

TheUltimate

# TimeGuide

TimeBank tackles  
social issues by  
finding ways for  
people to give their  
time that inspire  
them and match  
their lives

**TimeBank**

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# What is TimeBank?

## What is TimeGiving?

TimeBank finds ways for you to give your time that suit who you are and meet the needs of the world we live in. We make sense of all the different types of volunteering, put you in touch with a variety of opportunities, and offer some homegrown TimeBank projects that might just be what you want. Whether you choose to give one hour a week to a local organisation or take part in a one-off activity for a national campaign, TimeBank can match you with opportunities to fit your interests and skills.

You have now taken the first step to volunteering. By registering your information, interests and passions, we have been able to match you by postcode to your nearest participating volunteer centre, which will provide you with on-going support and advice. TimeBank will also send you regular e-newsletters and has a phone and email helpline service to make sure you get the most out of your volunteering. If there isn't a volunteer centre in your area, get in touch with us directly for ideas and support. You can also visit our website for inspiration, FAQs and volunteering news.

### **TimeGiving is volunteering!**

Want to make a difference in your community, country or the world? Then you've come to the right place. TimeBank can help you turn your interests and passions into action through volunteering.

By giving your time, energy and skills to either your local community, a national organisation or a project overseas, you could have an impact on just about any aspect of life. Anyone can give time. There's an opportunity for you whatever your age, wherever you live. And you'll get something back too: the chance to meet people, experience new things and see new places.

### **How do you start volunteering?**

This TimeGuide will help you decide what you have to offer, and what you want out of giving time. Once you've decided, contact your TimePartner, register for one of TimeBank's volunteer campaigns or contact one of the organisations on pages 28-46.

## *Welcome to TimeBank!*

We're really excited that you've registered to volunteer and hope that you find this TimeGuide useful and inspiring.

If you have any questions or need any help to get you started you can always contact us for advice and support, just email [volunteering@timebank.org.uk](mailto:volunteering@timebank.org.uk) and our volunteer support team will get back to you as soon as they can.

Happy volunteering!

# What Can You Do?

## Use your skills and passions to find the right opportunity

Everyone has a valuable skill or talent, even if they doubt they've got anything to offer. Take the time to think practically about what you enjoy doing, and you might be surprised to discover hidden talents that could be just what a local organisation is looking for. Has anyone ever told you that you have a lovely speaking voice? What an asset that could be if you were reading out loud to a blind person. Are you IT literate? Many small charities need help building web pages or carrying out internet research. Do you love being in the great outdoors? Helping an environmental group clear rubbish from a local stream will keep you active. Do young people look up to you? You might want to help disadvantaged kids realise their full potential by showing them what they're really capable of doing. Parents of young families are a treasure trove of skills. Young mothers whose children have just started school have been through a unique training ground. They've probably come out with time management, first-aid and organisational skills, among others, that could be put to excellent use in any group activity.

Even something that might seem frivolous, like having a great fashion sense, can be an asset. What about using it to sort through clothing donated to a charity shop, and to put your hidden window dressing talents to work?

Are you the type to always look on the bright side? Energy and cheerfulness are priceless attributes for volunteers who work at lunch clubs that offer meals to older people. Recognising what you can offer is the first step towards finding the right volunteering opportunity. If you can tick off even one of the skills below, there's something out there for you. Can you:

- |                     |                  |
|---------------------|------------------|
| ■ Listen            | ■ Cook           |
| ■ Clean             | ■ Drive          |
| ■ Answer a phone    | ■ Use a computer |
| ■ Stuff an envelope | ■ Write a letter |
| ■ Read              | ■ Sing           |
| ■ Dig a flower bed  | ■ Kick a ball    |

There are three steps to finding the opportunity that will suit you best. First, ask yourself a few questions and answer them honestly. Then ask the organisation a few questions. The following pages will guide you.



*Looking for a new challenge, something a bit different? Take a look at how your skills and interests can make a real difference.*

## Chris Luke

### Girls' football coach

*"My motivation is seeing the kids after a match. Win or lose, they are always smiling, and developing in their game."*

Chris Luke's day job is in a hospital dealing with medical records. In his spare time he volunteers with the Flamingoes all girls football team, and loves that it is very different from his paid work. He has helped the Flamingoes to win their league two years in a row, and is proud that three of his players have been scouted by the Fulham, Charlton and Arsenal women's teams.

*Chris says: "I find that girls are more willing to listen than boys. I feel like I do my bit in keeping them off the streets, away from negative activities. They love striving to be the fittest."*



## Step 1

*Take the time to answer these questions about yourself thoughtfully – the answers will help point you towards the right opportunity*

### **What makes you passionate?**

We all feel passionate about something. For some people it's the environment; for others it's helping children with reading difficulties. It doesn't matter what it is, whether it's close to home, or a global issue that affects us all. TimeBank wants you to use your interests and skills for the thing that touches you most.

### **What do you want to get out of volunteering? How much responsibility do you want?**

DO YOU want to meet new people and make friends? Then look for an opportunity that makes you part of a team. DO YOU want to change the world? Think about a campaigning organisation that addresses the issues that concern and interest you. DO YOU want practical training and experience that could help you get a job? Keep an eye out for an opportunity that is related to the kind of paid work you might eventually like to do.

ARE YOU comfortable being in charge, or would you rather be part of a team? If you have leadership skills, could you use them by becoming a committee member or trustee of a local group or charity? If you would rather work alone, look at the possibility of one to one work such as mentoring or befriending.

### **What do you enjoy doing most of all?**

It's important that you find an opportunity doing things you enjoy – volunteering works best if you feel happy with your contribution! If you work in an office all day and want a change, offer your time to an organisation that needs other skills, perhaps those you've developed through a hobby or sport. Almost every skill is needed somewhere. You might also be able to pick up a new one – mentoring a disadvantaged child or refugee, for example, or counselling – which you can then use for the good of your community. It's a win win situation.

### **Are there things you don't want to do?**

This is just as important as what you do want to do, so be clear about what you definitely want to avoid when you give time. If it doesn't feel right, or it doesn't inspire you, you should say "no" to the opportunity.

## **Step 2**

*Think of what you'd like to ask an organisation – your TimePartner may be able to answer questions, too*

### **What are its aims?**

Do you support the organisation's aims? If it is a campaigning charity, do you feel comfortable with its goals?

### **What kind of work will I do? Is this**

### **described in writing?**

Having a clear understanding of what you will be asked to do is crucial. It helps you decide if the work is really what you had in mind when you decided to give time. Are you physically and emotionally suited to the opportunity? Is there any chance that you could become bored within a few weeks and lose your commitment?

### **How much time must I commit?**

Ask how many hours/days you are expected to give and make sure that the answer matches your ability and willingness to give time. If you're unsure about how you will manage, ask if you can try something out first. Be honest with yourself and the organisation. It may be better to start with a few hours and build up from there. Don't make any long term commitment unless you are absolutely sure that you can fit it in around your work and family obligations.

### **Will I receive training? Can I gain a qualification through this opportunity?**

In many organisations, some initial training is necessary. Ask how long this will take, where it will be held and what it involves. If you are interested in gaining a qualification, make this clear at the outset so that the training suits your goal.

### **Will I be reimbursed for out of pocket expenses?**

Most organisations cover reasonable expenses, but never assume this is the case. Don't be afraid to ask.

### **Who will support me and how?**

You may be the kind of person who needs a lot of support, or one who is happier working independently. Ask about supervision if

## Jay Patel

### Exhibitionist

Jay volunteers at a community-based art gallery called Seven Seven. He's an art student, but wants to get experience working on the 'shop floor'. He says: *"I feel I need to put the hours in so that I pick up all sorts of skills."*

Jay works every Thursday and regularly attends gallery openings. He finds volunteering is a great opportunity to meet all sorts of people in the art world. *"You can get very isolated as an artist, and this is a great way to keep up with what's going on."* He has also been to Italy and Slovenia to help install shows with the gallery.

Jay says: *"...the experience I've gained will help me get an arts admin job and ultimately fulfill my dream of owning my own gallery!"*



you feel it will affect your enjoyment of the opportunity.

### **What kind of environment will I be working in?**

There's no point working in a place you don't like. Be honest. If you always wanted to work outside, this could be your chance. Or, if you normally work outdoors, you may want to help out in an office environment.

### **Does the organisation have insurance cover for my work?**

If you are working with vulnerable people or if you are using special equipment, it's important that the organisation's insurance covers its volunteers. Ask if you will be insured under its policy.

### **Will the organisation want references or run any police checks on me?**

If you are going to work with groups such as children, young people, older people or people with disabilities, yes. Don't be put off; it's for your protection as well. Screening procedures are carried out only after you have given your permission. The organisations helping these groups of people will talk you through what is involved. So, don't be alarmed if this issue is raised.

## Step 3

### *Be prepared for the questions an organisation might ask you*

For some opportunities, especially those working with children and older people, you may have to go through a friendly interview with the organisation.

They could ask you:

- How did you hear about this opportunity?
- Have you given time before?
- Why do you want to give time to this particular organisation?
- What are you interested in?
- What skills and abilities can you contribute?
- How much time can you give?
- Do you have any special needs?
- Are you prepared to attend training sessions, briefings, discussion groups?
- Are you willing to undergo a police check, for your safety and that of our clients?

## why volunteering looks great on your cv

The best thing about giving time is that you always get something back. For young volunteers, who are often looking for specific experience or qualifications that can help them in the future, this can be really valuable.

Being able to put volunteering on your CV demonstrates important attributes to potential employers, including staying power, commitment and an open mind. It shows that you've picked up a wider range of experiences than many other people your age. Research carried out by

recruitment specialist Reed Executive among over 200 of the UK's top businesses (2001) found that almost three quarters of employers prefer to recruit candidates with volunteering experience on their CV.

You could get involved in sports coaching, mentoring, environmental issues, youth leadership, music or dance – whatever interests you. Look at it as part of an education: you'll learn something new, and might even find yourself heading in a whole new direction.

Right now, lots of energy is going into helping young people give their time, and there are hundreds of organisations that cater specifically for you (take a look in the Useful Contacts section on pages 30-46). If you haven't found what you're looking for in your area, you could even set up something yourself (see Do Your Own Thing on pages 15-19).



*Take a break  
from your day  
and give time  
while you work.*

# While You Work!

Are you working too hard to give time? Employee-supported volunteering and virtual volunteering are great ways to help out

The exciting notion that employers should contribute to a healthy balance between work and the rest of life is beginning to take hold. That's good news, as it means they now recognise that giving time benefits both the business and its employees. More and more people can now choose to volunteer via their workplace. If you're

an employee, ask if your company runs an employee volunteering scheme. Some companies hold one off 'challenge' events, such as refurbishing a youth club. Others form ongoing partnerships with particular organisations and encourage their employees to find ways to raise money for them. If your company doesn't already support employee volunteering, why not persuade it to start? There are several organisations that can guide you (see box).

## how to start a scheme at work

*If you want to set something up at work, here are some organisations that will be able to help:*

- *TimeBank* ([www.timebank.org.uk](http://www.timebank.org.uk))
- *Volunteering England* ([www.volunteering.org.uk](http://www.volunteering.org.uk))
- *Business in the Community* ([www.bitc.org.uk](http://www.bitc.org.uk))
- *Community Service Volunteers* ([www.csv.org](http://www.csv.org))

### **Benefits for the boss**

If you're an employer, it's well worth looking at the case for an employee volunteering scheme in your company. Benefits include:

- Improved staff skills and confidence – a Reed Executive survey (2001) revealed over 80% of companies felt that staff who gave time increased key business skills
- Higher staff morale
- Better team building
- Improved internal links and communications
- Enhanced company profile and public image

It needs planning, but there's lots of guidance available to help you set something up.

## Kelli Hayes

### *Pet theatre*

Kelli is an electrician at the Royal Court Theatre in London, but she likes to get away from all the frenetic activity by volunteering at an animal home. Kelli and her boyfriend, who is an actor, wanted a pet, but realised that their lifestyles were a little too complicated to look after one.

The flexibility of volunteering at an animal home means she can do it when the theatre is quiet, but hold back when there is a show. Kelli says: *"It's not always relaxing! Some animals have behavioural problems, and are even graded. I am able to handle 'green' animals at the moment, but hope to move up to the more challenging yellow and pink levels."*

*"Most of my friends are amazed that I have the time and commitment to do this volunteering, but I don't find it a bind. I love it and it's an important role."*



## Join the virtual community

If you would like to give time but simply wouldn't be able to turn up in person, then 'virtual volunteering' could be the answer. It's an exciting way to get involved. Virtual volunteering allows you to work at your desk, either at home or in your office, on behalf of groups in this country or abroad.

Giving time via modern technology is easy and can have instant results. You keep in contact with the organisation to which you give time over the web, or by phone or post, which may suit people who have little free time. You don't even need to leave your PC! These are a few of the things you might be able to do:

- Supervise or moderate a chat room, newsgroup or email discussion group.
- Provide telephone or email mentoring or support.
- Research on the web – isn't it about time your surfing was put to good use?
- Track relevant legislation – take your interest in politics further to benefit a local voluntary organisation.
- Give specialist advice – think how useful your legal skills or management expertise could be to a small voluntary group.
- Create databases – saves

time and makes an organisation more effective.

- Design a website, newsletter or write a blog – copywriting and other communications experience can make all the difference to an organisation.
- Provide translation facilities for a local ethnic community or help a group communicate with counterparts in other countries.

Because virtual volunteering is relatively new, many organisations that could benefit probably don't even realise it yet. You might need to be willing to convince a community or voluntary group that virtual volunteering could really help them – and that you could make an important, cutting edge contribution.

*The Stream* is a web-based e-mentoring project bringing together young people and workers to share experiences, address issues and inspire creativity. It is a place where young people can get support turning their interests into action. Visit [www.thestreamonline.org.uk](http://www.thestreamonline.org.uk).

The Samaritans has a programme of email 'listening' volunteers who work with people who are feeling depressed or suicidal. ([www.samaritans.org](http://www.samaritans.org))

## social networking with a purpose

"Someone needs what you know. Someone knows what you need." This is the motto of *horsesmouth.co.uk* – an exciting new online social network designed for informal e-mentoring.

Whether we're going through something, getting over something or simply trying to get on with something, there's always someone out there who has "been there, done that, got the t-shirt". And since everyone has value in their own life's lessons, everyone can get involved both as a giver and a gainer.

Advanced search and profiling technology matches and connects people facing choice, challenge and change in any aspect of life, with other people who have been through those experiences and have learned from them.

*Horsesmouth.co.uk* is safe, free to use and not-for-profit. It's a wonderfully easy new way to give time!

Find out more or sign up to be a pioneer at [www.horsesmouth.co.uk](http://www.horsesmouth.co.uk).



*You don't have to  
follow the crowd.  
Create your own  
project and give time  
on your own terms.*

# Do Your Own Thing

Thought of something that needs doing in your community, but no one's making it happen? Start your own group!

There's no denying that it takes time, energy and commitment, but the sense of achievement you'll experience is unique. You may feel that a neighbourhood park needs more looking after, or perhaps you'd like to start an activity group for local kids. Here's how to get started.

## Get networking

Start talking to people about what you're thinking of doing. You may find people with similar interests.

A helpful first step would be to get in touch with your local Council for Voluntary Services (CVS). Contact the National Association for Voluntary and Community Action (NAVCA), phone them on 0114 278 6636 or visit the website [www.navca.org.uk](http://www.navca.org.uk). In some areas it's known as a Voluntary Sector Forum. It may have a Small Groups Worker who can offer invaluable advice to small groups that are just getting started. It can also put you in touch with local projects or other people who have similar ideas to your own and who might be interested in getting together with you.

Your local council would also be a good source of contacts and information (ask to speak to officers or community workers in a relevant department). The reference department at your local library and

community associations with a related focus may also help. If there is a national organisation with the same goals and visions, they may have local contacts and information, or may even be able to help you set up a local branch.

[www.wearewhatwedo.org](http://www.wearewhatwedo.org) and [www.timebanking.org](http://www.timebanking.org) are both useful websites to explore and find out about how you can take part in more informal volunteering and still make a difference in your community.

## Start talking

The key to your success will be getting together a group of committed individuals who share your goals and visions. Start with one or more informal meetings. Everyone should agree the group's purpose, its name and the roles each person is willing to play. Even at this early stage it's a good idea to keep a record of what goes on at the meetings – you should start as you mean to go on!

In the early meetings, make a list or audit of the range of skills, contacts, equipment and, above all, time each member is willing to give. The most important contribution is enthusiasm and a 'can do' attitude.

## Get organised

Even if you're not setting up an official charity, your group should still have a set of rules so everyone knows where they stand from the beginning. These rules should cover the following:

- The name of your group
- The aims of your group
- Who the main contact is
- Who can join
- How decisions will be made: will you have a committee, or will all members meet to decide everything?
- The size of the committee
- How the committee represents the interests of those who will benefit from the group
- How the committee is formed: by election, majority agreement or another way
- Who is the chairperson
- Who takes notes at meetings (recording who attended and what was decided)
- Who keeps financial records

## money talk

Raising money is never easy, but your group will have a better chance if you:

Look at fundraising as finding support, not just money. Lots

of people who can't give cash may be able to offer you "in kind" support, such as a venue for an event or help designing a website. Set a fundraising target and list ALL your needs. Use your contacts. Fundraising is all about taking advantage of contacts and goodwill, so make a list of all the group's contacts and try to match them to your needs.

Think of your project as a product that you are selling to people. What makes it

relevant, worthwhile, exciting and innovative? What will the outcomes be? Can you offer recognition or reward for support?

Be clear about exactly where the money is going. Lack of clarity will make people sceptical about giving, and nothing puts potential donors off more than uncertainty.

Remember that people enjoy giving to other people – rather than organisations, causes or issues. Talk about your own motivations and use emotive examples of the people who will benefit from the project.

Put on events. Events are a great way of raising money and

making more people aware of what you're doing.

Be legal. If you aren't raising money for a registered charity you need to find out what you can and can't do. The National Council for Voluntary Organisations (NCVO) helpdesk (0800 279 8798) and the Institute of Fundraising. ([www.institute-of-fundraising.org.uk](http://www.institute-of-fundraising.org.uk)) are both good places to start

For more help and ideas, Nick Stanhope's handbook, *Blood, Sweat and Charity*, has a huge section on fundraising for projects just like yours.

## Formalise your group

Before you can elect your committee and plan the way forward, you should formalise the new group with a special meeting of members to adopt the rules. These will become your constitution or governing document. You will need to ask the following questions:

- Will you have members?
- Who can be a member? For example, can they be local people only?
- Who will be on the management committee to look after the day to day work of the group?
- What are the management committee responsibilities and who will undertake them?

There should be a person to chair the meetings, someone to take notes (the Secretary) and someone who is prepared to take responsibility for the group's money (the Treasurer). You also need to consider whether you all want the group to remain informal or to become an official charity. You should then set up a meeting of the management committee at which the constitution is adopted. Be sure to keep a record of this meeting (the minutes) and file them, noting the date and who attended.

## Ashraf Ejjbair

### *Change of climate*

Ashraf is a student who has the world at his feet, but also the planet on his shoulders. He is really concerned about climate change and does environmental volunteering: *"I like to get down and dirty by taking care of an area."*

He was instrumental in lobbying to get a Fair Trade vending machine put into his school, and organised a scheme whereby he and his mates sold all kinds of things to other pupils to fund the purchase of the machine.

Ashraf has always considered a job in journalism, and says the research skills he has used when volunteering *"will surely come into play"*. He says that, above all, time giving has taught him about the power of teamwork to meet the group's collective deadline.

Ashraf says he wants to help the world, and volunteering gives him great moral rewards.



## Keep records

If your group intends to raise money, no matter how little, it's essential that you keep an accurate record of where it comes from and how it's spent. It doesn't need to be complicated – keep a notebook where you write down all of the income on one page and all the outgoings on another. Keep receipts for everything you spend. If you need to open an account for your group, you can do

it at a local bank. Take along your governing documents or your constitution, and decide who can sign cheques or withdraw money. Usually at least two members are required to do this. Agreeing on how the money is spent is important and should be discussed early on. Will decisions be taken by the committee, or by all of the members?

## Listen to others

Look out for local, regional or national groups that have similar goals and 'customers'.

## *how to tell the world you are here*

It's only as more and more people hear about your group and its effect on the quality of life in your community that they'll want to become involved, either as volunteers or by making contributions. Your group will develop a momentum that makes achieving its vision a reality. An important part of keeping that momentum going is publicising your goals and successes.

Good publicity is about good communications. Think about what you want to say, who you want to say it to, for what reason, and how you will respond. Think about the goal you want to achieve

with publicity, so that it's well targeted. Are you trying:

- To attract more members?
- To attract more volunteers?
- To attract more support?
- To help more people understand what your group does and why?

There are many ways of getting your group's message across.

You could use:

- A newsletter
- A website or blog
- Email groups
- Posters displayed in public places
- Stories about your group in the local press, radio stations and at public meetings

Keep a record or database of

people you communicate with, and update it often. Use it to target publicity. Ask people who come to meetings to leave their details and include them in the database – they may want to join or contribute.

There is such a thing as bad publicity, particularly if it's inefficient. If you provide a phone number, someone should be there to answer it, or get an answering machine. Keep your website up to date; try to make your newsletter professional looking and produce it regularly; answer letters and emails quickly; if you hold a meeting, publicise it well in advance and try to get good speakers.

You may be able to visit them or their projects and discuss their experiences. Their advice is sure to be helpful. Your local Council for Voluntary Services (see page 28 for details) should be able to help. Contact the National Association for Voluntary and Community Action (NAVCA) see page 29 for details.

## really useful reading

The Ideas Annual, published by Community Links (020 7473 2270), is an inspiring book that gives details of innovative small-scale projects, which are about improving the quality of people's lives. There is also a *Northern Ireland Ideas Annual*, published by Community Development Learning Initiative (0287 137 7940).

Community Matters has lots of interesting publications, from a guide to developing out of school clubs to the *What, Why and How of Neighbourhood Community Development*. (020 7226 0189).

Directory of Social Change (020 7209 4949; [www.dsc.org.uk](http://www.dsc.org.uk)), has an online bookshop, where you can search for lots of helpful fundraising publications.

## Marie Atkinson *Dive in for 2012*

Marie Atkinson works for the British Universities Sports Association (BUSA), and is a champion swimmer. When she was competing, she didn't have much support. So she volunteers with junior swimmers as a team manager at national level. She organises trips to championships, does a lot of administrative work, and even mentors some of the rising stars.

Marie says: "I'm still quite young, so they can relate to me. I'm a bit of a mother figure for them when we are away."

Marie has signed up to become a potential volunteer for the 2012 Olympic games in London. She says: "As I've swam at the top level myself, I wanted to give something back"



# Crossing the Boundaries

Giving time abroad is one of the best ways of getting to know a completely different culture

For many, it's the adventure of a lifetime, but you don't need to be young: people of all ages and levels of experience give their time and skills to overseas projects. It's a big commitment, however, so you should think carefully about how it will affect your life both at home and far afield.

A number of organisations offer introductory weekends or courses for potential volunteers. Check these out to see if you are interested in what is available. You should also talk to people who have given time before. Ask the organisation if it can put you in touch with people who have worked for them and are happy to be contacted. By talking to them you'll have a good understanding of what your time abroad is really going to be like. If you're seriously considering giving time overseas, think about the following:

## How much time can you give?

Depending on the project, you could be away from home for one week or two years. How will your home life and career be affected?

## Do you have the specific skills and experience required?

Don't apply for an opportunity until you're sure that you fit the bill. You don't want to

waste your time, or the organisation's. Some opportunities will not need specific skills, however, volunteering overseas is a fantastic opportunity to gain new experiences and to enhance or develop new skills.

## How much will it cost?

Many organisations charge a fee. You may need to fundraise so that you can go abroad.

## for students

Taking a gap year is a great way to travel the world and experience new things before settling down to study and a career. To make the most of it, you need to ensure it's well planned and safe. Here are some handy resources:

- The Year Out Group website at [www.yearoutgroup.org](http://www.yearoutgroup.org) offers a range of information and advice for students taking a gap year.
- The Foreign and Commonwealth Office has a new website called Go Gap Year, providing vital travel related information. Visit [www.gogapyear.com](http://www.gogapyear.com).



*Do you dream of  
adventure or upping  
sticks and taking a  
gap year?*

*Don't live your dreams  
through the TV.  
Make them real.*

## Nick Stanhope

### Overseas volunteering

Nick volunteers for an anti-slavery charity, and has completed a cycle ride from Cape Town to London. This raised money for local groups fighting slavery around Africa and raised awareness of the estimated 14 million people still enslaved today. The charity work in Africa included interviewing former child soldiers and women that had been forced to work as prostitutes in Europe.

*"Despite being incredibly tough, emotionally and physically, it's still the most amazing thing I've done and I would do it all again tomorrow if I could."*

It wasn't all plain cycling: the team had to carry their bikes for 200 miles through the Sudanese deserts!

But they were well looked after: *"The hospitality of the people in the 13 countries we visited was brilliant and more than made up for any problems we had."*



### Are you prepared for the living conditions of the region?

For example, extended periods of heat and humidity and different basic living conditions may not suit you. Discuss the reality of being abroad with the organisation and with your doctor if you're concerned.

### Making it work

- Give the organisation plenty of time to process your application.
- Find out if you will be asked to pay for travel, accommodation, food and so on.
- Find out what medical precautions you will need to take prior to and during your trip.
- Some organisations have particular religious beliefs that underpin their work. You should be comfortable with these.
- Ask about the back-up and support you will receive when you're abroad, particularly in the case of a medical emergency.
- You may be asked to fundraise to cover your costs. If you are prepared to do this, then you'll need to allow enough time.

To find out more about volunteering overseas, visit [www.intervol.org.uk](http://www.intervol.org.uk). It's a unique website developed by TimeBank and run by Challenges Worldwide providing lots of useful information to help individuals embark on international volunteering. It features a directory of over 500 volunteering organisations from all over the world, searchable by issues, duration, country and skills.

If you don't find anything you like, Challenges Worldwide can help you design specific programmes, based on your individual criteria.

### **Preparation to go overseas is only half the story. What about when you're there?**

Travel with an open mind – don't judge things as 'better' or 'worse', but instead learn to appreciate the differences.

Minimise your impact on the environment and use resources thoughtfully. Remember, they may not be as abundant as they are at home.

Buy local products where possible, supporting businesses which are socially and environmentally responsible, and pay a fair price when bargaining.

Make your volunteering sustainable and think about the long term impact of your work. Can you train a local person? Can you set up systems to continue your work? Keep your promises! If you say you'll send photos back or write an article for the organisation you're volunteering with, then do so.

Make the most of the fantastic opportunities and, most importantly, enjoy yourself!

## *for employers*

Imagine improving your image as a socially and environmentally responsible organisation at low cost, and keeping stakeholders happy with an approach that also brings many business benefits.

Imagine a cost-effective training course that leaves your staff able to manage more efficiently on smaller budgets, with greater global awareness, stronger team working skills and a network of contacts in one of your key markets.

Imagine a recruitment process that allows you to see how candidates cope with a real project under tough conditions.

Volunteering programmes overseas can have enormous benefits for organisations in both private and public sectors, contributing to corporate social responsibility, personnel development and even recruitment.

See Intervol ([www.intervol.org.uk](http://www.intervol.org.uk)) and Volunteering England ([www.volunteering.org.uk](http://www.volunteering.org.uk))



*You're on the  
right track, and  
it's an easy one  
at that.*

*Follow this  
chapter to find  
out where to go  
next.*

# Where Do You Go From Here?

When you're ready to give your time, here are some areas that might interest you

Because you've registered your interest with TimeBank, your TimePartner (usually a local Volunteer Centre), has received your details and will try to match your interests with a local opportunity. Get in touch with them or, if you prefer, contact organisations directly.

The type of contribution you make as a volunteer will depend on who you work with. If you feel passionate about the environment, for instance, you might be willing to do anything for an environmental charity, from office work to collecting litter. But if you're drawn to a particular kind of work, such as research, let the organisation know. If you have a fair idea of the kind of opportunity that organisations can offer, it's easier to find the right one.

## **Alcohol and substance misuse**

If you're interested in organisations that deal with alcohol and substance misuse, you might be able to offer advice and support by manning a phone helpline, doing clerical work in an office, getting involved with fundraising, or helping out in clubs and day centres.

## **Animal charities**

Animal charities are likely to have opportunities for office work and fundraising, as well as staffing shops. There may also be a chance to work directly with animals, maintaining rescue centres and shelters, fostering abandoned pets and even walking the dogs from a dogs' home.

## **Arts and media charities**

Arts and media charities have a huge range of opportunities for people with specific interests. You might end up helping local kids put on a play, writing a press release for a community centre, or even driving an older person to a free concert.

## **Children, young people and families**

Organisations that involve children, young people and families often need volunteers to run clubs or supervise sports and other activities.

## **Education and employment**

There are many literacy and numeracy schemes around the country in which volunteers can help someone improve their reading ability.

## Matt Andrews

### *Mixing desk jobs*

By day, Matt is a graphic designer, but on Tuesday nights he has his own, award winning radio show on 999 Whitechapel AM, Royal London Hospital. He's also been the head honcho at the station for a number of years. Not bad for a volunteer ...

*"You might have had a rubbish day at work, a terrible journey, and think that you can't be bothered. But ten minutes after arriving, that all changes when you've cheered someone up. This is a rewarding and practical way to give your time."*

The station has about sixty volunteers and involves a lot of work to keep it running. "We've all got day jobs," says Matt, "but we work hard to make sure the station's professional. We don't just sit in a studio; every day we visit the patients and do live broadcasts from the wards! Others are just as vital helping behind the scenes."

He says: "I've always had an interest in radio, and it's great to be involved, giving patients a real, immediate benefit."



### **Environment, conservation and heritage**

There are many opportunities for fundraising and office support in environment, conservation and heritage organisations. If you love getting stuck in to hard work, building, clearing and clean up projects can be rewarding and fun.

### **Health and mental health**

Hospital and hospice volunteers and carers may be needed by medical support organisations. It's often a chance to gain new skills through training and experience. You might be able to offer transport to a group of disabled children, or even just take someone out for a swim once a week. Mental health charities often need people to mentor and befriend people with learning disabilities or mental health problems.

### **Homelessness and housing**

Organisations that work with or on behalf of homeless people often need fundraisers and office support, and may also have opportunities in drop-in centres or outreach projects.

## Human and civil rights and refugee organisations

Refugee organisations may be able to open up a whole new world. You might become part of an outreach programme, befriend members of a local ethnic community, or help them improve their language skills. Human and civil rights and race relations groups often need fundraisers and clerical support. The skills of professionals such as lawyers and doctors are usually very welcome.

## Mentoring and befriending

Anyone can do it. All you need is a few hours a month, spending time with someone in need of guidance, or just a bit of company, doing things you both enjoy. There are lots of different opportunities for volunteering as a befriender or mentor, and everyone has experiences they can share that will make a real difference to someone's life.

## Older people

Organisations that offer help to older people usually need volunteers to help out at lunch clubs, and as companions, care attendants or drivers.

## Overseas work

If you'd really love to go overseas, you may have to commit a solid block of time, as many organisations require a minimum period. Professional, financial, technical, and managerial skills are in demand, but charities may also need young, fit volunteers for one off construction projects.

## People with disabilities

There may be opportunities as companions and helpers, fundraisers, respite carers and providing transport. The contacts on the following pages can offer a huge variety of opportunities for volunteers. Talk about it with your TimePartner or get in touch directly. You get more out than you put in!

## Sport

Without volunteers there would be no sport and leisure activities as we know them in this country. Sport and leisure keep us fit and happy and can also play a key role in tackling social exclusion and giving young people the best possible start in life. You don't have to be 'sporty', there are opportunities for everyone to give time.

## Trusteeship

Charities need trustees with a variety of skills and experience from a range of different backgrounds. Being a trustee does not have to be purely altruistic; it's also an opportunity for you to develop new skills and improve your career prospects. Trusteeship is a flexible way of volunteering, as you can attend meetings to suit your diary.

## [www.do-it.org.uk](http://www.do-it.org.uk)

Do-it.org.uk is a national database of volunteering opportunities in the UK, part of registered charity Youthnet. Search through almost over 1 million volunteering opportunities and apply online.

# Sources of information

Where to find ideas, advice,  
support and expertise

## SETTING UP A CHARITY

The following organisations provide support and advice about setting up and running a charity.

### The Charity Commission

Charity Commission Direct  
PO Box 1227  
Liverpool L69 3UG  
Tel: 0845 300 0218  
Web: [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

Supports and supervises charities in England and Wales

### HMRC

Meldrum House  
15 Drumsheugh Gardens  
Edinburgh EH3 7UL  
Tel: 0131 777 4040  
Web: [www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk)

### Charities Branch of the Department for Social Development

*Northern Ireland*

Lighthouse Building  
1 Cormac Place  
Gas Works Business Park  
Ormeau Road  
Belfast BT7 2JB  
Tel: 0289 082 9424  
Web: [www.dsdni.gov.uk](http://www.dsdni.gov.uk)

## MAIN UMBRELLA BODIES

### Volunteering England

Web: [www.volunteering.org.uk](http://www.volunteering.org.uk)  
E-mail: [volunteering@volunteeringengland.org](mailto:volunteering@volunteeringengland.org)

Volunteering England works to promote volunteering as a positive force for change.

*London (head office)*

Regents Wharf  
8 All Saints Street  
London N1 9RL  
Tel: 0845 305 6979  
Fax: 020 7520 8910

### NCVO - National Council for Voluntary Organisations

A voice for voluntary sector organisations; also provides information and training. Contact the local office for your region

*England*

NCVO  
Regents Wharf  
8 All Saints Street  
London N1 9RL  
Tel: 020 7713 6161  
Web: [www.ncvo-vol.org.uk](http://www.ncvo-vol.org.uk)

*Scotland*

### SCVO

Mansfield Traquair Centre  
Edinburgh EH3 6BB  
Tel: 0131 556 3882  
Web: [www.scvo.org.uk](http://www.scvo.org.uk)

*Northern Ireland*

### NICVA

61 Duncairn Gardens  
Belfast BT15 2GB  
Tel: 0289 087 7777  
Web: [www.nicva.org](http://www.nicva.org)

*Wales*

### WCVA

Baltic House  
Mount Stuart Square  
Cardiff Bay  
Cardiff CF10 9FH  
Tel: 0292 043 1700  
Web: [www.wcva.org.uk](http://www.wcva.org.uk)

### Council of Ethnic Minority Voluntary Sector Organisations

Boardman House  
64 Broadway  
Stratford  
London E15 1NG  
Tel: 020 8432 0200  
Fax: 020 8432 0001  
E-mail: [enquiries@emf-cemvo.co.uk](mailto:enquiries@emf-cemvo.co.uk)  
Web: [www.emf-cemvo.co.uk](http://www.emf-cemvo.co.uk)

A national organisation that supports ethnic minority voluntary organisations

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### **Equality and Human Rights Commission**

3 More London  
Riverside Tooley Street  
London SE1 2RG  
Tel: 020 3117 0235  
Fax: 020 7407 7557  
E-mail: [info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)  
Web: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

Promotes equal opportunities for all regardless of race, colour or ethnic origin

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### **Confederation of Indian Organisations (CIO)**

5 Westminster Bridge Road  
London SE1 7XW  
Tel: 020 7928 9889  
E-mail: [headoffice@cio.org.uk](mailto:headoffice@cio.org.uk)  
Web: [www.cio.org.uk](http://www.cio.org.uk)

Provides support, advice and information to South Asian community organisations

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### **Action with Communities in Rural England (ACRE)**

Somerford Court  
Somerford Road  
Cirencester, Gloucestershire GL7 1TW  
Tel: 0128 565 3477  
Web: [www.acre.org.uk](http://www.acre.org.uk)

Supports voluntary organisations in rural areas in England

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### **1990 Trust**

Suite 1.2 Winchester House  
9 Cranmer Road  
London SW9 6EJ  
Tel: 020 7582 1990  
Web: [www.blink.org.uk](http://www.blink.org.uk)

Provides support to black and Asian community organisations

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### **Directory of Social Change**

24 Stephenson Way  
London NW1 2DP  
Tel: 0845 077 7707  
Web: [www.dsc.org.uk](http://www.dsc.org.uk)

An independent voice for helping voluntary and community organisations become more effective

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### **National Association for Voluntary and Community Action (NAVCA)**

The Tower  
2 Furnival Square  
Sheffield S1 4QL  
Tel: 0114 278 6636  
Web: [www.navca.org.uk](http://www.navca.org.uk)

A national association that supports voluntary organisations in urban areas

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### **Community Development Foundation (CDF)**

Unit 5, Angel Gate  
320-326 City Road  
London EC1V 2PT  
Tel: 020 7833 1772  
Fax: 020 7837 6584  
E-mail: [admin@cdf.org.uk](mailto:admin@cdf.org.uk)  
Web: [www.cdf.org.uk](http://www.cdf.org.uk)

Demonstrates how to involve people effectively in the regeneration of their communities

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### **Rural Community Network**

38a Oldtown Street  
Cookstown  
Co. Tyrone BT80 8EF  
Tel: 0288 676 6670  
Web:  
[www.ruralcommunitynetwork.org](http://www.ruralcommunitynetwork.org)

Supports voluntary organisations in rural areas in Northern Ireland

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### **Charities Aid Foundation**

25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent  
ME19 4TA  
Tel: 0173 252 0000  
Web: [www.cafonline.org](http://www.cafonline.org)

Provides charities with advice and information to help them manage their funds as effectively as possible

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### **London Voluntary Service Council (LVSC)**

356 Holloway Road  
London N7 6PA  
Tel: 020 7700 8107  
Web: [www.lvsc.org.uk](http://www.lvsc.org.uk)

Provides support, information and training to voluntary organisations in London

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### **Community Matters - National Federation of Community Organisations**

12-20 Baron Street  
London N1 9LL  
Tel: 020 7837 7887  
Fax: 020 7278 9253  
Web:  
[www.communitymatters.org.uk](http://www.communitymatters.org.uk)

Develops and supports community organisations throughout the country, ensuring that their interests are effectively represented at both local and national level

# Useful Contacts

Look under the area that interests you for organisations that may need your help, then get in touch directly, or ask your TimePartner to make contact

## ALCOHOL AND SUBSTANCE MISUSE

### ADFAM National

25 Corsham Street  
London N1 6DR  
Tel: 020 7553 7640  
Web: [www.adfam.org.uk](http://www.adfam.org.uk)

Provides confidential support and a helpline for families and friends of drug users

### Turning Point

Web: [www.turning-point.co.uk](http://www.turning-point.co.uk)

Helps people with problems relating to drink, drugs, mental health and learning disabilities to build a better and more independent life

Standon House  
21 Mansell Street  
London E1 8AA  
Tel: 020 7481 7600  
E-mail: [info@turning-point.co.uk](mailto:info@turning-point.co.uk)

*Southern region*

54 Govan Road  
Glasgow G51 1JL  
Tel: 0141 427 8200  
Fax: 0141 427 8201  
Web:  
[www.turningpointscotland.com](http://www.turningpointscotland.com)

*Scotland*

## ANIMALS AND WILDLIFE TRUSTS

### RSPCA

Wilberforce Way  
Southwater  
Horsham  
West Sussex RH13 9RS  
Tel: 0300 1234 555  
Web: [www.rspca.org.uk](http://www.rspca.org.uk)

Works to promote kindness and prevent cruelty towards animals in England

### SSPCA

Braehead Mains  
603 Queens Ferry Road  
Edinburgh EH4 6EA  
Tel: 0131 339 0222  
Web: [www.scottishspca.org](http://www.scottishspca.org)

Promotes kindness and prevents cruelty towards animals in Scotland

### USPCA

13 Clogharevan Road  
Bessbrook  
Co. Armagh BT35 7BH  
Tel: 028 3083 0631

Promotes kindness and prevents cruelty towards animals in Northern Ireland

### Blue Cross

Shilton Road  
Burford  
Oxon OX18 4PF  
Tel: 0199 382 2651  
Web: [www.bluecross.org.uk](http://www.bluecross.org.uk)

Re-homes companion animals through adoption centres

### Cats Protection League

Cats Protection  
National Cats Centre  
Chelwood Gate  
Haywards Heath  
Sussex RH17 7TT  
Tel: (Switchboard)  
0870 770 8649  
Tel: (National Helpline)  
0870 209 9099  
Tel: (Adoption Centre)  
0870 770 8650  
E-mail: [helpline@cats.org.uk](mailto:helpline@cats.org.uk)  
Web: [www.cats.org.uk](http://www.cats.org.uk)

Rescues and rehabilitates stray cats and maintains cat shelters

### Federation of City Farms and Community Gardens

The Greenhouse  
Hereford Street  
Bedminster  
Bristol BS3 4NA  
Tel: 0117 923 1800  
Web: [www.farmgarden.org.uk](http://www.farmgarden.org.uk)

Can guide you to your nearest city farm or community garden

### People's Dispensary for Sick Animals (PDSA)

Whitechapel Way  
Priorslee  
Telford  
Shropshire TF2 9PQ  
Tel: 0195 229 0999  
Fax: 0195 229 1035  
Web: [www.pdsa.org.uk](http://www.pdsa.org.uk)

Provides free professional treatment for sick and injured animals

### Royal Society of Wildlife Trusts

The Kiln  
Waterside  
Mather Road  
Newark  
Nottinghamshire NG24 1WT  
Tel: 0870 036 1000  
Web: [www.rswt.org](http://www.rswt.org)

A network of trusts across the country with over 2,000 nature reserves and urban wildlife groups

### Royal Society for the Protection of Birds

Aims to ensure the conservation of birds and the environment. It manages 150 nature reserves, runs a Young Ornithologists Club and organises local groups

*England*

The Lodge  
Potton Road, Sandy  
Bedfordshire SG19 2DL  
Tel: 0176 768 0551  
Web: [www.rspb.org.uk](http://www.rspb.org.uk)

*Northern Ireland*

Belvoir Park Forest  
Belfast BT8 4QT  
Tel: 0289 049 1547  
Web: [www.rspb.org.uk/nireland](http://www.rspb.org.uk/nireland)

### Wildfowl and Wetlands Trust (WWT)

Slimbridge  
Gloucestershire GL2 7BT  
Tel: 0145 389 1900  
Web: [www.wwt.org.uk](http://www.wwt.org.uk)

Promotes the conservation of wetlands by creating and protecting wetlands and waterbirds



*Creature comfort: give a helping hand at an animal shelter*

## ARTS AND MEDIA

### The Arts Council

Develops, sustains and promotes the arts

*England*

14 Great Peter Street  
London SW1P 3NQ  
Tel: 0845 300 6200  
Web: [www.artscouncil.org.uk](http://www.artscouncil.org.uk)

*Wales*

9 Museum Place  
Cardiff CF10 3NX  
Tel: 0292 037 6500  
Web: [www.artswales.org.uk](http://www.artswales.org.uk)

*Scotland*

12 Manor Place  
Edinburgh EH3 7DD  
Tel: 0131 226 6051  
Web: [www.scottisharts.org.uk](http://www.scottisharts.org.uk)

*Northern Ireland*

MacNeice House  
77 Malone Road  
Belfast BT9 6AQ  
Tel: 0289 038 5200  
Web: [www.artscouncil-ni.org](http://www.artscouncil-ni.org)

### Cinemagic Limited

49 Botanic Avenue  
Belfast BT7 1JL  
Tel: 0289 031 1900  
Fax: 0289 031 9709  
E-mail: [info@cinemagic.org.uk](mailto:info@cinemagic.org.uk)  
Web: [www.cinemagic.org.uk](http://www.cinemagic.org.uk)

Uses film to inspire and contribute to the development of young people in Northern Ireland

### Media Trust

3-7 Euston Centre  
Regent's Place  
London NW1 3JG  
Tel: 020 7874 7600  
Web: [www.mediatrust.org](http://www.mediatrust.org)

Builds partnerships between the media and the voluntary sector; identifies the skills of media professionals and matches these with the needs of voluntary organisations

### Voluntary Arts Network

121 Cathedral Road  
Pontcanna  
Cardiff CF11 9PH  
Web: [www.voluntaryarts.org](http://www.voluntaryarts.org)

Provides contact details of the national body dealing with the arts area that interests you

## CHILDREN, YOUNG PEOPLE AND FAMILIES

### Young TimeBank

2nd Floor, Downstream Building  
1 London Bridge  
London SE1 9BG  
Tel: 020 7785 6372/74  
E-mail: [helpdesk@timebank.org.uk](mailto:helpdesk@timebank.org.uk)  
Web: [www.youngtimebank.org.uk](http://www.youngtimebank.org.uk)

Helping young people make a positive difference in their communities

### V Inspired

Tel: 0800 089 9000  
Web: [www.vinspired.com](http://www.vinspired.com)  
Email: [info@vinspired.com](mailto:info@vinspired.com)

v is an independent charity launched to champion youth volunteering in England. It aims to inspire a million more 16-25 year olds to volunteer and enable a lasting change in the quality, quantity and diversity of youth volunteering.

### Barnardo's

Web: [www.barnardos.org.uk](http://www.barnardos.org.uk)

Helps children, young people and their families through over 300 community-based projects

Tanners Lane  
Barkingside  
Ilford Essex IG6 1QG  
Tel: 020 8550 8822

Barnardo's Cymru  
Trident Court  
East Moors Road  
Cardiff CF24 5TD  
Tel: 0292 049 3387

### The Children's Society

Edward Rudolf House  
Margery Street  
London WC1X 0JL  
Tel: 0845 300 1128  
Web: [www.thechildrensociety.org.uk](http://www.thechildrensociety.org.uk)

A voluntary organisation of the Church of England and the



*Put a smile  
on a young  
person's face*

Church in Wales; it works with 30,000 children of all ages

### CSV (Community Service Volunteers)

CSV's national network challenges young people aged 16 to 35 to volunteer away from home for between four months and a year

237 Pentonville Road  
London N1 9NJ  
Tel: 020 7278 6601  
Web: [www.csv.org.uk](http://www.csv.org.uk)

CSV House  
Williams Way  
Cardiff CF10 5DY  
Tel: 00292 041 5717  
E-mail: [csvcymru@csv.org.uk](mailto:csvcymru@csv.org.uk)  
Web: [www.csv.org.uk/Wales](http://www.csv.org.uk/Wales)

### Duke of Edinburgh's Award

Promotes a programme of practical, cultural and adventure activities designed to develop young people

England

Gulliver House  
Madeira Walk  
Windsor, Berkshire SL4 1EU  
Tel: 0175 372 7400  
Web: [www.theaward.org](http://www.theaward.org)

Wales

Oak House  
12 The Bulwark  
Brecon  
Powys LD3 7AD  
Tel: 0187 462 3086  
Web: [www.theaward.org/wales](http://www.theaward.org/wales)

### Girl Guiding UK

17-19 Buckingham  
Palace Road  
London SW1W 0PT  
Tel: 020 7834 6242  
Web: [www.girlguiding.org.uk](http://www.girlguiding.org.uk)

Aims to enable girls to mature into confident women

### Millennium Volunteers

UK-wide initiative aimed at 16-24 year olds

England

England

Department for Education and Skills  
Room E4c  
Moorfoot  
Sheffield S1 4PQ  
Tel: 0800 917 8185  
E-mail: [millennium.volunteers@dfes.gsi.gov.uk](mailto:millennium.volunteers@dfes.gsi.gov.uk)

Wales

**Scotland**

Volunteer Development Scotland  
Unit 157-158  
Stirling Enterprise Park  
Stirling FK7 7RP  
Tel: 0178 647 9593  
Web: [www.vds.org.uk](http://www.vds.org.uk)

**Wales**

c/o Wales Council for  
Voluntary Action  
Baltic House  
Mount Stuart Square, Cardiff Bay  
Cardiff CF10 5FH  
Tel: 0292 043 1700  
E-mail: [enquiries@wcva.org.uk](mailto:enquiries@wcva.org.uk)  
Web: [www.wcva.org.uk](http://www.wcva.org.uk)

**Northern Ireland**

Volunteer Development Agency  
129 Ormeau Road  
Belfast  
Tel: 028 9023 6100  
Web: [www.volunteering-ni.org](http://www.volunteering-ni.org)

**Prince's Trust**

Web: [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Aims to help young people  
succeed by providing  
opportunities, that they would  
not otherwise have

**England**

18 Park Square East  
London NW1 4LH  
Tel: 020 7543 1234

**Wales**

The Prince's Trust - Cymru  
Head Office  
Baltic House  
Mount Stuart Square  
Cardiff CF10 5FH  
Tel: 0292 043 7000

**Northern Ireland**

Block 5, Jennymount Court  
North Derby Street  
Belfast BT15 3HN  
Tel: 0289 074 5454

**The Scout Association**

Gilwell Park  
Bury Road  
Chingford  
London E4 7QW  
Tel: 0845 300 1818  
Web: [www.scoutbase.org.uk](http://www.scoutbase.org.uk)

Promotes the development of  
young people in achieving their  
full potential

**EDUCATION,  
READING, MATHS AND  
EMPLOYMENT**

There are literacy and numeracy  
schemes in most local authority  
areas, and many local schools  
throughout the UK now  
invite volunteers into the  
classroom to help pupils with  
subjects including reading and  
basic maths. Contact local  
education departments or your  
TimePartner for details.

**Volunteer Reading Help (VRH)**

Charity House  
14-15 Perseverance Works  
38 Kingsland Road  
London E2 8DD  
Tel: 020 7729 4087  
Fax: 020 7729 7643  
E-mail: [info@vrh.org.uk](mailto:info@vrh.org.uk)  
Web: [www.vrh.org.uk](http://www.vrh.org.uk)

**Wales**

Recruits, trains and supports  
volunteers to help children in  
primary schools improve literacy  
skills

**Ulster People's College**

Ulster People's College  
1 Lower Crescent  
Belfast BT7 1NR  
Tel: 0289 033 0131  
Web: [www.ulsterpeoplescollege.org.uk](http://www.ulsterpeoplescollege.org.uk)

Aims to provide cross-  
community education and a  
facility in which that education  
can take place

**ENVIRONMENT,  
CONSERVATION AND  
HERITAGE****British Trust for Conservation  
Volunteers (BTCV)**

The UK'S largest practical  
conservation society, involving  
95,000 volunteers in projects  
to protect and enhance the  
environment

**England**

Conservation Centre  
Sedum House, Mallard Way  
Doncaster DN4 8DB  
Tel: 0130 2388 883  
Web: [www2.btcv.org.uk](http://www2.btcv.org.uk)

**Wales**

The Conservation Centre  
Forest Farm Road  
Whitchurch  
Cardiff CF14 7JJ  
Tel: 0292 052 0990  
Web: [www.btcvcymru.org](http://www.btcvcymru.org)

**Northern Ireland**

Beech House  
159 Ravenhill Road  
Belfast BT6 0BP  
Tel: 0289 064 5169  
Web: [www.cvni.org](http://www.cvni.org)

**Scotland**

Balallan House  
24 Allan Park  
Stirling FK8 2QG  
Tel: 0178 647 9697  
E-mail: [scotland@btcv.org.uk](mailto:scotland@btcv.org.uk)  
Web: [www.bctv.org.uk/scotland](http://www.bctv.org.uk/scotland)

## Friends of the Earth

Web: [www.foe.co.uk](http://www.foe.co.uk)

Campaigns for the protection of the environment

England

26/28 Underwood Street  
London N1 7JQ  
Tel: 020 7490 1555

Wales

Friends of the Earth Cymru  
33 Castle Arcade Balcony  
Cardiff CF10 1BY  
Tel: 029 2022 9577



Get stuck  
in and  
make a  
difference

## Greenpeace

Canonbury Villas

London N1 2PN

Tel: 020 7865 8100

Web: [www.greenpeace.org.uk](http://www.greenpeace.org.uk)

An international, independent campaigning organisation for industrial and political solutions to prevent abuse of the natural world

## Groundwork

Lockside

5 Scotland Street

Birmingham B1 2RR

Tel: 0121 236 8565

Web: [www.groundwork.org.uk](http://www.groundwork.org.uk)

Promotes economic and social regeneration through improvements to the local environment

## National Trust

Web: [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk)

Owens and manages historic buildings and landscapes for the benefit of the nation

England

Heelis House, Kemble Drive  
Swindon SN2 2NA

Tel: 01793 817632

E-mail: [volunteers@nationaltrust.org.uk](mailto:volunteers@nationaltrust.org.uk)

Trinity Square  
Llandudno  
Gwynedd LL30 2DE  
Tel: 0149 286 0123

## Women's Environmental Network

PO Box 30626  
London E1 1TZ

Tel: 020 7481 9004

Web: [www.wen.org.uk](http://www.wen.org.uk)

Addresses environmental issues that affect women

## GAY AND LESBIAN ORGANISATIONS

### Stonewall Lobby Group

Tower Building

York Road

London SE1 7NX

Tel: 020 7593 1850

Fax: 0207 5931877

Web: [www.stonewall.org.uk](http://www.stonewall.org.uk)

Campaigns to achieve fully equal legal rights for lesbians and gay men in the UK

Wales

## London Lesbian and Gay Switchboard

PO Box 7324

London N1 9QS

Tel: 020 7837 6768

Helpline: 020 7837 7324

Web: [www.llgs.org.uk](http://www.llgs.org.uk)

Provides a 24-hour support and information service for gay men and lesbians

## Lesbian, Gay and Bisexual Voluntary Sector Consortium (LGBVSC)

Unit J111

Tower Bridge Business Complex

100 Clements Road

Southwark

London SE16 4DG

Tel: 020 7064 8383

Web: [www.lgbtconsortium.org.uk](http://www.lgbtconsortium.org.uk)

Promotes and supports the work of lesbian, gay and bisexual voluntary organisations

## NIGRA (Northern Ireland Gay Rights Association)

PO Box 44

Belfast BT1 1SH

Tel: 0289 066 5257

E-mail: [nigra@dnet.co.uk](mailto:nigra@dnet.co.uk)

Promotes the availability of information for the gay community in Northern Ireland

**Rainbow Project**

2-8 Commercial Court  
Belfast BT1 2NB  
Tel: 0289 031 9030  
Web: [www.rainbow-project.org](http://www.rainbow-project.org)

Promotes health of all kinds for gay men in Northern Ireland

**HEALTH AND MENTAL HEALTH****British Heart Foundation**

14 Fitzhardinge Street  
London W1H 6DH  
Tel: 020 7935 0185  
Web: [www.bhf.org.uk/volunteer](http://www.bhf.org.uk/volunteer)

For more than 40 years, the British Heart Foundation has been at the forefront of the fight against heart disease, funding research, education and care. The BHF relies on volunteers to carry out its vital work.

**Marie Curie**

Web: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

Marie Curie Cancer Care is now one of the UK's largest charities, providing care to around 25,000 people with cancer every year, along with support for their families

*England (head office)*

Marie Curie Cancer Care  
89 Albert Embankment  
London SE1 7TP  
Tel: 020 7599 7777

*Scotland*

29 Albany Street  
Edinburgh EH1 3QN  
Tel: 0131 456 3700

*Wales*

Block C Mamhiland House  
Manhiland Park Estate

Pontypool  
Torfaen NP4 0H2  
Tel: 0149 574 0827

*Northern Ireland*

60 Knock Road  
Belfast BT5 6LQ  
Tel: 0289 088 2060

**Help the Hospices**

Hospice House  
34-44 Britannia Street  
London WC1X 9JG  
Tel: 020 7520 8200  
E-mail: [info@helpthehospices.org.uk](mailto:info@helpthehospices.org.uk)  
Web: [www.helpthehospices.org.uk](http://www.helpthehospices.org.uk)

Help the Hospices is the national charity for the hospice movement. Hospices give unparalleled care to people who are facing the end of life and to those who love them.

**Home-Start UK**

2 Salisbury Road,  
Leicester LE1 7QR  
Tel: 0116 233 9955  
E-mail: [info@home-start.org.uk](mailto:info@home-start.org.uk)  
Web: [www.home-start.org.uk](http://www.home-start.org.uk)

Home-Start is the UK's leading family support charity. Through a network of more than 12,000 trained parent volunteers it supports thousands of parents who are struggling to cope.

**The Samaritans**

Web: [www.samaritans.org.uk](http://www.samaritans.org.uk)

The Samaritans offer a 24-hour confidential service for despairing or suicidal people

*England*

Chris, PO. Box 9090  
Stirling FK8 2SA  
Tel: 08457 909090  
Email: [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

*Northern Ireland*

5 Wellesley Avenue  
Belfast BT9 6DG  
Tel: 0289 066 4422

*Wales*

43 Stowe Hill  
Newport NP20 1JH  
Tel: 0163 325 9000

**British Red Cross**

UK Office  
44 Moorfields  
London EC2Y 9AL  
Tel: 0844 871 1111  
Web: [www.redcross.org.uk](http://www.redcross.org.uk)

Aims to be the leading provider of emergency help to people in need, anywhere in the world

**St John Ambulance**

Provides medical support and caring services for the community

*England*

27 St John's Lane  
London EC1M 4BU  
Tel: 020 732 4400  
Web: [www.sja.org.uk](http://www.sja.org.uk)

*Wales*

St John Wales  
National Head Quarters  
Priory House, Beignon Close  
Ocean Way  
Cardiff CF24 5PB  
Web: [www.stjohnwales.co.uk](http://www.stjohnwales.co.uk)

**Attend**

11-13 Cavendish Square  
London W1G 0AN  
Tel: 0845 450 0285  
Web: [www.attend.org.uk](http://www.attend.org.uk)

The representative body for Leagues of Friends, working to support patients and their carers in hospitals and the community

### Mind (National Association for Mental Health)

Granta House  
15-19 Broadway  
London E15 4BQ  
Tel: 020 8519 2122  
Web: [www.mind.org.uk](http://www.mind.org.uk)

Raises awareness of mental health and campaigns for the rights of everyone experiencing mental distress in England and Wales

### The Scottish Association for Mental Health

Cumrae House  
15 Carlton Court  
Glasgow G5 9JP  
Tel: 0141 568 7000  
Web: [www.samh.org.uk](http://www.samh.org.uk)

Raises awareness of mental health in Scotland

### National Health Service

Volunteering opportunities are available at many hospitals and some GPs' surgeries. You should contact your local hospital, which may have a Voluntary Services Manager, or a local surgery

### The Northern Ireland Association for Mental Health

80 University Street  
Belfast BT7 1HE  
Tel: 0289 032 8474  
E-mail: [amne@niamh.co.uk](mailto:amne@niamh.co.uk)  
Web: [www.niamh.co.uk](http://www.niamh.co.uk)

Raising awareness of mental health in Northern Ireland

### Praxis Care Group

27-31 Lisburn Road  
Belfast BT9 7AA  
Tel: 0289 024 8665  
Web: [www.praxiscaregroup.org.uk](http://www.praxiscaregroup.org.uk)

Provides accommodation, support and befriending to people with mental health problems in Northern Ireland

## HOMELESSNESS AND HOUSING

### Crisis

66 Commercial Street  
London E1 6LT  
Tel: 0844 251 0111  
E-mail: [enquiries@crisis.org.uk](mailto:enquiries@crisis.org.uk)  
Web: [www.crisis.org.uk](http://www.crisis.org.uk)

A national charity for single homeless people

### Care and Repair Cymru

Norbury House,  
Norbury Road, Fairwater  
Cardiff CF5 3AS  
Tel: 0292 057 6286  
Web: [www.careandrepair.org.uk](http://www.careandrepair.org.uk)

Concerned with housing for older and disabled people in Wales

### Shelter

Web: [www.shelter.org.uk](http://www.shelter.org.uk)

Works to improve the lives of the homeless and badly housed

88 Old Street  
London EC1V 9HU  
Tel: 0845 458 4590  
Email: [info@shelter.org.uk](mailto:info@shelter.org.uk)

4th Floor, Scotiabank House  
6 South Charlotte Street  
Edinburgh EH2 4AW  
Tel: 0844 515 2444

10-12 High Street  
Belfast BT1 2BA  
Tel: 0289 024 5640

25 Walter Road  
Swansea SA1 5NN  
Tel: 0179 246 9400  
Web: [www.sheltercymru.org.uk](http://www.sheltercymru.org.uk)

Wales

## HUMAN AND CIVIL RIGHTS, LEGAL AID, RACE RELATIONS, REFUGEES

### Time Together

2nd Floor, Downstream Building  
1 London Bridge  
London SE1 9BG  
Tel: 0207 785 6596  
Web: [www.timetogether.org.uk](http://www.timetogether.org.uk)

Time Together is a unique scheme providing mentoring and support to refugees in the UK

### Amnesty International UK

Web: [www.amnesty.org.uk](http://www.amnesty.org.uk)

A worldwide voluntary movement working to prevent violations of fundamental human rights

17-25 New Inn Yard  
London EC2A 3EA  
Tel: 020 7033 1500

Amnesty International Wales  
Temple Court, Cathedral Road  
Cardiff CF11 9HA  
Tel: 029 2078 6415

### Refugee Council

240-250 Ferndale Road, Brixton  
London SW9 8BB  
Tel: 020 7346 6700  
Web: [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

Helps and supports asylum seekers and refugees in the UK and abroad

England

England

Scotland

Wales

Northern Ireland

### Liberty (National Council for Civil Liberties)

21 Talbard Street  
London SE1 4LA  
Tel: 020 7403 3888  
Web: [www.liberty-human-rights.org.uk](http://www.liberty-human-rights.org.uk)

Protects civil liberties and promotes human rights within the UK, with a particular commitment to ensuring the fair administration of justice

### Victim Support

Web: [www.victimsupport.com](http://www.victimsupport.com)

Offers a comprehensive service of information and support to victims of crime throughout England, Wales and Northern Ireland

Cranmer House  
39 Brixton Road  
London SW9 6DZ  
Tel: 020 7735 9166

England

Victim Support Wales  
1a Victoria Park Road  
Cardiff, CF5 1EZ  
Tel: 029 2056 9059

Wales

15/23 Hardwell Close  
Edinburgh EH8 9RX  
Tel: 0131 668 4486  
Fax: 0131 662 5400

Scotland

3rd Floor, Annsgate House  
70-74 Ann Street  
Belfast BT1 4EH  
Tel: 0289 024 4039

Northern Ireland

### MANAGEMENT/ FINANCIAL

#### Professionals4free

Web: [www.professionals4free.org.uk](http://www.professionals4free.org.uk)  
Tel: 0207 566 6611

A website designed for voluntary and community groups looking for help from professionals, and professionals who want to volunteer their services

#### Reach

89 Albert Embankment  
London SE1 7TP  
Tel: 020 7582 6543  
Fax: 020 7582 2423  
Web: [www.reach-online.org.uk](http://www.reach-online.org.uk)

Specialises in finding opportunities for people who want to use their career,

*Bringing cultures  
together for  
positive change*

managerial and professional experience to give time to a voluntary organisation

### MENTORING & BEFRIENDING

#### Mentoring and Befriending Foundation

1st Floor, Charles House  
Albert Street  
Eccles  
Manchester M30 0PW  
Tel: 0161 787 8600  
E-mail: [info@mandbf.org.uk](mailto:info@mandbf.org.uk)  
Web: [www.mandbf.org.uk](http://www.mandbf.org.uk)

The Mentoring and Befriending Foundation is the national strategic body for mentoring and befriending, signposting information to individuals who wish to get involved in mentoring or befriending either as a volunteer or as a prospective client



**Time Together**

2nd Floor, Downstream Building  
1 London Bridge  
London SE1 9BG  
Tel: 0207 785 6544  
Web: [www.time-together.org.uk](http://www.time-together.org.uk)

Time Together is a unique scheme providing mentoring and support to refugees in the UK

**Home-Start UK**

2 Salisbury Road  
Leicester LE1 7QR  
Tel: 0116 233 9955  
E-mail: [info@home-start.org.uk](mailto:info@home-start.org.uk)  
Web: [www.home-start.org.uk](http://www.home-start.org.uk)

Home-Start is the UK's leading family support charity. Through a network of more than 12,000 trained parent volunteers we support thousands of parents who are struggling to cope

**MUSEUMS**

The best way to find out about TimeGiving in museums is to look in your local telephone book for museums that interest you and contact them directly

**OLDER PEOPLE****Age Concern**

Campaigns on issues concerning older people and ageing

Astral House  
1268 London Road  
London SW16 4ER  
Tel: 0800 009 966  
Web: [www.ace.org.uk](http://www.ace.org.uk)

*England*

Ty John Pathy  
13-14 Neptune Court

*Wales*

## Meeting new people and having new experiences

Vanguard Way  
Cardiff CF24 5PJ  
Tel: 0292 043 1555  
Web: [www.accymru.org.uk](http://www.accymru.org.uk)

Age Concern Scotland  
Causewayside House  
60 Causewayside  
Edinburgh EH9 1PR  
Telephone: 0845 833 0200  
Web: [www.ageconcernscotland.org.uk](http://www.ageconcernscotland.org.uk)

*Scotland*

3 Lower Crescent  
Belfast BT7 1NR  
Tel: 0289 024 5729  
Web: [www.ageconcernni.org](http://www.ageconcernni.org)

*Northern Ireland***Alzheimer's Society**

Tel: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

The leading care and research charity for people with Alzheimers disease and other forms of dementia

Devon House  
St Katherine's Way  
London E1W 1SX  
Tel: 0207 423 3500

*England*

86 Eglantine Avenue  
Belfast BT9 6EU  
Tel: 0289 066 4100

*Northern Ireland*

3rd Floor, Baltic House  
Mount Stuart Square  
Cardiff CF10 5FH  
Tel: 0292 048 0593

*Wales***Abbeyfield Society**

Web: [www.abbeyfield.com](http://www.abbeyfield.com)

Provides homes for the single elderly within the companionship of small households

Abbeyfield House  
53 Victoria Street  
St Albans AL1 3UW  
Tel: 0172 785 7536

*England*

5 Derwen Villas  
Wrexham Road  
Mold,  
Flintshire CH7 1HZ  
Tel: 0135 275 9459

*Wales***Crossroads – Caring for Carers**

Provides practical respite to carers by providing a trained care attendant to take the place of the regular family carer

10 Regent Place  
Rugby  
Warwickshire CV21 2PN  
Tel: 0845 450 0350  
Web: [www.crossroads.org.uk](http://www.crossroads.org.uk)

*England*

24 George Square  
Glasgow G2 1EG  
Tel: 0141 226 3793  
Web: [www.crossroads-scotland.co.uk](http://www.crossroads-scotland.co.uk)

*Scotland*

*Northern Ireland*

7 Regent Street  
Newtownards  
Co. Down BT23 4AB  
Tel: 0289 181 4455  
Web: [www.crossroadscare.co.uk](http://www.crossroadscare.co.uk)

**Contact the Elderly**

15 Henrietta Street  
London WC2E 8QG  
Tel: 0800 716 543  
Web: [www.contact-the-elderly.org](http://www.contact-the-elderly.org)

Aims to encourage old people living alone to develop social interests by bringing companionship into their lives

**Help the Aged**

Web: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Provides practical support to help older people live independent lives

*England*

207/221 Pentonville Road  
London N1 9UZ  
Tel: 020 7278 1114  
Fax: 020 7278 1116

*Wales*

12 Cathedral Road  
Cardiff CF11 9LJ  
Tel: 0292 034 6550

*Northern Ireland*

Ascot House  
Shaftesbury Square  
Belfast BT2 7DB  
Tel: 0289 023 0666

**RSVP – Retired and Senior Volunteer Programme**

237 Pentonville Road  
London N1 9NJ  
Tel: 020 7643 1385  
Web: [www.csv-rsvp.org.uk](http://www.csv-rsvp.org.uk)

Organisation especially for volunteers of 50 years or over



## Building dreams and creating new beginnings

conservation and environmental projects in Europe, North America and Japan, as well as the UK

**OVERSEAS**

Some of the organisations below offer opportunities abroad.

**INTERVOL**

2nd Floor, Downstream Building  
1 London Bridge  
London SE1 9BG  
Tel: 0845 601 4008  
Web: [www.intervol.org.uk](http://www.intervol.org.uk)

InterVol gives you the inspiration, information and impartial advice you need to discover your perfect volunteering opportunity overseas

**British Trust for Conservation Volunteers (BTCV)**

Sedum House, Mallard Way  
Doncaster DN4 8DB  
Tel: 0130 2388 883  
Web: [www2.btcv.org.uk](http://www2.btcv.org.uk)

Provides working holidays on

**Conservation Volunteers Northern Ireland (CVNI)**

Beech House  
159 Ravenhill Road  
Belfast BT6 OBP  
Tel: 0289 064 5169  
Web: [www.cvni.org](http://www.cvni.org)

Arranges conservation projects both at home and abroad for people in Northern Ireland

**Concern**

13/14 Calico House  
Clove Hitch Quay  
London SW11 3TN  
Tel: 0800 032 4000  
Web: [www.concern.net](http://www.concern.net)

A non-denominational organisation that aims to provide relief, assistance and help for the advancement of people in less developed countries. The minimum contract for placement overseas is currently two years

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### Lattitude Global Volunteering

GAP House  
44 Queens Road  
Reading,  
Berkshire RG1 4BB  
Tel: 0118 959 4914  
Fax: 0118 957 6634  
E-Mail: [volunteer@lattice.org.uk](mailto:volunteer@lattice.org.uk)  
Web: [www.lattice.org.uk](http://www.lattice.org.uk)

Aimed at students during their gap year, Lattitude has projects in more than 30 countries. Opportunities available include teaching English, care work and conservation

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### Kibbutz Representatives

1a Accommodation Road  
Golders Green Road  
London NW11 8ED  
Tel: 020 8458 9235  
Web: [www.kibbutz.org.il](http://www.kibbutz.org.il)

British representatives of self-supporting communities based in Israel. Sends volunteers aged between 18 and 32 on working holidays

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### Médecins Sans Frontières (UK)

67-74 Saffron Hill  
London EC1N 8QX  
Tel: 020 7404 6600  
Web: [www.uk.msf.org](http://www.uk.msf.org)

Provides medical help to war and disaster victims. There are opportunities for qualified doctors, RGN nurses, midwives and other medical professionals. MSF also has opportunities for qualified administrators, engineers and experienced accountants

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### Oxfam

Web: [www.oxfam.org.uk](http://www.oxfam.org.uk)

Works internationally to build a safer and better world, reflecting a commitment to overcome the injustice of poverty and suffering. There are no placements overseas, but opportunities are available in the UK

Oxfam House  
Cowley  
Oxford OX4 2JY  
Tel: 0870 333 2700

Oxfam Cymru  
Market Buildings  
5-7 St Mary Street  
Cardiff CF10 1AT  
Tel: 0870 010 9007  
E-mail: [oxfamcymru@oxfam.org.uk](mailto:oxfamcymru@oxfam.org.uk)

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### Raleigh International

3rd Floor, 207 Waterloo Road  
London SE1 8XD  
Tel: 0207 183 1270  
Web: [www.raleighinternational.org](http://www.raleighinternational.org)

Provides young people with the opportunity to work on challenging community and environmental projects for three months

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### Save the Children Fund

Web: [www.savethechildren.org.uk](http://www.savethechildren.org.uk)

Works on practical projects in 70 countries, involving children and their families from the world's most impoverished areas. No overseas project work is available for volunteers

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England

1 St. John's Lane  
London EC1M 4AR  
Tel: 020 7012 6400

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England

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Wales

2nd Floor, Phoenix House  
8 Cathedral Road  
Cardiff CF11 9LJ  
Tel: 0292 039 6838

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Wales

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### Skillshare Africa

126 New Walk  
Leicester LE1 7JA  
Tel: 0116 254 1862  
Web: [www.skillshare.org](http://www.skillshare.org)

Places qualified and experienced personnel in Botswana, Lesotho, Mozambique and Swaziland. They have a range of professional placements that include business advice, engineering and community development

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### VSO

317 Putney Bridge Road  
London SW15 2BN  
Tel: 020 8780 7200  
Web: [www.vso.org.uk](http://www.vso.org.uk)

Places volunteers to share educational, health, engineering, agriculture, social and business development skills and experience with people in about 55 developing countries. Volunteer placements are for a minimum of two years



## Learning new skills for the future

### PEOPLE WITH DISABILITIES

#### **DIAL UK (Disability Information and Advice Line)**

St Cathrines  
Tickhill Road  
Doncaster DN4 8QN  
Tel: 0130 231 0123  
Web: [www.dialuk.org.uk](http://www.dialuk.org.uk)

Gives free, independent advice on all aspects of disability through helplines and drop-in centres

#### **Scope**

Web: [www.scope.org.uk](http://www.scope.org.uk)

Provides services for disabled people and their families to enhance their quality of life

6 Market Road  
London N7 9PW  
Tel: 020 7619 7100

England

The Wharf  
Schooner Way  
Cardiff CF10 9EU  
Tel: 0292 046 1703

There are 22 Scope Cymru groups providing education, residential and daycare, employment and information

#### **Mencap**

Web: [www.mencap.org.uk](http://www.mencap.org.uk)

Provides information, campaigns and lobbies for people with learning disabilities. Provides leisure, education and employment schemes

Mencap England  
123 Golden Lane  
London EC1Y 0RT  
Tel: 020 7454 0454  
E-mail: [information@mencap.org.uk](mailto:information@mencap.org.uk)

England

31 Lambourne Crescent  
Cardiff Business Park  
Llanishen, Cardiff CF14 5GF  
Tel: 0292 074 7588  
E-mail: [information.wales@mencap.org.uk](mailto:information.wales@mencap.org.uk)

Northern Ireland

Mencap Northern Ireland  
Segal House  
4 Annadale Avenue  
Belfast BT7 3JH  
Tel: 0289 069 1351  
E-mail: [mencapni@mencap.org.uk](mailto:mencapni@mencap.org.uk)

#### **Phab (Head Office)**

Summit House,  
50 Wandle Road,  
Croydon, Surrey CR0 1DF  
tel: 020 8667 9443  
email: [info@phab.org.uk](mailto:info@phab.org.uk)  
web: [www.phab.org.uk](http://www.phab.org.uk)

Phab is a national Charity dedicated to promoting the integration of people with and without physical disabilities, at all levels of society.

Wales

### PRISONER AND EX- OFFENDER SUPPORT

#### **Rainer Crime Concern**

Beaver House  
147-150 Victoria Road  
Swindon  
Wiltshire SN1 3UY  
Tel: 0179 386 3500  
E-mail: [info@rainercrimeconcern.org.uk](mailto:info@rainercrimeconcern.org.uk)  
Web: [www.rainercrimeconcern.org.uk](http://www.rainercrimeconcern.org.uk)

Rainer Crime Concern works with local people, community groups and crime and disorder agencies to reduce crime and create environments where everyone can lead their lives free from fear and intimidation

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### **NACRO (National Association for the Care and Resettlement of Offenders)**

Park Place  
10-12 Lawn Lane  
London SW8 1UD  
Tel: 0207 840 7200  
Web: [www.nacro.org.uk](http://www.nacro.org.uk)

Works with ex-offenders, disadvantaged people and deprived communities to make society safer by reducing crime

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### **SOVA (Society of Voluntary Associates)**

1st Floor Chichester House  
37 Brixton Road  
London SW9 6DZ  
Tel: 020 7793 0404  
E-mail: [mail@sova.org.uk](mailto:mail@sova.org.uk)  
Web: [www.sova.org.uk](http://www.sova.org.uk)

Promotes voluntary action in the penal field deploying volunteers to work alongside statutory agencies

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### **NIACRO**

Amelia House  
4 Amelia Street  
Belfast BT2 7GS  
Tel: 0289 032 0157  
Web: [www.niacro.co.uk](http://www.niacro.co.uk)

Campaigns for a more humane and just criminal justice system in Northern Ireland

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## **SPORT AND OUTDOOR PURSUITS**

### **Sport England**

3rd Floor, Victoria House  
Bloomsbury Square  
London WC1B 4SE  
Tel: 0845 850 8508  
Web: [www.sportengland.org](http://www.sportengland.org)

Aims to get more people involved in sport by working through schools and communities in England

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### **Sports Council for Wales**

Sophia Gardens  
Cardiff CF11 9SW  
Tel: 0845 045 0904  
Web: [www.sports-council-wales.org.uk](http://www.sports-council-wales.org.uk)

Develops and promotes sport in Wales

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### **Sport Scotland**

Caledonia House  
No 1 Redheughs Rigg  
South Gyle  
Edinburgh EH12 9DQ  
Tel: 0131 317 7200  
Web: [www.sportscotland.org.uk](http://www.sportscotland.org.uk)

Promotes sporting opportunities for all Scots at all levels whatever their ability

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### **The Sports Council for Northern Ireland**

House of Sport  
2a Upper Malone Road  
Belfast BT9 5LA  
Tel: 0289 038 1222  
Web: [www.sportni.org](http://www.sportni.org)

Encourages and supports participation in sports and promotes sporting excellence in Northern Ireland

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### **Scottish Disability Sport**

Scottish Disability Sport  
Caledonia House  
South Gyle  
Edinburgh EH12 9DQ  
Tel: 0131 317 1130  
E-mail [admin@scottishdisabilitysport.com](mailto:admin@scottishdisabilitysport.com)  
Web: [www.scottishdisabilitysport.com](http://www.scottishdisabilitysport.com)

Promotes involvement in sport for people with disabilities in Scotland

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### **Disability Sport Northern Ireland**

Unit 10, Ormeau Business Park  
8 Cromac Avenue  
Belfast BT7 2JA  
Tel: 0289 050 8255  
Web: [www.dsni.co.uk](http://www.dsni.co.uk)

Provides opportunities for people with disabilities in Northern Ireland to participate in sport

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### **Disability Sport Wales**

The Welsh Institute of Sport  
Sophia Gardens  
Cardiff CF11 9SW  
Tel: 0292 0665 781  
Web: [www.disabilitysportwales.org](http://www.disabilitysportwales.org)

Provides opportunities for people with disabilities in Wales to participate in sport

## WOMEN'S GROUPS

### Women's Royal Volunteer Service

Garden House  
Milton Hill  
Steventon  
Abingdon OX13 6AD  
Tel: 0845 601 4670  
Web: [www.wrvs.org.uk](http://www.wrvs.org.uk)

Tackles social isolation and deprivation by helping older and housebound people, stressed families and victims of disaster

### National Federation of Women's Institutes

Promotes international understanding amongst countrywomen and develops co-operative enterprise in the region

*England, Wales and Channel Islands*

104 New Kings Road  
London SW6 4LY  
Tel: 020 7371 9300

Web: [www.womens-institute.org.uk](http://www.womens-institute.org.uk)

*Scotland*

Scottish Women's Rural Institute  
42 Heriot Row  
Edinburgh EH3 6ES  
Tel: 0131 225 1724  
Web: [www.swri.org.uk](http://www.swri.org.uk)

*Northern Ireland*

The Federation of Women's Institutes Northern Ireland  
209-211 Upper Lisburn Road  
Belfast BT10 0LL  
Tel: 0289 030 1506  
Web: [www.wini.org.uk](http://www.wini.org.uk)



*Volunteer  
and feel  
valued,  
versatile and  
vivacious!*

### Women's Aid Federation

Web: [www.womensaid.org.uk](http://www.womensaid.org.uk)

Provides advice, information and temporary refuge for women and their children who are under threat

*England*

PO Box 391  
Bristol BS99 7WS  
Tel: 0117 944 4411

*Scotland*

2nd Floor  
132 Rose Street  
Edinburgh EH2 3JD  
Tel: 0131 226 6606  
Web: [www.scottishwomensaid.co.uk](http://www.scottishwomensaid.co.uk)

*Wales*

16 Monia Terrace  
Adamstown  
Cardiff CF24 0EJ  
Tel: 029 2046 0566  
Web: [www.welshwomensaid.org](http://www.welshwomensaid.org)

*Northern Ireland*

129 University Street  
Belfast BT7 1HP  
Tel: 0289 024 9041  
Web: [www.niwaf.org](http://www.niwaf.org)

# The Young Person's A-list

## Contacts of special interest for people in their teens and early twenties

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### GET INVOLVED

The following organisations are specifically for young volunteers, or have special initiatives for young people.

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#### V Inspired

Tel: 0800 089 9000  
 Web: [www.vinspired.com](http://www.vinspired.com)  
 Email: [info@vinspired.com](mailto:info@vinspired.com)

v is an independent charity championing youth volunteering in England. Their aim is to inspire a new generation of young volunteers (aged 16-25) and enable a lasting change in the quality, quantity and diversity of youth volunteering.

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#### Young TimeBank

Web: [www.youngtimebank.org.uk](http://www.youngtimebank.org.uk)  
 Email: [helpdesk@youngtimebank.org.uk](mailto:helpdesk@youngtimebank.org.uk)

Young TimeBank recruits and trains volunteers to support groups of young people in schools and colleges around the country, to tackle the issues they care about, by involving them in creative, youth-led community projects.

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#### Youth Action Network

Web: [www.youth-action.org.uk](http://www.youth-action.org.uk)

Youth Action Network is a national organisation with unique experience and expertise in the Youth Action approach to volunteering.

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#### National Council for Voluntary Youth Services

Web: [www.ncvys.org.uk](http://www.ncvys.org.uk)

NCVYS is the only national independent body that represents voluntary and community youth organisations in England. They help such organisations to build their capacity to deliver quality youth work.

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#### Horses Mouth

Web: [www.horsemouth.co.uk](http://www.horsemouth.co.uk)

Horsemouth is a new, free, social networking site with a real social purpose. It enables secure, private one-to-one mentoring relationships between private individuals sharing the wisdom from their personal experiences – for 16 years old or over. They suggest if you're a younger mentor it can be very helpful in building the kind of skills that employers love - listening, problem-solving and learning

from experience.

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#### Muslim Youth Helpline

Web: [www.myh.org.uk](http://www.myh.org.uk)

The Muslim Youth Helpline (MYH) provides pioneering faith and culturally sensitive services to Muslim youth in the UK including a free and confidential counselling service available nationally via the telephone, email, internet and a face to face befriending service in the Greater London area. MYH also runs an interactive peer support site, [www.muslimyouth.net](http://www.muslimyouth.net). Designed and managed entirely by young people it encourages young Muslims to develop peer-support networks, access specialist and mainstream support services and care for their social and mental wellbeing.

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#### Community Links

Web: [www.community-links.org.uk](http://www.community-links.org.uk)

Community Links runs community-based projects in east London by engaging young people in positive activities through practical projects to tackle head on the issues that young people face.




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### **British Trust for Conservation Volunteers (BTCV)**

Web: [www2.BTCV.org](http://www2.BTCV.org)

BTCV has a successful history of environmental conservation volunteering throughout the UK and around the world. Their vision is "a better environment where people are valued included and involved" and their mission is to create a more sustainable future by inspiring people and improving places.

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### **The Prince's Trust**

Web: [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Through practical support including training, mentoring and financial assistance, the

Prince's Trust helps 14-30 year olds realise their potential and transform their lives

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### **British Youth Council**

Web: [www.byc.org.uk](http://www.byc.org.uk)

The British Youth Council (BYC) is led by young people, for young people, aged 26 and under, across the UK. By connecting with their community of member organisations and network of Local Youth Councils, BYC empowers everyone to have a say and be heard.

*It's about doing something you love*

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### **Junction 49**

Web: [www.junction49.co.uk](http://www.junction49.co.uk)

Junction 49 is where young people can share and develop ideas to make a difference. Junction 49 offers support, advice and a network of likeminded people to help turn your idea into reality.

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**Connexions**

Web: [www.connexions-direct.com](http://www.connexions-direct.com)

Connexions Direct can offer you all the information and advice you need to make the decisions and choices in your life and also link you up with great community volunteering opportunities

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**CSV (Community Service Volunteers)**

Web: [www.csv.org.uk](http://www.csv.org.uk)

CSV offers a wide range of exciting volunteering opportunities for 16-25 year olds, based on their interests.

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**Duke of Edinburgh Awards**

Web: [www.theaward.org](http://www.theaward.org)

The Duke of Edinburgh's Award aims to provide for young people aged 14 – 25 an enjoyable, challenging and rewarding programme of personal development, which is of the highest quality and the widest reach. widest reach

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**Changemakers**

Web: [www.changemakers.org.uk](http://www.changemakers.org.uk)

Changemakers is an independent charity and social enterprise which enables young people aged 4-25 to make a positive and continuing contribution to society.

*Share an idea and  
together make it a  
reality*



## Some answers you might need

How long does it take before I can start volunteering?

The amount of time varies and is dependent on the type of volunteering opportunity you are interested in. For example, if you want to volunteer with children who are under 16 years old, or with older or vulnerable people, you will need to go through a Criminal Records Bureau (CRB) check, which may take from a fortnight up to a month to process. Other opportunities can enable you to begin volunteering within a week of applying. The charity providing the opportunity will be able to give you more information about a specific role.

If I give time, will it affect my welfare benefits?

You should be able to give time and still receive your usual benefit. But you should always inform your local Jobcentre that you are volunteering.

If I have to spend money while giving time, can I claim it back?

Voluntary organisations usually pay volunteers for out of pocket expenses – for example, the cost of travelling to and from the place where you volunteer, any travel you do while volunteering, meals while volunteering, and any postal or telephone costs. Any costs that you would like to claim back should be discussed before starting the volunteering opportunity.

I am only living in the UK temporarily. Is it still possible for me to give time?

There are no restrictions on volunteering for people from other European Union countries. If you are a working holidaymaker from a non-EU country, you are permitted to give your time. Refugees and people who have been granted exceptional leave to remain in the UK, and their families, are also allowed to volunteer. Since April 2000, this has also applied to asylum seekers and their families. These volunteers can be reimbursed expenses in the same way as any other volunteer.

If you have specific questions, or if you are concerned about how volunteering affects your benefit, contact the experts:

Information Team, Volunteering England

Regent's Wharf

8 All Saints Street

London N1 9RL

Tel: 0845 305 6979

E-mail: [information@volunteeringengland.org](mailto:information@volunteeringengland.org)

Web: [www.volunteering.org.uk](http://www.volunteering.org.uk)

Or visit [www.timebank.org.uk/volunteer](http://www.timebank.org.uk/volunteer) and click on Ask TimeBank A Question for more information.

*We must use time  
wisely and forever  
realise that the time is  
always ripe to do right*

Nelson Mandela

*TimeBank tackles social issues by finding ways for people to give their time that inspire them and match their lives. We know it's a lot to ask people to give up their time and so we are committed to finding ways that suit how people live and that address the needs of the world we live in.*

*We want to make sure that when anybody volunteers with us we give them an end to end experience of quality, support and satisfaction. It is in this way that individuals can collectively make a positive difference in their communities, where they live and work.*



*www.timebank.org.uk*  
1 London Bridge,  
2/Downstream Building,  
London, SE1 9BG, UK  
Tel. 0845 456 1668.

Registered Charity Number: 1073831