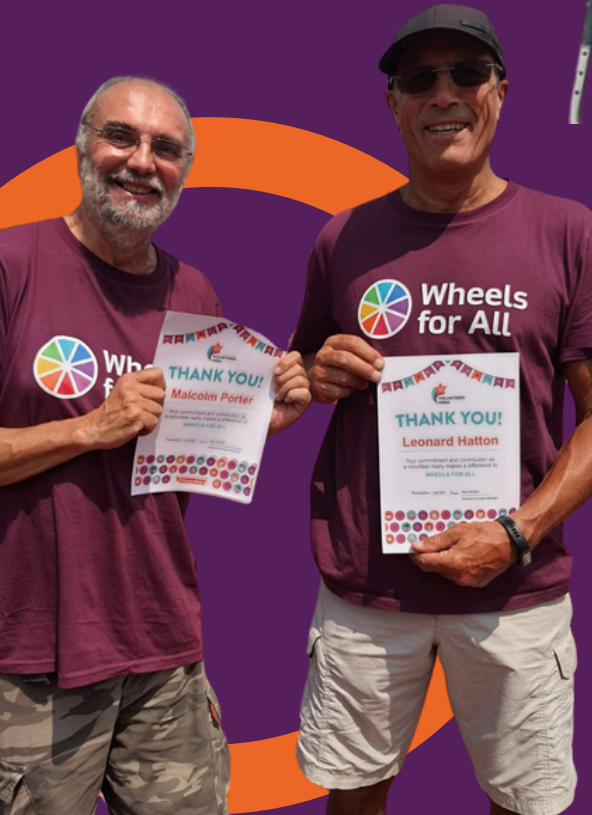
Knowlsey Pedal Away

## OUR VOLUNTEER RECOGNITION OBJECTIVES

- Volunteers feel more valued and appreciated by Wheels for All.
- Wheels for All volunteers feel they have opportunity to feedback and are listened to.
- Empower volunteers to shape the organisation and contribute to a quality volunteering experience.

## Highlight volunteer impact

- Scope and develop a framework for volunteer awards (regional, and national)
- Put our volunteers at the heart of our decision making
- Develop a framework for recognition of key volunteer milestones
- Investigate partnerships to provide further benefits for volunteers



## Regularly saying thank you

- Pass on any thanks from participants/carers/organisations received by coordinators or head office to volunteers
- Establish an annual volunteer communication plan
- Provide a mechanism for fellow volunteers, staff, participants and carers to submit a thank you for us to share
- Ensure thank you messages are personal and meaningful



## Develop our formal recognition

- Volunteer portal to bring to life a volunteer's impact through live data of number of sessions supported, number of sessions upcoming and total volunteer hours
- Highlight a volunteers' story in each volunteer newsletter
- Provide a mechanism for easily submitting of volunteer stories
- National and regional social media regularly celebrating volunteers' impact

## Let our volunteers have their say

- Set up a volunteer forum to better understand volunteer's needs and views
- Engage with volunteers to understand what works best for them and what could be improved, then implementing improvements
- Make a better connection between volunteer feedback and the changes implemented from this



# How will we measure

## Our success?

### Recruitment

- 1 Increased number of volunteer applications compared to 2024
- 2 Compare our number of active volunteers against our baseline data (2024)
- 3 Benchmark our volunteer demographics against the national statistics reported in the latest England/Wales census (2021)
  - 20% of people are from diverse backgrounds
  - 51% are Female and 49% are Male
  - The proportion of disabled people is 18%



### Training and personal development

- 1 More volunteers report through the volunteer survey that they feel equipped to carry out their volunteering safely and effectively
- 2 Monitoring of volunteer engagement in both our compulsory and optional training modules against our baselines and over the 3 years
- 3 Comparing volunteer the average time from volunteers who joined us prior to 2025 and from 2025 onward regarding time taken to access their Wheels for All training (volunteer survey)