



Wembley Wonders CIC

create, compete, connect

A Community Interest Company

E-Learning for Community Impact

A private company limited by guarantee without share capital

Registered Office Address Flat 2, 452 High Road, Wembley, HA9 7AY

0208 908 9991

community@wembleywonders.org

Nature of business (SIC)

85520 - Cultural education

85590 - Other education not elsewhere classified

85600 - Educational support services

Community Volunteer Induction Pack



About Us

Wembley Wonders

Mission

Building an inclusive community through gaming excellence.

Join us in our mission to create, compete, and connect.

Vision

"A thriving, digitally skilled and connected Wembley where every resident has the opportunity to learn, grow, and contribute to the community's success."



Volunteer Induction Pack

Contents

Wembley Wonders
 About Wembley Wonders
 Who is who
 Our members

Your Role at Wembley Wonders

Our commitment to our volunteers

Safeguarding

Health & Safety

Equality & Diversity

GDPR

Volunteer guidelines

Induction checklist

Risk Assessment Form



Connoisseurs' Club (Mentorship)

AI-powered mentor matching
Virtual reality career simulations
Global mentorship exchange program

Auntie Anansi's (Cultural Culinary Program)

Cooking workshops
Recipe sharing platform
Basic nutrition classes
Culinary tourism packages
Community foodbank

Wembley Wonders

We envision a future where Wembley is known as a beacon of community actualization and educational excellence, where every member - regardless of age, background, or ability - is valued and supported to reach their full potential. Through our innovative blend of e-sports, traditional sports, and comprehensive educational programs, we aim to create a society where:

- Every member receives timely assessment and personalized support to thrive in their educational journey
- Parents and caregivers have access to expert advice on child development and education
- Youth have safe, engaging spaces to meet, learn, and grow
- Generosity and mutual support are the measures of true wealth
- The wisdom of all generations is honoured and shared
- Technology and tradition coexist to enhance community bonds and educational outcomes
- Our actions are guided by consideration for the seven generations that will follow us
- The joy of play and the spirit of cooperation drive our growth and innovation
- Lifelong learning and skill development are accessible to all
- Children's potential is nurtured from an early age through targeted interventions and support
- Innovative technologies are harnessed to solve community challenges and enhance educational experiences



Wembley Wonders

Meet Our Team

Our organisational structure is set out in the diagram below.

Directorate

Claude Fontanelle
Executive Director

Judith Fontanelle
Director of Community Engagement

Michael Franklin - Director

Flora Agba - Director of Health and Safety

Advisory Board

Satish Ghaghada

Bursar/Procurement
Magda

Music & Band

Gemma Watkins
Secretary

Wembley Wonders

Our members

Wembley Wonders CIC is dedicated to nurturing a thriving, intergenerational community through e-sports, traditional sports, and comprehensive educational support.

We foster an environment where every individual's innate wisdom and potential are recognized and celebrated, with a particular focus on early intervention and support for children with diverse needs.

By blending digital innovation, timeless values of generosity and cooperation, and expert-led educational initiatives, we empower our community to grow together and create lasting positive impact..

These include:

- improved motivation
- increased social engagement
- enhanced self confidence and self esteem
- increased resilience and a more relaxed state of mind
- better concentration
- increased self expression and self understanding
- and a stronger more positive sense of self



Our approach integrates adult education, child development expertise, innovative technologies, and targeted youth services to transform lives and build a resilient community. We are committed to providing early assessments, personalized support, and creating safe spaces for young people to meet, learn, and thrive."

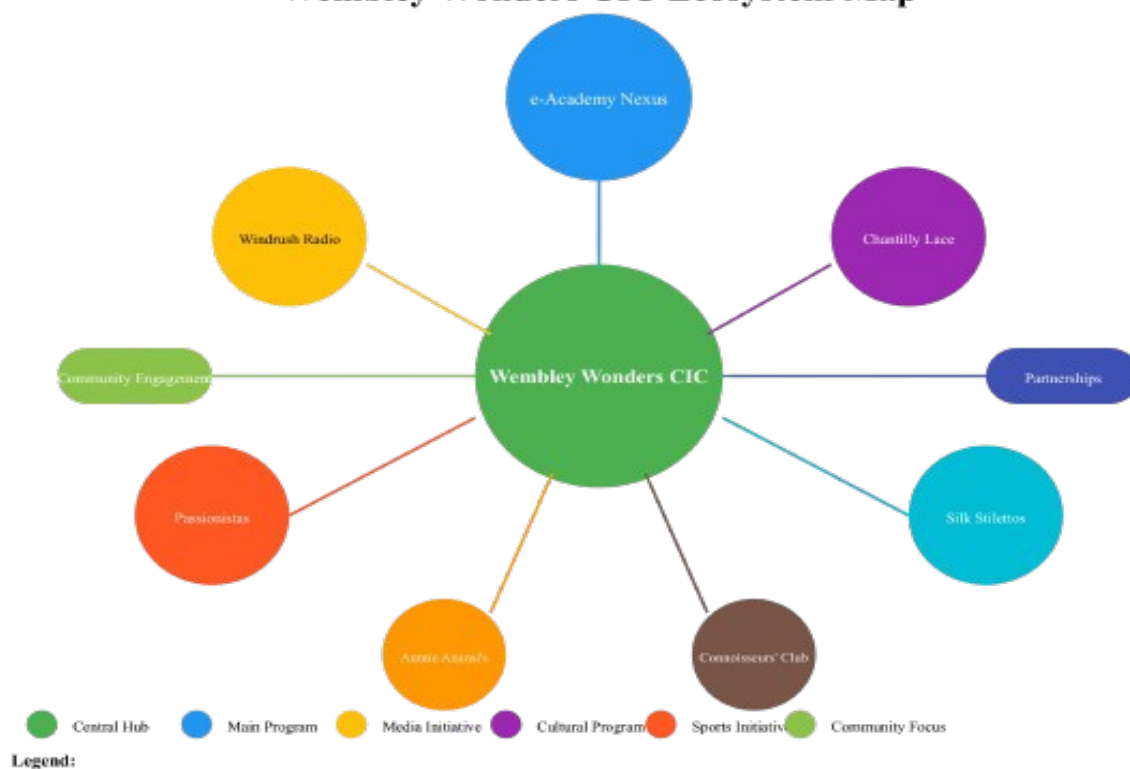
Through engagement in the creative process, participant learners discover for themselves the ways in while playing in the company of others can be a healing experience, that helps improve and sustain well-being and meets many of their desired health and well-being outcomes.

Wembley Wonders has three key values which thread through interactions within the group – our rules of engagement.

They are:

- (1) warm acceptance
- (2) inspirational engagement
- (3) positive validation of participant learners and their creative achievements.

Wembley Wonders CIC Ecosystem Map



WHO DO OUR VOLUNTEERS WORK WITH

E-Academy Overall: Volunteer Support Matrix

Silk Stilettos (Young Engineers/Scientists & Designers)
 Passionistas Sports Fans)

Bi-Monthly Half-day In-Person Group Session

Kaywana's Court (Drama LARP) Community Hall
 Trubble n Bass (open mic, band practice) Auditorium

Chantilly Lace (Literary Cafe) Saturday

Pageturners (Zoom Book Club)
 'Girlz Got Game' blog
 Joystick monthly e-zine

Zoom Workshop BI-Weekly

Auntie Anansi's Spoonlickin' Kitchen
 Penny a Day Club (Financial Literacy)

Core

- Basic e-sports training
- Online gaming sessions
- Digital literacy workshops

Adjacent

- E-sports community events
- Gaming-focused podcasts
- Game development courses

Transformational

- Professional e-sports team
- VR training environments
- AI-powered coaching systems

Silk Stilettos (Tech Innovation Team supporting the e-Academy)

Hardware team wants more funding for equipment

Software team needs more developers

Alternate focus between drone racing (hardware) and e-gaming (software) projects

Windrush Radio: Project Portfolio Matrix

- | | |
|--------------------------------|------------------------------|
| - Community news programs | - 24/7 live streaming |
| - Local artist showcases | - Interactive listener games |
| - Rebroadcasting national news | - Celebrity guest shows |
| - Weather reports | - High-budget live events |

Chantilly Lace (Literary Café): Home of Joystick e-zine**Integrating Pageturners with Chantilly Lace and moving it to Saturday mornings:**

- | | |
|---|-----------------------------------|
| - online book club | - writing workshops |
| - cultural book library (kindle/audio/pdfs) | - author meet-and-greets |
| - Social media updates | - |
| - Book collection | - Exploring niche literary genres |

Joystick e-zine

Feedback: participant and spectator responses

Analyze participation rates and engagement levels

Implement improved tournament model

Adjust tournament structure and promotion strategies

Making Trubble n Bass a monthly bolt-on to Kaywana's Court:**Potential Impact:**

Enhanced creativity: Music could add a new dimension to the LARP experience.

Skill diversification: Participants could develop both dramatic and musical skills.

Increased engagement: The musical element might attract new participants to Kaywana's Court.

Community showcase: Monthly sessions could serve as a performance opportunity for LARP scenarios and music.

1 E-gaming Community Empowerment

- Projected Impact: Engaging 500-700 young people in e-sports and related skills
- Alignment: Strong - Directly fulfils the mission of empowering the e-gaming community

2 Innovative Programs

- Projected Impact: Diverse range of programs from e-sports to cultural initiatives
- Alignment: Strong - The variety and innovative nature of programs align well with the mission

3 Empowering Media

- Projected Impact: Windrush Radio reaching 5,000-7,000 listeners
- Alignment: Strong - Fulfils the mission of using empowering media to unite the community

4 Digital Skills Development

- Projected Impact: Training 1,000-1,500 community members in digital skills
- Alignment: Strong - Supports the vision of a digitally skilled Wembley

5 Community Connection

- Projected Impact: Engaging 5,000-7,000 unique community members across programs
- Alignment: Strong - Contributes to the vision of a connected Wembley

6 Learning and Growth Opportunities

- Projected Impact: Various programs offering skill development and personal growth

- Alignment: Strong - Aligns with the vision of providing opportunities to learn and grow

7 Community Contribution

- Projected Impact: Supporting 10-20 new small businesses or freelancers
- Alignment: Moderate - Contributes to the vision of residents contributing to community success, but could be expanded

8 Inclusivity

- Projected Impact: Engaging 200-300 women and girls in tech-related activities
- Alignment: Moderate - Supports the vision of opportunities for every resident, but could be more comprehensive

9 Intergenerational Connection

- Projected Impact: Facilitating interactions between 500-1,000 people of different generations
- Alignment: Moderate - Contributes to a connected Wembley, but not explicitly mentioned in mission/vision

10 Cultural Expression

- Projected Impact: Engaging 300-500 people in cultural activities
- Alignment: Moderate - Supports community unity, but not directly mentioned in mission/vision



Your role

Volunteer e.g (workshop assistant)

As a volunteer you are a valued member of Wembley Wonders. You are probably going to be one of these roles:

Assistant – online or in person support for programs, events, activities and workshops may contribute to Joystick e-zine or our internet radio station

Host - caster for our events and exhibitions and welcomes new members

Influencer – creates and manages online content

Moderator – supports our member portal and training e-academy

Mentor - guides and support the development of members

Instructor – tutors members particularly new members in our e-academy

Coach – trains members in gaming for competitions

You'll be a friendly face to all who come to our sessions. You will have the responsibility to make sure members feel welcomed, engage with the group and the art activity. You will work with and be responsible to the Director of Community Engagement

Role

Be a friendly and welcoming face to all members.

Be present prior to the commencement of all workshops to greet members and organise the workshop space.

Support member's participation in art activities by participating alongside them and be supportive of their creative process.

Seek to build supportive, empathic relationships with members.

Take part in promotional and 'show case' activities and events

Help fund raise funds on behalf of Wembley Wonders

Abilities & Qualities

Enjoy meeting people and have a friendly approachable manner

Be respectful and warmly accepting of people attending Wembley Wonders sessions

Be an influencer – encouraging, motivating, inspiring, helping, and energising members to engage fully with Wembley Wonders activities.

Have a sensitive awareness of participant's vulnerabilities and strengths and their quest for a pathway to rewarding careers through and after their creative/competitive life.

Have a strong interest in online gaming activities and how participation in online gaming activities can contribute to career development in your own life.

Responsibilities

Maintain the culture of Wembley Wonders as a welcoming, safe, enabling creative space.

Ensure that basic Health and Safety and Safeguarding procedures are followed.

Be punctual, committed and professional.

Maintain appropriate ground rules and boundaries.

Requirements

All volunteers will be required attend an informal interview; provide two references; have an up to date Enhanced DBS check for working with children, young people and vulnerable adults.

Experience of, or a strong interest in online gaming activities is an expectation.

Experience of, or a strong interest in mental health and well-being is an expectation.

Time commitment

We expect volunteers to commit for a minimum of 3 months

To be a regular presence at one of Wembley Wonders's arts and well-being programmes (3 hours weekly)

To meet with the Director of Community Engagement for a review at least once during each term.

Commitment to our volunteers

Support and training

Wembley Wonders will run an informal induction training session before your volunteering begins and one further training session each year.

Wembley Wonders will support relevant external training and personal development as funds allow.

Wembley Wonders will be responsible for relevant DBS checks

Supervision & regular feedback

Code of Conduct for Volunteers and Representatives of

Wembley Wonders CIC and e-Academy

Volunteer Guidelines

Thank you for volunteering with Wembley Wonders. The purpose of this guide is to give you some practical information and guidelines to enable you to fulfil your role as a volunteer workshop assistant at Wembley Wonders safely and with confidence.

As a volunteer or representative of Wembley Wonders e-Academy you will be seen by others and your colleagues as an ambassador of Wembley Wonders. You are therefore expected to uphold the highest standards of conduct when attending events, exhibitions, workshops, meetings, conferences, training courses and other events organised by or on behalf of the organization.

This Code of Conduct outlines the expected behaviours and the consequences for violating these standards.

Professionalism and Self-Respect:

- Conduct yourself in a professional and respectful manner at all times.
- Treat fellow volunteers, representatives, guests, and attendees with courtesy and respect, regardless of their position or background.
- Refrain from engaging in abrasive, contentious, or aggressive behaviour towards others.

Reputation and Representation:

- Always act in a manner that positively represents the Wembley Wonders and its values.
- Do not engage in any behaviour that could embarrass or harm the reputation of the organization.

Compliance with Rules and Guidelines:

- Follow all rules, guidelines, and instructions provided by the event organizers or the Wembley Wonders leadership.
- Cooperate with any requests or directions given by the project managers or designated representatives.

Gifts, Offers and Refreshments:

- Refreshments provided at events are intended to be shared fairly among all attendees. Naturally as a host you are expected to ensure that guests are given priority.
- Taking excessive amounts of food, drinks, or other resources for personal use is strictly prohibited.
- Do not instruct or pressure others to purchase or provide additional refreshments for personal consumption.

Reporting Violations:

- If you witness or experience any behaviour that violates this Code of Conduct, report it immediately to the project manager or a designated representative.
- All reports will be treated seriously and investigated promptly.

Induction and Training

During your three month induction you may be offered accredited task-specific training in

Month One

- Diary and Timetable co-ordination with colleagues

- Community Outreach (Public Speaking

- Zoom session management

Month Two

- Shadowing as an assistant/trainee

Month Three

- Assessment and Review

You will be assessed on

- Performance

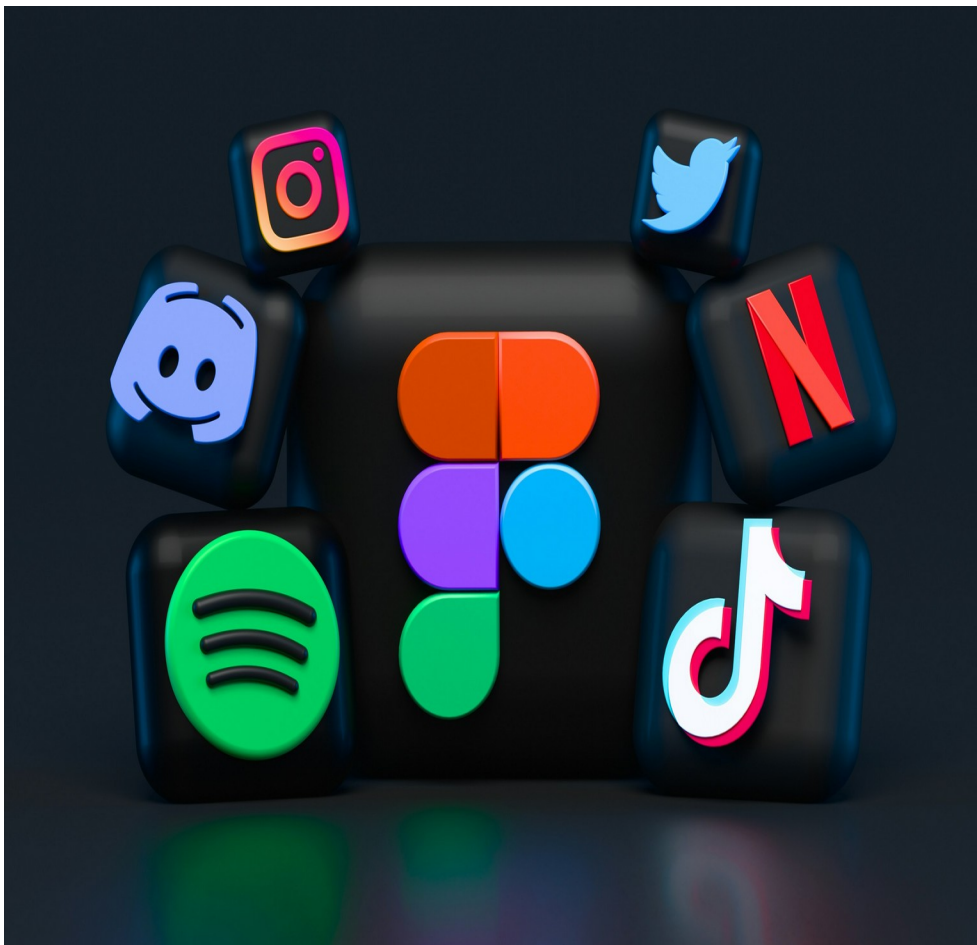
- Aptitude

- Member Feedback



At the end of your three month volunteer induction you will be awarded full volunteer standing. The reason for the three month Assessment period is so that the Director of Community Engagement can make a full representation of your suitability to the Board of Directors

To effectively reach your target audience of 15-35 year-olds, it's important to focus on the most popular and relevant social media platforms. Here are the top social media platforms that are likely to be most effective for reaching this demographic:



1 Instagram:

- Highly popular among younger users, especially those under 30.
- Great for visual content, stories, and short-form videos (Reels).
- Effective for showcasing workshop activities, participant stories, and behind-the-scenes content.

2 TikTok:

- Extremely popular with Gen Z and younger Millennials.
- Perfect for short, creative videos that can showcase workshop activities or challenges.
- Potential to go viral with catchy, trend-based content.

3 YouTube:

- Wide reach across all age groups within your target audience.
- Ideal for longer-form content such as workshop tutorials, success stories, or community event highlights.
- Can be integrated with other platforms for broader reach.

4 Twitter:

- Popular for real-time updates and discussions.
- Good for sharing quick updates, promoting radio shows, and engaging in community conversations.
- Effective for live-tweeting during events or radio broadcasts.

5 Facebook:

- While less popular with younger users, it's still relevant for the upper end of your age range.
- Useful for creating community groups, event pages, and sharing longer posts.
- Facebook Live can be used for broadcasting workshops or community events.

6 **WhatsApp:**

- Not a traditional social media platform, but widely used for group messaging.
- Can be used to create workshop groups for participants to stay connected.

7 **LinkedIn:**

- Particularly relevant for career-focused content related to workshops like Penny a Day Club or Silk Stilettos.
- Useful for reaching young professionals and students in the 20-35 age range.

8 **Snapchat:**

- Still popular among younger users, especially for ephemeral content.
- Can be used for behind-the-scenes glimpses or quick workshop teasers.

9 **Discord:**

- Popular among gaming communities and increasingly used for other interest groups.
- Could be particularly relevant for Passionistas and Screen Dreams content.

10 **Twitch:**

- Primarily for gaming content, but also used for other live-streaming activities.
- Could be used for streaming e-sports events or tech-related workshops.

To maximize your reach and engagement:

- 1 Cross-platform strategy: Use a mix of platforms to reach different segments of your audience.
- 2 Platform-specific content: Tailor your content to suit each platform's strengths and user expectations.
- 3 **Consistent branding:** Maintain a consistent visual identity and voice across all platforms.
- 4 **Interactive content:** Use polls, Q&As, and challenges to encourage audience participation.
- 5 Influencer partnerships: Collaborate with local influencers or community leaders to expand your reach.
- 6 **User-generated content:** Encourage participants to share their workshop experiences on social media.
- 7 Hashtag strategy: Create and consistently use branded hashtags for your workshops and initiatives.
- 8 **Social media takeovers:** Allow workshop leaders or participants to take over accounts for a day to provide fresh perspectives.

Remember to regularly analyse your social media metrics to understand which platforms and content types are most effective in reaching and engaging your target audience. This will allow you to refine your strategy over time for maximum impact.

Rewards and Benefits

The volunteer role offers a great opportunity to meet new people in a friendly creative environment

Volunteers have access to all the workshop sessions and are able to participate in a wide range of gaming and creative activities both in-person and offline

The role provides an opportunity to gain an understanding of online gaming activities, creativity and well-being whilst gaining experience in preparation for a career choice or employee's environment or just for well-being.

Volunteers become part of the Wembley Wonders and develop an experiential knowledge of the role of 'community' in sustaining well-being. Support can be provided in enhancing C.V.'s for career advancement too.

Volunteers are able to take part in any 'show case' exhibitions and performances that Wembley Wonders stage.

If you commit to volunteering regularly Wembley Wonders can provide a valuable reference and a strong strand of experience to your CV

Volunteering with Wembley Wonders can contribute to your personal and creative development. Volunteering like this can enhance well-being for those who are not able to cope with regular employment, but would like to help.

Volunteering with Wembley Wonders can offer a stepping stone towards a career in the health and social care professions.

- 1 E-Academy
 - Focus on strengthening core offerings like basic e-sports training.
 - Explores adjacent opportunities such as gaming-focused podcasts to expand reach.
 - Consider long-term transformational projects like VR training environments for future growth.
- 2 Windrush Radio
 - Prioritize high potential, low risk activities like community news programs.
 - Carefully plan and allocate resources for high potential, high risk initiatives like 24/7 live streaming.
- 3 Chantilly Lace
 - Immediate focus on launching the online book club and securing a diverse book inventory.
 - Plan for important but less urgent activities like developing writing workshops.
- 4 Passionistas
 - Use this iterative process to continuously improve girls-only gaming tournaments.
 - Apply the same model to other initiatives within this program.
- 5 Silk Stilettos
 - Use this structured approach to address resource allocation conflicts.
 - Apply the model to other potential conflicts within the tech innovation space.
- 6 Auntie Anansi's
 - Focus on high potential, low risk activities like cooking workshops.

- Carefully evaluate and plan for high potential, high risk ventures like pop-up restaurant events.

7 Connoisseurs' Club

- Strengthen core mentorship offerings while exploring adjacent opportunities.
- Consider long-term transformational projects for future growth and impact.

Consequences for Violations:

Violations of this Code of Conduct will result in disciplinary action, which may include:

- Verbal warning for the first offence
- Written warning for the second offence
- Temporary suspension from attending events or meetings for a third offence
- Expulsion from the Wembley Wonders for severe or repeated violations

The Wembley Wonders reserves the right to skip steps in the disciplinary process depending on the severity of the violation. Expulsion from the organization may be imposed without prior warnings for particularly egregious violations.

By signing below, you acknowledge that you have read, understood, and agree to abide by this Code of Conduct. You understand that any violation of these standards may result in disciplinary action, up to and including expulsion from the Wembley Wonders.



Confidentiality

You will be working with vulnerable adults and during the course of conversations with participants they may disclose information about themselves. You must not disclose any information you are given in confidence to any person.

If you have any concerns about anything that has been disclosed to you, whereby the participant or any other person may be at risk, or you are concerned for their safety or well-being, you should speak directly to the Director of Community Engagement, who will assess the sensitivity of the information and act accordingly.

You must not pass on the contact details of staff or other volunteers without their prior consent.

Please also note that the principle of confidentiality remains after you have completed a task or are no longer a volunteer for the organisation and you should not disclose sensitive information obtained, whilst a volunteer under any circumstance.

Boundaries***Member Interaction***

During the course of your interaction with participants, you may be asked for your telephone number, email or Social media address. We would strongly recommend that you do not give out your personal details to any participant unless you are certain that you are happy to have a relationship with that person outside of Wembley Wonders.

If you do consent for a participant to have your personal details, then Wembley Wonders cannot be held responsible for any consequences e.g. someone may decide that you are their new best friend and feels it is permissible to phone you at any time of day or night.



Health and Safety



You will be made aware of the general health and safety procedures applicable to all staff and volunteers, including first aid, fire and evacuation procedure or Fire Warden duties.

For the comfort of all, please remember that no policy or precautions can ensure the safety of any individual in every situation. Always be aware of potential risks and take positive action to protect yourself.

The Director of Community Engagement will be responsible for assessing your task and ensuring that you are aware of the necessary measures required to remove or reduce any risk.

Training will be provided if necessary. This process will be completed prior to you commencing your task.

We will provide equipment or clothing where it is a requirement for the task e.g. uniforms goggles aprons or gloves, when using paints or inks.

We will ensure that volunteers are covered by our public liability insurance, whilst engaged on an activity authorised by Wembley Wonders.

Problems/Complaints

If you are unsure or unhappy or have any concerns at all about your role, the workshop/s or individuals attending the workshops, contact you Director of Community Engagement.

If your problem or concern is not resolved by talking to the Director of Community Engagement, (or your concern is with the Director of Community Engagement) then you should contact our Director of Health and Safety.



Volunteer's Details can be completed online with documentation

Volunteer's name:

Start date:

Date

Enhanced DBS:

Certificate No

Date of Issue

Reporting to:

Director of Community Engagement:

Judith Fontanelle

Flora Agba

community@wembleywonders.org

Tel: 020 8902 9991

Volunteer Induction Checklist**Events and Workshops**

- Moderator Role (on completion of training LOCN OCN)
- Mentoring Role (on completion of training NVQ L2)
- Instructor Role (on completion of training NVQ L3)

Code Of Conduct

Dress code (face-to-face events and workshops)

Protective clothing (where appropriate)

Car parking

HEALTH AND SAFETY ISSUES

- Emergency procedures
- Safety policy received and location known
- Location of first aid box & first aid arrangements (incl. name(s) of first aiders)
- Fire procedures and locations of fire extinguishers
- Accident reporting and location of the accident book
- Instruction on equipment you will be using
- Others issues e.g. disability awareness, mental health awareness
- Risk Assessments

Volunteer's Statement of Commitment:

I confirm that I have completed all items in the induction checklist and where indicated understand the policies and procedures.

Print Name: _____ Signature: _____ Date: _____

Director of Community Engagement

I confirm that all items in the induction checklist, including policies and procedures have been explained.

Print Name: _____ Signature: _____ Date: _____