Volunteer Welcome
Your guide to making an impact
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Thank you very much for stepping forward in the name of cycling; it’s wonderful that you would like to join us on this exciting journey.

Here at Cycling UK, we dream big, wanting a better future for us and our children and we believe cycling is the catalyst to make this possible. However, we can’t do it alone, so let us work together in making a greener, cleaner world for everyone to live and thrive in.

We appreciate you giving your precious time, skills and experience in assisting us towards our ambitious goal to enable millions more people to cycle. With your voluntary contribution, passion and encouragement, I believe we can easily achieve this. In return, we pledge to provide you with the support and guidance you need.

This booklet will make sure you are fully prepared for your volunteering role. It is aimed at anyone volunteering for us whether in a group or partner organisation, or as an individual; whatever your role, be it campaigner, ride leader, event organiser or other, we are here for you.

Thank you once again for your interest in volunteering for Cycling UK.

Our Mission
An active and inspirational volunteer network which is empowered and united to support more people to cycle.

Our Vision
Our volunteers are recognised as being at the heart of everything we do and feel valued and supported to use their time and expertise to make a significant contribution, both to their communities and to our mission.
I am passionate about inspiring as many people as possible to get on their bikes.”
By volunteering for Cycling UK, you can take on a challenge, get involved in your local community, meet like-minded people, and help others enjoy the huge benefits of cycling. You can also make a real difference to people’s lives while improving your own social life and mental wellbeing.

We offer a wide range of roles which can contribute to your personal development, increase your skills and confidence and motivate you to be more physically active. The experience gained through volunteering can also boost your CV and lead to new opportunities in cycling, all with the support of a national cycling charity.

Volunteering is a central element of Cycling UK’s new five-year strategy – “Enabling Millions More People to Cycle”. Volunteers are a part of our heritage and essential to our future. The knowledge and support they offer are vital to achieving our vision. Volunteers bring us skills and new perspectives, increase the quality of our work, and help us promote cycling and its benefits to a wider community so we can reach more people and get them active.

We believe people are key to bringing about positive, lasting change.
What we do

Cycling UK is a national membership charity which has been championing cycling since 1878. We promote all forms of cycling, protect the interests of existing and would-be cyclists, and inspire people of all ages, backgrounds and abilities to discover the joys of cycling.

65,000 individual Cycling UK members receive support, insurance, retail discounts and our bi-monthly magazine Cycle. Members help give our campaigning team a louder voice on local and national cycling issues, and their support also benefits our community projects, which get thousands of people cycling every year.

All over the UK, more than 1000 Cycling UK-supported groups give their time to share their love of cycling and knowledge of the local area. These groups, all run by volunteers, organise rides, events and social activities to suit all abilities and also support our campaigning and development work. To help with the running of rides and events, the groups receive insurance and other benefits from Cycling UK such as guidance and resources.

In addition, there are core staff in England and Scotland, and Cycling UK development officers all over the UK. They work with local people and groups to set up cycling initiatives that change behaviour and overcome challenges. Our volunteer-led community focused behaviour change programmes are increasingly helping more people to improve their health and wellbeing and develop skills through fun cycling activities.
Cycling UK’s activities and achievements

Big Bike Revival engaged with 70,000 new cyclists across the UK

Celebrated 100 women in cycling

Helped secure a review of the Highway Code to make cycling safer

>1000 Cycling UK supported groups gave their time to share their love of cycling and knowledge of the local area
In all, more than 7000 registered volunteers perform valuable hands-on roles to create better cycling conditions and inspire others to get involved.

Local groups and the volunteers that support them are essential in delivering social cycling activities and campaigning in their local communities. Their passion for and understanding of cycling brings huge benefits to both individuals and the places they live.

Volunteers campaign, lead rides, fix bikes, run events and much more. They also support staff centrally at Head Office and with specific local projects. For example, volunteer photographers capture events and rides, forum moderators enable cyclists to share their knowledge and enthusiasm with each other, and admin volunteers help with distributing marketing materials, as well as perform many other valuable tasks.
“The best thing is meeting people and helping them get cycling. I love it.”

David Aris, ABC Edinburgh

“I started volunteering for Cycling UK around 25 years ago by leading group rides in my local area. At a local and national level, what inspires me is seeing people new to cycling having the confidence to ride, seeing existing cyclists doing more of what they enjoy, and creating the right environment for future generations. I do that while reflecting on the difference that cycling has made to my life and those around me. Everyone has their own ‘cycling story’ which should be celebrated.”

Dan Howard, Chair of Cycling UK

“It’s improved my confidence, my riding ability, and my mental and physical health too.”

Joy Anibaba (centre), Joyful Bellas and Fellas Community Cycling Club, Birmingham

13,000 local rides run by Cycling UK volunteers every year
Reward and recognition

Different people have different motivations for volunteering but, whether you are donating your free time, energy or expertise for the improvement it makes to other people’s lives, and/or you are looking to boost your CV and perhaps land permanent, paid work, we want you to feel your efforts are appreciated throughout your volunteering journey.

Not only will we thank you both informally and formally whenever possible, we will also make sure you are aware of the impact you are making, whether this is through our official reward and recognition programme or via regular feedback from your volunteer co-ordinator.

Outstanding effort and achievements will be highlighted nationally at our annual awards ceremony for volunteers. You will also have the opportunity for your ideas to be heard and, where possible, contribute to the growth of the organisation as a whole. When your volunteering for us comes to an end, we will also be happy to support you on your onward journey.
How we support you

We strive to provide opportunities and support to every volunteer, regardless of which role they do or who they volunteer for. Normally, you will have a dedicated volunteer co-ordinator to guide you throughout your time with us. They may be a member of staff or a fellow volunteer who will, in turn, be receiving guidance and support from the volunteering team at Cycling UK.

Induction, Support and Training
Your volunteer co-ordinator will introduce you to key people, show you around, demonstrate how to use equipment, and make sure you are briefed on relevant resources. These could be, for example, our ride leader handbook, campaign guidance, social media toolkit or a photography brief. This will be followed up by regular reviews to help your personal development in the role. Certain roles will also have the opportunity to attend free training courses through the Cycling UK training department.

Networking
As a volunteer, you will have opportunities to network with other volunteers, either online or at meet-ups and volunteer celebration events.

Communications
Volunteer activities and news will be featured in all our communications, particularly in Velocheer, which is our regular volunteer newsletter. We would love to hear your stories so please tell us about your experiences as a volunteer so we can share them and inspire more people to get involved in cycling.

Expenses
We do not want you to be out of pocket as a result of volunteering with us! Agreed expenses can be reimbursed, if this is specified in your role description.

“There is no doubt that without the support of Cycling UK, we would not have been able to get our cycling project off the ground.”

Tony Prescott from the Hamilton Davies Trust
The Volunteer Promise

As a Cycling UK volunteer, you are a representative of our charity. Our Volunteer Promise outlines what we would like to ask from you, and what we will do for you while you are volunteering for Cycling UK directly or with a local group.
What you can expect from us

- A clear induction, including relevant guidance and resources
- Ongoing support and supervision
- Support with training and development where possible
- To be treated fairly and with respect within the guidelines of our policies and procedures
- To have any problems, grievances or difficulties resolved fairly
- To be covered by our insurance for agreed volunteer activities
- To have your expenses covered, if this is outlined in your role description
- To respect your privacy in your volunteer role
- To acknowledge your valuable contribution through our reward and recognition programme

What we ask from you

- To support and spread our vision to encourage millions more people to cycle
- To be collaborative and treat staff, supporters, other volunteers and members of the public with respect and consideration
- To attend training and meetings relevant to your role
- To act fairly, objectively and in good faith when representing Cycling UK
- To let us know if your role or responsibilities are unclear
- To let us know if you are not receiving the support you need
- To give us as much notice as possible should you be unable to fulfil your role
- To act according to Cycling UK’s policies, guidance and resources
Cycling UK’s policies, guidance and resources provide a structure in which volunteering activities can take place safely, consistently and in accordance with current legislation. These policies must be followed by Cycling UK members, staff and volunteers involved in Cycling UK activities.

Please find details about Health and Safety, Equal Opportunities and Diversity, Safeguarding, Data Protection and our Complaints Procedure on the Cycling UK website (www.cyclinguk.org).

We are committed to providing opportunities to the wider community regardless of Ethnicity, Gender, Age, Physical disability, Nationality, Educational opportunity, Language, Cultural differences, Religion and any other defined group.

As a volunteer representative of Cycling UK, it’s imperative that you have an open approach when it comes to diversity. When different minds and abilities come together, the accomplishments can be enormous and this is where real impact can be made. The aim of our new five-year strategy is to move towards a more tailored and supported environment for all to participate in volunteering to drive the mission of cycling. Please see the Equality and Diversity Policy on the Cycling UK website (www.cyclinguk.org) for more information.

Registered volunteers supervised by a Cycling UK member group, affiliated group or by a member of staff are covered by our insurance while undertaking the agreed role as specified in their role description. Please see the insurance guidance on the Cycling UK website (www.cyclinguk.org) for more information.
Tell us about your volunteering

We would love to know about the time you spend volunteering and the activities you do. By sharing your amazing contribution and measuring its impact, together we can inspire more people to volunteer in cycling.

The easiest way of letting us have this information is to log your volunteering in our brand-new volunteer management tool. Your volunteer co-ordinator will talk you through how to do this.

How you can spread the word

As a volunteer and a cycling enthusiast, you also have a unique opportunity to showcase what you do and spread the word in your local community and beyond. Here are some suggestions as to how you can do this:

- Invite a friend to start volunteering
- Send your volunteering photos to us
- Share our posts or other cycle-related posts on social media
- Follow us on 📧 🌐 🌐
- Promote one of our current campaigns, events or activities
If you would like to comment on the volunteer booklet or find out more about volunteering, then contact the Volunteering Team on:
01483 238300
volunteering@cyclinguk.org
www.cyclinguk.org/volunteer

For our Cycling UK volunteer newsletter - Velocheer, visit www.cyclinguk.org/velocheer
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A massive thank you from the volunteering team!