

# ***Volunteering & Fundraising Newsletter***

***August 2016***

***Dear supporter***

A very big welcome to the summer edition of Volunteering and Fundraising News.

We have loads of opportunities for you to get involved, including the launch of our annual recruitment of Volunteer Managers. If you would like to experience life behind the reception desk and can be a warm host for weary travellers then please do consider applying.

We are also planning the biggest calendar of volunteer events ever. So do read on if you are looking to get out and active this autumn and winter as this newsletter contains a sneak preview. Many of the events also qualify for the Gold residential section of the Duke of Edinburgh's Award.

If you would like to find out more about supporting our work then come along to one of our Exchange Forums at YHA's Manchester, Bristol and South Downs later in the year. You can meet staff and other supporters and ask any burning questions you may have about YHA.

August is Fundraising Month for Breaks for Kids and we are very grateful to everyone who has got involved. There is a whole range of fundraising activities taking place including open days at YHA Boggle Hole, a team completing the North Wales Peak Challenge, and even YHA Eden Project staff member Anna Lazzarino who is climbing Mont Blanc!

Don't forget to pop the YHA Day dates of 3 and 4 September in your diary so you don't miss out on the fun! There is so much going on including a BMX school, sumo wrestling, 'have-a-go' catwalk, a teddy bear hunt and of course the mainstays of every family fun day, hook-a-duck and face painting! You can find out more on our YHA Day [website](#).

We hope that your summer is full of fun and sunshine. So whatever your preference - a bustling city centre, a relaxing beachside deckchair or a quiet mountainside-sit back, read on and plan your next adventure!

**Volunteering:**  
01629 592 562  
[volunteering@yha.org.uk](mailto:volunteering@yha.org.uk)

**Fundraising:**  
01629 592 720 / 723  
[fundraising@yha.org.uk](mailto:fundraising@yha.org.uk)







# ***Join us for a fun day out!***

On Saturday 3 and Sunday 4 September we're throwing open our doors once more and hosting a series of special events across England and Wales to celebrate the work of our charity, Breaks for Kids, and to showcase what YHA is all about!

YHA Day 2015 saw almost 4,000 visitors having a fun time, bagging some bargains and finding out more about YHA in their local community. They helped us to raise an amazing £6,000 for Breaks for Kids.

This year we're offering pop-up shops where you can pick up some pre-loved threads at charity shop prices and garden parties, with live music, family activities and all the fun of a summer fete.

**Here is a taste of what we have on offer:**

***Saturday 3rd August - 12 - 4:30pm***

## ***YHA Conwy***

Our YHA Day events are perfect for challenge seekers with activities including an assault course, abseiling from the observation tower, a BMX school and an archery session! For those who enjoy a more sedate pace of life there are workshops with North Wales Wildlife Trust and the North Wales Bird Trust. There are also a BBQ and live music from a local band.

***Sunday 4th August - 11am - 5pm***

## ***YHA Manchester***

Our pop-up shop features local jewellery and clothes sellers as well as preloved lost property. Keep the kids entertained with face painting while you have a browse. Meals, cakes and snacks will be available throughout the day and there are special offers at the bar, perfect for enjoying the live music.

***Saturday 3rd August - 11am - 11pm***

## ***YHA Eden Project***

A range of activities is on offer including face painting, candle making and archery. You can enjoy gourmet burgers, authentic home-cooked Thai food and St Austell Brewery ales while you listen to live music. There will also be a guided tour of our amazing Snoozebox accommodation.

Visit our website to find YHA Day events near you and pop the dates in your diary!

***Find out more***



# Volunteer managers



*'Volunteering at YHA Lizard was one of the best experiences that we had had in our lives. It's by far the most amazing hostel that we have ever stayed in and the most remote! The guests were super kind and once we had finished cleaning we could have fun exploring the area.'*

*'It is the perfect place for long walks and dazzling views; you feel in touch with nature which is very relaxing. It really is a magical place where you put all your troubles behind your back and just enjoy the lovely environment. Thank you to YHA for making this possible.'*

**Hugo Ferreira and Vera Pereira, Volunteer Managers.**

If you enjoy exploring new places and can be a welcoming host to weary travellers then our Volunteer Manager programme could be just right for you!

Volunteer Managers look after many of our small hostels in various locations in England and Wales such as the stunning YHA Lizard, pictured.

The role involves administration, housekeeping, making beds, providing tourist information and looking after the security of the hostel. Being a Volunteer Manager provides an opportunity to experience life 'behind the scenes' at a hostel and to use or develop your customer service skills. You can also enjoy spending your free time in the afternoon exploring a new area.

We ask that volunteers have previous experience of customer service and are comfortable volunteering independently in a responsible role. To enjoy this opportunity you should be able to carry out physical work over a seven day period.

This volunteering programme is open to everyone aged 18 or over and we welcome applications from single volunteers, couples, friends and families. You should apply if you can spare a week each year. This role is also suitable for people looking to develop their skills in hospitality and gain further experience in a managerial level role. To find out more and apply please visit our [website](#).

# Join a volunteer event

We are beavering away behind the scenes to plan the biggest programme of volunteer events we have ever organised at our northern hostels! The events will take place between November and March and many of them will qualify for the Duke of Edinburgh's Award Gold residential. Each event will have a special thank you to volunteers for the time they have given.

Events are a fabulous way to enjoy a change of scenery, meet new people and support us to improve our hostels. Accommodation is available free of charge and we can help with travel expenses. You can find a few of the events we have organised below and watch our Events [website](#) for further announcements. Some you can book now are:

**21 November - 16 December**

## ***YHA Coniston Holly How Cumbria***

Could you help give the hostel a fresh look by painting the bedrooms, corridors and toilets? If you can paint to a high standard with good attention to detail then please do get in touch. You can find out more in our [guide](#).

**21 - 25 November**

## ***YHA Liverpool Merseyside***

Help us with painting rooms and creating photo and video content to promote the hostel through social media. As a thank you there will be an evening activity to explore the city and afternoon tea on the Friday.

**5 - 9 December**

## ***YHA York North Yorkshire***

Tasks for this event are painting indoor spaces including the conference room and gardening. Volunteers will be treated to a ghost walk around this historic and spooky city!

**6 - 10 February 2017**

## ***YHA Eskdale Cumbria***

Join us at this rural hostel, situated in a wildlife spotters paradise, to help with erecting a hut, dry stone walling and redecorating the dining room. Volunteers will enjoy a thank-you party with pizzas cooked in the outdoor clay oven.

**27 February - 3 March 2017**

## ***YHA Boggle Hole North Yorkshire***

This beach-side, fun-loving hostel is looking for volunteers to help improve the outdoor area. Volunteers will be served a lovely thank-you meal and most excitingly take part in a pirate treasure hunt!

To book onto any of these events please email the Volunteering Team below or call **01629 592562**.

***Book now***





# Loyalty days

Loyalty days are an opportunity for YHA to show their appreciation to people who have donated regularly to YHA over the years. The days are an opportunity to find out more about what YHA is working on at the moment and ask questions. There will be plenty of news about developments at our hostels around England and Wales. We will also explain the value of donations and how YHA uses them.

We have two Loyalty Days lined up this autumn, at YHA York on Wednesday 28 September and at YHA London St Paul's on Saturday 3 December. The days are held from 10:30am until 3:30pm and include lunch. If you would like to book a place please email [fundraising@yha.org.uk](mailto:fundraising@yha.org.uk). You can also find out more by calling **01629 592720**.

# Exchange forums

If you are curious about YHA why not come to one of our Supporter Exchange Forums to find out more?

Exchange Forums are friendly gatherings open to both current and new supporters where you can learn what is happening at YHA and how you can help. The Forums are hosted by staff and trustees and include a Q&A session where you can find out answers to those YHA questions you have always wondered about. The theme of the Forums this year is 'YHA membership - what does it mean to you?'

We have three Forums arranged for this year, at YHA Manchester, Bristol and South Downs. If you would like to join us you can book a place on an event by clicking the links below. These will take you through to an online form where you can book a place and let us know any additional requirements you may have.

**Saturday 17 September**  
**YHA Manchester**

**Book now**

**Saturday 5 November**  
**YHA Bristol**

**Book now**

**Saturday 25 February**  
**YHA South Downs**

**Book now**

All of the Forums take place on an afternoon between 2 - 5:30pm.

There is a **15% discount** code available on overnight accommodation for the Friday and Saturday nights if you are attending the Forum. The code is valid when you book through our Contact Centre on **0800 0191 700**. You can find the relevant code when you complete the survey. We do hope you can join us!

# Volunteer photographers



Volunteer Photographers carry out hostel or event assignments to help with our online marketing and to keep our image library up to date. If you have excellent photographic skills, can work to a brief and have your own equipment we would love to hear from you.

This is a very flexible volunteering opportunity and you can choose which assignments you would like to complete. The role also involves editing photos and uploading them to our media management system.

You can gain a great deal from being involved in this volunteering programme, including experience of working to a detailed brief, enhancing your portfolio and the satisfaction of seeing your images in our marketing materials.

To apply for this opportunity you should be aged 18 or over, enjoy meeting people and be comfortable making your own travel arrangements. Most shoots are a day in duration and we can help with travel expenses of up to £60 per shoot. If you would like to find out more please click below.

[Find out more](#)



Do you fancy joining our happy band of fantastic fundraisers? We'd be delighted to have you! We are really pleased to be launching a new fundraising support pack. It is available on our Fundraising [website](#) and includes posters to promote your event, price stickers and a sponsorship form.

From coffee mornings to running a London Marathon and skydiving out of a plane, there are so many ways you can raise funds to ensure no child is left out of a school trip. If you have a brilliant fundraising idea or would like some inspiration then please contact our friendly team below or call **01629 592723**.

[I'd like to fundraise](#)

# Support YHA in YOUR local area!

If you would like to support YHA in your local area then why not consider joining one of our new Supporter Groups? The groups support a hostel or a neighbouring small group of hostels to ensure they look their best and to make links with the local community.

As a Supporter Group member you can choose how you get involved such as painting or gardening or supporting fundraising and encouraging local people to visit the hostel. The hostels listed below have Supporter Groups. If you would like to find out more please contact the Hostel Manager on the details listed.

## ***Snowdonia (North Wales)***

Contact Amy Holman, Duty Manager

Tel: **01286 650 391**

Email: [snowdonranger@yha.org.uk](mailto:snowdonranger@yha.org.uk)

## ***Cambridge***

Contact James Cuthbertson, Hostel Manager

Tel: **01263 823 215**

Email: [cambridgemanager@yha.org.uk](mailto:cambridgemanager@yha.org.uk)

## ***Street (Somerset)***

Contact Claire Smith, Team Member

Tel: **01458 442 961**

Email: [street@yha.org.uk](mailto:street@yha.org.uk)

## ***Derbyshire High Peak hostels***

***(Edale, Castleton, Hathersage,  
Ravenstor and Eyam)***

Contact Richard Hayes, Hathersage Hostel Manager

Tel: **01433 650 493**

Email: [hathersagemanager@yha.org.uk](mailto:hathersagemanager@yha.org.uk)

## ***Sheringham and Wells-next-the-Sea (Norfolk)***

Contact Adrian Dyde, Hostel Manager.

Tel: **01263 823 215**

Email: [sheringhammanager@yha.org.uk](mailto:sheringhammanager@yha.org.uk)

## ***Whitby (North Yorkshire)***

Contact Ben Hurst, Hostel Manager

Tel: **01947 602 878**

Email: [whitbymanager@yha.org.uk](mailto:whitbymanager@yha.org.uk)

## ***London Thameside (Rotherhithe)***

Contact Bev Robinson, Hostel Manager

Tel: **02072 322 114**

Email: [londonthamesidemanager@yha.org.uk](mailto:londonthamesidemanager@yha.org.uk)

## ***Shropshire and Herefordshire (Clun, Kington, Leominster, Wilderhope)***

Contact Abbie Freeman, Wilderhope Hostel Manager

Tel: **01694 771 363**

Email: [wilderhopemanager@yha.org.uk](mailto:wilderhopemanager@yha.org.uk)

To coordinate each group we are looking for volunteers to take on the role of Supporter Group Leader. This role will include the following tasks: **1.** Developing a programme of events with the Hostel Manager, **2.** Advertising the Group's activities locally to engage new volunteers, **3.** Supporting volunteers to make the most of their participation in the Group

You can find out more about Supporter Groups and the Leader role on our [website](#).



# Code of conduct

We have recently launched a new Volunteer Code of Conduct to ensure the safety and enjoyment of all volunteers who support us. It also ensures YHA is able to provide a safe and positive environment for everyone who works, volunteers and stays with YHA.

Providing a Code of Conduct is standard practice in the charity sector and is used to support and manage volunteers so they are clear about their roles and responsibilities and are treated fairly. Our Code has been developed in consultation with the NSPCC and follows their best practice safe recruitment recommendations.

Please do take time to read the Code. You can view it on our [website](#). If you have any questions please [email](#) the Volunteering Team.



If you would like to find out more about the impact YHA has, then the 2015/16 Impact Review is now available on our website.

The review showcases the great strides we have made towards our goal of reaching one million young people, including those with challenging lives.

We know from talking to people who have stayed with us – on school trips, with groups, as volunteers, while on holiday with their families, or travelling independently – what an impact a YHA experience can have. For some it's their first time away from home, for others their first visit to London or the seaside.

We hear from teachers that pupils feel accepted by their peers, often as never before, and that academic performance improves. Parents report that their children have gained confidence and social skills. The children tell us they've done more exercise, developed skills, tried new activities, achieved things they never thought they could, boosted their employability, and made lasting friendships.

The Impact Review is full of moving quotes and amazing stories, as well as some of the independent research which backs up what we all already know about the benefits and opportunities that our brilliant organisation brings to our guests, young and old.

Copies are now available in all of our hostels or you can download the PDF from our website.

[Download now](#)





# Get into the swing for Breaks for Kids!

We are looking for teams to take part in the annual Breaks for Kids charity golf event on Friday 9 September. The event is at Matlock Golf Club in the beautiful Peak District and the club offers a challenging 18-hole par 70 course of just over 5,800 yards (yellow tees) with spectacular views across the Derwent Valley.

The cost of participating is £200 per team of four players or two teams for £375. All players should have a golfing handicap limit of 28 (men)/ 36 (women). The event also includes dinner, a presentation of prizes and a raffle. All proceeds from the day go to the Breaks for Kids fund that provides bursaries to enable all children to take part in a life-enhancing school trip to one of our hostels.

If you are unable to take part you can still support us by donating a raffle or competition prize or by sending a donation for Breaks for Kids. If you are interested in supporting this event then please call us on **01629 592723** or email [fundraising@yha.org.uk](mailto:fundraising@yha.org.uk).



## Matt Cooper photography

We were very lucky to have the company of Matt Cooper from [MSC1photography](#) at the Summer Camp volunteer training course at YHA Edale in July. An accomplished photographer, Matt is also a former Team Member at YHA Boggle Hole in North Yorkshire. He is keen to capture YHAs work and its impact on young people. We're sure you'll agree that Matt managed to capture the fun and spirit of the YHA Volunteering experience!

*'It was an amazing weekend - everyone so friendly and engaged, I think the sense of fun really came through in the pictures. This is a great example of why I want to show the work the YHA does; it inspires people to do something good, from young adults who've been on the summer camps themselves that now want to give back, to the people now retiring who want to share their incredible life experiences with the next generation. I can't wait to continue the project and see more of what the YHA has to offer.'*

You can [see more of Matt's work](#) on his Facebook page or by following [YHA Volunteering](#) where we have posted a selection of his photos from the weekend. You'll also find tons of videos and photos on our Facebook page which will surely whet your appetite for a summer of volunteering fun!

# Work Experience



Throughout June and July we hosted seven work experience students from local schools at YHA's National Office. The Year 11 students spent time with various departments including Volunteering, HR, Fundraising, Operations, Finance, Chief Executive's Office, Contact Centre and Digital, giving them a real taste of working for YHA. Everyone gave phenomenal feedback about how engaged the students were and how refreshing it was to welcome a new face into their teams for the day.

Hosting the students helped them to develop and they all felt they had learned a lot and gained new skills. One student is now insistent that he wants to work for YHA when he finishes school - how cool is that?! And here is what another student had to say:

*'I have had such a fun time here and have gained a lot of valuable knowledge and experience, thank you all so much for being friendly and welcoming!'*

We were sad to see everyone go but took great satisfaction in the new skills and confidence the students took away with them. If you or anyone you know, would like to gain some work experience in a hostel or at our National Office in Matlock you can [find out more](#) on our webpage.

**Jasmin Nicholson, Volunteering Administrator**



# Update on The Sill



The Sill, as it is known, is Northumberland National Park's flagship project to create a National Landscape Discovery Centre at Once Brewed, close to the Roman Wall. As part of the Centre, YHA Hadrian's Wall will be an 86 bed hostel to enable visitors to stay at this remarkable location.

The building work started in November and now the weather conditions are favourable the project is progressing well towards opening next summer.

The hostel will have a combination of en-suite and standard accommodation. There will be good social space and meeting rooms with Wifi available throughout the building. The hostel will also have an external viewing platform to make the most of the stunning view and a 'dark skies' area for star-gazing.

We are incredibly grateful for the generosity of everyone who donated to The Sill appeal and enabled this fabulous hostel project to take place. We hope you enjoy seeing these photos of the progress that has been made with the building works.



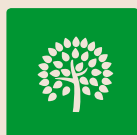


# Volunteer Spirit



Do you know someone who has gone that extra mile, someone who has made a difference or is just an all-round amazing person? If the answer is yes to any of these questions then why not nominate them for a SPIRIT award.

Here at YHA, we believe that it is incredibly important to recognise the achievements of volunteers, especially when an individual has truly lived one of the six SPIRIT values. Volunteers can nominate other volunteers (and staff) for a SPIRIT award by emailing [volunteers@yha.org.uk](mailto:volunteers@yha.org.uk). Please see the SPIRIT descriptions below. Happy nominating!



## ***Sustainability***

- We care for the environment
- We encourage young people to do the same
- We work for the long- term good of YHA



## ***Passion***

- We love what we do
- We take great pride in the opportunities we create
- We are all ambassadors for YHA



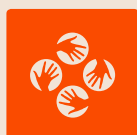
## ***Innovation***

- We are always looking for new ways to create more opportunities
- We challenge the norm - looking for better ways of working
- We learn from everything we do and we share our learning



## ***Responsibility***

- We are all responsible for making a positive impact on young people
- We are all responsible for achieving our Vision
- We are all responsible for giving our guests a great experience



## ***Inclusivity***

- We make YHA as accessible as possible for everyone, especially young people
- We welcome all irrespective of their background, beliefs or culture
- We work as a team and respect and support each other



## ***Trust***

- We will offer a safe and secure environment for all young people
- We are trusted to perform our individual roles within YHA and trust our colleagues
- We act with integrity





The AGM was a fantastic opportunity for members to learn more about YHA's successes of last year and our plans for the future. Laurence Perks, a Summer Camp volunteer and Young Champion kindly volunteered his time to help and you can read his story below.

'On Saturday 9 July over 100 members attended YHA's very first open AGM at Cardiff Motorpoint Arena. I was keen to volunteer at the AGM as it enabled me to find out more about the organisation and meet members from a variety of backgrounds that I would not otherwise necessarily come into contact with.

As well as the meeting a number of talks also took place including a Q&A session with the Board and a workshop about the impact YHA has on young people. My personal favourite was a talk from the new YHA Ambassador Alex Staniforth. Alex is a 20 year-old adventurer, speaker, fundraiser and author. His talk focussed on how our biggest obstacles are always ourselves. It was truly inspiring and I took a lot from it.

It was also a great pleasure to hear from YHA's CEO Caroline White who very effectively explained YHA's charitable objective and the aim to impact the lives of young people in all areas of society.



A speech from Darragh Miller, President of [An Óige](#) (Irish Youth Hostel Association), received rousing applause! I found his story of a rise through the ranks to become chairperson of the organisation at the age of 25 to be greatly motivating. I came away from his speech buoyed by the knowledge that no matter what bend in the road life puts in your way there is no reason why you cannot achieve what you set out to do!

### **Laurence Perks**

You can find out more about Alex Staniforth on his [website](#).

You can read the inspiring story of Darragh Miller [here](#).

# YHA Exchange Programme

One of the benefits of being part of Hostelling International (HI) is the opportunity to develop relationships with hostelling organisations all over the world. The YHA Exchange Team have been busy liaising with our HI partners to make the 2016 Exchange Programme bigger and better than ever!

The Programme offers employees and volunteers the opportunity to experience work and life in a partner organisation abroad. It provides life-changing opportunities to experience different cultures, see the world, meet new people and learn new skills. It's also a great addition to your CV!

We'd like to say big congratulations and good luck to the volunteers who have been selected for the Exchange Programme: **Daniel Wynter, Katie Housley, Emily Baines, Kay Poon, Rosie Hudson, Samantha Fryer and James Hipkiss**. They were each nominated by a member of staff for their dedication to volunteering for YHA and will be joining 17 members of staff who have also been selected.

You can keep up to date with their adventures on our blog [here](#).





# *S & C delivers real impact*

## South Alliance

In June, 50 employees of S&C South Alliance (of which Network Rail is part) volunteered their time to complete some transformational grounds work at YHA Stratford-upon-Avon. The team achieved a remarkable 300 volunteering hours in one day and Stephen Dodgson, the Hostel Manager, can't stop smiling about the improvements!

The tasks included the creation of a new amphitheatre, thus greatly improving the hostels educational activity package experience for visiting school groups. The team also upgraded the 'kerb appeal' to enhance the first impression of the hostel for arriving guests and passers-by. This will also help to attract more visitors to the hostel's popular Hemmingford's restaurant. If you are in the area why not call in for a coffee and view the improvements for yourself?

YHA's impact evaluation of the day shows that the volunteering also delivered positive outcomes for the employees involved. These included an increase in confidence (64%) and communication skills (69%), and it also increased their knowledge and understanding of YHA's mission.

The positive impacts of the volunteering experiences included improvements in:

- knowledge and understanding
- attitudes and values
- skills
- behaviour and creativity



The greatest impact was on attitudes towards volunteering, with 71% feeling more positive towards volunteering and 80% who would recommend volunteering for YHA to other people. Overall, 65% of the volunteers also felt that their friendships had been positively impacted by the day.

YHA is very pleased that corporate volunteering continues to bring new people to YHA. If you would like to find out more about corporate volunteering please [visit our website](#) or email our Volunteering Business Partner [Katie Smith](#).

# ***A volunteer's memories***

In 1999, I started volunteering at the now closed YHA Exeter. I mainly helped out in the garden as I inherited green fingers from my Mum who was very good with plants.

The flower bed against the back wall became known as "Mike's patch". At first I only went fortnightly then gradually the more confident I got, the more I took on.

Every Friday for 15 years I would cycle from my flat and arrive at the hostel for 10am. As time went on and I took on more tasks I would be known to stay until 7pm in order to finish my gardening duties.

The hostel was a seventeenth century listed building and the garden had lovely soil (which I wish my allotment had!). After a hard but satisfying day's work, sometimes I would drop into a local pub on Exeter canal for a pint to finish off the day, or go to watch Speedway in Plymouth or Highbridge, Somerset.

Since the hostel closed I have started to volunteer at YHA Beer. I've been there a couple of years now and it's also a lovely hostel but I won't forget YHA Exeter, my home from home.

**Michael Parker**, volunteer gardener





**facebook:**  
[facebook.com/yhavolunteering](https://facebook.com/yhavolunteering)

**twitter:**  
[@yhavolunteers](https://twitter.com/yhavolunteers)

**Virgin Money giving:**  
[virginmoneygiving.com/yha](https://virginmoneygiving.com/yha)

**Volunteering:**  
01629 592 562  
[volunteering@yha.org.uk](mailto:volunteering@yha.org.uk)

**Fundraising:**  
01629 592 720 / 723  
[fundraising@yha.org.uk](mailto:fundraising@yha.org.uk)

**[www.yha.org.uk](https://www.yha.org.uk)**