



**Glenrothes Gladiators**

with Glenrothes Cricket Club  
at Glenrothes Community Sports & Health Hub  
Pitcoudie Avenue, Glenrothes, Fife KY7 6SU

# Volunteer Policy

**How we engage, support and develop the skills and confidence of our fantastic volunteers**

Last reviewed: June 2022

**We need a lot of help, and no matter how much or how little time you can give there is a volunteering opportunity for you!**



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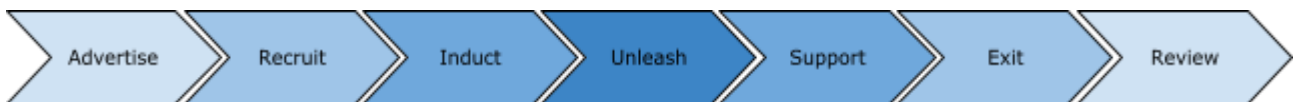
## Background

Our aim at the Glenrothes Gladiators is to unlock a passion and love for cricket through supporting healthy lives, building a culture of fun, enjoyment and respect and empowering young people to be the best they can be. This is achieved by providing high quality and fun cricket training and games which in turn is complimented by a programme of multi-sports which build core skills such as hand-eye coordination and developing agility, speed and confidence.

This is provided for free thanks to the direct funding provided by Glenrothes Cricket Club (GCC), through grants and thanks to the generous donations and fundraising initiatives of the entire Gladiators community. None of this is possible without the significant efforts made by a number of volunteers, both within the Gladiators community and from Glenrothes Cricket Club.

Our volunteers commit many hours of direct coaching, personal development and administrative duties in delivering cricket and multi-sports activities as part of the Gladiators programme and in widening awareness and increasing participation across the wider cricket community. We are hugely appreciative of the entirely voluntary support they provide.

This policy sets out how we support volunteers, making sure everyone is clear about what voluntary roles we need filled, ensuring they have formal role descriptions, ensuring there are appropriate support mechanisms in place so they know what is expected of them and what help they can get for their own development.



# Why volunteering is important

Volunteering is widely recognised as being a great opportunity for individuals to gain confidence and in meeting people, but it is also about making a difference for others through sharing skills, knowledge and providing encouragement.

For the Gladiators, we are particularly indebted to everyone who volunteers to support our young cricketers. Whether you are an ex-player looking to give back to the game, a current player who can learn new skills, a parent\* looking to provide direct support to their aspiring young cricketer, a student looking to gain experience in coaching sports or anyone looking for work experience in other administrative and governance duties such as fundraising, child welfare or even grass-cutting then we would really value your help.

*\* parent, guardian, carer, sibling, auntie, next door neighbour or actually anybody!*

It should be remembered that our core purpose in the Gladiators is in supporting young children to learn the skills of cricket and to develop a lifelong love for the game and physical activity. As such ensuring the safety of children, and other vulnerable people, is of crucial importance in all we do. Please refer to our [Safeguarding Children](#) section in the Annex for further information.

# Volunteer roles

We have a range of volunteer roles which help set the direction, help deliver activities and encourage continued improvement across all elements of the Glenrothes Gladiators. These are managed in partnership by the Director of Junior Cricket and Volunteer Coordinator. All volunteers are encouraged to join the Gladiators Advisory and Improvement Network (GAIN) which brings together many people from across the Gladiators community to make strategic decisions on a wide range of issues, including voluntary support.

## How we attract volunteers

Word of mouth plays a key role in enhancing awareness of the Glenrothes Gladiators, to bring in new playing members. As part of the registration process we do encourage the parents, carer or guardian responsible for the young people to consider if they wish to volunteer with the club.

We have an active social media presence in providing updates about Gladiators activities, and use those to share the message of the benefits in volunteering.

We also work closely with our parent club GCC as well as the wider Gilvenbank Community Sports Hub (GCSH). This is to ensure we have cooperative and complimentary governance approaches and that these are maintained across them, and look to share voluntary roles and advertising of volunteering opportunities where possible. The partnership with GCSH has allowed us to build closer connections with Active Fife also.

## Our volunteer needs

Key roles are identified in the [Volunteer roles](#) section. Though it is important to understand what our core needs are to be able to deliver an effective cricket programme.

- Director of Junior Cricket x1 to oversee entire cricket programme
- Cricket coaches x3 to manage each team (Kwiks, Under 12s, Under 14s)
- Other cricket coaches xLoads to ensure rota in place to cover all activities
- Parent helpers x6 at least so ideally have 2 parents helping each cricket coach

# Outline of the roles

The following volunteer roles outline a wide range of activities we need on-going help with, though we are not constrained to just these and are happy to work with anyone who has an idea on what roles they could fulfil. The role descriptions provided are indicative only, we would not hold any individual to account for not being able to fulfil every single element of a role if it's beyond their time, skills, interest or comfort.

## **Director of Junior Cricket**

- Oversee delivery of all Gladiators activities, including scheduling and advertising of training and games, arranging fixtures for all teams and ensuring appropriate contact points given in advance of each game to opposition
- Ensure Gilvenbank Community Sports Hub bookings are made for all activities, and liaise with GCC Director of Finance in securing funds and making bookings for indoor activities
- Work with volunteer coaches to ensure there is appropriate cover for each training session and that a coaching programme is agreed and communicated so everyone is clear on what skills and sessions should be undertaken
- Encourage and support all coaches to develop their skills through attendance at appropriate training courses, in particular that new coaches attend "Introduction to Cricket Coaching" sessions as soon as practically possible
- Provide highlight reports to the GCC Committee which demonstrate what progress has been made in delivering cricket activities and participation, bringing attention to any problems or risks that need considered
- Maintain the "Gladiators Management Tracker" by ensuring player and coach progress information is recorded, working with the Administrative Support volunteer to update other elements as needed

## **Volunteer Coordinator**

- Oversee all activities in recruiting, supporting and encouraging all volunteers
- Work in partnership with the Gladiators Advisory and Improvement Network (GAIN) and the Director of Junior Cricket to implement an effective volunteer support strategy and actively work to ensure all key roles are filled
- Providing on-going support and assistance to all volunteers, undertake induction for new volunteers and ensure exit interviews are undertaken for those who are leaving to ensure that important feedback is received on what can be improved

## **Child Welfare and Protection Officer**

- Act as the main contact within the Gladiators and with GCC for the protection of children
- Ensure that all persons working with children at the club are fully aware of their responsibilities and are adequately trained and qualified for the role they are fulfilling
- Be the first point of contact for coaches, helpers, parents and members on any issues concerning the well being of children in the club.
- Establish and maintain a Disciplinary and Complaints procedure and Child Protection Policy.
- Attend appropriate training courses including 'In Safe Hands' and 'Safeguarding and Protecting Children'.
- Be familiar with current child protection legislation.
- In the event of a complaint being made ensure that the complaints procedures are met and see the procedures through to the final decision.
- Act as adviser, when required, to the Management Team on matters of policy and procedures related to child protection.
- Encourage good practice and support of procedures to protect children.
- Maintain confidential records and ensure information is only held on an individual whilst the person continues to carry out their regulated work role within the club.
- Ensure all incidents are correctly recorded and reported in accordance with the club policy and procedures.
- Seek advice from the appropriate agencies as and when required.

## **Administrative Support**

- Oversee the "welcome" procedures for new members, ensuring that welcome packs are provided and that registration forms are completed
- Maintain the "Gladiators Management Tracker" to ensure that contact information and appropriate consent from all members is up-to-date
- Ensure attendance lists are completed at all Gladiators sessions and that donation boxes are monitored at all times
- Act as "Covid Monitor" in response to Coronavirus restrictions by ensuring appropriate social distancing and good hygiene (e.g. hand washing every 15 minutes) is maintained at all times



- Assistance in tasks such as photography (accounting for relevant consent) and writing match reports

## **Cricket Coaches**

- Work with Director of Junior Cricket to ensure that a coaching programme is in place and that you understand what specific activities and skills should be covered at each session
- Ensure your availability for each session is confirmed with the Director of Junior Cricket so that a rota system can be put in place
- Ensure that all participants complete appropriate warm-up and cool-down activities before and after training and games
- Work with parent coaches to ensure that all coaching sessions are run safely and that the parent coaches understand how they can help
- Assist with putting out and putting away all equipment used for each session, ensuring storage areas are kept tidy and equipment is put back in designated spaces
- Provide support to one of the Gladiators teams (Kwik, Under 12 or Under 14) by being a match-day manager, ensuring in collaboration with Director of Junior Cricket that a team is selected, parents/carers/guardians understand all meet arrangements, ensuring appropriate equipment is provided and to undertake umpiring and scoring responsibilities - any of these tasks can of course be delegated to others

## **Parents Coaches**

- Work with cricket coaches to ensure that each session is run safely, ensuring that children and young people are aware of risks at all times but focus on letting them have fun!
- Assist with putting out and putting away all equipment used for each session, ensuring storage areas are kept tidy and equipment is put back in designated spaces
- Providing match-day support to ensure that all children and young people are kept focused, that they are given the right support to get all equipment prepared and tidied away and where possible support the match-day manager in undertaking other duties such as scoring or umpiring if possible

## **Clubhouse Maintenance**

- Ensure that appropriate cleaning of clubhouse is completed after each Gladiator session, ensuring that the function room, kitchen, toilets, corridor and changing rooms are cleared of all rubbish, hoovered and left in a suitable condition for

the next use and that if rubbish bins are full that these are removed (can they be left at park gate, or do they go elsewhere?)

- Check all toilets to ensure they are clean, are suitably stocked (e.g. toilet paper, soap, towel) and that lights are switched off
- Running the GCSH tuck-shop, ensuring that appropriate donations are taken for items such as juice cans, crisps and juice, ensuring that any cash taken is securely locked away at the end of each night
- Ensuring that all players (young and old) who may be covered in mud, dirt and grass clippings only enter the clubhouse via the external door to their designated changing room and not wear spiked footwear in the main part of the clubhouse

## **Grounds Maintenance**

- Work with GCC grounds maintenance colleagues in key activities such as grass cutting, cricket net maintenance and ensuring that the garage area is kept tidy
- Ensure that after each Gladiators session that the grassed area is cleared of all equipment (and stored appropriately in the garage or container) and that all rubbish is cleared
- Work with GCSH to consider what improvements can be made to external areas of clubhouse, such as installation of decking, tarmacing or other such base for front area of clubhouse or considering whether planted areas can be maintained elsewhere to create a more welcoming environment

## **Social and Fundraising**

- Plan social activities which the whole Gladiators community can take part in, maximising use of the Hub clubhouse where possible such as movie showings, board game nights and Christmas parties
- Encourage participation for events through appropriate advertising such as through club social media channels, seeking assistance from other members and volunteers
- Consider fundraising opportunities such as sponsored walks, litter picks and other community-led activities as well working with GCC Director of Finance in considering grant applications

# Matching the right volunteers to the right role

We recognise that everyone has a personal motivation for why they want to volunteer, and have particular skills which they may wish to share. The [Volunteer roles](#) sections set out the typical roles we look to have covered as standard, though we are open to alternative ways of working and focus where recommended.

We do not have formal application forms to complete, we instead welcome direct conversations between prospective volunteers and our Volunteer Coordinator or the Director of Junior Cricket. We would though require that anyone taking on a formal volunteering role have Protection of Vulnerable Groups (PVG) Scheme membership, with support coming from our Child Welfare and Protection Officer to complete this. We may also require references. Please see the [Key People](#) section in the Annex for details on who currently fills these crucial roles.

Where volunteers would be providing direct coaching or support for cricket activities then we ensure that they attend an "Introduction to Cricket Coaching" training course, typically provided by our governing body Cricket Scotland, at the earliest opportunity.

# Key issues to be aware of

The following sections set out key issues that you should be aware of, though these are not as yet supported by formal policies or statements. That in itself is a great volunteer opportunity for someone to review our requirements and get the information updated!

## Positive induction and training

Our Volunteer Induction Checklist (available via the link below) provides the framework we use for having a structured conversation with new volunteers. This provides an overview of the aims of the Gladiators and other issues such as health and safety etc. The checklist is based on good practice as recommended by Volunteer Scotland.

- <https://rebrand.ly/GladiatorsVolunteerInduction>



Glenrothes Gladiators  
18th Glenrothes Cricket Club  
at Glenrothes Community Sports Hall  
Pittville Avenue, Glenrothes, Fife KY7 5NB

### Volunteer Induction Checklist

This checklist, based on recommendations by Volunteer Scotland, should be used by the volunteer to demonstrate that they have been provided appropriate induction to gain an overview of their role and how that fits within the Glenrothes Gladiators. Not all elements may be relevant so please simply x out the box if not applicable, and / or all others once completed.

If there are any issues not covered or you have any recommendations for how to enhance our induction processes then please discuss with your Volunteer Coordinator.


Name	
Role	
Date	
Endorsed by	

Please ensure your completed induction checklist is endorsed by our Volunteer Coordinator or other designated representative, then retain for your own records.

Last updated: February 2021

For: Glenrothes Gladiators  
Approved: Glenrothes Gladiators  
Reviewed: Glenrothes Gladiators

Supporting Quality Area:  
Volunteering and community involvement  
Building a culture of this commitment and support



## Equality, diversity and inclusion

Sets out our commitment to embracing diversity and promoting equality and inclusion. This is reinforced through our [Code of Conduct](#) (see Annex) which note the importance of treating everyone equally with respect, dignity and fairness.

Consideration may be given to having a separate equality and diversity policy with more information.

## Complaints and grievance procedure

As noted above, our principal ethos is to treat everyone equally with respect, dignity and fairness, though we recognise that from time to time our volunteers may be dissatisfied with the support they receive, any problematic experiences they encounter or any other negative issues which impact on their ability or willingness to undertake their volunteer role.

We would ask that complaints or problems are initially discussed between the volunteer and the Volunteer Coordinator, or another appropriate person, through an informal conversation or in a supervised meeting if required.

If this does not resolve the issue and you feel a written complaint is required then please submit your complaint via email to [cwpo@glenrothescc.co.uk](mailto:cwpo@glenrothescc.co.uk) where our Child Welfare and Protection Officer (CWPO), who maintains responsibility for complaints within the club can review and consider the appropriate action. Your email should include the following information: your name, contact details, your role, the details of your complaint (giving as much information as possible such as date, time, details of what and who was involved etc), whether you have already discussed the issue with the Volunteer Coordinator or other appropriate person (if so, then what advice was provided or action(s) agreed) and what action could Glenrothes Gladiators to help

resolve your complaint. The CWPO will be acknowledge receipt of your complaint within 5 working days, and normally respond within 15 working days though where this is not possible will discuss with you and advise when a response is likely.

If you are not satisfied with the outcome you have the right to appeal to the Chairperson who will consider all facts.

We do recognise that our existing complaints and grievance procedures may be strengthened in the future, but we hope that the current approach gives a fair balance to all involved.

## **Health & Safety and insurance**

TBC with GCC how our volunteers are covered by the club's insurance

TBC with GCSH details of specific safety guidelines and key risk assessment for key activities, as well as the accident and emergency procedures.

## **Expenses**

Explains what expenses we are able to cover and how volunteers can claim them.

All equipment should be provided as standard though if there is anything required to fulfill specific duties then this should be discussed with the Director of Junior Cricket in the first instance.

In following good practice in financial management for voluntary and charitable organisations, we do not advocate holding "cash in hand" wherever possible. If money is collected then we should look to provide this cash to the Glenrothes Cricket Club Treasurer as soon as possible. It may be permissible to do this through a bank transfer for example. We would expect though that anyone handling cash keeps appropriate records which others can check as and when required - for example the Director of Junior Cricket maintains a cash tracker table within the Gladiators Management Tracker, which the Treasurer can access at any time.

# The volunteer journey

Our hope is to provide all volunteers with a rewarding experience, and encourage them to stay with us. But we do recognise that this may not always be possible, and we will always respect each individual's rights to step away when they need to.

## Volunteer exit interview

We really appreciate the contribution all volunteers make whilst volunteering with us. To help us to continue to improve the experience for future volunteers, we ask that an exit interview is held to gather feedback. This can be done by completing a questionnaire or we are more than happy to have a conversation with you to help draw out your thoughts about the Gladiators (good and bad).

- <https://rebrand.ly/GladiatorsVolunteerExit>



## Volunteer Exit Interview

We really appreciate the contribution you've made whilst you've been volunteering with us. To help us to continue to improve the experience for future volunteers, we would really appreciate you taking a few minutes to give us your feedback. You can do this by completing yourself or we are more than happy to have a conversation with you to help draw out your thoughts about the Gladiators (good and bad).

Your name	
Your role	
What have you enjoyed most about volunteering?	<input type="checkbox"/> Getting involved in something I care about <input type="checkbox"/> Getting to know more about the work of the organisation <input type="checkbox"/> Being active/outdoors <input type="checkbox"/> Meeting new people <input type="checkbox"/> Learning new skills <input type="checkbox"/> Other (please give details)
What experience have you enjoyed most whilst volunteering with the Gladiators?	

Web: [www.glenrothes.co.uk](http://www.glenrothes.co.uk)  
 Email: [gladiators@glenrothes.co.uk](mailto:gladiators@glenrothes.co.uk)  
 Facebook: [GlenrothesGladiators](https://www.facebook.com/GlenrothesGladiators)  
 Twitter: [@GlenrothesGladiators](https://twitter.com/GlenrothesGladiators)

Supporting healthy lives  
 Developing a love for the game and sport  
 Building a culture of fun, enjoyment and respect

# Annex

The following section sets out key issues that impact on volunteering duties. Please read these along with the more detailed guidance and policy documents where specified.

## **Annex A. Safeguarding Children**

Our Safeguarding Children guidance (<https://rebrand.ly/GladiatorsSafeguarding>) sets out the 10 key steps we follow to provide a safe environment for all the participants within. That includes a number of approaches we take to give our volunteers a clearly defined structure around their work. Please refer to that document for specific guidance on the following issues:

1. Child Welfare and Protection Officer
2. Child Protection Policy and Procedures
3. Risk Assessment Procedures
4. Volunteers Code of Conduct
5. Support and Training
6. Safe Recruitment Procedures
7. Procedures for Reporting Concerns
8. Disciplinary Procedures
9. Procedures Reviewed after Concerns Raised
10. Safe in Cricket Good Practice Guidelines

The Safeguarding Children report follows advice as set out by the Safeguarding in Sport partnership (<https://rebrand.ly/SafeguardingOverview>) and our cricket governing body Cricket Scotland (<http://www.cricketScotland.com>).

It is essential that all our volunteers who do regulated work with children (and/or vulnerable groups) have PVG Scheme membership. This process is managed by our Child Welfare and Protection Officer, please see [Key People](#) section for further information.



## **Annex B. Code of Conduct**

All adult volunteers working with children in the Glenrothes Gladiators are asked to sign up to a 'Code of Conduct' for working with children.

The Code sets out acceptable behaviours, the standards expected from everyone and forms the basis for challenging and improving practice.

It is also important that children and parents/carers understand the standards of practice we follow and what they should expect from our volunteers.

We have separate Codes of Conduct:

- Players (<https://rebrand.ly/GladiatorsConductPlayers>)
- Spectators (<https://rebrand.ly/GladiatorsConductSpectators>)
- Working with Children (<https://rebrand.ly/GladiatorsConductVolunteers>)

We require that all volunteers who work directly work with children to sign up to our Working with Children Code of Conduct on an annual basis. This is typically achieved through a pre-season gathering of volunteers to set out the forward plan for cricket delivery of the summer months, though can be completed on an ad-hoc basis.

## **Annex C. Key people**

A full list of officers, committee members, coaches and officials for both the club and Gladiators can be found on the notice board at our Gilvenbank Park ground to ensure everyone has a full understanding of who is involved.

**Volunteer Coordinator:** TBC

**Director of Junior Cricket:** Nic Krzyzanowski

**Child Welfare and Protection Officer:** Lisa Lewis

**Administrative Support:** Denise Wallce

**Cricket Coaches:** Nic Kryzanowski, Chris Marshman

**Cricket Assistants:** Jay Lewis, Jordan Smith, Nathan Salt,  
Paul Culleton

**Parent Assistants:** John Beveridge, Ravi Kiran,  
Rashpal Mehmi, Rachael Myles,  
Parminder Singh Loomba

**Volunteers:** Janet Gawander, Becca Hughes

## Annex D. Role description template

Where we need to advertise specific voluntary roles then the following template should be used. This is based on good practice recommended by Volunteer Scotland. This should be tailored for each specific role, for example outline of the role, though more generic information such as benefits to volunteer and where the duties are conducted are likely to be consistent across all roles.

Please see the [Volunteer roles](#) section for the key roles we look to fill.

<b>Role title</b>	
<b>Outline of the role</b>	
<b>Skills, attitudes and experiences needed</b>	<ul style="list-style-type: none"> <li>• Enthusiastic</li> <li>• Well organised</li> <li>• Prepared to make a regular time commitment</li> <li>• Prepared to make instant decisions when necessary</li> <li>• Confident at some public speaking and keeping order during meetings</li> <li>• Is positive and enthusiastic</li> <li>• Is well organised</li> <li>• Has excellent communication and interpersonal skills</li> <li>• etc {delete as appropriate}</li> </ul>
<b>Benefits to the volunteer</b>	TBC Let a potential volunteer know what they could get out of doing this role. It might be that they'll be offered training, gain experience, grow in confidence or get more fresh air and exercise!
<b>Where</b>	The Glenrothes Gladiators are based at the Gilvenbank Community Sports Hub (KY7 6SU) in Glenrothes. We also undertake indoor activities over the winter at different venues.
<b>When</b>	The majority of direct support is provided at training sessions (held every Friday night, weather dependant, through the summer) and at games (held on other weeknights and on Sunday mornings). Behind the scenes support, such as helping develop and implement policies can be undertaken virtually. The Gladiators is though a year-round endeavour
<b>Support</b>	Our Volunteer Coordinator (name, email) is the principal point of cricket, though the Director of Junior Cricket (Nic Krzyzanowski, <a href="mailto:nic@glenrothescc.co.uk">nic@glenrothescc.co.uk</a> ) and other officials will provide any direct support as required.
<b>How to apply</b>	If the volunteer now wants to apply, what do they do next and then what happens. Let them know if they have to meet you for an informal interview or become a PVG scheme member and if you cover the cost of this.

<b>Any questions</b>	Who can the volunteer get in touch with if they still have questions?
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## Annex E. Volunteer Recruitment Self Assessment

It is important that we regularly assess our approaches to recruiting and supporting volunteers. We use a self-assessment as recommended by Volunteer Scotland.

**Date of latest assessment:** February 2021

**Date of previous assessment** N/A \* archived assessments link \*

**Red** We do not have this in place

**Amber** We have started to implement this process although it is not fully operational

**Green** We have this in place, it is operational and reviewed regularly

#	Statement	RAG	Actions
<b>The benefits of volunteering</b>			
1.	We understand the beneficial impact volunteers can have on our club (for the club, the community)	A	We understand benefits though these need to be articulated through our Volunteer Policy and other key documents.
2.	We are conscious of the benefits of supporting volunteers	A	As above.
<b>What roles we need filled</b>			
3.	We know the volunteer roles available – they are written and recorded	A	Key roles are defined though need to be reviewed fully.
4.	We know the skills, qualities and abilities required for each role - Volunteer role descriptions are available	A	Generic "role description" is available (to be reviewed) as do key tasks for each role but need a much deeper review.
5.	We have completed a volunteer audit and identified the gaps	R	No formal audit undertaken, we need to ensure we have a clear long-term strategy for the Gladiators as a whole before this can be done properly.
6.	The club has a Volunteer Liaison officer	R	No such role previously. Have incorporated into our key roles (Volunteer Coordinator) and Volunteer Policy but role needs filled.
<b>Recruiting volunteers</b>			
7.	We have an effective volunteer recruitment process in place	R	No formal process, dependent on filling the Volunteer Coordinator role and working with CWPO.

8.	Our recruitment policies are inclusive – the people who volunteer within our club are representative of the wider community	G	Whilst no recruitment process is in place we have a good balance of helpers, though parent helpers etc would benefit from far greater clarity in what they can do to best help.
9.	We use a range of inclusive methods and mediums to recruit volunteers	A	Word of mouth and social media engagement is key approaches across most aspects of Gladiators work. Previous queries through local colleges and universities for “sports coaches” and queries with Fife Voluntary Action.
10.	We have an inclusive volunteer selection process in place	R	As noted earlier, no formal recruitment (and hence selection) process in place but do not consider this had led to problems, as we have designated CWPO in place to ensure appropriate PVG Scheme membership.
11.	We have considered what motivates out volunteers and what may stop people from volunteering	R	Having had no volunteering policy in place we have not undertaken any formal review. Strictly speaking, we have “helpers” rather than “volunteers”.
<b>Providing effective induction</b>			
12.	We have an induction process for volunteers	A	No formal process in place previously, though draft policy produced which includes a Volunteer Induction Checklist (with supporting notes) to support structured conversations. But all volunteers and helpers come from GCC members or Gladiators parents and carers community so all are aware of strategic aim and how we approach things.
13.	We have a volunteer agreement form	R	No form in place, and yet to be reviewed whether this is something we should have. Code of Conducts, including for those working with children, in place and going forward will ensure all volunteers sign up to these on an annual basis.
14.	We recognise the different support opportunities available:	A	Further discussions needed with GCC to understand how we can

	formal qualifications, CPD courses and self-directed opportunities		formally support on-going training. But key people have attended appropriate training such as safeguarding children and first aid courses. Need to ensure CWPO monitors these effectively though. Also highlighting opportunities for parent helpers for example to attend Introduction of Cricket Coaching courses.
<b>Providing appropriate support to volunteers</b>			
15.	We ask our volunteers about their individual support needs and wants	A	We ensure the Gladiators is managed within a positive and engaging culture, so have regular discussions with people as standard. But have to embed direct conversations and feedback mechanisms with the volunteers.
16.	We recognise and react to the motivations of our volunteers	A	Our aim is to ensure we do listen to all forms of feedback and design our processes to suit changing needs. But until our volunteer policy is formally embedded and we start listening to volunteers ideas in a structured way I don't think we can score higher.
17.	We reward our volunteers appropriately – based on their motivations	A	Have to be careful here as forcing a reward culture can seem fake and contrived. Our intention is that providing thanks and “rewarding” supporting volunteers is seen as a core part of shared culture and underpinning ethos along with GCC. Consideration could be given to formally providing membership discounts for example?
18.	A volunteer pathway is published and operational	R	We have no “pathway” defined, this will need to be reviewed and consider what this could cover and what value it brings.