

## FREQUENTLY ASKED QUESTIONS

### London Youth Membership

Please find frequently asked questions regarding London Youth membership below. To go directly to the question you are interested in, just click on the link.

If you would like to find out more about our membership offer or you are unable to find the answer to your question below, **join us for a Getting Started meeting**. During this meeting, you will have the opportunity to meet up with London Youth Development Officers and other London Youth staff and members. Getting started meetings are open to London Youth new members and non-members. Contact the [membership team](#) to book your place!

Click [here](#) to download our membership application form.

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## **1. What types of organisations does London Youth support through membership?**

We welcome all types of organisations that work with and support young people in London. Whilst some members focus on a specific activity, such as theatres and sports clubs, others provide general community-based services. Several cater for specialist groups such as refugees or homeless young people, whilst others engage with young people on a wider scale. We also welcome organisations located within bigger community centres or organisations.

We support a diverse range of organisations from traditional youth clubs to volunteer-led teams and even some household name charities.

You must be a group/organisation which directly delivers its work to children/young people outside of school and in London.

## **2. Do you have different types of membership?**

We have one main type of membership. All our members have full access to our benefits package. To find out more about the opportunities that you could get involved in as a member, please visit the [‘What We Do’](#) page on our website.

If you are a non-delivery organisation or a larger organisation running several youth centres, you can also join London Youth as an Associate member. Associate members have access to our free training for members and the opportunity to get involved in our networks and policy work. Contact the [membership team](#) to find out more about becoming an Associate member.

## **3. What if we run multiple youth clubs?**

If you have one team working across multiple sites, you can join London Youth as one member.

If your organisation runs several youth clubs that are managed independently and have their own staff, each of the youth centres will have to join as separate members. In addition to this, you can also become an Associate member. Associate members have access to our free training for members and the opportunity to get involved in our networks and policy work. Contact the [membership team](#) to find out more about becoming an Associate member.

## **4. Can local authorities become members of London Youth?**

We welcome youth teams within local authorities to join the London Youth network. Your membership relationship with us will depend on what type of youth services you provide.

If you are a local authority that runs one or more youth centres, each of these would be eligible to become a member of London Youth.

If you don't run any youth centres and, instead, there is a team that runs programmes for young people – for example, you may have a youth board – then that department within the local authority could become a member of London Youth.

If your youth team does not do any direct delivery with young people and you would like to be part of the London Youth network, you can get involved as an Associate member. Contact the [membership team](#) to find out more about how to become an Associate member.

### **5. Can Colleges and Academies become members of London Youth?**

Unfortunately, Colleges and Academies are not currently eligible to become a member of London Youth.

### **6. Can Youth Offending Teams become members of London Youth?**

Unfortunately, Youth Offending Teams are not currently eligible for membership with London Youth.

### **7. I am an individual / planning to start my own organisation, can I become a member of London Youth?**

London Youth membership is only available to organisations that are already set-up and running.

If you are looking for support to set up your own organisation, there are other organisations that can help you. [NCVO](#) have a lot of online resources to help you set up a new charity.

### **8. How long does it take to become a member?**

Becoming a member of London Youth is quick and easy.

- Please download the London Youth [application on our website](#), complete all requested fields and sign it.
- Send your scanned copy by email to [membership@londonyouth.org](mailto:membership@londonyouth.org) or post to London Youth, 47-49 Pitfield St, Hoxton, London N1 6DA.
- As soon as we assess and process your application form, the invoice will be sent to the person assigned as a primary contact.

- As soon as we process your payment you will become an official member of London Youth. You will receive our welcome email with information on how to get the most from your membership and you will be invited to join one of our [Getting Started meetings](#).

## 9. How do I pay? When will I get an invoice?

You will receive an invoice as soon as we process your membership application form. You will find the payment instructions on your invoice. If you have any enquiry related to your payment, please contact us at [membership@londonyouth.org](mailto:membership@londonyouth.org) / 020 7549 8800.

### You can pay by

- **Cheques:** Please make cheques payable to London Youth and send to: Membership, London Youth, 47-49 Pitfield Street, London N1 6DA.  
**Please include your Invoice Number on the back of the cheque.**
- **BACS** Account Name: London Youth; Bank: NatWest; Sort Code: 60-13-14;  
Account No: 96603240; Payment Ref: **Find your reference number on your invoice.**
- **Credit or Debit Card:** Please call the Finance Team on 020 7549 8846

## 10. How much does it cost?

**London Youth Membership costs £125 per year, however new members are required to pay an additional £40 registration fee (applicable only the first year you join).** For this reason, membership will cost £165 for the first year and £125 for the following years. Our annual membership runs from 1st April to 31st March the following year.

If you join London Youth during the membership year, your membership fee will be adjusted pro-rated:

- April to June: £165
- July to September: £140
- October to December: £110
- January to March: £170 (includes full membership the following year)

### **11. What happens if I was previously a member and want to re-join?**

**You can easily reinstate your membership. The process and the payment are the same as per a new member.**

- Please download the London Youth [application on our website](#), complete all requested fields and sign it.
- Send your scanned copy by email to [membership@londonyouth.org](mailto:membership@londonyouth.org) or post to London Youth, 47-49 Pitfield St, Hoxton, London N1 6DA.
- As soon as we assess and process your application form, the invoice will be sent to the person assigned as a primary contact.
- As soon as we process your payment you will become an official member of London Youth. You will receive our welcome email with information on how to get the most from your membership and you will be invited to join one of our [Getting Started meetings](#).

### **12. What do residential centre discounts entail/ What are residential centre discounts?**

Members benefit from a significant discount at our two residential centres. Please contact our centres directly:

- Woodrow High House (South Buckinghamshire): call 01494 433531 or email [hellowoodrow@londonyouth.org](mailto:hellowoodrow@londonyouth.org)
- Hindleap Warren (East Sussex): call 01342 822625 or email [hellohindleap@londonyouth.org](mailto:hellohindleap@londonyouth.org)

The member rate for a weekend visit (Friday evening arrival, Sunday afternoon departure) at both centres is £80 per person all year round. If you would like to book a visit throughout the week, please contact the centres to discuss availability and pricing.

### **13. Do I get confirmation of my membership?**

As soon as we process your membership payment you will receive confirmation of your membership by email. This will include membership logos and information on how to get the most from your membership. At this stage you will officially become a member of London Youth.

### **14. Now that I am a member, how can I get more involved?**

- You will receive our regular membership newsletter once a week with information about our training, events, networks, programmes and other

activities to get involved in/with. You also will be advised on how to sign up to these opportunities through our newsletter.

- You will be sent our regular borough newsletter once a month from your assigned membership officer, who will advise you on getting the most out of your membership.
- You will also get our programmes/centres/networks/training promotional emails, which will give a general overview as well as information on how to sign up.

**Our main communication tool with our members is via email; for this reason please ensure that we have your correct email details and all those wanting to receive communication from us are included in our mailing lists.**

Please contact [membership@londonyouth.org](mailto:membership@londonyouth.org) if you would like to update your organisational/contact email addresses.

#### **15. How do I sign up for training/events/networks?**

Every network, training and event's invitation provides information on how to sign up to particular event, network or training.

If you are still unable to sign up, please contact our membership team [membership@londonyouth.org](mailto:membership@londonyouth.org) and they can advise you further.

#### **16. When will I receive the London Youth newsletter?**

The primary contact for your organisation will receive the London Youth newsletter directly to their inbox every week. If you would like additional members of staff to receive our newsletter, please let us know by emailing [membership@londonyouth.org](mailto:membership@londonyouth.org) and we will assign them to our mailing list.

#### **17. How can I get support from other specialist organisations in your network?**

The best way to get support from other specialist organisations is to come along to one of our [learning networks](#).

#### **18. How can I cancel my membership?**

If you wish to cancel your membership, you can do it anytime. However, your membership fee will not be refunded. Please inform us about your membership cancellation via email [membership@londonyouth.org](mailto:membership@londonyouth.org).

### **19. How do I change/update my details?**

For any enquiry related to your membership please email [membership@londonyouth.org](mailto:membership@londonyouth.org) or call 020 7549 8800.

### **20. Will I be asked to renew?**

You will receive a renewal letter in advance of your renewal deadline. This letter will contain the London Youth membership renewal form, important dates and payment instructions.

### **21. I was too late renewing my membership, what happens now?**

If you don't renew your membership before the deadline, your membership will be automatically cancelled. You can still reinstate your membership at a later date, however you will need to re-apply as a new member and therefore a new member fee will apply.