



## Factsheet/Advice Sheet

### Retaining Volunteers

This is one of a series of factsheets for voluntary and community groups issued by West Norfolk Voluntary and Community Action, WNVCA.

#### **Why do people volunteer?**

There are many reasons why people volunteer. These may include:

- Gaining experience and skills
- Sharing their own experience
- Enhancing their CV
- Making a difference
- Having fun
- Meeting like-minded people
- Social networking
- Gaining a sense of belonging
- Feeling needed
- Using their skills
- Giving something back

#### **What can you do to motivate and keep volunteers?**

Make sure you say thank you! You can do this in lots of ways:

- By sending a card
- By arranging social events
- Giving long service awards
- Welcome parties
- Writing a letter of recommendation
- Cake!

Communicate regularly with your volunteers:

- Include them in team meetings
- Involve them in decision-making
- Give them regular supervision
- Give positive feedback from both yourself and from higher up in your organisation
- Show an interest in them
- Inform them of the role they have played in any successes
- Let them know how they are contributing to the organisation

- Check that they are still happy with the role and the time commitment they are giving
- Ask if they would like any training or personal development

Make sure you are using your volunteers not under using them!

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For resources, books, ideas and useful information please contact West Norfolk VCA or email [info@westnorfolkvca.org](mailto:info@westnorfolkvca.org).