

A Guide
A GUIDE
TO
Youth Volunteering
YOUTH VOLUNTEERING

for
Connexions P.A.s
and others
working with young people
in Kent & Medway

A Guide to Youth Volunteering

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How to use the Guide

- Benefits** This Guide is designed to assist Connexions P.A.s and partner agencies in engaging young people in volunteer activities within their local community. It highlights the benefits to young people and to the community. It will enable you to signpost new volunteers to the principal agencies that offer supported volunteer opportunities.
- Starting points** Also included are the key starting points for identifying appropriate community placements and projects for young people who are already committed to volunteering.
- Encouragement**
- Commitment**
- Support**
- Logistics**
- Approach**

Many young people take part in volunteer activities without necessarily recognising that they are acting as volunteers. In an ideal world volunteering blends seamlessly with community-based activities and social integration. For many young people taking on extra responsibility and helping others is a natural part of their personal development and growing maturity. Others may need more encouragement and support to volunteer and help to identify the learning they will gain. If volunteering experiences are varied and positive, they provide impressive track records for young people when applying for jobs or starting at college.

A word of caution. What may seem a fun way of doing something different and making

new friends also requires a level of commitment and maturity on the young person's part. It is important to match young volunteers' enthusiasm with the appropriate level of supervision and support to meet their personal needs. Health and safety, insurance, child protection and many logistical considerations – time, location, access – all need to be taken into account. These issues are part of everyday risk assessment and apply equally to youth volunteering. For this reason young people should not be engaged in activities before a number of questions have been asked – by themselves or by others acting on their behalf.

This Guide should help to assure P.A.s and young people alike that volunteering is fun, and if well structured and supported, can provide benefits of great value both to the volunteers themselves and the communities they serve.

What is a volunteer?

A volunteer is a person, who of their own free will and without payment, contributes their time and skills to help others

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Dispelling popular myths

Volunteering:

- Is for people from **all backgrounds**, not just middle-aged, middle-class women!
- Is for **all age groups**, not just for older people
- Is **something to be enjoyed**, not just endured
- **Does not affect entitlement to state benefits**, as long as volunteers are available for work and are only paid for any actual expenses
- **Does not cost anything** other than time; volunteers can be reimbursed for out-of-pocket expenses
- **Is not a waste of time or a dead end.** Useful skills and experience can be gained to enhance career plans
- **Can be varied and exciting.** Traditional views of volunteering are outdated. Volunteers are engaged in a very wide range of activities today
- **Insurance is not a problem.** Policies can, where necessary, be extended to include young volunteers and most activities
- **Young people make great volunteers.** They can be as reliable and committed as adults if their contribution is valued.

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Benefits of volunteering for young people

For young people volunteering, regularly or occasionally, will help them:

- **Expand horizons**
... will introduce them to new experiences. Many students who volunteer obtain jobs related to their volunteering experience than to their courses of study
- **Develop skills**
... will enable them to learn new things about themselves. Often young volunteers can learn skills and discover gifts they didn't know they had
- **Build a CV**
... will improve their prospects of getting a job. People are often recruited for their inter-personal skills which can be greatly enhanced through volunteering
- **Connect with the community**
... will develop young citizenship and engender a sense of belonging
- **Make new friends**
... will introduce them to staff and volunteers from a wide range of backgrounds
- **Develop self-esteem**
... will give them the feel good factor that helping other people and making a difference to their lives brings
- **Understand the world of work**
... will help them understand the role of the voluntary sector and volunteers within the national economy

Remember – volunteering is fun. It is something to be enjoyed and not just endured!

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Benefits young people bring to volunteering

Young people can offer:

- **Energy** – young people have an abundance of energy ready to be channelled creatively
 - **Enthusiasm** – young people have lots of enthusiasm, unhampered by the cynicism of life
 - **Fresh Ideas** – young people may bring fresh ideas and new ways of carrying them out, unfazed by age old routines
 - **Commitment** – young people want an opportunity to prove themselves and being committed to volunteering is one way of demonstrating this
 - **Reliability** – young people can be just as reliable as anyone else. Have high expectations of them, just as they have high expectations of you!
 - **Skills** – young people bring skills of their own and a great willingness to learn new ones
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What do young people want from volunteering?

Flexibility
Legitimacy
Ease of Access
eXperience
Incentives
Variety
Organisation
Laughs

A recent survey conducted by the National Centre for Volunteering identified a range of issues important to young people when considering volunteering:

Flexibility – is the most important factor for young people, particularly in respect of work content and working hours. Young people have many pressures and demands placed on them and many other interests competing for their free time.

Legitimacy – young people need to feel that their volunteering has validity, that they are making a contribution to real community needs and that this is recognised.

Ease of Access – it must be easy to find out about opportunities that exist and easy to reach them.

eXperience – young people want relevant and interesting experiences which will stand them in good stead in their personal and career development. Young people are looking for opportunities to learn new skills, to take on challenges, to explore career avenues and to gain work experience.

Incentives – are important because of the competition for young people's time and attention. Most prominent is

the prospect of a reference or some form of accreditation to validate their experience and demonstrate their achievement to colleges, employers and others.

Variety – is a widely recognised requirement. Variety in types of work, social issues and structures to accommodate the huge range of individual interests, ambitions, skills and preferences among young people. Variation should be offered in the amount of commitment, the level of responsibility and the nature and type of activity in order to attract the widest possible range of young people.

Organisation – needs to be efficient but informal, providing a relaxed environment in which young people feel welcome and valued. They do not want to be heavily supervised but need people to whom they can turn for support when they need it and to help them progress when they are ready.

Laughs – should not be forgotten. Volunteering should be enjoyable, rewarding and fun. While young people do not volunteer primarily for personal benefit, they are more likely to continue if they are enjoying themselves.

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What can young people do?

Opportunities

They can . . .

Restrictions

Insurance

One-offs

Visit elderly people

Teach IT

Mentor young pupils

Support playgroups
& nurseries

Befriend children with
disabilities

Help at reading clubs

Work in charity shops

Run drama groups

Produce newsletters

Join school councils
or youth forums

Lead cubs and brownies

Help in Sunday School

Do conservation or
environmental work

Coach in sports

Campaign for human
rights or animal welfare

Fundraise for good causes

. . . and help in many
other ways too!

Remember:

There may be age restrictions for some activities. For example, volunteers under the age of 16 may not run street collections. There may sometimes be insurance limits – but these can often be extended to include younger volunteers at minimal cost.

It is almost always best for young volunteers to start with something they are interested in. Not sure what they want to do? Offer a few “tasters”. A positive “one off” experience will often lead to an extended and regular commitment.

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Training and Accreditation

Local training **Training**

In-house courses

Benchmarks

Distance learning

National levels

Young volunteers should be encouraged to take advantage of training opportunities whilst volunteering. This will help them to get the most out of their volunteering experience and will stand them in good stead when progressing to employment or further training. Volunteers can be overlooked if they do not express their interest in, and willingness to attend, training courses.

Local training for volunteers and young people is regularly run by:

Councils for Voluntary Service
Kent Youth & Community
Medway Youth Service
VSU Youth in Action

Many voluntary organisations run their own in-house courses, especially if they are part of a local network or national federation.

Accreditation

This is the formal recognition of the achievements of a volunteer linked to an internal or external standard or benchmark. It provides confirmation that the volunteer's performance has reached standards that have been agreed or approved for specific activities. It provides formal recognition of the contribution that volunteers have made and can help them further their ambitions.

Accredited Volunteer Courses:

Certificate in Interpersonal Skills for Volunteers

This is a distance learning course lasting from 36 weeks to 2 years. For further details contact The Centre for Educational Development, University of Wales, Lampeter, SA48 7ED, tel 01570 424785 or visit www.volstudy.ac.uk

Certificate in Community Volunteering

This is another distance learning course that consists of 5 units, relevant to volunteering. For further details contact ASDAN, Wainbrook House, Hudds Vale Road, Bristol, BS5 7HY, tel 0117 941 1126 or visit www.asdan.co.uk

Open College Network

These modular learning programmes cover volunteering in general. Students receive a certificate showing the learning outcomes they have achieved at nationally recognised levels of study. For further details contact OCN, Kedleston Road, Derby, DE22 1GB, tel 01332 591 071. www.nocn.org.uk

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Rights and responsibilities of volunteers

	Volunteer Rights	
Supervision		Work in a safe environment
Support	<i>Volunteers should:</i>	Have access to training in relevant skills
Expenses	Have all relevant information and an induction	Be invited to play a part in the promotion and development of youth volunteering
Training and Skills	Know who to go to and what to do if there is a problem	Be involved in the planning and organisation of activities
Benefits	Be given supervision and support	Have adequate insurance cover
	Be reimbursed for any expenses	Be involved in activities they enjoy as well as being of benefit to the community
	Have the opportunity to review their voluntary work and think about their learning	

	Volunteer Responsibilities	
Commitment		Communicate any concerns or problems
Respect	<i>Volunteers should:</i>	Be willing to learn
Communication	Accept the core aims & objectives of the organisation they are working for	Have respect for confidentiality
Behaviour	Be committed to their choice of activity	Behave appropriately
Reliability	Respect the people they work with – staff, service users, other volunteers – and treat them equally	Attend induction and skills training
		Be reliable and punctual

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Health & Safety

Young volunteers should not work unsupervised with children and vulnerable adults

When helping to arrange a volunteer placement for a young person the following health and safety issues should be discussed with the people responsible for the placement:

Duty of Care

When working with young people under the age of 18 there is a legal duty of care. This has been interpreted in case law as the responsibility to act as any careful parent would. The responsibilities of a careful parent are not defined in legislation but the courts have generally defined them as a duty to exercise adequate supervision.

Supervision

Supervision can mean giving adequate advice and instructions rather than constantly watching a young person, unless there are obvious dangers. As a general rule a young volunteer should not be left on their own for a long period of time.

Young volunteers should not work unsupervised with children and vulnerable adults.

Parental Permission

Any person under the age of 18 should have written parental permission before engaging in voluntary work. A parent or carer's emergency contact number should be known and details of any medical conditions or allergies provided.

Employer's Responsibility

Under the Health & Safety at Work Act 1974, all employers are required to provide a safe place for employees and volunteers to work which is clean and free from risks.

Make sure that:

Health & safety policy and procedures are monitored

Staff and volunteers are aware of the policy and procedures

Volunteers are adequately supervised and insured

Effective procedures are in place for responding to accidents and incidents

Risk assessments are *regularly* carried out

Volunteers should know:

Location of fire exits

Fire drill procedure

Location of first aid box

Identity of first aid nominee

Emergency contacts

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Getting started

Starting points To help get a young person started in volunteering ask them the following questions:

Lateral thinking

Planning

Safety first

- Why do they want to volunteer? What do they hope to gain?
- What type of voluntary work would they like to do?
- When are they available to volunteer?
- How much time do they have?
- What commitment are they willing to make eg once a week, once a fortnight? Or would they just like to try something once before they commit themselves?
- Do they have any particular interests / skills?
- Are there things they wouldn't like to do?
- Would they prefer to volunteer on their own or with others?
- Where is it easy for them to get to?
- Do they know places where they might be welcome?
- Are there activities in their school or neighbourhood where extra help is needed ?

■ **Remember:**

Think creatively ... think laterally!

Ensure the young person will be given the appropriate level of support and advice

Help may be needed with an application form or an interview

References may be required, and in some cases a CRB Disclosure Certificate

Getting started may take time, but the groundwork is in the volunteer's own interest.

Volunteering can make a difference to young people's lives!

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Organisation	British Red Cross
Name of Programme	Young Volunteer Projects
Description	Peer Education projects covering four strands of work- first aid, promoting humanitarian values, supporting young people in crisis and supporting young volunteers.
Localities	Canterbury, Dartford, Maidstone, Herne Bay.
Placement numbers	Unlimited.
Who qualifies?	Young people must be 13+ to be involved in volunteer projects. CRB disclosure certificates are obtained where appropriate.
Entry dates	At any time.
Support/supervision	Supervision sessions are provided on a 6 weekly basis by the project manager.
Training provided	Training is provided relevant to the projects being undertaken (including health & safety and child protection)
Recognition	Youth Achievement Awards BTEC in Peer Education First Aid
How to contact	Wendy Solesbury Senior Services Manager Youth Services - South Eastern British Red Cross 25 College Road Maidstone ME15 6SX 01622 625104
Core benefits	British Red Cross is a worldwide organisation offering opportunities to young people to play an integral role in supporting people in crisis.

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Organisation CSV

Name of Programme Lending Time Volunteering Partners

Description Lending Time is a new 3 year initiative to provide volunteer opportunities for people of all ages within Kent Libraries

Volunteering Partners offers full-time away from home volunteering opportunities across the UK with accommodation, food and living expenses provided for young people over the age of 16.

Localities Lending Time runs across Kent with potential opportunities in 100 local libraries. Volunteering Partners is available throughout the UK.

Placement numbers Lending Time is a new project still seeking to expand in all local areas. Volunteering Partners usually place around 2000 people a year nationally.

Who qualifies? CSV's aim is to encourage people of all ages and backgrounds to volunteer. No skills or experience required for most activities. Lending Time particularly welcomes volunteers with ICT skills. With most programmes there is an application form and an information interview. Two references are required. Disclosure certificates may be necessary for some activities.

Entry dates At any time.

Support/supervision Each volunteer has a named supervisor at their volunteer placement, as well as access to a CSV member of staff. Occasional social and training activities are provided to enable volunteers to network.

Training provided Volunteers receive training appropriate to the activities they are to undertake. Additional personal development opportunities are also provided in some cases.

Recognition Appreciation certificates are awarded to CSV volunteers.

How to contact **Lending Time Project**
Nicola Browne
Maidstone Community
Support Centre
39 – 48 Marsham Street
Maidstone ME14 1HH
Tel 01622 664904
nbrowne@csv.org.uk

Volunteering Partners
Greg Tythe
c/o Action Queen Mary's
Frogna Avenue
Sidcup DA1 6LT
Tel 020 8302 5761
gtythe@csv.org.uk

Core benefits CSV is a long-established charity with national standing offering well-structured and supported opportunities.

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Organisation Kent County Council – Medway Council

Name of Programme The Duke of Edinburgh's Award

Description Bronze Award (for those aged 14 and over)
Silver Award (for those aged 15 and over)
Gold Award (for those aged 16 and over)

There are four sections within each award
Service (helping other people in the local community)
Skills (covering almost any hobby, skill or interest)
Physical recreation (sport, dance and fitness)
Expedition (training for, planning and completing a journey on foot, horseback, boat or bicycle)
A residential project must be completed for the Gold Award

Localities This a national Award scheme that is run across Kent & Medway.

Placement numbers There is no limit on numbers but the Award is not yet established in all schools and colleges.

Who qualifies? The Award is for young people aged 14 to 25. There are no other criteria. Disclosure certificates are not usually needed.

Entry dates At any time.

Support/supervision Young people must register through a group authorised to run the Award. This group is responsible for the supervision and support of its Award participants.

Training provided Yes.

Recognition The Duke of Edinburgh's Award is a national award widely recognised by colleges, universities and employers.

How to contact

Norry Barber Kent Duke of Edinburgh's Award Co-ordinator Invicta House Maidstone ME14 1XX Tel 01622 694788	Jacqui Hackwell Medway Duke of Edinburgh's Award Co-ordinator Youth House, Marlborough Road Gillingham ME7 5HR Tel 01634 854784
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Core benefits The combination of service, skills, physical recreation and expedition helps to develop a sense of achievement; new skills and interests; self-confidence and self-reliance; friendship; experience of teamwork, problem solving and decision-making; increased motivation; and enhanced self-esteem.

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Organisation Girlguiding Kent

Name of Programme Look Wider

Description Helping in Rainbow, Brownie and Guide units
14 – 16 years working towards “Making it Count”
16 – 18 years working towards adult leadership
18+ leadership

Localities Units across the whole of Kent.

Placement numbers Within Kent & Medway there are 800 units, each can have two young people helping.

Who qualifies? Females from 14 upwards who agree with the aims and objectives of Guiding and are willing to make The Guide Promise. A CRB disclosure certificate will be obtained for those over 16.

Entry dates At any time.

Support/supervision All guides are supervised by adult leaders. Each young leader belongs to a “young leader group” and has an individual mentor.

Training provided Mainly within the weekly unit meetings, following a national programme for leadership qualification. Local Kent-based training happens throughout the year, led by guiders.

Recognition Girlguiding certificates
14 – 16 Making it Count, Look Wider
18+ Leadership qualification

How to contact Mrs Janet Scott
County Commissioner
Kent East
Tel 01795 470817

Mrs Daphne Stearn
County Commissioner
Kent West
Tel 01634 232598

Mrs Alaire Fridd
County Commissioner
Kent Weald
Tel 01622 762505

Core benefits Guiding gives confidence, broadens horizons and stretches each individual. The greatest draw is that guiding is good fun. Guides also have opportunities to participate in guiding events and seminars, nationally and abroad.

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Organisation Groundwork

Name of Programme Youth Programme

Description Range of mainly area/estate based social and environmental regeneration projects working with young people aged 11–17. Projects generally identified by young people living in the area.

Localities Medway and Swale.

Placement numbers Currently running approximately 70 projects in Medway and Swale area, of which 12 are youth-led.

Who qualifies? Projects are locally based so attract young people living in or near project areas. CRB checks are requested for long term volunteers.

Entry dates At any time.

Support/supervision Staff provide direct supervision on site; in many cases volunteers are also supported by the organisations which referred them to Groundwork.

Training provided Training offered will depend on the nature of the work to be done. Volunteers can be offered training in first aid; peer mentoring; dealing with anger and aggression; rights and responsibilities; arts and photography; senior member training; local agenda 21.

Recognition Volunteers have the opportunity to join Millennium Volunteers and are put forward for the Youth Achievements Award programme run by Medway Youth Service, or Try Angle Awards in Kent.

How to contact Steve Clark
Youth Manager
Groundwork Medway Swale
48 Canterbury Road
Gillingham ME7 5UN
Tel: 01634 855166
Email: steve.clark@groundwork.org.uk

Similar community-based programmes operate in North West Kent.
Contact: Ian Martin, Groundwork Kent Thames-side
Tel: 01322 287727

Core benefits Projects are varied and cover a range of issues affecting young people and their quality of life.

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Organisation	Kent County Council
Name of Programme	Kent Safe Schools
Description	Kent Safe Schools offers young people an opportunity to contribute to making their schools, own lives and communities safer and happier. Projects include Youth Action Groups, peer mentoring and peer led programmes. Kent Safe Schools also plays a part in Splash projects. More recently it has become involved in primary school projects.
Localities	Across Kent.
Placement numbers	Varies.
Who qualifies?	Selection for peer mentoring projects is dependent upon being able to cope with the demands and responsibilities of the work.
Entry dates	By agreement between the Project Officer and young person.
Support/supervision	Project officers work face-to-face with the young people. Groups operating in schools have a link member of staff assigned.
Training provided	Training is given to young people as appropriate.
Recognition	Certificates awarded on a local/school district basis. Try-Angle Awards in Kent. Further accreditation for young people is under consideration.
How to contact	Kelly Yates, Safe Schools Administrator East Kent Education Office Clover house Thanet Way Whitstable CT5 3QZ Telephone- 01227 772992
Core benefits	Programmes offer personal and individual growth and team working opportunities, and allow young people to tackle issues of real concern to them in enjoyable and creative ways.

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Organisation Kent County Scout Council

Name of Programme Chief Scout's Awards
Young Leaders Scheme

Description The Chief Scout's Award is a youth achievement programme that encourages young people to take part in voluntary community service.

The Young Leader's scheme enables scouts to work with children in the younger sections and to undergo training in first aid, child protection and leadership skills.

Localities These programmes are offered across Kent and Medway in 24 Scout Districts.

Placement numbers Unlimited.

Who qualifies? Open to young people aged between 14 and 25.

Entry dates At any time.

Support/supervision Young people are allocated to a mentor who will meet with them on an informal basis. Young Leaders have the support of the Leaders they work with.

Training provided Training is an integral part of both programmes. Leadership skills are developed through adventure activities such as climbing and water sports.

Recognition Chief Scout's Awards, Certificates of Achievement.

How to contact Abigail Curran
Kent County Scout Office
The Youth House
Marlborough Road
Gillingham
ME7 5HR
Tel 01634 281770 Email abigail@kentscouts.org.uk

Core benefits Young people can take part at whatever level they feel comfortable. Scouting develops team and work skills, raises levels of self-esteem, and offers a wide range of activities and leadership opportunities.

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Organisation Kent Youth

Name of Programme Togle Project

Description Young people aged 14 plus are trained and supported in befriending a young person who is isolated from mainstream youth or leisure provision as a result of a physical, learning or emotional disability. Volunteers can commit as much or as little time as they wish, and are usually matched with a young person living locally to them. Volunteers also have access to social events where they can meet other TOGLE volunteers.

Localities The programme operates across Kent and Medway.

Placement numbers The numbers depend on the number of young people with disabilities who have approached, or been referred to, Kent Youth.

Who qualifies? Young people have to be 14 plus. Their age and maturity will be taken into account when matching them with a young person with a disability; the mainstream leisure activity to be accessed will also be taken into account.

Entry dates At any time.

Support/supervision Following initial training, regular contact and support is provided by Kent Youth staff. Additional support is provided by the staff of the mainstream youth/leisure provision being accessed.

Training provided A general training programme addressing issues such as disability awareness, child protection, attitudes and values is provided. Specific training is also given.

Recognition Kent Youth issues its own certificates. Registration also encouraged with MV and The Duke of Edinburgh's Award.

How to contact Kim Seal
Togle Project Office
Kent Youth,
3 Palace Avenue,
Maidstone, Kent ME15 6NF
Tel: 01622 663040 Fax: 01622 692640 Email: togle@kentyouth.org

Core benefits There is learning for the volunteer in the formation of effective relationships and understanding personal boundaries. Awareness of the positive contribution that disabled people can make, and very tangible outcomes for both parties.

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Organisation Kent Youth

Name of Programme me 2 you (peer education and mentoring)

Description Young people aged 15 plus are recruited, trained and supported to volunteer as peer educators or peer mentors. They are trained to share facts rather than myths with other young people about the social issues which affect or concern them. Each peer project is different with its own focus, timescale and location.

Localities Projects are developed across Kent and Medway.

Placement numbers Some are open to all young people in an area, others are organised through a youth organisation, youth club or school. The number of participants in each project is led by the choice of issue, location and construct of the project itself.

Who qualifies? Young people need to be 15 plus, and 16-25 if they wish to access a Level 2 BTEC Intermediate Award in Peer Education with Kent Youth. Disclosure certificates are not needed.

Entry dates Recruitment takes place at the start of each project.

Support/supervision The young volunteers have access to pre-delivery support, an adult present when they are delivering their sessions and immediate post-delivery evaluation.

Training provided Training offered is very comprehensive. Four key areas are covered: self-preparation; creating a learning environment; evaluating learning and delivery. Training usually includes a number of sessions over a period of weeks and a residential element.

Recognition Kent Youth issues its own certificates and has the rights in Kent and Medway to administer the new Level 2 BTEC Intermediate Award in Peer Education, and shortly, Peer Mentoring.

How to contact Eve Johnson (Peer Education Co-ordinator)
Kent Youth, The Youth House,
Marlborough Road, Gillingham, Kent, ME7 5HR
Tel: 01634 281841 Fax: 01634 281842 Email: info@kentyouth.org

Core benefits Well-constructed, accessible youth-work based programme. Comprehensive training emphasises role and value of learning and creates greater understanding of key social issues of concern to young people. Kent Youth has played an important role in developing national standards for peer educators.

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Organisation Medway Council

Name of Programme Medway Active Communities Volunteer Programme

Description This six month personal development programme enables young people to develop their confidence, motivation and skills whilst promoting access to sports leadership and coaching course, regular activity sessions and teambuilding residential experience.

Localities Medway wards of Chattenden and Frindsbury Extra; Frindsbury; Holcombe; Hook Meadow; Hoo St Werburgh; Luton; Town.

Placement numbers Up to 15 young people per programme.

Who qualifies? Volunteers must be aged 16 – 25 and have connections with Medway wards listed above. Some programmes may be targeted on particular groups of young people.

Entry dates Twice yearly.

Support/supervision Supervision is provided by Medway's Youth Sport Development Officers and by qualified sports coaches.

Training provided Volunteers will complete a British Sports Trust Community Sports Leaders Award, will attend ten Sports Coach UK workshops and work towards a national governing body coaching award.

Recognition All training will be accredited.

How to contact John Rees
Medway Active Communities
Medway Council
Civic Centre
Strood, Rochester
ME2 4AU
Tel 01634 332421

Core benefits This unique programme contributes significantly to young people's personal development whilst providing invaluable experience and access to sports coaching and leadership qualifications.

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Organisation The Prince's Trust

Name of Programme Volunteers Programme xl Clubs

Description Volunteers Programme is a 12-week team-based programme of personal development training. They learn the importance of team work, undertake a project in the community, complete a work placement, stage a team presentation and participate in a team challenge.

xl Clubs is a team-based programme of personal development for year 10 and 11 students, based in schools. Deliberately informal, xl clubs help young people who are facing difficulties at school including those at risk of exclusion. Each club is guided by an advisor; members are encouraged to achieve goals relating to their education, training and future lives.

Localities Various across the county.

Placement numbers Volunteer programmes involve up to 15 participants. xl clubs usually have 12-15 members.

Who qualifies? For the Volunteers Programme candidates must be aged 16 -25, and either unemployed, leaving care, young offenders, or if 16-18 registered with the Learning Gateway. Groups also include students and sponsored employees. xl Clubs are for young people aged 14-17 facing difficulties at school such as truanting, risk of exclusion and underachieving.

Entry dates xl Clubs annually from September. Volunteers Programme starts four monthly at different locations.

Support/supervision Participants are matched with individual mentors.

Training provided A wide range of experience and training including a residential element.

Recognition On the Volunteers Programme young people can gain nationally recognised qualifications (City and Guilds Profile of Achievement and Key Skill Units). xl Clubs are accredited by the Prince's Trust ASDAN xl Club Award which gives members a qualification in the wider key skills of Problem Solving, Working with Others and Improving Own Learning.

How to contact Ron Dunham, General Manager – Kent & Medway Sessions House, County Hall, Maidstone, ME14 1XQ Tel 01622 694280 Email buskent@princes-trust.org.uk

Core benefits The Prince's Trust is a well established charity that runs a range of youth programmes with the help of a wide network of adult volunteers.

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YOUTH VOLUNTEERING

Organisation St John Ambulance

Name of Programme Cadets programme

Description Young people are introduced to a range of activities are trained and prepared to assist with:
Adventure training
Ambulance aid
Caring for others
Fire fighting and prevention

Localities There are 33 Divisional Headquarters throughout Kent and Medway.

Placement numbers 12-15 per group.

Who qualifies? No specific criteria. Young people aged 10-18 can become cadets. There is no formal selection process and disclosure certificates are required.

Entry dates At any time.

Support/supervision Cadet leaders are responsible for the support and supervision of young people in each unit.

Training provided Leadership skills; first aid; caring for others; adventure activities communication skills, healthy living, nutrition.

Recognition Range of care, activity attendance and leadership certificates.

How to contact Sean Godley
Deputy County Commissioner for Youth
28 Upper Grosvenor Road
Tunbridge Wells
Kent TN1 2EP
01892 546179
www.kent.sja.org.uk

Core benefits Provides opportunities for mixing with peers; meeting people at every level from very young to elderly, working alongside trained professionals. Excellent way to gain confidence and learn new skills.

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Organisation VSU Youth in Action

Name of Programme Youth Volunteering

Description Offers a wide range of supported volunteering opportunities to young people aged 14-25 including individual placements in partner organisations, and at VSU staffed projects, youth action groups and holiday schemes.

Localities VSU currently has offices in Dartford, Gravesham, Maidstone, Medway, Sevenoaks, Tonbridge & Malling and Tunbridge Wells. VSU has a fleet of six minibuses to assist with transport.

Placement numbers VSU supports around 1,500 young volunteers each year.

Who qualifies? VSU works with any young person between the ages of 14-24. The MV programme is open to young people 16-24. Disclosure certificates are not usually necessary as most young volunteers work in groups under supervision.

Entry dates? At any time.

Support/supervision Volunteers are supported by VSU's area co-ordinators and project staff. They are invited to attend regular reviews, either in groups or individually, to evaluate their volunteering.

Training provided Induction training includes rights & responsibilities of volunteers, health & safety, and child protection. More specific training in working with children, people with disabilities and elderly people, in first aid and sign language is also offered.

Recognition VSU issues its own certificates in recognition of individual effort and attendance. External certificates are presented for completion of additional courses (eg sign language and first aid). Volunteers can also work towards the ASDAN Community Volunteers Award. Millennium Volunteers awards are presented to volunteers completing 100 or 200 hours.

How to contact Judith Skinner, Programme Manager
VSU Youth in Action
c/o Bradbourne School
Bradbourne Vale Road
Sevenoaks TN13 3LE Tel 01732 469549 www.vsuinkent.org

Core benefits VSU has a staff team of 20 youth workers and a well established network of community partners. Young people are offered a wide range of progressive opportunities and are encouraged to take an active role in designing and delivering projects to meet community needs that they themselves have identified.

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Organisation South East Kent YMCA

Name of Programme Volunteer Opportunities

Description Peer leaders are responsible for assisting youth workers in setting up activities, running the tuck shop, managing the disco etc. Seniors are involved in helping with the junior clubs.

Localities Dover.

Placement numbers There are up to 10 opportunities available at any one time.

Who qualifies? Young people must be 14 years of age or older. There is no formal selection process and disclosure certificates are not required.

Entry dates At any time.

Support/supervision Supervision is held at the end of each session. There is ongoing support by youth workers.

Training provided In house training by the YMCA staff and induction training.

Recognition Millennium Volunteers is offered.

How to contact Joy Fox
Youth Work Manager
South East Kent YMCA
Prince of Wales House
Princes Street
Dover CT17 9AZ
01304 225500

Each branch of the YMCA is autonomous.
Similar programmes are run at:

North West Kent YMCA	West Kent YMCA	Maidstone YMCA
01322 220521	01892 542209	01622 743317

Core benefits Young people are given opportunities to build on life skills such as responsibility, team work, communication skills in a safe and supported environment.

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Organisation West Kent YWCA

Name of Programme Peer education programme

Description Young women aged 16+ can participate in peer education programme. Volunteer help is also needed with an after-school club, crèche and IT centre. YWCA also runs a monthly youth participation group, "Have Your Say".

Localities YWCA Centre, Tonbridge.

Placement numbers 12-15 per group.

Who qualifies? Any young woman aged 11-30 is welcome. There is an informal interview and references are required.

Entry dates Individual placement opportunities are always available. Start dates for the peer education programme are announced periodically.

Support/supervision A YWCA key worker has responsibility for the regular supervision and support for the volunteers.

Training provided Internal training is provided as and when required.

Recognition A certificate of attendance is supplied for volunteers personal records of achievement on request.

How to contact Von Dawson
West Kent YWCA Centre
7 Lyons Crescent
Tonbridge
Kent TN9 1EX
01732 365831
tonbridge@ywca-gb.org.uk

Core benefits Young women can gain greater confidence and self-esteem by participating in a range of activities. Previous volunteers have subsequently sought qualification in youth work, delivered workshops as peer educators; attended national and international conferences and become involved in campaigns to influence public policy.

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Millennium Volunteers (MV) is a UK-wide Initiative aimed at recognising and encouraging voluntary activity by young people between the ages of 16 and 24. The scheme was launched by the Prime Minister in January 1999 and now involves thousands of young people from a wide variety of backgrounds across the country in positive community action of benefit to the local communities in which they live.

VSU Youth in Action holds a major contract to run the MV scheme across Kent and Medway on behalf of the Department for Education and Skills. VSU has sub-contracted part of this contract to Kent Youth & Community to run the scheme in six districts on the east side of the county. More than 1500 young volunteers have already joined the scheme in Kent & Medway to date and this number is expected to rise to over 2500 by the summer of 2004.

" I developed really useful new skills. "

" I'm sure volunteering helped me get my place at college. "



Millennium Volunteers

KEY PRINCIPLES

Personal commitment by individual volunteers

Volunteer activity that results in clear community benefit

Voluntary involvement that is entirely separate from other programmes

MV is an inclusive programme - anyone between 16 and 24 can participate

Ownership by young people in the design and delivery of voluntary activity

A wide variety of volunteering opportunities

Partnership between local organisations in developing volunteer opportunities

Quality provision based on self-assessment, peer review and external evaluation.

Recognition of volunteers' achievements and commitment

" I learnt more about myself. "

WHAT ARE THE OPTIONS ?

Individual Placements

If a young person prefers to work on their own, they will be matched to a placement with an individual, group or organisation to suit their needs. They will attend the placement on their own, but will be supported by the staff on site, and a nominated mentor will visit them from time to time.

Group Activities

If a group of friends share similar ideas and wishes to volunteer together, they will be helped to identify a group or organisation that would welcome the support of a group of volunteers. They may want to join an existing project which other volunteers are already helping to run.

Action Groups

If young people are unsure of what they want to do they are invited to join others in thinking about what help their local community needs. They are helped to put their ideas into practice once they have decided what they want to do. All they need to bring are their ideas, energy and commitment.

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WHAT'S INVOLVED FOR THE YOUNG PERSON

Attending a briefing session. These are held at schools, youth clubs, sports centres and other venues on a regular basis. If it is difficult for anyone to attend one of these sessions MV staff will arrange to meet a young person at a time and place convenient to them.

Joining a taster session. If the young person has not volunteered before, they might find it helpful to attend a taster session. This will give them the opportunity to find out what volunteering is all about. They may want to try a number of options before deciding what sort of volunteering is right for them.

Attending training. Before they start, they will be asked to attend one or more training sessions. An introductory session on the rights and responsibilities of being a volunteer will help them feel better prepared and more confident about their voluntary work. They

may want to attend additional sessions related to their chosen field of activity, initially or at a later stage.

Drawing up a Volunteer Plan. When ready they are helped to draw up a Volunteer Plan setting out what they would like to do, and how they intend going about it. A member of the MV team will act as their mentor whilst they are volunteering. (Alternatively, the young person can nominate someone else to be their mentor).

Meeting other volunteers. They will need to decide whether you want to work on their own, with one or two volunteers, or in a larger group. This may depend on the nature of the activity they wish to engage in, and what time they have available. They will be introduced to other volunteers at induction, training and review sessions, and ultimately at award ceremonies and celebratory events.

Once they have written a Volunteer Plan and started volunteering they will need to keep a record of their progress and the number of volunteer hours they have done. They will be given various forms to fill in as they go along. Keeping these records up to date will mean that they will have written evidence of what they have learnt and what they have achieved through volunteering.

They will have opportunities to meet with a youth worker as their volunteering progresses. This will give them the chance to talk about what they have been doing, what they have enjoyed, and what they have learnt to date. They may decide that some things need changing. The purpose is to provide support and encouragement to them, and to help them get the most out of their volunteering. They will also have the chance to meet with other volunteers so that they can gain from their feedback and experiences too.

Volunteering is not all hard work! Volunteers' ideas on organising appropriate ceremonies and celebrations to recognise all their efforts are fully taken into account. There are several occasions during the year when MV achievements are formally recognised, and many other opportunities for volunteers to get together and enjoy group activities.

" It was a bit scary at first, but I soon got into it as everyone was so welcoming. "

Volunteering is all about the contribution that young people can make to their local communities.

Young people are invited to build on their existing ideas, interests and enthusiasms. To decide what they want to do and how they will do it.

Specific skills or qualifications are not necessary. The key requirement is a sustained commitment.

Being a MV volunteer will not cost anything. Travel and other costs involved are reimbursed. Nor will volunteering affect any benefits being claimed.

A GUIDE TO YOUTH VOLUNTEERING

Most frequently asked questions about MV

Eight FAQs about Millennium Volunteers

1. How does a young person sign up for Millennium Volunteers?

They should be put in touch with an agency holding a contract to run Millennium Volunteers. Once signed up the volunteer can follow their own plan of action as long as they meet MV procedures for recording their volunteer hours. For some this will simply mean recording what they are already doing. Others may need help to start volunteering. They will be given as much or as little support as they require to complete the programme.

2. 200 hours sounds a lot. What happens if a volunteer is unable to achieve 200 hours?

The MV scheme is the premier youth volunteering programme for young people in the UK. As such it demands a high degree of commitment. Time extensions are allowed during final exam periods, or in cases of extended illness or difficult personal circumstances. For some volunteers reaching 100 hours will be a very significant achievement.

3. What kind of voluntary work can be counted towards MV hours?

All kinds of volunteer activity can be counted. The only guideline is that the activity must be for community benefit and the volunteer should not gain financially from it.

4. Can any previous volunteering be included ?

Yes. Up to 50 hours of volunteering prior to signing up to MV can be counted as long as these hours took place within the previous 3 months.

5. Does training and preparation count towards MV hours?

Yes. All time spent in relation to the voluntary activity counts. This includes relevant training and any preparation required, as well as time spent recording and reviewing outcomes.

6. What if a volunteer moves area whilst involved in MV?

MV is a national programme with MV providers in all parts of the country. On moving the volunteer will be put in touch with a new MV provider and will be able to continue building hours towards their MV award wherever they are.

7. Can a young person work towards a Duke of Edinburgh's Award and MV awards at the same time?

Yes. MV hours can be used to complete the community service element of a Duke of Edinburgh's Award, and voluntary activity undertaken for the community service element of a Duke of Edinburgh's Award can be counted towards a MV award. Kent & Medway Millennium Volunteers is a registered Access Organisation for The Duke of Edinburgh's Award.

8. What if a volunteer does not enjoy their first volunteering placement or project?

Each MV will have a named MV contact who is responsible for supporting them through their MV programme. If their first volunteering experience does not turn out as they had hoped, they will be helped to find an alternative opportunity that matches their interests or circumstances more closely.

A GUIDE TO YOUTH VOLUNTEERING

Kent & Medway Millennium Volunteers contacts

Central

Contact Programme Manager
Judith Skinner
Telephone 01732 469549
Email judith@vsuinkent.org

Community Co-ordinator
Stephen Innis
Telephone 01732 743084
Email stephen@vsuinkent.org

Training Officer
Stella Benton
Telephone 01732 743084
Email stella@vsuinkent.org

MV Area Units

Contact Ashford - MV co-ordinator
Sonya Wratten
Telephone 01233 636550
Email sonya.wratten@kent.gov.uk

Canterbury - MV co-ordinator
Kirsten Pritchard
Telephone 01227 811111 ext 2031
Email kirsten.pritchard@kent.gov.uk

Dartford - MV co-ordinator
Becky Gardiner
Telephone 01322 294524
Email becky@vsuinkent.org

Dover - MV co-ordinator
Jane Aslett
Telephone 01304 371888
Email jane.aslett@kent.gov.uk

Gravesham - MV co-ordinator
Lisa Buddin
Telephone 01474 360219
Email lisa@vsuinkent.org

Maidstone - MV co-ordinator
Julie Heather
Telephone 01622 762510
Email julie@vsuinkent.org

Medway- MV co-ordinator
Chris Roots
Telephone 01634 576138
Email chris@vsuinkent.org

Sevenoaks - MV co-ordinator
Isobel Standen
Telephone 01732 450448
Email isobel@vsuinkent.org

Shepway - MV co-ordinator
Katherine Widd
Telephone 01303 850005
Email katherine.widd@kent.gov.uk

Swale - MV co-ordinator
Jo Bingham
Telephone 01795 591324
Email jo.bingham@kent.gov.uk

Thanet - MV co-ordinator
Marianne Jolly
Telephone 01843 855086
Email marianne.jolly@kent.gov.uk

Tonbridge and Malling - MV co-ordinator
Jim Fletcher
Telephone 01732 362699
Email jim@vsuinkent.org

Tunbridge Wells - MV co-ordinator
Anna Kingsley
Telephone 01892 531584
Email anna@vsuinkent.org

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Where to start

- Volunteer Bureaux** They may not only know what they are interested in, but where they might go to volunteer. Perhaps their parents or neighbours work or volunteer at a local community base. Perhaps they already attend a youth club, church group, Scouts or Guides but haven't yet explored how they could convert what they already enjoy into a way of helping others. They may know of local organisations or projects in which their friends are involved. Have they enquired at school? Working out what you can do and where you can do it is one of the first learning opportunities to be gained from volunteering.
- Councils for Voluntary Service**
- Statutory Services**

If a young person knows what they would like to do but doesn't know where to find a suitable placement there are three principal ways to look at what opportunities are available locally:

Volunteer Bureaux – There are currently eighteen VBs in Kent & Medway. Their contact details are listed in the final section of this Guide. The matching of potential volunteers with suitable organisations or individuals is the primary role of every bureau. Whilst historically VBs have not attracted high numbers of young people, many have made special efforts in recent years to include young people, and some have funded development workers specifically for this purpose. These Bureaux will know which volunteer opportunities are more “young person –friendly” than others.

Many VBs only operate during restricted office hours but all are able to offer general advice and information on volunteering issues. Nearly all VBs list their local

opportunities on the national website: www.do-it.org.uk By simply entering a postcode and the type of volunteering required a list of local options will be displayed.

Councils for Voluntary Service – Whilst CVSs do not provide the VB's matching service these are membership organisations which bring together local charities and voluntary groups and provide valuable training and advice to the voluntary sector. There are currently 7 CVSs in Kent & Medway and each produces a directory of the contact details and brief descriptions of member organisations. CVS staff will know of new partnership programmes in their area and will be aware of local initiatives to include young people and their views in community action and consultation.

Statutory Services – Remember that volunteer opportunities are not just found in voluntary organisations. Many of the statutory services, particularly Education and Libraries and Social Services, are very keen to welcome volunteers to complement the roles of their paid staff. Volunteers can offer individual time and attention which professional staff are sometimes hard pushed to provide. Moreover young volunteers can bring a vitality and level of enthusiasm that adult volunteers are not always able to provide.

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Where to start (continued)

VSU Youth in Action VSU Youth in Action is a dedicated youth volunteering agency based in West Kent which has been working with young volunteers from the age of 14 years upwards for over 40 years. VSU's Community Co-ordinator has developed a database of over 600 placements suitable for young volunteers in the areas in which VSU operates and is available to provide general help and advice to agencies working with young people who have expressed an interest in volunteering.

Other networks

Responsibilities

Other networks – there are a number of agencies working to find placements in the community and much can be gained by asking for suggestions from others.

Education Business Partnerships for example help young people to find work experience placements and some of these may be in voluntary sector organisations. **The Duke of Edinburgh's Award** Field Officers and Panel members advise young people on the community service element within their Award programme. The **Kent & Medway Mentoring Network** is a new initiative which has brought together all the agencies working with volunteer mentors in the county. **Schools and colleges** are keen to find community-based experience to fulfil course requirements, especially within the new citizenship curriculum.

Members of the Local Management Committees of the **Kent & Medway Connexions Partnership** are drawn from the key statutory and voluntary agencies in the county and the **Connexions Community and Youth Engagement Officer** is able to tap into their expertise on behalf of young people looking for

specific volunteer experience in the sectors they represent. There are additional starting points for finding volunteer opportunities within particular areas of activity and these are identified on the following pages.

Once a possible placement has been identified, a number of practical issues need to be discussed. These were outlined in the first section of this Guide. Remember that for some people volunteering for the first time may be a fairly daunting experience. It is important for them to get off to a good start. Do what you can to ensure that they are going to a placement or a project that is "young person-friendly".

Make it your responsibility to:

- Find out who will supervise and support the volunteer
- Ask what training will be given
- Check on health & safety arrangements

Remind the young person to ask:

- For a clear explanation of their role
- How to claim expenses
- For help when they need it

A GUIDE TO YOUTH VOLUNTEERING

Popular areas for youth volunteering

Elderly **Working with Elderly People**
Disabled
Health

Young volunteers frequently dispel the myth that there is a generation gap between the old and the young. Young people enjoy running activities for groups of elderly residents or helping them on a one-to-one basis. As with any vulnerable group, due consideration needs to be given to personal safety and exposure if a young person is to visit an elderly resident alone.

The main voluntary organisation that works with elderly people is **Age Concern**. They provide individual services and run day centres for the elderly. Social Services produce a *Directory of Care Services* which list KCC approved **Residential Homes** for the Elderly. Contact the Adult Services Team at your local Social Services office or contact your local Volunteer Bureau.

Working with Disabled People

Social Services *Directory of Care Services* also list KCC approved **Residential Homes** for people with physical disabilities, learning disabilities and mental health problems. Volunteers play an important role at many of these centres.

Many children with special needs attend **Special Schools** around the county. These schools are listed on the KCC website www.kent.gov.uk. Click on learning – schools – school information – special schools. They are also listed under Education in the telephone directory.

Togle (Together in Leisure) is a Kent Youth project that welcomes young volunteers willing to help children and young adults with disabilities access mainstream leisure opportunities. Volunteers are trained and then matched with someone with similar leisure interests.

VSU Youth in Action also has a dedicated Disabilities Worker who can advise on volunteer opportunities for young people with disabilities. (See separate inserts on *Togle* and *VSU* under *Key Agencies*).

Mencap runs leisure clubs for young people with learning disabilities. For details of clubs in your area contact Mencap's head office on 0207 7454 0454.

The Health Sector

The new **Primary Care Trusts** are keen to develop volunteer support for the wide range of services for which they are now responsible. Some of them have appointed officers with specific responsibility for voluntary sector liaison. Volunteer co-ordinators can also be found in most of the major **hospitals** in the county. Many young people express special interest in supporting local **hospices**, which they often do through fund-raising or supporting sponsored events.

Both the **British Red Cross** and **St John Ambulance** provide opportunities for young people to undertake first aid and related training to enable them to serve as volunteers in the community (See separate inserts in *Key Agencies*)

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YOUTH VOLUNTEERING

Popular areas for youth volunteering

Children Youth Participation

Working with Children

There are volunteer opportunities with all age ranges in this area – from helping with toddler groups to befriending young teens. Young volunteers should be advised on basic child protection issues before working with children.

Childcare Network has a website to help parents find a suitable place for their child. This site has details of playgroups, nurseries and out-of-school care, where additional volunteer help is very often welcome. The address is www.childcarelink.gov.uk then enter the relevant postcode for local listings. Young volunteers will not be allowed to work unsupervised in these settings, and in some cases CRB disclosure certificates will be required.

Schools provide a host of volunteer and mentoring opportunities. Perhaps there are activities in the young volunteer's own school that require extra help? **Primary schools** may need volunteer assistance in the playground at lunch time or after school, help with a reading club or with games. **Secondary schools** may also have after-school learning clubs or help with sports coaching.

Out-of-school clubs and activities are provided at local youth centres by **Kent Youth & Community** and the **Medway Youth Service** and in many there are opportunities for older members to become volunteer leaders. **Kent Youth** is the umbrella organisation for the host of voluntary youth clubs around the county; they can advise on what activities are being run in local areas, some of which will engage the help of young volunteers. Leadership opportunities are also available within **Scouts** and **Guides** and

within the other uniformed youth organisations. (See separate inserts under Key Agencies for details).

Youth Participation

Young people who play special roles in schools as prefects or members of School Councils are acting as volunteers although they may not recognise this. Many schools have youth-led charity committees, peer education or youth action groups, sometimes supported by trained facilitators.

Changemakers is a national agency working to develop pilot projects, training and consultancy to promote youth-led community action tel 01458 834767 or visit www.changemakers.org.uk.

Kent Youth's Peer Education programme and **KCC's Safe Schools** programme are just two other initiatives which support young people in taking action to address concerns with they have identified within their local schools and communities. (See separate inserts under Key Agencies)

Young people are increasingly being invited to have their say about the decisions that affect their lives and the services provided for them. Many District Councils have established **Youth Forums**, **Kent Youth Assembly** and **Medway Youth Parliament** allow for the democratic election of youth representatives across the county, and there is a **Connexions Kent & Medway Youth Board**. Youth Participation Officers are available within Kent County Council and Medway Council to encourage and support youth participation in its various forms. The time given by young people to these activities is voluntary and their commitment should be commended.

A GUIDE TO

YOUTH VOLUNTEERING

Popular areas for youth volunteering

Sport
Environment
Conservation
Leisure

Volunteering in Sport

There are limitless opportunities for young volunteers to help with leading activities and coaching in sport. KCC has a Sports Development Unit in West Malling (tel 01622 605003 or visit the website on www.kent.gov.uk/e&l/sportsdeve/contacts.html). Kent's Sports Development Manager has the contact details of all District Sports Development Officers as well as details on sports which have specific volunteer programmes.

Working in Conservation and the Environment

For some young people working outdoors provides the opportunity to break out of the confines which schools and homes can sometimes impose. Many of these opportunities are in group projects and have the added value of team work and tangible physical outcomes. It is important that volunteers are trained and equipped for the job to be done!

Kent British Trust for Conservation Volunteers is an umbrella body for Conservation Groups through out Kent. For details of local groups contact BTCV on 01233 812033 or visit their website at www.kentbtcv.org.uk

Kent Federation of Young Farmers Clubs support activities throughout Kent for young people aged 10-26. Their activities do not just involve farming but also include sports; crafts; competitions; and social activities. For further details contact the County Secretary on 01622 205393.

Kent Rural Community Council

is the voice of the rural community. They raise awareness of rural issues and stimulate community action particularly through volunteering. They can be contacted on 01303 850816 or www.kentrcc.org.uk

Kent Wildlife Trust also has a number of projects around the county, working on local reserves and helping to preserve the county's wildlife. The Trust can be contacted on 01622 662012 or visit their website on www.wildlifetrust.org.uk/kent

Local District Councils also have Park Wardens or Leisure & Recreation Officers some of whom run outdoor projects, especially during school holidays, in which volunteer help is encouraged.

Groundwork is a national network of agencies promoting social and environmental regeneration in local areas. There are two Groundwork agencies in Kent, one based in Medway & Swale, the other in Dartford & Gravesham. (See separate insert in Key Agencies)

A GUIDE TO YOUTH VOLUNTEERING

Popular areas for youth volunteering

Faith-based Volunteering

Faith-based Volunteering

An enormous amount of informal youth volunteering occurs within the faith sector. Many churches have nominated youth workers and engage both church attenders and other young people in voluntary activities to the benefit of the local community. Non-Christian faiths have very similar traditions of young people providing support to those in need alongside their elders. Much of this voluntary work goes unrecognised on young people's records of achievement. To find out more about the support that is provided to young people through faith-based activities use the contact list in Section 5.

Residential Placements

Residential Placements

There are several organisations that provide opportunities for people to do voluntary work away from home for extended periods, some for a full year. Some examples are:

Winged Fellowship runs holidays for people with disabilities at five centres around the UK. Volunteers are needed for one week at a time to help look after those with disabilities. The minimum age is 16. For further details call the Winged Fellowship on 020 7833 2594 or visit: www.wft.org.uk

The Waterway Recovery Group runs canal camps to help restore waterway canals around the country. Camps last for up to one week and there is a small charge to cover food costs. Accommodation is provided free on a canal boat. For further information call 01923 711 114 or visit: www.wrg.org.uk

Toc H provides residential opportunities for people from different backgrounds to come together and enjoy friendship

whilst volunteering in the community. There are projects around the country and in parts of Europe, most lasting for a weekend or up to one week. Again there is a small charge to cover food costs. For further details phone 01296 623911 or visit: www.toch.org.uk

British Trust for Conservation Volunteers. BTCV's Natural Break Programme of working holidays enables volunteers to spend a week in spectacular settings learning conservation skills. The work involves tasks such as woodland management, pond clearance, dry stone walling and footpath construction. The prices start at £41 for a week and £23 for a weekend. For further details telephone 01491 821600 or visit: www.btcv.org.uk

CSV (Community Service Volunteers) offers full-time volunteer placements away from home in over 1000 UK projects. CSV operates a non-rejection policy so that anyone who applies is accepted. The age range is 16-35 years and placements can last between 4 and 12 months. Pocket money, lodgings and food are all provided. For details telephone 020 7278 6601 or www.csv.org.uk.

Rank Foundation offers 6 and 9 month placements in a number of youth agencies to young volunteers who they identify as having leadership potential. Weekly allowances are paid to cover living costs, and successful candidates are encouraged to undertake a Foundation Course in Youth & Community Studies. For details contact VSU Youth in Action.
(For CSV and VSU See separate inserts under Key Agencies)

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Volunteer Bureaux

Volunteer Bureaux Contact Details

Ashford & District
Berwick House
Elwick Road
Ashford, TN23 1PF
01233 665535
suesawyer@ashfordvb.fsnet.co.uk

Dartford & District
33 Essex Road
Dartford, DA1 2AU
01322 272476
dartfordvb@care4free.net

Hands & Gillingham
Sunlight Centre
Richmond Road
Gillingham, ME7 1LX
01634 304204
handsgvb@btconnect.com

Herne Bay
Christchurch Centre
William Street
Herne Bay, CT6 5NR
01227 366434
hernebayvb@care4free.net

Malling Area
752 London Road
Larkfield, ME20 6BG
01732 843346
mallingsvb@care4free.net

Sevenoaks & District
34 Buckhurst Avenue
Sevenoaks
TN13 1LZ
01732 454785
info@sevenoaksvolunteers.org.uk

Swale
Central House
Central Avenue
Sittingbourne, ME10 4NU
01795 473828
swalevb@care4free.net

Thanet
Foresters Hall
Meeting Street
Ramsgate, CT11 9RT
01843 590935
thanetyvb@care4free.net

Tunbridge Wells & District
Wood House
Wood Street
Tunbridge Wells, TN1 2QS
01892 540131
tunbridgevb@care4free.net

Canterbury
Tower Works
Simmonds Road
Canterbury, CT1 3RA
01227 452278
canterburyvc@hotmail.com

Dover District
3 Ladywell
Dover, CT16 1DQ
01304 211696
dovervc@hotmail.com

Gravesham
7 Parrock Street
Gravesend
DA12 1ET
01474 322729
graveshamvb@care4free.net

Maidstone
Maidstone Community Support
Centre
Marsham Street
Maidstone
ME14 1HH 01622 677337
volunteers@maidstonvb.fsnet.co.uk

Hands Rochester
Star House, Star Hill
Rochester, ME1 1UX
01634 830371
rochestervb@care4free.net

Shepway
United Reformed Church
Castle Hill Avenue
Folkestone, CT20 2QL
01303 253339
help@shepwayvb.fsnet.co.uk

Swanley
Library & Information Centre
London Road
Swanley, BR8 7AE
01322 669292
svb@callisto.co.uk

Tonbridge
3 St Mary's Road
Tonbridge
TN9 2LD
01732 357978
tonbridgevb@care4free.net

Whitstable
1 Tankerton Road
Whitstable
CT5 2AB
01227 772248
whitstablevb@care4free.net

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Councils for Voluntary Service

CVS Contact Details

East Kent
Beach House
Beach Street
Herne Bay
CT6 5PT
01227 373293
enquiries@cvs-east-kent.org.uk

Also at
11 College Walk, Margate
CT9 1PR
Tel 01843 233716

Medway
The Admiral's Office
The Historic Dockyard
Chatham, ME4 4TZ
01634 812850
postmaster@cvs-medway.demon.co.uk

Kent Rural Community Council
15 Manor Road
Folkestone, CT20 2AH
01303 850816
info@kentrcc.org.uk

Mid & South East Kent
Berwick House
8 Elwick Road
Ashford
TN23 1PF
01233 610171
ashford@msekentcvs.fsnet.co.uk

Also at

1 Maison Dieu Road
Dover, CT16 1RW
01304 240090
dover@msek-cvs.fsnet.co.uk

3-5 Shorncliffe Road
Folkestone, CT20 2SQ
01303 220271
shepway@midsekentcvs.freeserve.co.uk

West Kent
19 Monson Road
Tunbridge Wells
TN1 1LS

01892 530330
westkentcvs@ukgateway.net

**Swale Volunteering &
Community Development
Centre**
Central House, Central Avenue
Sittingbourne, ME10 4NT
01795 473828
sandra@swalevols.fsnet.co.uk

North West Kent
Enterprise House
8 Essex Road
Dartford, DA1 2AU
01322 291060
nwkcvs@btinternet.com

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Local authority Contacts

Contact Details for County Services and Local Councils

Kent Social Services

**Area Offices
Headquarters**
Tel- 01622 605609
Fax- 01622 696492

East Kent
Tel- 01843 860000
Fax- 01843 864874

Mid Kent
Tel- 01233 639677
Fax- 01233 642973

West Kent
Tel- 01732 525000
Fax- 01732 5252309

**Local Offices
Ashford**
Tel-01233 625233
Fax- 01233 628903

Canterbury
Tel- 01227 451741
Fax- 01227762218

Dartford
Tel- 01322 277744
Fax- 01322 289343

Dover
Tel- 01304 204915
Fax- 01304 242783

Gravesend
Tel- 01474 328664
Fax- 01474 320741

Maidstone
Tel- 01622 691640
Fax- 01622 691135

Sheppey
Tel- 01795 668141
Fax- 01795 667035

Shepway
Tel- 01303 253476
Fax- 01303 220751

Swale
Tel- 01795 473333
Fax- 01795 420016

Swanley
Tel- 01322 611000
Fax- 01322 611010

Thanet
Tel- 01843 860000
Fax- 01843 864874

Tonbridge
Tel- 01732 362442
Fax-01732 770319

Tunbridge Wells
Tel- 01892 515045
Fax- 01892 549804

Kent Education

**Mid Kent Area
Kroner House**
Tel- 01233 639677
Fax- 01233 898500 or
01233 898701
Text phone- 01233
898566

Bishops Terrace
Tel- 01622 671411
Fax- 01622 605163

Queens House
Tel- 01303 850789
Fax- 01303 226358

**West Kent Area
West Kent Education**
Tel- 01732 525000
Fax- 01732 525223

Lyons House
Tel- 01732 362442
Fax- 01732 525223

Joynes House
Tel- 01474 564701
Fax- 01474 320395
Text phone-
01474 564701

**East Kent Area
Clover House**
Tel- 01227 772992
Fax- 01227 772290
Text phone-
01277 284508

Local Councils

**Ashford
Borough Council**
Tel- 01233 637311

**Canterbury
City Council**
Tel- 01227 862000

**Dartford
Borough Council**
Tel- 01322 343434

**Dover
District Council**
Tel- 01304 821199

**Gravesham
Borough Council**
Tel- 01474 564422

**Maidstone
Borough Council**
Tel- 01622 602000

**Sevenoaks
District Council**
Tel- 01732 227000

**Shepway
District Council**
Tel- 01303 850388

**Swale
Borough Council**
Tel- 01795 424341

**Thanet
District Council**
Tel- 01843 577000

**Tonbridge and Malling
District Council**
Tel- 01732 844522

**Tunbridge Wells
Borough Council**
Tel- 01892 526121

Medway Council
For all enquiries
Tel- 01634 30600

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Youth and Community Centres

Contact Details for Youth and Community Centres

Dartford and Gravesham

Highfield Centre
Highfield Road, Dartford, DA1 2JS
Tel/Fax- 01322 291366

Longfield Youth Centre
Main Road, Longfield, DA3 7PH
Tel/Fax- 01474 702286

Swan Valley
The Discovery Centre
Swan Valley Community School,
Southfleet Road,
Swanscombe, DA10 0BZ
Tel/Fax- 01322 623117

Miracles Youth and
Community Centre
Windsor Road, Gravesend, DA12 5BW
Tel/Fax- 01474 535989

Northfleet Youth and Community
Centre
Hall Road, Northfleet, DA11 8AJ
Tel/Fax- 01474 351451

Gr@nd
43 New Road, Gravesend, DA11 0AB
Tel- 01474 320123

Sevenoaks and Tonbridge Wells

Swanley Youth and
Community Centre
St Marys' Road, Swanley, BR8 7BU
Tel- 01322 662779

The Edenbridge Centre
The Edenbridge Centre, Four Elms
Road, Edenbridge, TN8 6AD
Tel- 01732 863152
Fax- 01732 864793

Mascalls Youth and
Community Centre
Mascalls School, Maidstone Road,
Paddock Wood, TN12 6LT
Tel- 01892 835068

Maidstone, Tonbridge and Malling

InFo-ZoNo
3 Palace Avenue,
Maidstone, ME15 6NF
Tel/Fax- 01622 671740

Lenham Youth and
Community Centre
Ham Lane, Lenham, Maidstone,
ME17 2QJ
Tel- 01622 859171

Samays
Malling Road, Snodland, ME6 5HS
Tel/Fax- 01634 240638

Shepway Youth and
Community Centre
Cumberland Avenue, Maidstone,
ME15 7JN
Tel- 01622 754095

Canterbury and Swale

Riverside Youth and
Community Centre
Kingsmead Road, Canterbury, CT2
7PH
Tel-01227 464807

Sheerness County Youth and
Activity Centre
The Broadway, Sheerness, ME12 1TP
Tel- 01795 662808

Newhouse Sports and
Youth Centre
Chalkwell Road, Sittingbourne, ME10
2LP
Tel- 01795 423836 or 01795 430287
Tel/Fax- 01795 430287

Whitstable Youth and
Community Centre
Tower Parade, Whitstable, CT5 2BJ
Tel- 01227 275178
Fax- 01227 280478

Faversham Youth and
Community Centre
South House, 46 South Road,
Faversham, ME13 7LR
Tel/Fax- 01795 532238

Hersden Youth Club
The Pavilion, The Avenue, Hersden,
Canterbury, CT3 4HY
Tel- 01227 712850

Kemsley Youth House
66 Cold Harbour Lane, Kemsley,
Sittingbourne, ME10 2SH
Tel/Fax- 01795 439103

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Youth and Community Centres

Contact Details for Youth and Community Centres

Thanet and Dover

**Concorde Youth
and Community Centre**
High Street, St Lawrence,
Ramsgate, CT11 0QG
Tel- 01843 592014

**Quarterdeck Youth
and Training Centre**
Zion Place,
Margate CT9 1RP
Tel - 01843 232873 or 01843 292927
Fax- 01843 209551

Artwise Youth Arts Centre
St Lukes Avenue, Ramsgate CT11 7HS
Tel- 01843 584343

Aylesham Youth and Leisure Centre
Ackholt Road, Aylesham, CT3 3AJ
Tel- 01304 840309

**Archers Court Youth
and Community Centre**
Melbourne Avenue, Whitfield
Dover, CT16 2EG
Tel- 01304 820559

Deal Youth Centre
Linwood, Mill Road, Deal, CT14 9AH
Tel- 01304 374140
Fax- 01304 389002

Ashford and Shepway

**Ashford North Youth and
Community Centre**
Essella Road, Ashford, TN24 8AL
Tel- 01233 636550
Fax- 01233 661851

C@fe.IT
5 Grace Hill, Folkestone, CT20 1HA
Tel- 01303 850005
Fax- 01303 850899

Silver Felix Youth Club
Stade Street, Hythe, CT21 6BD
Tel- 01303 268588

**Southlands Youth
and Community Centre**
Station Road
New Romney, TN28 8BB
Tel- 01797 362782

Medway

Medway Youth Service
Civic Centre
Strood
Rochester
Kent
ME2 4AU
Tel- 01634 332170 or 01634 331431

Information Shop
Upbury Manor Campus
Marlborough Road
Gillingham
Kent
ME7 5HS
Tel- 01634 850531
Helpline (free)- 0500 991999

Outdoor Education Centre
Approach Road
The Strand
Gillingham
Kent
ME7 1TT
Tel- 01634 576245

Parkwood Youth Centre
Parkwood Green
Deanwood Drive
Rainham, Kent
ME5 7SL
Tel- 01634 233846

Strood Youth Centre
Montfort Road,
Strood,
Rochester
Kent,
ME2 3HU
Tel- 01634 718196

Woodies Youth Centre
Arethusa Road
Rochester
Kent
ME1 2UW
Tel- 01634 400592

Woodlands Youth Centre
Woodlands Road
Gillingham
Kent
ME7 2BX
Tel- 01634 852300

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Health Sector Contacts

Contact Details for NHS Hospital Trusts and Hospitals

NHS Hospital Trusts

**Bromley Hospitals
NHS Trust**
Tel- 01689 814000
Email: general.enquiry@bromleyhospitals.nhs.uk

**Dartford and Gravesham
NHS Trust**
Tel- 01322 428100
Email: glyn.oakley@dag-tr.sthames.nhs.uk

**East Kent Community
NHS Trust**
Tel- 01227 459371
Email: val.woodin@ekentc-tr.sthames.nhs.uk

**East Kent Hospitals
NHS Trust**
Tel- 01227 766877
Email: generalenquiries@ekht.nhs.uk

**Kent Ambulance
NHS Trust**
Tel- 01622 747010
Email: jill.good@kentamb.nhs.uk

**Local Health Partnerships
NHS trust**
Tel- 01473 329600
Email- janet.young@ihp.nhs.uk

**Maidstone and Tunbridge Wells
NHS Trust**
Tel- 01892 823535
Email: darren.yates@mtw-tr.nhs.uk

**Medway
NHS Trust**
Tel- 01634 830000
Email: amanda.bedford@medway-tr.sthames.nhs.uk

**West Kent
NHS and Social Care Trust**
Tel- 01732 520400
Email: simorgan@invicta-tr.sthames.nhs.uk

Hospitals

When telephoning
ask to speak to the Volunteer Co-ordinator

Darent Valley Hospital
Darent Wood Road,
Dartford, DA2 8DA
Tel- 01322 428100 8.

Pembury Hospital
Tonbridge Road, Pembury,
Tunbridge Wells, Kent, TN2 4QJ
Tel- 01892 823535

Kent and Sussex Hospital
Mount Ephraim, Tunbridge Wells,
Kent, TN4 8AT
Tel- 01892 526111

Gravesend and North Kent Hospital
Bath Street, Gravesend,
Kent, DA11 0DG
Tel- 01474 564333

**Kent County Ophthalmic and Aural
Hospital**
Church Street, Maidstone,
Kent, ME14 1DT
Tel- 01622 673444

The Alexandra Hospital
Impton Lane, Chatham,
Kent, ME5 9PG
Tel- 01634 687166

**St Bartholomew's Hospital
(Rochester)**
New Road, Rochester,
Kent, ME1 1DS
Tel- 01634 810900

Medway Maritime Hospital
Windmill Road, Gillingham,
Kent, ME7 5NY
Tel- 01634 428100

Medway Maritime Hospital
Windmill Road, Gillingham,
Kent, ME7 5NY
Tel- 01634 830000

Sevenoaks Hospital
Sevenoaks Hospital
Hospital Road
Sevenoaks
Kent, TN13 3PG
Tel- 01732 470200

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Faith Group Contacts

Contact details for Christian and other faith groups

Campaigners
Roseville
48 St Johns Road
Sevenoaks
Kent
TN13 3LP
Tel- 01732 456745

**Church of England Youth
Service- Canterbury Diocese**
Diocesan House
Lady Wootton's Green
Canterbury
CT1 1TL
Tel- 01227 459401

**Church of England Youth
Service- Rochester Diocese**
Deanery Gate
The Precinct
Rochester
ME1 1SJ
Tel- 01634 843667

Crusaders - Kent
83 Canterbury Road
Folkestone
CT19 5NW
Tel- 01303 220248

Gillingham Youth for Christ
133 Trafalger Street
Gillingham
Kent
ME7 4RP
Tel- 01634 578128
Email: office@gyfc.co.uk

**Methodist Church
Youth Service**
C/o Coachman's Cottage
Valley Road
Barham
Canterbury CT4 6NT
Tel- 01227 832782
Email: vickydavis.canterbury@btinternet.com

**Salvation Army-
London South East Division**
Unit 1 East Court
Enterprise House
Maidstone
Kent
ME15 6JF
Tel- 01622 775012
Email: denise.cooper@salvationarmy.org.uk

**Southwark Catholic
Youth Service**
St Vincent's Centre
Castle Road
Whitstable
CT5 2DY
Tel- 01227 272900
Fax- 01227 274300
Email: swkcys@aol.com

United Reformed Church
c/o 51 Tudor Avenue
Maidstone
Kent ME14 5HT
Tel- 01622 609292
Email: h@nurden.plus.com

For details of non-Christian
faith groups contact:

**North West Kent
Racial Equality Council**
Enterprise House
8 Essex Road
Dartford
Kent DA1 2AU
Tel: 01322 287251
Email: devnwkrec@hotmail.com

**Medway
Racial Equality Council**
2nd Floor, Municipal Building
Canterbury Street
Gillingham
Kent
ME7 5LA
Tel: 01634 333880
Email: mrec51@hotmail.com

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Useful Websites

Information on the Web

- Community Service Volunteers www.csv.org.uk
- Connexions www.connexionskentandmedway.co.uk
- Criminal Records Bureau www.crb.gov.uk
- Kent Community Alliance of Networks www.kent-can.org.uk
- Kent Council for Voluntary Youth Service www.kentcvys.org.uk
- Kent County Council www.kent.gov.uk
- Kent Youth and Community www.kentyouthandcommunity.org
- Kent Youth www.kentyouth.org
- Learning and Skills Council www.lsc.gov.uk
- Medway Council www.medway.gov.uk
- Millennium Volunteers www.mvonline.gov.uk
- National Centre for Volunteering www.volunteering.org.uk
- National Open College Network www.nocn.org.uk
- National Volunteering Database www.do-it.org.uk
- National Youth Agency www.nya.org.uk
- Qualifications and Curriculum Authority www.qca.org.uk
- Volunteer Development England www.vde.org.uk
- VSU Youth in Action www.vsuinkent.org
- Youth Action Network www.youth-action.org.uk