



National Citizen Service – FAQs



Here are some of our most common queries.

If your question is not answered please do get in contact and we'll get back to you as soon as we can.

What if I don't know anyone? /Who will my teammates be?

Before the residential trip you will meet your team members at our Induction and Going Away meetings, where you'll get to know about each other and your team leaders in icebreaker activities. We try to mix teams so you will be meeting new people and there will be up to 15 in each group.

What is it like where we'll be staying ?

For the outdoor activities we will be staying at a PGL centre. You will be sharing a room with other people in your group. Your rooms will be arranged in a block of male or female rooms, we don't have mixed gender rooms. At least one leader will be in each block of rooms so there are always staff about if you need them. You will have access to showers, toilets etc. and plug sockets. You can see what the centre looks like by visiting the PGL website and looking at centres. www.pgl.co.uk

Who will I be sharing a room with? / Can I share a room with my friend?

A big part of NCS is mixing with people you might not normally get the chance to spend time with. Many young people make lasting friendships with new people through NCS. If you would like to share with a friend or you have any other requests about your room, please let us know as soon as you can and we will consider your request. You will be busy with activities in the day and the evenings so you won't spend much time in your room anyway!

What if I feel homesick/nervous about being away from home?

Your team are here to support you. Other young people are probably feeling the same. You can always speak to a leader if you need a bit of moral support. You will be so busy that you probably won't even think about home much. Being a little bit out your comfort zone and taking responsibility for yourself are important parts of NCS and you will gain loads of confidence from knowing you pushed yourself and did it.

What about meals/food?

All your meals are included during the residential trip, except for a packed lunch on Day 1 when we're travelling on the coach. If you have any dietary needs, for example if you can't eat wheat or you don't eat pork, please let us know as soon as you can so we can make sure the food will be suitable. You can bring your own snacks as long as they will fit in your bag. You can also buy snacks and drinks at PGL so do bring a bit of spending money if you want to.

Can I bring my mobile?

You can bring your mobile but it is your responsibility to look after it. If it gets lost or damaged then NCS cannot take responsibility. You are welcome to use your mobile in your own time. Please consider others in your team and keep your mobile on silent during activities if you need it with you and go somewhere private to take important calls so you don't disturb others.

Is there anything I can't bring on NCS?

We have a zero tolerance policy on substances and alcohol on NCS. Please respect this and be responsible.

Do I have to do all the activities if I don't want to?

Taking part in the activities on the away residential is your choice. If you have any concerns then this can all be discussed in the Induction and Going Away meetings. We will always encourage you to challenge yourself and join in with your group but we know that one person's 'challenge' can be very different to another person so it's all about 'giving it a go' and trying out new things. All the activities are safe and everyone supports each other but we will never 'make' you do something you don't feel ready for.

What if I have a problem or I'm worried about something?

You will always have a team leader with you on residential who can help you with any concerns. We are all experienced and we're good listeners so if there is anything bothering you then let us know. There is no such thing as a silly question! There are probably other young people thinking the same thing, so let us know if there is something we can help you with. At the going away meeting you will be given the mobile number of your leader so you can get in touch if there's anything you need to talk about.