**Top Tips**

**Recognising and Rewarding Volunteers**

**Introduction**
We often reward the players in our club with “Player of the Match”, “Top Scorer of the Year”, and “Fair Play” awards, but we do not always recognise and reward the volunteers, who are the people that ensure that sport can actually take place! This Top Tip can help you put that right.

If you have a good Club Volunteer Coordinator, they will be able to guide a club committee on the best way to say thank you to each individual volunteer, bearing in mind some people prefer a private, to a public thank you!

**Recognising Volunteers**
Ensuring that people feel that their role and their actions are important can be enough in terms of recognition, and this should be seen as part of the recognition system.

There are various ways of giving recognition to volunteers. Here are some suggestions:

<table>
<thead>
<tr>
<th>Recognising the actions of a particular individual or team of volunteers</th>
<th>Recognising the worth of volunteers in sport and your club</th>
</tr>
</thead>
<tbody>
<tr>
<td>A thank you from a senior member, either publicly or privately</td>
<td>Produce a feature about a particular role in the newsletter and/or on the website</td>
</tr>
<tr>
<td>A short news article about a club volunteer in the club newsletter or on the website</td>
<td>Create a poster display on a club notice board showing the different roles</td>
</tr>
<tr>
<td>A nomination for a club award or an external award from a body that recognises sports volunteers</td>
<td>Place a feature in an external newspaper or newsletter</td>
</tr>
<tr>
<td>A mention of their work and contribution at a committee meeting – which is recorded in the minutes</td>
<td>Appoint a Club Volunteer Coordinator and/or write a Volunteer Action Plan to show how important your volunteers are to your club</td>
</tr>
</tbody>
</table>

Another way of demonstrating the value you put on your volunteers is to show your commitment to their Health and Safety (See Top Tips “Health & Safety of Volunteers”).

**Rewarding Volunteers**
It is important to also reward all of your volunteers, whether this is done publicly or not. There are many ways that you can do this and some are listed below:

- Say thank you both during and after the performance of their role
- Ensure expenses, if appropriate, are paid promptly
- Give or send a “thank you” certificate – which can be useful for volunteers adding to their portfolio or CV
- Provide meals, particularly if you are asking the volunteer to be at a venue longer than for half a day
- Pay for them to attend relevant skills and training events
Top Tips

Recognising and Rewarding Volunteers

- Award them free or discounted membership fees, tickets to events or club merchandise
- Have a party to celebrate the work of the volunteers
- Ensure their ideas are listened to, and acted on where practically possible
- Smile and call them by name!
- Write references for them (if asked) quickly and efficiently
- Ensure the management of their role and tasks is good, and support them
- Introduce long service awards
- Give kit or badges where this enables the volunteer to perform their role

Most volunteers get intrinsic pleasure from volunteering, but we all like to be treated well and thanked when we have given our time up for free. There are other organisations that consider volunteer for recognition awards – to view the list of Volunteer Recognition Awards, see the running sports website. Reward and recognition are an essential part of retaining your volunteer workforce – don’t leave it to chance!

Further Information

The running sports website (www.runningsports.org) has other useful resources including Quick Guides “Volunteers”, along with other downloadable resources – Top Tips “Volunteers – General”, “Health & Safety of Volunteers”, “Involving Older People as Volunteers” and “Young People as Volunteers”, Role Outlines and information on training including workshops and workbooks. Alternatively telephone the running sports Hotline on 0800 363373. The website also has a list of Volunteer Recognition Awards that are available.

Other organisations worth checking out

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteering England</td>
<td>0845 305 6979</td>
<td><a href="http://www.volunteering.org.uk">www.volunteering.org.uk</a></td>
</tr>
<tr>
<td>Community Service Volunteers</td>
<td>0207 278 6601</td>
<td><a href="http://www.csv.org.uk">www.csv.org.uk</a></td>
</tr>
<tr>
<td>Skills Active</td>
<td>0207 632 2000</td>
<td><a href="http://www.skillsactive.com">www.skillsactive.com</a></td>
</tr>
<tr>
<td>National Governing Bodies and County Sports Partnership</td>
<td>0845 850 8508</td>
<td><a href="http://www.sportengland.org">www.sportengland.org</a></td>
</tr>
<tr>
<td>Do It Organisation</td>
<td>0207 226 8008</td>
<td><a href="http://www.do-it.org.uk">www.do-it.org.uk</a></td>
</tr>
</tbody>
</table>

End.