

Centre for Youth & Community Development



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Volunteer Information Pack

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Centre for Youth & Community Development

Centre for Youth and Community Development (CYCD) was formed by Trustees of Bangladesh Youth League (BYL) and Bengali Women's Project (BWP).

For 25 years prior to the formation of CYCD, Bangladesh Youth League and Bengali Women's Project had been providing services and support for initially, young people and subsequently to the wider new migrant Bangladeshi community which had settled in Luton in the Bury Park area. As the Bangladeshi community settled in the community there was an increasing need to help and support the community to integrate into the wider community of Bury Park and Luton; as part of supporting community cohesion and integration, Trustees formed CYCD which was established to provide services and support for the whole community.

Today, CYCD is home to a number of projects and services which includes Little Stars Pre-school, Rising Stars childrens holiday club, children's after school clubs at Dallow Primary and Denbigh Primary Schools, Saturday Homework Club, Bangla School, CYCD Tutor Project supporting children and young people in years 6, 9 and 11 with English and Maths, Access Disability Project for 6-11 years, 11-18 years and 18-30 years plus holiday clubs, boys youth work, girls youth work, Bhandhob health & well-being clubs (50 years +), Ujala health & well-being club, Khidmat health & well-being clubs, South Asian Carers Partnership, Luton Youth Space Consortium, Women's ESOL classes, Employment support project, Financial Literacy & employment project and courses run in partnership with Barnfield College including ESOL, Basic Skills, Access to Childcare, Access to Teaching and Sewing.

CYCD supports around 6,000 people each year.

Our Little Stars Pre-school has been graded as "Good" by Ofsted in 2015. We have achieved the National Resource Centre Supplementary Education Bronze Standard for our Supplementary Education project.

1 Introduction

The purpose of this booklet is to provide our volunteers and people who are interested in volunteering with us with the information they need which will help them make informed decisions about volunteering.

We hope the information in this pack will provide clear information about volunteering opportunities at CYCD, explain our recruitment and selection procedures for volunteers, what volunteers can expect from CYCD, and what our expectations are of volunteers.

2 CYCD Vision Statement

CYCD strives to meet local needs through the delivery of high quality, innovative services and by working in partnership with others. We aim to inspire tomorrow's community leaders today.

3 CYCD aims and core values

We aim to be...

Community focused – CYCD strives to place the needs of the local community and the people we serve at the heart of our planning and aims to deliver community responsive, needs led services for those most in need. Involvement of volunteers has always and remains a core value at CYCD and we are committed to supporting volunteers and including volunteers at every level of our organisation.

Inclusive – CYCD values the diversity of the local community and aims to develop and deliver services that respect the cultural backgrounds of all, seeking to ensure we respect each individual's beliefs and freedom of choice.

Innovative – CYCD aims to be innovative in the way we develop new services and respond to emerging needs. We aim to test and pilot new ways of working and embed the most effective ways of working as part of our core business.

Independent – CYCD is an independent organisation that speaks with its own voice and takes decisions based on what we believe are the best for the people we serve. As an Organisation we are non-

religious and non-political and strive to be an honest and equitable broker and partner.

Inspirational – CYCD seeks to inspire individuals and groups to achieve their potential and be the best they can be by working within the organisation or across the wider community.

4 The community we serve

CYCD is located in the heart of Bury Park, in the Ward of Biscot which is in Luton. The 2011 Census tells us that in the Biscot Ward has just over 16,000 residents, of whom

- 35% are Pakistani
- 24% are Bangladeshi
- 20% are White (British & other White); of whom 8% are EEU
- 8% are Black (African, Caribbean & Other)

The Biscot Ward has a higher % of children than the average for Luton and a significantly lower % of people aged over 45 than Luton.

57% of Biscot residents do not have English as their main language, compared to 24% of Luton residents; 25% of Biscot residents do not have any English language skills.

A significant number of Pakistani and Bangladeshi women are Economically Inactive and the unemployment rate for Biscot Ward is slightly higher than for Luton at 7.2%.

5 The roles of Volunteers at CYCD

Volunteering with Young People

Volunteers with our youth projects are able to work with boys or girls aged 11-18 years in a variety of roles. These roles include youth work; supporting young people in the activities provided at the youth clubs, befriending young people and helping them make the transition into adult-hood. The work with young people includes a number of sports clubs and holiday clubs. Notably, we run a 4 week young

people's holiday each summer. In addition, to directly volunteering with young people, there are support roles open to volunteers which include administrative support.

Volunteering with Children

Our children's clubs include

- School holidays club – Rising Stars*
- 2 after schools clubs during term time*
- Homework club on Saturdays*
- Bangla School on Saturdays*

Volunteers are needed to be active members of the childrens team supporting, supervising and running a range of play activities for children aged 6-10 years.

Volunteers are also needed to support with the weekly homework club which runs on Saturdays helping children aged 6-13 years with their course-work, homework, English, Maths, IT.

We run a Bangla School which teaches children to read, write and speak in Bengali. If you speak Bengali and English you will be able to volunteer with the Bangla School.

Volunteering with children/young people with disability and Special Needs

We run 3 clubs for children/young people with disabilities and Special Needs:

- 6-11 years Wednesdays 3.30pm – 6.30pm*
 - 11-18 years Saturdays 3.30pm – 7.30pm*
 - 18-30 years Fridays 4.30pm – 7.00pm*
 - 11-18 years Inclusive Sports Club*
- And holiday clubs each school holiday period*

The Volunteer role is one of support worker; many of the children need 1-2-1 attention and either a staff member or volunteer is assigned the role of key worker for a particular child. Other roles are supporting the children and young people with the club activities, trips or outings.

Volunteering with women

Many of the women who use our services are Bangladeshi and Pakistani women who have poor English language skills.

Volunteering opportunities arise, as CYCD secures funding, to support women with ESOL, employment and confidence building.

There are also administration roles for volunteers.

Volunteers help organise and run events for women from time to time.

Volunteering with older people

We run a weekly lunch , health & well-being club on Mondays and Tuesdays for Bangladeshi women and men aged 50 year and over.

Volunteer roles including helping organise and serve lunch, befriending and providing a listening ear and generally engaging with the older people.

There is also a volunteer role to provide a small amount of administration each week.

We hold a number of Carers events during the year including Carers Rights Day and National Carers Week event. Volunteers help us to plan, organise and administer our Carers events.

6 What qualities & skills do volunteers need?

Whilst each of the volunteering roles at CYCD is different and based around your skills, experience and interests, we look for the following qualities and skills in all our volunteers:

- Willingness to help people
- Good listener
- Motivated
- Flexible
- Adaptable
- Willing to contribute ideas and take the initiative
- Good team member
- Reliable
- Honest and trustworthy
- Responsible

7 How many hours will I be expected to give as a volunteer?

This varies depending on the group you have decided you want to work with and also on the number of hours you are able to commit to your volunteering role. As a guide we would be looking for a volunteer to commit around 3 hours each week.

8 Our expectations of volunteers

- You arrive to volunteer with us on time and when you have agreed to help. If you are unwell we expect you to tell us as soon as possible.
- That you contribute as a full member of the team and actively participate in planning and running sessions.
- You take responsibility for yourself and the activity you are doing and treat everyone with care, respect and tolerance.
- You agree to abide by our policies and procedures; this will ensure the people who we work with, other volunteers and staff and yourself work in a safe, secure and positive environment.

9 What you should expect from us

- A clear and agreed volunteer role with days and times agreed for your volunteering with CYCD;
- A named person (member of staff) who will be responsible for you and ensure you know what is expected of you;
- Regular feedback and opportunity for you to tell us how your volunteering is going. We do this through 1-2-1 supervision and regular team meetings;
- Reimbursement of any expenses you incur through your volunteering eg travel and out of pocket expenses;
- To be treated with respect and a valued member of the team;
- We will ask you to contribute to the evaluation and development of our groups and to the development of CYCD as a whole – your opinion matters to us.

10 How we recruit and select volunteers

- CYCD will recruit volunteers from a diverse range of backgrounds and faiths that reflects the makeup of the local community.
- Each potential volunteer will complete an application form and be invited for an informal interview.
- Each person who volunteers for us will be asked for references which will be taken up and judged to be satisfactory prior to the start of their volunteering. If references are not satisfactory, further clarification will be sought from the referee and potential volunteer.
- Each person who volunteers for us and works with vulnerable adults will have a Disclosure and Barring Service (DBS) check. This check will need to be carried out before a volunteer begins work. Having a criminal conviction will not necessarily be a barrier to becoming a volunteer.

Induction and Training

- Each volunteer will receive information and training on health and safety, equality & diversity and equal opportunities, Safeguarding and will receive a pack containing all the CYCD policies and procedures.
- Each volunteer will receive basic training about the work of CYCD, code of conduct, personal safety and boundaries, confidentiality and active listening skills.
- The Project Manager will discuss with the volunteer any other training needs they may have and which might arise in supervision.
- Each volunteer will act as a volunteer on a trial basis of three months to ensure both CYCD and each volunteer is happy with the role.
- Volunteers will have a **volunteer agreement** and **role outline** which shows the expectations and support offered by CYCD. This is not a contract of employment.

Support

- Project Managers will be the main point of contact for CYCD and volunteers.
- Volunteers will have supervision on a one to one basis every four to eight weeks.

- Volunteers will be invited to team meetings which will be held every four to eight weeks.
- The Project Manager can be contacted Monday to Friday within working hours (generally 9-5) for support; a message can be left with the Finance & Resources officer by contacting the main office number.
- Volunteers can contact the Project manager or other staff to discuss any issues as they arise, but Volunteers are encouraged to use their supervision sessions to discuss issues
- Volunteers will be offered a variety of ongoing training to meet the individual needs of the clients they are supporting

11 Our main Policies and procedures

Volunteer Policy & Volunteer Agreement

The way we recruit, support and manage volunteers is set out in our Volunteer Policy. Much of this policy is set out in this volunteer information pack, but we encourage you to read the full policy which we will give you.

If you decide to volunteer with us, before you start we will need to take up 2 references who cannot be members of your family and a Disclosure & Barring Service (DBS) check.

We will ask you to sign a Volunteer Agreement which will set out the days and times you have agreed to volunteer with us and your role description.

Health and Safety

- Each volunteer will read the CYCD health and safety policy
- Each volunteer will undertake basic health and safety training within 6 months of starting their volunteer role
- Volunteers will be aware of general health and safety and personal safety for themselves, colleagues and service users.
- Volunteers will know how to report an accident, incident or near miss.
- Volunteers will know what to do concerning first aid

Equality & Diversity

- Volunteers will read the CYCD Equality, Diversity & Inclusion policy and be expected to have an understanding and commitment to equal opportunities and diversity

Safeguarding

Volunteers will read CYCD's Safeguarding of children and young people policy and where appropriate CYCD's Safeguarding vulnerable adults policy. All volunteers working with children and young people will be required to undertake Safeguarding training within 3 months of starting their role. CYCD use the Luton Safeguarding Children Board on-line training. CYCD will check all volunteers understand the Safeguarding procedures and reporting within 3 months of starting their role.

Problem-solving

- CYCD will try to solve any problems at the earliest possible stage.
- CYCD has a complaints and grievance procedure which will be explained to volunteers during their induction

Confidentiality

- Volunteers are bound by the same requirements for confidentiality as paid staff

12 Volunteer expenses

- All volunteers will have their travel and other expenses reimbursed on condition that they have been agreed in advance by the Project
- Volunteers working a minimum of four hours per day will be able to claim expenses for subsistence.
- Receipts must accompany an expenses claim form which should be submitted around 25th day of each month.
- Mileage allowance is 0.35p per mile.
- Travel expenses are not eligible for travel from home to CYCD.

13 Feedback & monitoring

Volunteers will be invited to give us feedback through our annual survey of volunteers; as projects or funding is coming to end we will ask volunteers to contribute to project valuations.

14 Volunteer representation in management structures

CYCD Executive Committee's constitution allows for 2 volunteer and 2 young people representatives to be elected each year to the Committee.

15 When you leave us

When you decide to leave for whatever reason, we ask that a reasonable notice period is given ideally at least 1 month. Volunteers will be invited to participate in an exit interview with the manager or Director.

We will be happy to provide a professional reference for you if you need one for an employer, College or University.

If you need careers advice at any time during your volunteering please ask us about this and how we can support you.

Next steps

If you are still interested in volunteering for CYCD, please contact and ask for a volunteer application form:

Sheikh Moheuddin

Tel: 01582 519500

Email: s.moheuddin@cycd.org.uk

After you return this to us, we will contact you to start the volunteer recruitment process.

Thank you for your interest.