

Volunteer Retention

Where we are currently as a charity is, in part, down to the reliable and skilled family of volunteers who have supported Wheels for All for a number of years. It is paramount that we continue to place an importance on preserving the skills, abilities, and passion of our current volunteers within the charity. Whether long term volunteers or people just starting to get involved, we would like everyone to feel happy and engaged to join us on our next exciting chapter as a charity.



I am thrilled to have seen the way the charity has grown since it's inception. With our different personal backgrounds and experiences each volunteer brings a variety of skills to the group, but ultimately it's the desire to help others have fun that drives us. Personally, I experience a great deal of satisfaction sharing Wheels for All activities with others. It's just great!

Sheila

Kendal Wheels for All

OUR VOLUNTEER

RETENTION OBJECTIVES

- Improve how connected volunteers feel to the charity's mission goals.
- Improve the flexibility of our volunteer offer making it easy to operate in multiple roles, centres, programmes and to return after a period of inactivity.
- Develop our new regional structure to foster a culture of community across hubs within our regions.

Simple processes and operations

- A volunteer portal that:
 - Manages volunteer applications
 - A profile volunteers can manage themselves
 - Allows volunteer to sign up to support sessions
 - Track volunteer hours - scan in/out of sessions
 - Logs volunteer training and qualifications



Keep volunteers more informed

- Key updates from our National leads to be included in the volunteer newsletter
- Volunteer briefings before sessions to provide wider charity updates/check in with volunteers
- Review and develop our volunteer documents to ensure up to date with current policies/information



Strengthen our regional network

- Support at a local level from regional managers and coordinators
- Connect volunteers across our hubs within each region
- Develop systems to allow volunteers to support multiple hubs and programmes
- Promote collaboration as a region working together to achieve impact on a regional scale rather than by individual hub
- Organisation of volunteer appreciation events

Increase scope for personalisation

- Look to further develop suite of volunteer roles to ensure there is something for everyone regardless of ability or time
- Tailor volunteer opportunities to meet individual needs and wants, considering capability, motivation, and commitment.
- Signpost opportunities better to transfer between roles, hubs, and programmes

