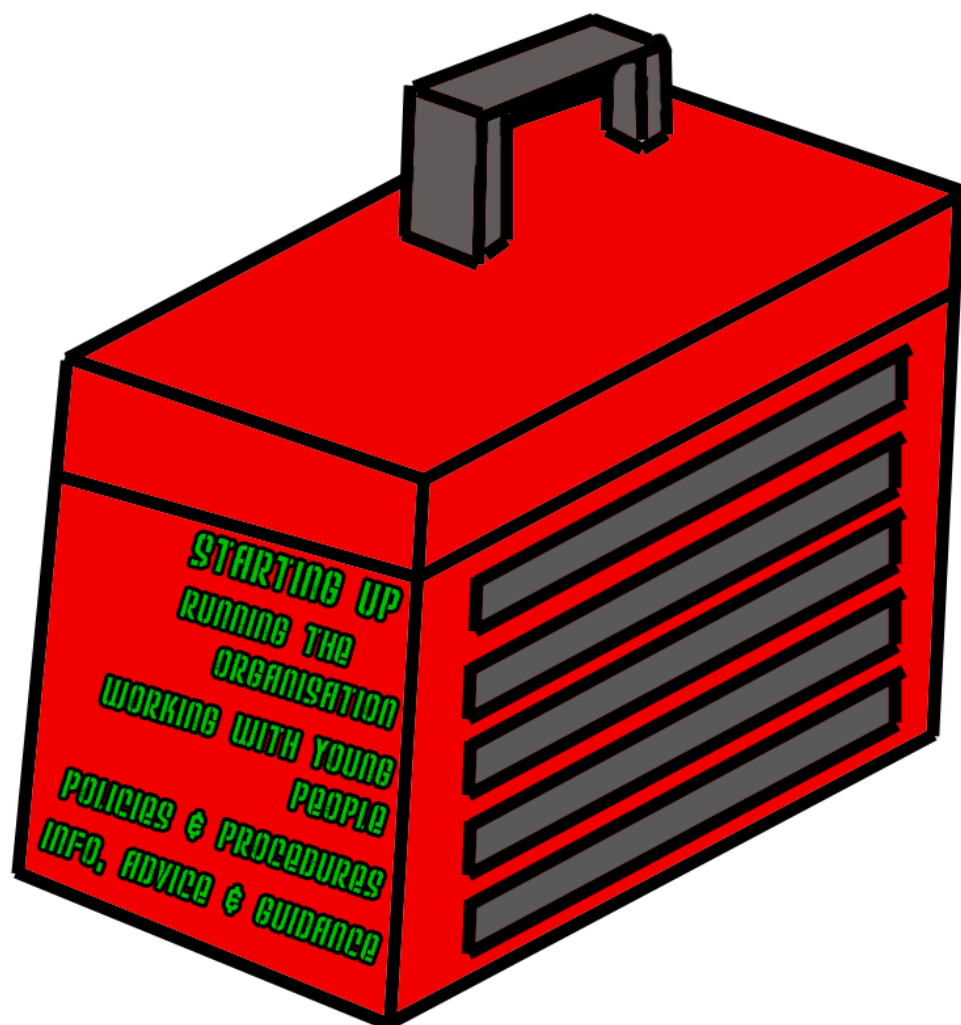
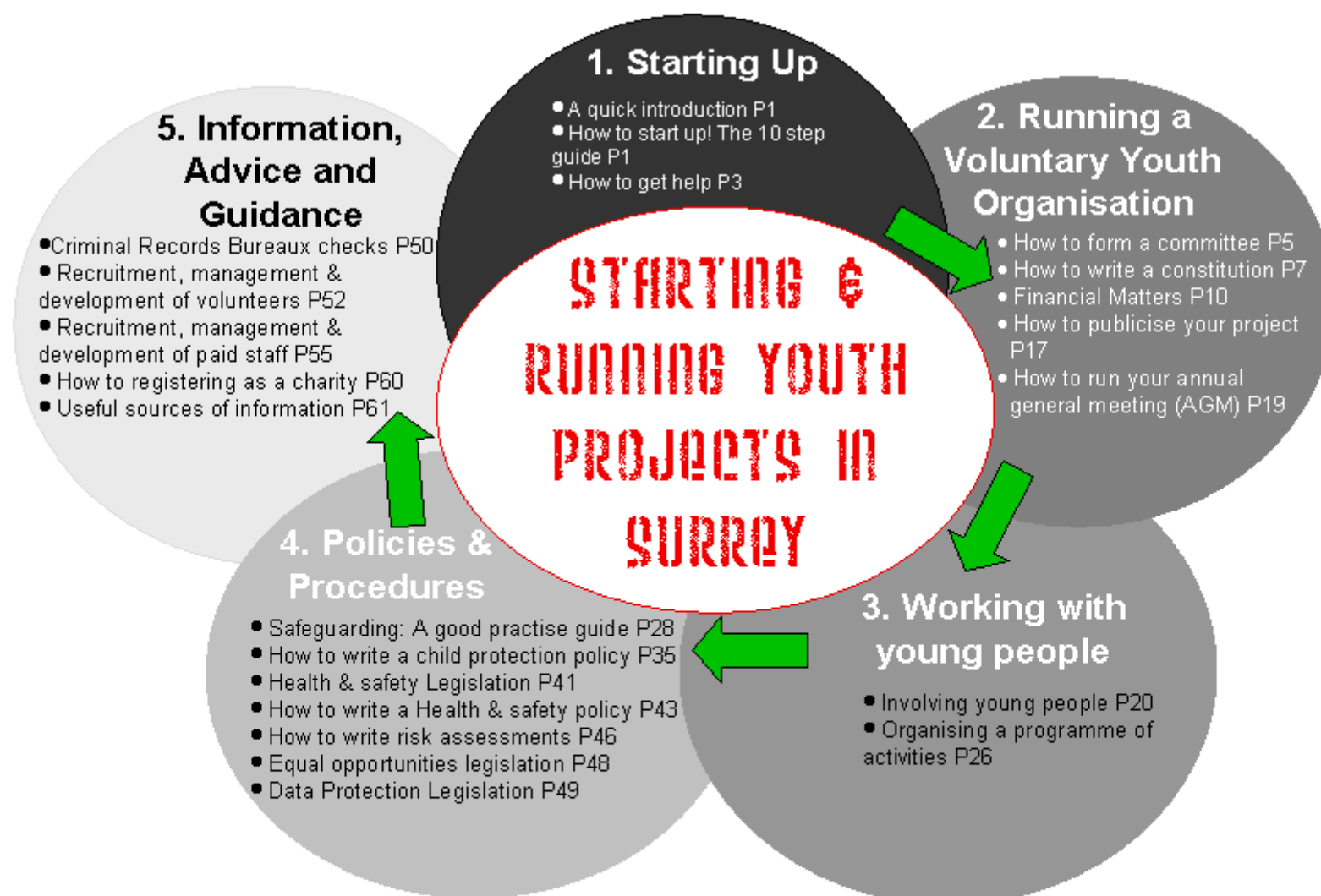


# THE VIRTUAL TOOLKIT

STARTING AND RUNNING CLUBS AND PROJECTS IN SURREY





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For the 2005 edition we were pleased to use handbooks and guides from other CVYS and County Councils around the country including, Essex, Peterborough & Cambridge and Hampshire and thank them again for their willingness to share their experience from which none of this would have been possible. Surrey County Council has supported the venture with resources, time and in-kind contributions.

Original Design and Artwork was completed by IT Protocol Ltd, Albury, Surrey GU5 9BZ and revisions for the 2009 edition edited by Surrey Youth Focus.

The production partnership of Surrey Youth Focus & Surrey County Council Youth Development Service are indebted to all who helped with both editions and we hope that this second revised handbook will continue to provide practical support and direction in starting and delivering quality youth work in Surrey.

This information is available on the Internet at [www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk), [www.doyouthwork.com](http://www.doyouthwork.com) & [www.surreycc.gov.uk](http://www.surreycc.gov.uk). The 2005 publication was generously funded by The Coleman Trust and Awards for All. This document is copyright Surrey Youth Focus and the contents may be photocopied and used in other ways with acknowledgments given to Surrey Youth Focus and Surrey County Council in all such instances. Surrey Youth Focus, April 2009.

# A QUICK INTRODUCTION

## Welcome

Welcome to the second revised and updated edition of this document which has been designed to help set up and run clubs and projects for young people within your community, and has been jointly produced by Surrey Youth Focus and Surrey Youth Development Service.

In order for any club, project or activity to run smoothly it is essential that everyone in the team works together with a clear understanding of the purpose and objectives.

This document is designed to help you understand the responsibilities and issues relating to setting up and running a youth club in Surrey with a team of voluntary or maybe paid staff.

You will find in this document information, examples of good practice and advice on subjects including

- Starting up
- Running a voluntary youth group
- Working with young people
- Policies & procedures
- Information, advice & guidance

Each individual 'how to?' section under these headings has been designed to be easily followed. They cover subjects you need to consider and others you may want to consider in the future.

Read on to explore the opportunities, responsibilities, rewards, necessities and potential pitfalls of Youth Club life (Throughout this handbook we refer to your 'youth club' but equally this should be taken to mean youth project or activity).

## What makes a good Youth Club?

It is a safe, accessible place for young people who choose to meet and socialise in an informal setting and somewhere they will want to keep going to, developing a sense of belonging. Throughout this handbook Young People are assumed to be aged 13 and above.

Opportunities to develop skills and confidence should be designed into the activity programme. This should be supported but not led by adults; the young people should design their own programme and activities whilst developing a sense of community and participation.

The facility should be safe, clean, stimulating, comfortable and easy to get to.

## What makes a good Youth Worker?

A good youth worker is someone who can encourage and inspire young people. He or she will work with young people and help them to be aware of their rights, and responsibilities to the wider community and encourage them to have their say. The worker will provide support in building the individual and collective capacities of young people through promoting their skills, self worth, creativity and enterprise. They will encourage decision-making by providing information, enabling informed choices and personal development opportunities. They will be open to training and actively seek out best practice and current legislation.

# HOW TO START UP? THE 10 STEP GUIDE

Below is a list of the recommended minimum requirements you need in place and the things you need to consider in order to set up a youth club.

## 1. Is there a need?

Do you have enough young people to make it viable?

What provision is already available and does this meet their needs?

Would you be better off putting your energy into an existing club?

## 2. Make sure you involve the young people at all opportunities.

Meet the prospective members of your club and find out what they want!

You could speak to young people at events already running in your community, hold a pizza and activity night or run a survey and prize draw. The key is to be creative.

### 3. What are your aims?

What sort of project do you want to provide and promote?

Use local skills and facilities

Try to plan an exciting and varied range of opportunities that young people have demonstrated an interest in

### 4. Do you have enough adults interested in helping to run a club?

Volunteers to work directly with the young people

A committee to manage plan, organise and fundraise for the project. The recommended minimum requirement is a Chairperson and Treasurer

### 5. Arrange CRB checks for all staff & volunteers

Information and 'how to's' can be found in the Criminal Records Bureau section and the reasoning behind these checks in the Safeguarding Section.

### 6. Devise a constitution

Keep it simple!

Examples of model constitutions can be found in the 'Writing a constitution' section of this document

### 7. Set up a bank account

A minimum of two signatures will be required

### 8. Have adequate Policies & Procedures in place

This should include a minimum of Membership forms, initial Risk Assessments, First Aid provision and a Child Protection Policy.

These policies should be read and understood by all workers to ensure the safety of all young people, volunteers and workers.

Examples and 'how to's' can be found in the relevant sections of this document.

### 9 Where do you plan to meet and how often?

Is the venue insured for public liability?

Is it safe & accessible?

Is it suitable for providing refreshments and access to toilets?

Is it available on the required day and time?

### 10. Do the management committee, leaders or helpers require training?

What will you need? Where do you get this? Make sure you visit [www.doyouthwork.com](http://www.doyouthwork.com).

After reading these 10 steps the task of setting up a youth club may sound like a daunting task.

However time taken in the initial planning stage will create a firm foundation on which to build a sustainable project making it easier to address issues as they arise.

Don't be put off as this document has all the information and guidance you will need in order to get started.

## HOW TO GET HELP?

Help will be required from four sources:

- Adult volunteers to form a working group or committee
- Potential Adult youth workers/volunteers
- Young People themselves
- Partner organisations

### Volunteers

There are a number of ways of doing this. You can put up notices in local shops, schools, churches etc., use the local radio and newspapers, or approach local people known to have an interest in young people. You may be surprised what they can offer.

As a rule it is easier to recruit volunteers by approaching people to do a specific job. The 'how to set up a committee' section of this document gives a simple breakdown of the different roles and responsibilities within a committee.

A public meeting could prove useful and this might lead to a combined meeting of all four groupings listed above.

When you have managed to interest a group of people in setting up a management committee, then the next stage will be to attract adults who will become the club workers or leaders.

The success of the venture will depend to a large extent on the quality of the youth workers and time and energy will have to be spent on ensuring that you have the right people to work with you. They will need:

- The time
- The enthusiasm
- Patience and Commonsense
- A 'positive' view of young people
- An understanding of young people
- A sense of humour
- A willingness to learn and undertake training
- A clear commitment to the aims, purpose and values of the Club.

The role of the youth worker and club leader (what they DO and are RESPONSIBLE for) will include:

- Giving young people the opportunity of meeting together in a comfortable and relaxed way.
- Developing relationships with young people.
- Working with young people to ensure an appropriate club programme.
- Helping young people work through problems and difficulties.

DO ensure that the workers are sensitive to the needs of other people and are aware of their strengths and weaknesses.

DON'T take anybody. There are plenty of people with time on their hands and there may be very good reasons for that. On the other hand, working with young people can be difficult and demanding, so do ensure that they will last the pace and bring some kind of continuity to the project. All youth workers and volunteers must undergo a Criminal Records Bureau (CRB) check.

### Young People

It is important to involve young people in local research so that they are fully involved in the planning and development of their club. Young people must feel like they have ownership of the club or they won't attend. They will also feel valued and part of the community if you involve them in 'finding out' about the area in which they live. It is often the case that other members of the community may be more supportive if they see young people taking an active, constructive role in developing their own club.

A survey may be a useful tool, targeting young people, parents, and key members of the community such as Parish Councillors, local Police, schools, church leaders, and shopkeepers.

A survey may show you the following:

- What provision already exists?
- Do young people want to attend a club?
- In what age range does the demand exist?
- What are the interests and needs of young people?
- What premises might be available?
- When and what times will you meet?

- Should you be looking at working with young people on a particular project such as developing a skate park, sports team or other facility?
- What community support is available?

Please Note: there are recommendations and legal obligations you must be aware of before undertaking consultations with young people including parental permission and the Data Protection Act, please see the Involving young people section.

Once young people have shown an interest encourage them to lead the design of a club name and logo, the design of the club programme and get them to volunteer in the running of sessions.

## Working in partnership

It is important to get help not only from the group you will be working with directly but also to establish links with other agencies such as:

- Surrey County Council Youth Development Service
- Surrey Youth Focus
- District/Borough Councils
- Parish/Town Councils
- Surrey Neighbourhood Police
- Housing Associations
- Surrey Community Action
- The Church

Each agency has different skills, knowledge, training, resources, equipment to borrow and sometimes funding to offer. These days' more and more work is being carried out working with young people in partnership with other agencies. When it comes to funding it is best to be seen to be working in partnership!

Don't be afraid to contact them, that's what they are there for. See Useful source of information for contact details.

## Affiliations

There is plenty of support out there for voluntary youth clubs and you may wish to link with or be part of an established youth organisation that will have benefits such as specialist knowledge, valuable resources and funding advice.

In Surrey there are three main organisations in which you could register with. All of which offer different benefits. You can also register with all three if you believe it to be worthwhile.

### Surrey County Council Youth Development Service.

This is highly recommend for all projects as registration is free and there are varied benefits such as accessing their specialist knowledge and resources and there is the potential for receiving funding (Startup grants, annual funding, etc). Website: [www.surreycc.gov.uk/youthdevelopmentservice](http://www.surreycc.gov.uk/youthdevelopmentservice)

### Surrey Clubs for Young People

The Association is an umbrella organisation providing a wide range of services to individual youth groups. Benefits of affiliation include a programme of activities, events, competitions and training for club members, training and guidance for club workers, advise, guidance and support for youth club management committees. Website: [www2.scyp.co.uk](http://www2.scyp.co.uk)

### Surrey Youth Focus.

A voluntary sector organisation that has been in existence for over 20 years. They are an umbrella organisation that exists to support members from the voluntary youth organisations in Surrey. Benefits include representation and advocacy within Surrey and across the region, opportunities to influence policy, networking and information exchange, access to resources and they provide opportunities to promote projects through the Surrey Youth News, the Resources Directory, members listing on the website and the Celebration of Youth event. They also employ Youth Development Workers who can assist the set up of new projects. Website: [www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk)

Additionally if you are a faith based group you could contact your local Diocese [www.cofeguildford.org.uk](http://www.cofeguildford.org.uk), [www.dabnet.org](http://www.dabnet.org) or [www.southwark.anglican.org](http://www.southwark.anglican.org) for support.

## HOW TO FORM A COMMITTEE

The committee/management team duties will involve developing the overall policy and programme, management of the accounts and supporting the work of the club.

The number of people and their roles within your management team is defined in your constitution and could include:

- Chairperson
- Vice-chairperson
- Treasurer
- Secretary
- Youth Worker
- Young people's representatives
- Committee members
- Co-opted members
- Ex-officio members.

Most of the posts listed above are executive positions and will have specific responsibilities. All management team members are elected at the Annual General Meeting (AGM) in accordance with your constitution, but can be appointed at an early meeting of the Club leaders as plans are developed before opening.

You may decide to have a Club President. They do not have a direct management role within the club. They act as a figurehead and will help to promote the club to the community, act as an adviser on matters of club policy and assist at, or attend, your club events. They would also attend and chair the AGM, and award prizes.

**Committee members** may be elected to the management team because they have some special interest that will be useful to the club. Young people will be needed on the committee and representatives should be of an age and profile that will ensure views are representative of your membership. Other members could for example, if the group are users of the village hall, be a member of the Village Hall Committee. The local police officer or the local vicar would be a valued committee member.

You may need to **co-opt members** for special events or activities, in order to bring some specific expertise to your committee. It is not necessary to elect these members at the AGM.

You may decide to have representatives, or **ex-officio members**, who are not eligible to vote, but represent the local youth scene, such as your local Surrey Youth Development Service representative.

### Forming your Committee

The following are suggested areas of responsibility, which you may find helpful in deciding what roles you need to fulfil in your club. They will also enable you to focus on each committee member's area of responsibility.

#### Chairperson

This post usually has a lifespan of 2 to 3 years, which allows the opportunity for someone else with new ideas and energy to contribute to the club. Their role is to:

- ensure that the aims and objectives of the club are maintained.
- chair management committee meetings.
- delegate responsibilities to various officers of the management Committee.
- ensure that the club is adequately insured.
- liaise with other local groups.
- meet with the club leader on a regular basis.
- see that there is adequate and regular communication within the club.
- visit the club regularly, including club nights.
- keep in touch with members and the members' committee.
- produce an annual report for the AGM.
- ensure that correct recruitment and vetting procedures are in place for all helpers and staff.
- understand any agreed management supervision in relation to staff.
- ensure sufficient funds are likely to be available for keeping the club running.

#### Vice-chairperson

This post is often optional in early days of a club's life.

- To deputise for the chairperson, as required.



- To carry out tasks or projects delegated by the chairperson; for example, management representation at club meetings.
- To act as liaison officer with other local committee representatives.
- To attend and report to management committee meetings.
- To keep in touch with club members.

### **Treasurer**

- To open a Bank Account: Let the bank know that you are a voluntary youth group and they will help and advise you. It is normal practice to have at least two signatories on the account who are not related or from the same household.
- To keep the books and accounts of the club up to date at all times.
- To receive monies and attend to their banking.
- To advise the management committee and subcommittees with respect to the feasibility of proposed expenditure.
- To attend and report to management committee meetings.
- To consider and advise with respect to the financial well being of the club.
- To prepare the accounts for such scrutiny as required, report on the club accounts at the AGM, retain them for at least six years.

### **Secretary**

- To prepare the agenda for management committee meetings.
- To take minutes at management committee meetings.
- To distribute all documents necessary for the meetings within the time scale specified by the club constitution.
- To keep records of meetings, membership and correspondence.
- To take minutes at the AGM.

### **Young People/Club Member Representatives**

- To represent club members' views to the committee.
- To report committee views to the members, or members' committee.
- To help with club projects and decision-making.

### **Committee member**

- To attend meetings of the management committee.
- To advise and help in areas specific to the club's needs.
- To assist other committee members.

## **Young People's Representation and Participation**

It is good practice to involve young people in the group's management activities. They are the ones for whom you are running the group.

Young people will probably find it easier to make confident contributions if other young people support them, have between 2 – 4 young people as a minimum rather than a single representative.

You need to understand the young people's feelings and points of view. They, in turn, need to understand the limitations and the effort that goes into running the group. It is a two-way process. The communication channels must be kept open, by being as direct as possible and being a good listener.

It is also good practice to provide some basic training for the young people before they attend their first meeting. It might be the first meeting they have ever attended. Prepare them for how the meeting will operate, what the various roles are on the committee, and give them sufficient knowledge to operate on equal terms with other members.

You could encourage the young people to have their own subcommittees. It's an effective way for them to air their views and to gain some experience of committee procedure.

Young People's Representatives could then decide:

- How many they might have on their committee
- What positions to have
- Their method of election
- Their term of office
- Their duties in reporting to the management committee and to group members



The sub committee could then be given their own responsibilities. Patience and support will be the key success factors of such a committee.

## Meetings

Meetings form a necessary part of group life. They are used to communicate information or to work on the group's programme. They will need to make decisions, agree plans and determine that progress is being made.

A regular meetings schedule will need to be agreed with dates, times and venues published well in advance. Meetings need not be dull, work to make them lively, interesting and allow all to have their say with a firm but fair chairperson.

Some examples of the types of meetings you might consider follow.

**Young People and Club Members:** Facilitated by the club leader, but with the opportunity for the members to talk on their own. Members are expected to keep their own minutes and to run their own meetings whilst learning how to conduct a meeting.

**Club Leader and Volunteers:** Chaired by the club leader in order to understand the volunteers' points of view, their needs, and their understanding of the members' needs. This meeting is also useful to discuss the group programme, both inside and outside group activities.

**Management:** Chaired by the chairperson. It is a meeting of elected committee group officers, such as the treasurer, secretary, club leader, and club members.

**General Meetings:** Chaired by club chairperson, or president, the Annual General Meeting (AGM) usually involves a wider audience, including parents and other group representatives.

## Minutes of Meetings

Keep an accurate record of meetings to record the person(s) who is/are to take action. At the next meeting the minutes are read, discussed and, if necessary, corrected. Actions are reported.

It is important to keep accurate records of meetings, firstly to ensure actions are implemented, and secondly if it is decided to apply for charitable status. A requirement for registration as a charity will be to provide a copy of the minutes produced when the constitution was adopted and any further minutes hence forth.

## Summary

By using this section you should be able to give potential volunteers a clear definition of what roles and responsibilities exist.

You could ask each new committee member to read one section of this 'tool kit' that is relevant to their new role and then ask them to report back at the next committee meeting. For example the treasurer could read the Financial Matters section. This will give them easy to follow details on how to do their new job competently. Whilst also handing them instant responsibility and hopefully motivation.

# HOW TO WRITE A CONSTITUTION

It is important that everyone understands the aims and purposes of the club.

These may change and develop over time in the same way as the needs of young people change and develop.

To begin with, however, it will be important for these to be agreed. They might include, for example:

- An activity club for young people
- A sports-oriented club
- An advice and information centre
- A community service group
- A faith based youth group

All of these may be combined, with the emphasis on one of the elements, or the club may be more general in nature and attempt to cater for as wide a cross-section as possible.

The Constitution outlines this agreed purpose of the club and the way it will be governed. It has legal status and will be essential when applying for funding and if you register as a charity.

Two model constitutions can be seen below to help you create your own. There are also other examples available from Surrey Clubs for Young People or the Charity Commission website: [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk).

## MODEL: CONSTITUTION 1

### **Name:**

The name of the club shall be the . . . . . Club

### **Aim:**

The aim of the club is to help and educate young people through their leisure-time activities so to develop their physical, mental and spiritual capacities, that they grow to full maturity as individuals and members of society and their conditions of life may improve.

### **Management Committee:**

The activities of the club shall be controlled by a Management Committee, which shall consist of;

- a) the club leader
- b) not less than 5 persons elected annually.

The Management Committee shall have the power to co-opt not more than 3 additional persons.

The Management Committee shall appoint a chairman, Club Leader, Secretary and Treasurer and such other officers, as they deem necessary.

The Management Committee shall meet at least 4 times a year.

The duties of the management committee shall be devise methods for achieving the objects of the club and to exercise a general oversight of its activities and to see that the club is conducted in a safe and well organised manner.

The Management Committee may delegate any powers to Sub-committees. Sub-committees so formed shall in the exercise of powers so delegated conform to any regulations that may be imposed on it by the Management Committee.

Nominations for election to the Management Committee must be submitted in writing not less than 21 days before the Annual General Meeting.

### **Accounts:**

The management Committee shall cause to be kept accounts of all monies belonging to the Club and such accounts shall be audited annually and presented to the Annual general meeting of the Club.

### **Young People's & Members Committee:**

There shall be a Young People's/Members Committee reporting to the Management Committee and electing two representatives on the management committee.

### **General Meetings:**

A general meeting of the members over the age of 21, the officers and Management Committee shall be held once a year. Not less than fourteen days notice of the meeting shall be given.

The General Meeting shall receive an annual Report, statement of Accounts and shall elect the Management Committee for the forthcoming year.

The Management Committee may convene a special General Meeting at any time. Not less than fourteen days notice of the meeting shall be given.

### **Trustees:**

All properties and assets of the club shall be vested in Trustees appointed by the Management Committee.

### **Winding Up:**

In the event of the Club being dissolved if, after the satisfaction of all debts and liabilities, there shall remaining property whatsoever the same shall (subject to any trusts affecting same) be transferred to (local parish council?) to be used for similar charitable objectives in the district.

## Constitution:

The above constitution shall only be altered by resolution passed by two-thirds majority of a special general meeting. At least fourteen days notice is to be given of the proposed amendments.

## MODEL: CONSTITUTION 2

1. Name (include the name of the club here)
  2. Objects (this is where the organisation should outline what it sets out to achieve) e.g.: a. The object of the club is to promote the development of individuals through providing informal educational and leisure opportunities and by actively involving its members in the running of their club, community and society.
  3. Powers (this is where the organisation should provide details of their powers) e.g.: a. the power to raise money for the benefit of the membership of the organisation; b. The power to arrange all insurances as required; c. Do all such lawful things as shall further the objects of the organisation
  4. Membership (this is where the membership criteria is detailed) e.g.: a. Membership of the club shall be open to young people between the ages of ..... and .....; b. All members shall have voting rights at the Annual General Meeting and Special General Meetings
  5. Resignation and Termination of Membership e.g.: a. Any member may resign his/her membership by giving notice of resignation to the Secretary; b. The Management Committee may terminate or suspend the membership of any member of volunteer if in its opinion his/her conduct is prejudicial to the interest of the organisation provided that the member of volunteer shall have the right of appeal.
  6. Management Committee (This provides details of the committee structure) e.g.: a. The Management Committee shall consist of the Chairperson Treasurer, Secretary and up to ? representatives of local people together with ? representatives of young people under 18 years who are members of the youth organisation.
  7. Finance (this section includes the rules of accounting) e.g.: a. An account shall be opened in the name of the organisation with a bank or building society; b. All cheques must be signed by not less than 2 of the organisation signatories; c. The Financial year shall be from ..... to .....; d. The Management Committee shall keep proper accounts of all monies belonging to the club; e. The accounts shall be presented to the Annual General Meeting; f. All monies raised shall be used for the purposes of the Club except for the payment of out of pocket expenses incurred by members of the Management Committee or voluntary workers
  8. Annual General Meeting (information about the AGM procedures) e.g.: a. The Annual General Meeting shall be held during the month of .....; b. Not less than 21 days notice of the meeting shall be given; c. The business of the Annual General Meeting shall be: i. to receive the Annual Report of the Management Committee; ii. to receive the accounts of the organisation for the preceding financial year; iii. to elect the Management Committee in accordance with Clause 6
  9. Special Meetings (information about organisation of Special Meetings) e.g.: a. Special meetings can be convened by 3 members of the Management Committee; b. 14 days notice must be given of such meeting; c. The meeting may only consider the business specified on the notice
  10. Alterations to the Constitution (provides details of procedures to implement changes) e.g.: a. Any proposal to alter this constitution must be given in writing to the Secretary not less than twenty eight days before the date of the meeting at which it is to be considered; b. Any alterations shall require the approval of a simple majority of the Management Committee present and voting at a General Meeting
  11. Dissolution (provides information on how the organisation would be dissolved) e.g. a. If the Management Committee by a simple majority decides at any time that on the grounds of expenditure or otherwise, it is necessary to dissolve the organisation it should call a meeting of the members with the power to vote; b. If such a decision is confirmed again by a simple majority of those present and voting at such a meeting, the Management Committee shall have the power to dispose of any assets after the settling of any debts, to a similar organisation or group
  12. Finally, the constitution needs to be adopted and this information provided on the Constitution e.g.: a. This Constitution was adopted at the first Management Committee meeting on .....
- Signed.....(Chair of Meeting)  
Signed.....(Secretary of Meeting)      Date.....

# FINANCIAL MATTERS

## Getting Started

You will need money to buy equipment, pay rent, start a tuck/snack shop and management expenses. You may need to budget for your club leaders' time or expenses.

Therefore you need to consider your financial needs under two main headings:

**Capital spending (for example, equipment):** Although there are many sources of funding, most of them will want to see what efforts you and your members are making to raise funds themselves and may match it. Check the following:

- Was there a local youth organisation, now defunct, that may have left funds, or equipment, for your new youth group to use?
- Do local councillors have discretionary funds for local activities available?
- Can the local church or parish, district or borough council help in any way?
- Are there any local trusts that may be of assistance?
- Is there a local benefactor such as a shop owner or retired person who may be able to assist?
- Can you use premises that already possess equipment, e.g. a school gym?
- Do the Surrey YDS, Surrey Community Foundation, Local Volunteer Centre or Surrey Youth Focus have any new advice on local sources of funding. Contact details are in the useful sources of information.
- Schemes in Surrey offer minibuss hire, taxi services, bus hire and more either free or at a discounted rate, are these available in your area for young people?

**Running expenses (for example, hire of a hall every week):** Will you have a membership fee or entrance fee, if so how much? Will you have a tuck shop? Can you claim gift aid?

## Opening a bank account

Most high street banks and building societies offer banking services to voluntary, charity and community groups but you may wish to consider the following:

Do they offer free banking? Or is there a charge for transactions including deposits and withdrawals.

Where is the nearest branch, is it convenient for the treasurer and other signatories to get into the branch when needed?

[www.volresource.org.uk/](http://www.volresource.org.uk/) has information for voluntary and community groups on the latest current account providers or alternatively undertake a wider search on the web.

## Budget

Ensure your budget includes the regular costs and income as well as items like;

- **Affiliation Fees:** affiliation to Surrey Youth Focus and Surrey Clubs for Young People.
- **Caretaker:** payment for cleaning and materials
- **Utilities:** gas, water, electricity, telephone, and oil.
- **Prizes:** provision of trophies, certificates for competitions or achievements.
- **Communication:** stationery, postage, printing.
- **Damage:** cost of repair.
- **Licences:** renewal of television, road fund licence, minibuss licences.
- **Expenses:** staff training, out of pocket expenses.

Trips and outings should pay for themselves. Charge a realistic amount for attendees.

It is important to continue to monitor the operation of the project in order to sustain its long-term sustainability. Are the costs of opening and running the group being met by the users? Are they paying an economical rate?

## Insurance

All Youth Groups must have adequate insurance cover. Insurance is available via affiliation to organisations such as Surrey Clubs for Young People and other umbrella bodies like the Diocese of Guildford.

As a minimum youth groups should have Public Liability Insurance.

## Public Liability

Public liability insurance covers your legal liability to pay damages to members of the public for death, bodily injury or damage to their property that occurs as a result of your club/project activities. It also covers legal fees, costs and expenses such as representation at any coroner's inquest, fatal accident inquiry or other court hearing because of an accident.

When deciding on how much cover to buy, carefully consider the maximum claim that could be made against you. Awards for injury can exceed £1 million. The limit of indemnity will apply to claims arising from a single incident.

Check that the premises you are using have public liability insurance. The club's insurance should cover the young people and the volunteers, and the activities that are included on your programme.

## Employers' Liability

By law, all employers with paid employees and/or volunteers must insure against their legal liability for injury, disease or death sustained by them and arising from their work.

## Contents Policy

A contents policy is a policy covering the equipment/contents of a youth club or project against a number of different risks.

## Accounts

Start on the right track with your accounts and record everything in detail. At the end of the year you will need to produce accounts.

The degree of legal scrutiny of accounts is governed by their size (for example, financial years ending on or after the 1 April 2009 with a gross income of £25,000 or less are not required to have any external scrutiny).

If you are receiving Gift Aid, it is important that your entitlement is evidenced within your records. The account records should illustrate an audit trail linking the donations to an identifiable donor who has made a valid declaration.

## Identify the different aspects of money management

It is useful to make a list of all of the areas within your organisation that may involve the management of money. Here are some examples:

- coffee/tuck shop
- members subscriptions/session fees
- trips or organised outings
- sales of kit (e.g. youth club t-shirts)
- grant aid
- fund raising activities

## Produce any necessary accounting paperwork

Anybody within your organisation who is going to be involved in finances should be provided with the appropriate paperwork to record the financial transactions undertaken. For example, nightly takings at the tuck shop and members subscriptions/entry fees. This paperwork is to safeguard both the organisation and the individual, and to ensure that all the appropriate records are maintained.

## Produce financial procedures

Financial procedures may sound complex but in fact do not need to be. A simple page of A4 should be sufficient to provide the information required by anybody involved in the management of finances. It needs to provide the following information:

- Who is the treasurer
- Who are the bank signatories
- Who is responsible for the different aspects of money management
- Details of any forms which should be completed
- Details regarding safe storage of cash and cheques

There is a selection of financial forms at the end of this section which you can use in order to keep adequate financial records for your youth project.

## Fundraising

Here are a few ideas for fund-raising:

- An auction: sale
- Discos / dances
- Door to door collections

- Barbecues
- Car boot / table top sales
- Raffles / draws / lotteries
- Rent a market stall
- Sponsored events
- Race nights
- Charity sports matches

However before starting any fund-raising activity, remember that effective planning will assist you to achieve the best results.

Consider the following:

- Is the event interesting & fun?
- Can you involve a local celebrity?
- Try not to be over ambitious
- Allow plenty of time to plan and prepare in advance
- Decide who is responsible for the event
- Consider the best methods of publicity
- Obtain a licence (if necessary)
- Consider if there are any insurance, health and safety or legal aspects involved
- Fund-raising is SELLING, not begging
- People like to be asked. You are asking as the provider of a valued service and not for yourself.
- Fund-raising is everyone's responsibility within the club. It needs to be a significant part of your overall strategic plan for the club.
- Maintain current records of active and prospective 'customers'.
- Don't forget past donors. Continue to earn their friendship and confidence.
- The donors' needs have to be met as well as yours.
- Fund-raising is more successful on a face-to-face basis. Brochures, folders and pamphlets can be useful, but do not rely on them.

### Summary

Fundraising and money management will be a vital part of sustaining and developing your organisation. Ensure you always keep it high on your agenda and are continuously looking forward and planning your future fund raising strategies. Fundraising takes time, patience and hard work; don't leave it too late.

Gift Aid is available on all donations from tax paying adults. Check out the website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk) and do a search for gift aid.

## SAMPLE: FINANCIAL FORMS

### Sample 1: Members Attendance Form

Date:	
Name of Member	Amount Paid
Total Taken:	
Completed by:	



### Sample 2: Statement of Expenses incurred on Trip

Organisation Name					
Date of Outing					
Destination/Name of Outing					
Youth Worker in Charge					
Income	£	p	Expenses	£	p
From Members			Activity Expenses		
Other Income			Transport		
			Journey Insurance		
Total Income			Any Other Expenses		
Youth Club Contribution					
Total			Total		

### Sample 3: Snack Bar Account Sheet

Date of Session	
Float at start of session	£
Total at end of session	£
Amount taken (Total-Float)	£
Completed by	
Checked by	Signed
Cash Breakdown	£
Notes	£
Coins	£

## Sample 4: Cash Book

Date	Details	Tuck Shop in	Subs	Grants	Misc	Tuck Shop Events	Cash at Bank	Total Cash
23/05/2008	Surrey County Council			1,000.00				1,000.00
04/06/2008	SUBS		3.00					3.00
04/06/2008	Outdoor Activities					(20.00)		(20.00)
11/06/2008	SUBS		5.00					5.00
18/06/2008	SUBS		7.00					7.00
25/06/2008	SUBS		5.00					5.00
25/06/2008	Drinks	3.50				(3.50)		0.00
09/07/2008	SUBS		2.50					2.50
09/07/2008	Milk	0.45				(0.45)		0.00
09/07/2008	S Patrovax							(480.00)
16/07/2008	SUBS		2.00					2.00
23/07/2008	BBQ	30.00				(30.00)		0.00
23/07/2008	SUBS		2.50					2.50
31/07/2008	Tuck Shop	96.33						96.33
31/07/2008	Fund Raising			26.50				26.50
09/08/2008	Milk/Stamps/Envelopes	6.76			(6.31)	(0.45)		0.00
08/08/2008	Hazelbank Stores					(143.13)		(143.13)
12/08/2008	S Patrova							(180.00)
		<b>137.04</b>	<b>27.00</b>	<b>1,026.50</b>	<b>(6.31)</b>	<b>(147.53)</b>	<b>(50.00)</b>	<b>1,001.52</b>
								<b>326.70</b>
								floats
								60.00

Example kindly submitted by Ewhurst Youth Club

## Sample 5: Annual Set Of Accounts

		<u>Youth Club</u>			
		<u>Statement of Income and Expenditure for year ending 31 August 2008</u>			
		<u>2008</u>		<u>2007</u>	
		<u>Income</u>		<u>Income</u>	
		£	£	£	£
Subscriptions			0.00		0.00
Tuck Shop	Income		0.00		0.00
	Expenditure	(0.00)	(0.00)	(0.00)	(0.00)
Grants	Parish Council				0.00
	Surrey County Council		0.00		
	Charity		0.00		0.00
Misc Income					
	Cash from old Y/C				0.00
	Local Carnival		0.00		
	Local News Agents		0.00		
Bank Interest	Current				
			0.00		0.00
		<u>Expenditure</u>		<u>Expenditure</u>	
		£	£	£	£
Craft			(0.00)		(0.00)
Social Events			(0.00)		(0.00)
Misc			(0.00)		(0.00)
Wages			(0.00)		(0.00)
			(0.00)		(0.00)
Surplus/(Deficit) for year			(0.00)		(0.00)

		<u>Youth Club</u>	
		<u>Statement of funds at 31 August 2008</u>	
Current Assets			
	Bank Current Account		0.00
	Floats		0.00
			<u>0.00</u>
Funds			<u>0.00</u>

Example

Example kindly submitted by Ewhurst Youth Club

# HOW TO PUBLICISE YOUR PROJECT

## Getting started - Open Event

The opening event should be a kind of 'open night' to show potential members exactly what is possible. Advance publicity is a must and if you have been working with a group of young people beforehand they will be able to spread the news by 'word of mouth'. Do ensure that you record all names, addresses and other contact details of the young people attending as well as any adults as they are potential volunteers.

It will be an ideal opportunity to discuss with young people the club programme, what equipment might be needed, new activities which are of interest and how the club can be more interesting and appropriate to them. Make it a fun evening with 'youth friendly' ways of capturing ideas like a 'post-it' graffiti board. Don't forget to also provide the essential snacks and drinks.

Following the opening night everyone will be aware of where the club meets, what nights, what times and who the youth workers are. The first month's programme should be advertised as widely as possible so that everyone knows what is available and when.

## Public Image

The success of a club will often be measured on its public image:

- How do local young people and the community view your club?
- Does your public image need enhancing?
- Does your local community approve of your leadership?
- What specific activities have you completed over the last few months to promote your image?
- Has a picture or report of a group activity appeared in the local press recently?

Create a Public Relations Plan and always make sure that:

- The club name and logo are included.
- Dates and times are clear.
- You include your name, contact address, email and phone number. Especially when contacting the media.

Ideas to consider include:

### Producing a club fact sheet: a one page handout for local circulation, detailing:

- Name, address, postcode, telephone number.
- Name of leader, workers and management committee.
- Opening times.
- Aims and objectives of the club.
- Activity programme.
- Reference to outstanding achievements.
- Any other specific information.

**Publishing a regular newsletter:** to inform members and the local community of your activities. This could be an interesting project for members to undertake.

**Using your parish and community newsletters:** your voice in the local community. Make a regular contribution.

**Using notice boards:** ensure that there is a club notice board in the club building. This is particularly important in a shared facility; for example, the village hall.

**Making a club sign:** a well-kept sign above the club makes your presence known.

**Having an exhibition or display:** consider a stall at local events to promote your club image perhaps to recruit volunteer and members. Take photographs for club records and for future use in displays.

**Having open days:** open up your club to the community, perhaps using your AGM or a special event that might involve the mayor or important local people.

**Publishing an annual report:** make it available to sponsors, local press, supporters and local organisations.

## The Media:

**Local newspapers:** supply them with reports and photographs of club events. Invite them to attend an event and bring their photographer. For example, your AGM and other presentations. Writing a good press release will attract their attention, a sample Press Release can be found at the end of this section.

**Local radio:** make contacts with your local stations. They will often have a weekly slot for communities where they will advertise your club activities free of charge. You might also be asked to make a relevant comment on matters affecting young people and give a positive image of your club.

## SAMPLE: PRESS RELEASE

For Immediate Release

(Date) .....

Contact.....

.....

.....

### New Youth Project Opens in Sunnyville

Sunnyville village hall saw on 15<sup>th</sup> March 2008 over 30 young people crowd through its doors for the launch of the new Sunnyville Youth Project 'The Sunny Pod'.

The launch attended by the Mayor of Sunnyville, Bernard Thompson, local county councillor, Ingrid Collins, High Sheriff of Sunnyville, Mark Fowler and local parish councillors was a huge success. The event revealed the project's equipment and facilities which the young people had the opportunity to use, including an internet café with WI-FI, pool tables, dance mat and Xbox, football and table tennis tables and much more.

Young people attending were able to access free pizza and drinks and the opportunity to enter a prize draw competition for an Ipod Nano for the best logo design for the project.

The project was developed as a joint initiative by the parish council, a group of local parents and Sunnyville police force who formed a working group in response to concerns that young people had very little to do in the village.

Local parent Joan Collins, member of 'The Sunny Pod' working group said, "The Sunny Pod is a great opportunity for the young people of our village to have a safe place to meet and socialise with other friends and have fun! We were concerned that our young people weren't necessarily having the opportunities as other young people to meet and develop to their full potential. The Sunny Pod is offering them the opportunity to access activities that will help them to develop, make choices about their lifestyles and access other services that can support them".

The Sunny Pod will be providing leisure and recreational opportunities for young people as well as access to further information, advice and support delivered in conjunction with Sunnyville Connexions and its Connexions Personal Adviser. Sunnyville Connexions will be able to advise the young people upon career choices, sexual health, drugs and alcohol and money and support young people at risk of exclusion through providing them with accredited learning and development programmes developed in partnership with The Sunny Pod Youth Worker.

The Sunny Pod will be open every afternoon Monday to Friday between 4pm and 6pm for advice and guidance and Tuesday's and Thursday's 7pm to 9pm for The Sunny Pod project chill out sessions.

For Further information, please contact The Sunny Pod Working Group,

(Contact).....

(Address).....

(Telephone).....

(Email).....

# HOW TO RUN YOUR ANNUAL GENERAL MEETING (AGM)

At the end of your first year you may want to hold an AGM. This does not have to be a stuffy un-cool business meeting. You can make it as interesting and active as you want with invited guests, parents, friends and local people you want to impress.

## Pre-meeting briefings and roles

Your AGM is a major public relations opportunity. It requires careful planning.

You should ensure that each individual is aware of their responsibilities in relation to the AGM and fully prepared to implement them.

For example, has the treasurer ensured that the annual accounts have been verified and that copies are available for distribution at the meeting? Has the chairperson ensured that an annual report is available at the meeting?

Ensure that guest speakers/celebrities are briefed and hosted properly. For example, a club member should be assigned to greet them and introduce them to club members and the meeting.

## Top Tips to ensure that your AGM runs smoothly

- Agree date, time and location. Ensure that there is appropriate seating and that the heating is adequate. Who is the key-holder for the building? Make sure that they are aware of your requirements.
- Circulate a notice of the meeting to members within the time scale specified in the club constitution. Include an agenda, minutes of the last AGM and any other relevant papers; for example, the annual report. Remember to include the date, time and place!
- Draw up a list of guests and send out invitations to the mayor/important people, president and vice-presidents, local councillors, sponsors, local youth service representatives. Reserve seats for special guests.
- Consider inviting a guest speaker or local celebrity, ideally a former member. You might also want to ask your guest to make the presentations of any prize giving. Always brief your speaker beforehand.
- Involve club members to make a presentation to show in a young persons' way just what the club means to them, what they have done and to shout about success.
- Ask members to invite friends and parents.
- Invite the local press or send them a report and any photos.
- Use members to welcome all guests on arrival and to show people to their seats. Consider offering tours of the club building.
- Have spare copies of the agenda and other papers available.
- If possible, make refreshments available at the end.
- Start on time.

# SAMPLE: AGM AGENDA

## ANNUAL GENERAL MEETING

of (your Club name)  
on (date / time)  
at (location)

## AGENDA

1. Welcome
2. Apologies
3. Minutes of the last Annual General Meeting
4. Matters Arising
5. Chairperson's Report
6. Treasurer's Report
7. Leader's Report
8. Other Reports from Officers, for example, Chairperson of Members' Committee)
9. Election of President
10. Election of Vice-President(s)
11. Election of Officers (Chairperson, Treasurer, Secretary)

12. Election of Management Committee
13. Appointment of Auditors and/or legal representatives
14. Any Other Business (as previously notified in accordance with the constitution of the club)
15. Date of Next Meeting

## INVOLVING YOUNG PEOPLE

### Young People have something to Say!

As a provider of activities and services to young people you may feel that the needs of the young people attending your project have been met. Particularly if the young people have never expressed dissatisfaction towards any of the activities or services you have provided.

However it is important to ensure that your adult team listen, support and involve young people in developing their ideas. Ask yourself whether the idea's being put forward are coming from adults? Are young people hard to involve? Or are the young people hard to talk to?

The rights of young people to be heard are recognised internationally through article 12 UN Convention on the Rights of the Child. This states that 'Children have the right to say what they think should happen, when adults are making decisions that affect them and to have their opinions taken into account.' Article 13 reinforces that children also have a right to obtain information and be notified upon processes and decisions affecting them (Unicef, 1989).

Within the UK the rights of young people to be involved in the decisions that affect them are reinforced through the 'Every Child Matters' Agenda and the Children's Act 2004 'Making a positive contribution'. If you would like more information, resources, news and networking on the involvement of young people in dialogue, decision making and influence across a wide range of settings please refer to [www.participationworks.org.uk](http://www.participationworks.org.uk)

A number of grant making trusts and funders to the voluntary sector will also expect to see evidence of young people's involvement in projects, whether this be through them making the application and/or managing the project with adults.

### Benefits of Involving young people

Reasons for and benefits of involving young people in your project include:

- **Empowering Young People:** Involving young people will produce tangible benefits evident in the individual changes in the young people themselves including improved confidence, skills, and knowledge. Young People can also attain some acknowledgement of their achievements and contribution through Vinvolved, Volunteering hours or other accreditation such as the Duke of Edinburgh Award.
- **Funding:** A number of funds could be accessible to your project including the Youth Opportunities Fund, Youth Capital Fund and the High Sheriff Youth Award if young people are involved in making the application and decisions relating to the funding.
- **Improved Community Relations:** Involving young people can improve relations with the wider community. Young people taking responsibility for and ownership of facilities and projects they use will help to break down possible negative perceptions. Successful projects may also lead to a greater level of understanding between young and old.
- **Improved Services:** Who better to ask than those who are using your services? Involving young people in decision making will inject new ideas, energy and enthusiasm into a project.

A project will only be rewarded by the benefits of involving young people if it is fully prepared to hear the answers to the questions you ask. Young people need to see evidence of you listening to them whether it is small changes that are taking place or through giving them regular feedback.

### Ideas for consulting young people

Finding young people and trying to talk to them at the initial stages can be very difficult. A questionnaire could be a good starting point as they capture a large sample, but it is usually only useful when involving young people in 'ticking the boxes' practices and does not provide the 'soft' data regarding young people's opinions, fears and other social factors.

If questionnaires are used careful consideration should be made as to how these will be distributed in order to ensure you speak with your target audience. For example a questionnaire in the local newsletter may not be as effective as a web based questionnaire.

In order to ensure you get accurate and detailed information from young people of all needs and abilities it is important you don't just use a questionnaire. Ask questions at different times, in a variety of settings and ensure that the methods used are accessible to all young people.



Here are a few ways you can communicate the questions you wish to ask:

**Comment Box / Comment Wall** using 'post-its'.

**Taster Sessions:** How do young people even know whether they would like activities like filming, sports, cooking or to have a youth club if they have never tried it?

**Photography / Filming:** Why not have a photo or film competition where young people can express their opinions and ideas on the issues that affect them?

**Facebook / myspace/ Bebo/ Twitter:** Young people's virtual communication centres are social utilities through which any type of community (friends, schools, geographical area) can be created, and can be a useful tool in which to find out young people's views and opinions. You will need a valid e-mail address in order to register and create your profile.

When using Facebook, myspace, Bebo & Twitter ensure that your profile is set to restricted viewing and privacy. This is essential in ensuring the safety of young people browsing online.

**Grumble Walks / Community Walkabouts:** An opportunity to walk around with the young people and key agencies to discuss issues they may have with current facilities.

**Text Messaging:** Set up a designated telephone number, which young people can text their views to.

**Video Diary:** Go Big Brother Style with comfy sofas and a video camera. Arrange time at your local community centre or hall for young people to talk.

**Graffiti Boards:** Creative and fun graffiti boards can be a good way for young people to express their opinions and feelings.

**Community Mapping:** involving young people from local schools or other groups in the design of a 2 Dimensional Street Plan Map of your area. Taking this out onto the streets you can then ask young people to place flags where they feel safe or unsafe, what facilities are located where, where they hang out or where they would like new facilities. You can even take this 'virtually' onto the internet and develop an online community mapping tool through the 'My Maps' section of Google.

**Carousel:** This technique splits young people into small groups and asks them to look at 10 – 12 ways of overcoming barriers that stop them participating in an activity. The barriers are then cut out and placed in a circle on the table. Each young person spends 1 minute at each barrier, writing down solutions to the barrier listed on the sheet, moving from one barrier to the next like a carousel.

**Scaling Walk:** This can be undertaken with a long piece of paper or individual sheets of paper with the numbers 0 – 10 written on them. Placing these in numerical order you then ask the young people a series of questions, asking each person to stand where they rate their answer, 0 being very bad and 10 being excellent. You could also simplify this to just agree / disagree and ask them to position themselves where they think their opinion / feelings fit.

**Games and Sports Activities:** Similar to the agree and disagree and scaling walk activity but using basketball hoops, goals or objects to indicate their opinions.

**Critical Path Analysis:** This is a way of involving young people in the planning process of a project. Split the group into 4 smaller groups, each having different coloured post it notes. Using plain wallpaper draw a timeline and assign each group a role according to the project (e.g. budget and resources, designers, decision-makers, publicity). Ask each group to think about aspects of their role and when they would do it by and ensure they write these on the post it notes. Allow 10 minutes then ask the group to place their post it's on the time line where they expect to have completed that part of the process.

## How to reach young people

Asking young people to come along to fill in a questionnaire is not an attractive proposition and will see very few young people walking through the door. Young people like adults have limited time and like to know how they can benefit from attending. It is important you make the opportunity to have their say as attractive as possible.

Here are some ideas to get you started:

**Attach yourself to a Youth Activity already happening:** If you are questioning young people about a new music facility can you attach yourself to a youth music festival or other established music activities already taking place? Could you attach yourself to a local community event (village fete) catering for all ages?

**Pizza Night:** Free food and refreshments are essential when attracting young people in and it doesn't necessarily have to be provided in addition to other activities. Some groups have advertised a Free Pizza Night as an incentive to get young people through the doors.

**Hold an Event:** Music is a popular social activity for young people. A number of young people will have their own bands and may jump at the opportunity to showcase their work. Battle of the Bands nights are contests where young people compete for the title of 'best band' and other prizes. In addition to drawing in young people who are musicians, a battle of the bands night attracts in other young people who come to watch and socialise.

**Arrange an activity:** Spending a day high roping, abseiling, kayaking or quad biking are fun engaging activities that many young people would jump at. Surrey Youth Focus produce a 'Surrey Resources Directory' that lists 'things to do' and 'places to go' across Surrey including activity and water sports centres.

**Speak to the local youth council or forum:** Nearly every school, borough or district council have a youth council or youth forum who you could visit and talk to. See useful contacts for details of your local borough / district youth council.

**Meet young people where they are:** It isn't always practical to expect young people to come to you. In which case go and meet the young people where they are (park, café or streets). However there are guidelines for street consultations and you must keep your self safe. Contacting your local Neighbourhood Police team for help is a great starting point as they often have an existing relationship with the local Young People.

### Ensuring the continuing participation of young people

Involving young people is the first stage. But it is essential that this engagement continues and is not tokenistic. In the long run involving young people once the project is launched will reap greater benefits for you and the young people using your facilities.

Below are some suggestions which may help.

**Supporting activities and work:** Young people could be involved with the development of a specific piece of work for your organisation. This could include delivering a regular programme of activities for the group, developing fundraising and community events or designing a new online service.

**Involve young people in your management meetings:** Don't just place them in your meetings and expect them to contribute. Here are some ideas to prepare young people for the meeting and ensure they remain interested.

- Place items that involve young people at the top of the agenda. Young People may not necessarily need to be present for the whole meeting.
- Explain the process of decision making (consensus, voting and negotiation), their roles and the power they will have in the process.
- Make sure the young people who attend are the right young people. Do they have the right skills, knowledge, experience, motivation and interests? Do they want to be involved? Young people have a right to choose not to be involved.
- Involve different young people for different agendas.
- Provide adult 'youth champions' to support the young people during the meeting
- Don't use jargon without explaining it to the young people.
- Expect seasonal fluctuations in attendance (school holidays, exam periods)
- Choose appropriate settings that are not intimidating and appropriate times when young people can attend.
- Support accessibility to meetings by providing transport when needed. (Taxi Service, Mini Bus)
- Most importantly, be patient.

**Shadow Committee:** A shadow committee is a parallel structure to the adult management committee and meet separately to the adult committee on a regular basis to discuss policies, services, activities and any other business relating to the project. Shadow committees may need to be supported through a 'Youth Champion' who will report back to the main adult committee on the decisions made. The borough and county youth councils operated across Surrey are a good example of a shadow committee. Their structures reflect the adult executive council member committees.

YOMO (<http://www.yomo.co.uk/>) provide training resources and volunteer opportunities on youth participation and citizenship. The 'YOMO DISCUSSION guide' is a free resource downloadable from their website and provides guidance upon running youth led meetings. This factsheet details a concentric ring tool that can be used to support young people with the structuring of their meetings, assist them to make decisions and assign each others individual actions. It also highlights a technique that ensures everyone has a say called the 'talking stick'.

**Advisory Group or sub-committee:** Very similar to a shadow committee however the lifespan of the advisory group is limited to that of the project and the roles of the young people are very much to inform the planning and delivery of a particular service.

**Publicity and Marketing:** 'Virtual' participation. The great thing about being involved in publicity and marketing is that young people can undertake this at 'home' and this can be flexible to their commitments. Young people are whizzes at IT and can be involved in supporting the development of publicity and marketing material for your group and any events you run (newsletters, flyers, leaflets).

Why not involve them in the regular management of your website. Depending on how your website has been developed this can often be managed remotely via the internet and password control panels or through providing the young people with the relevant software on their own machines. Adequate supervision of the content they enter on the site will be required. Some systems attached to websites can work so that when any changes entered by the young people take place, verification by an adult is then required before they are finally made 'live'.

**Celebration and showcase awards events:** Celebrating the contribution that young people have provided to your organisation and to the decision making process is another way of involving young people. These events value the contributions the young people have made and mean that the young people are more likely to continue wanting to participate. Why not go black tie Oscar style when you arrange an awards ceremony? Perhaps a committee of young people could even present the awards to their peers.

**Involving young people in the recruitment of staff / volunteers:** If you are recruiting staff / volunteers to work with the young people, who better to help you decide if they are suitable than the young people they will be working with?

Involving young people by them sitting in on the interview one possible way, however this may not always be appropriate. Timings and location will determine if this is possible.

Here are a number of other ways you can involve young people in the recruitment process:

- Person specification: Support the young people to contribute ideas towards the post. What qualities do they think the person working with them should hold?
- Job Advertisement: Support the young people to develop the job advertisement.
- What questions would young people like to ask or to be asked on their behalf?
- What practical requirements of the interview process would young people like to take place? For example, it may be the young people would like the applicant to undertake running a particular activity on a project night from which they can then feed back their views and concerns of the applicant.
- Could young people, alongside an adult support a tour around your facility?
- Film the interview process and ask young people to report back their comments.

If you do decide to involve young people in the interview process then you must ensure you provide the following:

- Young People are prepared for the interview and provided with adequate training. This can include basic interview skills around the appropriate questions they should ask, what they need to listen for in the applicants replies, taking notes confidentiality and equality. Role plays are a good way to undertake this training (see Useful Source of Information).
- Provide the young people with practical examples that will help them understand the role of the worker and your organisation.
- Ensure the interviews are timely to the commitments of the young people.
- The young people involved must be aware of the decision making process.
- Always feed back to the young people and award them for their contribution!

Remember to always notify interviewees that young people will be participating in the interview panel and how they will be participating in the process.

Surrey Community Action has a downloadable fact sheet involving young people in interviews, developed for the Surrey Children's Fund as part of the 'hearRvoice' (2006) publication at [http://www.surreyca.org.uk/pdfs/cf\\_involvingchildren.pdf](http://www.surreyca.org.uk/pdfs/cf_involvingchildren.pdf).

Participation Works (<http://www.participationworks.org.uk/>) also have an excellent free resource to download 'How to involve children and young people in recruitment and selection'. This provides a number of techniques that can be used to train young people for the interview process.

See Useful Sources of Information for further links and resources

## Legal and ethical guidelines

The following guidelines (with information from the Market Research Society) are intended for those seeking to initiate 'new' contact with young people or for organisations which as yet do not support organised activities and are approaching young people who are not known to them in order to establish if there is a need for a facility or service. Established youth projects will already hold the responsibility of 'loco parentis' for the young people they support.

For young people under 16 years consent should be obtained from the parent or guardian or organisation who is in loco parentis of young person before any research can be conducted. This applies to the following circumstances where research is undertaken:

- In home /at home (face to face / telephone interviews).
- Group discussions.
- Postal Questionnaires Internet Questionnaires.
- Email.
- Where interviewer and child are alone together.

If approaching young people on the street consent should be obtained for young people under the age of 14 years.

Note that permission sought from parent/guardian or organisation that is in loco parentis, is permission sought to approach the young person. Young people have the right to choose to NOT take part even once adult permission has been sought, and their permission should also be asked for. The young people participating must also be made aware that they have the right to also opt out of answering any questions they are not happy to answer.

Consent should ideally be provided in writing. In cases where consent is given verbally in telephone interviews written confirmation must be sent to the parent/guardian or loco parentis organisation confirming the following:

- Name and contact details of organisation and person undertaking the research.
- General subject of the research.
- Purpose of research.
- Likely length of research.
- If the young person discloses their personal data (contact details etc) how their data will be processed (i.e. whether for prize draw, if they would wish to be contacted in future for joining a youth forum?).
- How the results will be used and presented?
- When and where the research results will be available for viewing.

**Subject Matter of the Research:** All precautions must be taken to ensure the subject matter of the research is not sensitive and it should be suitable for the young person's level of understanding and knowledge. The welfare and safety of the young person participating must be safeguarded.

The Market Research Society (MRS) recommends that the following areas are avoided when speaking to young people:

- Issues that could upset or worry the young person (relationships with other young people).
- Issues that risk creating tension between the young person and their parents.
- Sensitive issues relating to family situations (parental relationships, income, use alcohol and drugs in household, family illness).
- Racial, religious or similar socially or politically sensitive matters - Any thing concerning sexual activities.
- Those relating to illegal or otherwise socially unacceptable activities.

#### Other factors to consider:

- **Filming:** If you are filming the young person for research purposes it must be explained to them how this data will be used and presented. If the film will be available for public viewing other than by yourselves you will need to ensure that their images are obscured to protect their identity. If the film will be used for public viewing you will need to also ensure editing is undertaken to remove any means whereby the young person may be identified by others. (Spoken circumstances etc).
- **Internet Research:** For internet research where you cannot control viewing the MRS recommend that if the research is intended to be targeted at young people under 16 years a verification system will be required to ensure parental permission has been sought by the young person before they participate.
- **Postal Research:** When it is known or reasonably known that the majority of participants in a postal questionnaire are under 16 years, then these must be addressed to the parent or organisation in loco parentis of the young person. Postal questionnaires must carry a note explaining that consent is required in order to participate. Space must also be allocated upon the questionnaire for adults to sign they have given consent.

#### Involving young people with special needs and disabilities.

Young people with special needs and disabilities are entitled to the same rights as any other young person and should have a say in the services they are using or may wish to use in the foreseeable future.

Careful consideration needs to be taken prior to speaking to and involving young people with special need and disabilities in order for them to fully participate in the process.

## Communication

How you communicate will determine if you are able to involve young people with special needs or a disability successfully in the process. You may need to use a variety of methods.

Investigate how the young people communicate? Do they communicate by:

- Speech?
- Sign?
- Communication aids and books?

Whether you are speaking to the young person about a new or existing service or involving the young person in your meetings ensure that all literature is appropriate for the audience: You may need to consider the following:

- Easy and in short sentences.
- Use words with one meaning (e.g. cars, buses not transport).
- Do not use jargon or hard words.
- Do not give too much information at once.
- Speak clearly and in a relaxed manner.
- Do not use abbreviations.
- Used closed questions and list important items.

Also ensure you provide the required equipment and support so that young people can participate. For example, if the young person has a hearing impairment hire in a sign language interpreter.

## Make Time

Tell the young people about the subject of a meeting or let them know the questions which will be asked in advance. This will enable them to prepare informative questions and answers. Also consider whether you will need to plan in additional time.

## Consider the venue

Is the venue accessible to wheel chair users? It is also important to consider the layout of any rooms you may be using. For young people with a hearing impairment it will be important you structure the layout of the room so that everyone can sit in a circle. This way they can easily assess the facial expressions and lip movements of everyone. A circle can also be less intimidating!

## Fun, energetic and colourful

Consider using drama, role-plays or pictures. Make it interesting and fun. Pictures are also very helpful for explaining ideas.

Change Picture Bank has developed picture resources that can be used to support people with a disability or visual impairment. A CD-ROM cataloguing these pictures can be purchased. If you require specific pictures not listed to represent something, they are also able to develop these for you. See [www.changepeople.co.uk](http://www.changepeople.co.uk) or look in Useful Sources of Information..

## Icebreakers

Whether you are supporting a meeting involving young people for the first time or bringing together a group of young people unknown to each other to discuss a range of issues, icebreakers are a useful tool.

Icebreakers can be used to slowly introduce young people to new ideas without intimidating them. They can provide an opportunity for young people who have had no previous contact, to talk and get to know each other and other adults before they begin working together.

The internet provides a wealth of online sites supporting icebreaker activities to use with young people. In any popular search engine just type 'icebreakers young people'. Also visit <http://www.surreyyouthfocus.org.uk/resources> for a free downloadable document called 'The Youth Worker Selection of Games and Activities.'

## Summary

Involving young people in your project whether it is management committee meetings or other activities does require a considerable amount of support, patience, and time.



Young people do have concerns and opinions that they would like to be heard, however lack of confidence, support and prior training before meetings can mean that when young people are involved they contribute very little or appear not to be taking part.

This section has hopefully given you some points to consider. Also see Useful Contacts for further details of resources and training courses available upon engaging and involving young people. These include the Community Matters 'Engaging Young People in Your Community Organisation' toolkit, Participation Works resources and courses and the National Youth Agency Hearbyright scheme.

## ORGANISING A PROGRAMME OF ACTIVITIES

Once you have established your club, you will need to focus on day to-day issues. Maintaining interest through your programme and activities with new ideas is vital for your members and volunteers.

Your programme will probably be the largest single influence on attracting and keeping young people in your club.

The aims of your programme are important. Using activities that are creative, sporting, recreational or issued-based will increase the skill and confidence of your members and will provide new experiences as well as fun and enjoyment through participation and involvement at many levels.

All activities planned and provided with this in mind can further the personal and social education of your members. You may be surprised at the enjoyment young people can get from simple, traditional games and activities. The latest 'electronic gadgetry' is not an essential part of club life and equipment. There will be many who have such equipment as standard at home.

Groups like Surrey Clubs for Young People have programme and activity resources and Surrey Youth Development Service has a pool of equipment available for hire.

Issues like Drugs and Sexual Health could be addressed in your club programme. Surrey Youth Development Service, Surrey Connexions and In-volve: Surrey Young People's Service can help on these issues (see Useful Sources of Information).

### Planning

Organising and planning a club programme in a way that makes it exciting, varied and interesting for young people takes time and various things need to be considered:

- The needs of the young people: what do your young people want to do?
- What are their ideas and interests?
- The need for volunteers: they enable an effective programme of activities.
- Resources: time, money, equipment, materials and other resources.
- How will you plan the programme?
- Who do you need to involve?
- The need to ensure equal opportunity to all members: the right balance of different age groups genders, people with disabilities and racial/cultural groups.
- Range and balance: is there a balance between outdoor and indoor, art and sports, issue and discussions, competitive and non-competitive, space for fun and space for tranquillity?
- Is it fun?
- Will your programme be strong enough to make young people keep coming and be involved?

### Timing

To organise a programme you need to consider the timings in advance:

- Time of year: for example, lighter/darker evenings
- Special club events: for example Christmas Disco
- Special religious and cultural occasions: for example Ramadan, Valentine's Day, Easter, Yom Kippur, Harvest Festival.
- National fundraising events: for example Comic Relief or Jeans for Gene's day.
- School Holiday dates
- When will the club close for a break
- Local community events: you may wish your club to be involved in appropriate events

Using these suggestions you should be able to develop a short term, more detailed programme to cover a set period, for example, of two months.

## Checklist

As an aid when you are creating your programme, consider the following checklist:

- Inter-Club and other places: do you organise external visits to other clubs or trips to other facilities. For example, bowling or ice-skating?
- Skills: do you have the appropriate skills available yourself, or by using volunteers/senior members to achieve your objectives?
- Consent Forms: off-site activities, trips and expeditions will need parental consent. A sample form can be found at the end of this section.
- Risk Assessments for on and offsite activities.

## Ideas for themes, activities and guests

### The World of Work

Being at work  
Looking for work  
Training schemes  
Types of work  
Unemployment  
Voluntary work

### The World around Us

Animal rights  
Local action  
World issues; poverty  
Environment  
Holidays  
World disasters  
Global Warming  
Globally themed Food Nights

### Family and relationships

Childcare  
Family and personal  
Finding support  
Love and sex

### Me and My Health

Diet  
Drugs  
Health matters  
Health services  
Men's and women's health  
Mental health and relaxation

### Housing

Household bills  
Leaving home  
Tenants' rights  
Types of housing  
Young and homeless

### Justice and equality

Crime cultures  
Dealing with discrimination  
Legal rights  
Politics  
Religion

### Money Matters

Benefits  
Managing money  
Shoppers rights  
Tax

### Sport, leisure and travel

Holidays in UK  
International travel and work  
Leisure  
Music and the arts  
Sport

### Transport

Local  
Within UK  
Abroad

### Music and Pop Culture

Dance  
My own Top 10  
Grannies favourites

### Making Do

Crafts  
Repairs  
Making Things  
Art

## Residential and Outdoor Experiences

Residential experiences offer a chance for in-depth work with young people. This may be by using a weekend or longer together to explore particular issues or to spend sometime together as a group to engage in a range of activities not normally available to them in the usual club setting.

Residential experiences offer the opportunity to really spend some 'quality' time with the young people you are working with. It enables you to build stronger working relationships and explore the individual's needs in greater detail through a prolonged experience together. Many say that more can be achieved with young people in one short residential experience than six months of youth club sessions.



Outdoor and residential experiences may well be the only opportunity for many young people to experience the world outside their usual community and an opportunity to broaden their horizons. For example, urban young people could visit the countryside and experience that different environment and rural young people visit a major city. Many young people's first experience of the 'seaside' or mountainous country is through a youth club experience.

Through the activities offered at Outdoor and Residential Centres young people can experience a range of exciting opportunities under the careful skilled guidance of qualified instructors. As well as acquiring physical skills, young people develop self esteem, confidence and learn to be a good team member. Activities can challenge and stretch individuals both physically and mentally.

There are a number of Outdoor Centres in Surrey available to youth groups operated by both voluntary organisations and local authorities.

The Surrey Resource Directory has details of these and can be obtained from Surrey Youth Focus or Surrey County Council YDS.

## International Exchanges

International Exchanges give young people the opportunity to experience another culture. Young People can make new friends, build on self confidence, self-esteem and have fun. They can develop new skills, gain knowledge and change attitudes. Most importantly exchanges can broaden young people's understanding of the wider world in which they live, help to break down barriers and challenge racist, xenophobic or negative nationalistic tendencies.

Young people can get involved in the planning and organisation, working together as a team building on relationships with both their peers and adults that work with them.

## Awards Schemes – Accrediting and recording young peoples achievements

There are some excellent awards schemes available for young people to help them achieve accredited results and recognition, as well as huge personal satisfaction.

- Duke of Edinburgh Award
- Surrey Clubs for Young People
- Youth Achievement awards
- Vinspired
- Open College Network

For more information contact the Surrey Youth Development Service (See Useful Sources of Information).

# SAFEGUARDING: A GOOD PRACTICE GUIDE

In 2003 the government published a green paper called Every Child Matters. The programme places better outcomes for children at the centre of all policies and approaches involving children's services. These outcomes are:

- Be Healthy
- Stay Safe
- Enjoy & Achieve
- Make a positive contribution
- Achieve economic well-being.

This section is not a detailed description of safeguarding procedures but is designed to highlight key things you need to consider in order to ensure the young people who use you service and the adult workers stay safe.

Part of this process is setting boundaries for the young people who attend your youth club. If you clearly define what is expected from the young people as they enter your project it should help to deter conflict and reduce the possibility of difficult situations from occurring.

## Membership

Decide on how you want to organise membership - free or annual subscription, entry charge on the night or a combination. Make sure all young people have completed their membership form, so that you have their details for your records and in case of emergencies.

It may be worth getting consent for the use and publication of photographs and filming taken during club activities at the time of joining. Members under 16 need parental consent.

Sample membership and photographic consent forms can be found at the end of this section.

## Young persons code of conduct

Introduce a code of conduct (in consultation with the young members representatives/committee) outlining (un)acceptable behaviour and the consequences of ignoring the code.

Post the code around the club in visible locations. Ensure that all members and staff are aware of the code and that it is enforced.

A sample process follows:

### Respect People

- No verbal abuse
- No aggressive behaviour
- No fighting
- No threatening
- No bullying
- No offensive language

### Respect Property

- Youth Club Equipment
- The Building
- The Surroundings including cars.
- No Litter

### Rules of The Building

- No Smoking
- No Alcohol
- No Drugs

### OR ELSE

**Yellow Card** – Warning and discussion with youth worker 3 yellow cards = Red Card

**Red Card** – Official Procedure: Letter to parent or guardian, letter to police, letter to school, BANNED from youth club until further notice

**Extreme Behaviour** = Red Card Immediately

## Staff/Volunteer Code of Conduct

It is a good idea to provide staff/volunteers with clear guidelines with regard to their behaviour when in the presence of young people within your club. Whilst many of the comments and statements which follow may seem like common sense you cannot assume that all adults will be aware of these points.

The National Council for Voluntary Youth Services (NCVYS) publication 'Keeping it Safe' (2007) includes a section on Codes of Conduct that provides a good guide for all voluntary organisations to follow. The following information has been extracted from that document :

- A statement that outlines how children and young people and paid staff and volunteers should relate to each other. This should take account of the organisations commitment to safeguarding children and young people, i.e. in relation to bullying, discrimination, violence, aggression, abusive behaviour and language.
- What the procedures and guidelines are concerning e.g. whether children and young people are free to leave the club, activity or organisation when they wish.
- Whether children and young people should be picked up by parents or carers at the end of a session or are free to leave on their own.
- A statement in relation to appropriate staffing ratios for the activities your organisation participates in (see below ).
- A statement on your organisations policy regarding smoking.
- The involvement of parents or carers.
- Details of what will happen (i.e. consequences) in the event that a child or young person has behaved inappropriately in accordance to the code of conduct.
- A statement and details in relation to cases when restraint is allowed to be enforced (see recommendations below)

- A statement in relation to the appropriate staffing levels for the opening and closing of the club and the transporting of young people.
- A statement and procedures in relation to activities and residentials' undertaken outside the normal project buildings. (see recommendations below)
- Details of the complaints procedure.

The code of conduct will help your club to manage the way in which adults interact with young people and provide clear information on acceptable and unacceptable behaviour.

## Confidentiality

No service for young people (or an individual) can ever guarantee a young person absolute confidentiality.

A youth worker must pass on information to the appropriate professional when a young person or a third person is a risk of suffering significant harm.

A sample confidentiality policy can be found at the end of this section.

## Recruitment

It is important that any recruitment of paid staff or volunteers is carried out according to a written procedure. This procedure would normally include the following:

- Completion of an application form
- Confirmation of identity
- Providing references
- Undergoing an interview
- Obtaining a satisfactory CRB disclosure

You may wish to incorporate the entire recruitment procedure directly within your child protection policy, or alternatively outline the key aims to be delivered by the process, referring within the child protection policy to a separate recruitment and training policy. It is also important that all staff should receive a copy of the recruitment policy or have access to a copy.

## Staffing Ratios

For all activities it is important that an appropriate number of youth workers are present and at no time should a worker or volunteer be working alone.

Below are the staffing ratio recommendations from Surrey Lifetrain Trust.

- A ratio of 1:8 where the element of risk would be similar to the risks encountered in everyday life Plus 1 for every further 12 young people.
- A ratio of 1:5 for trips abroad, outings and residentials. Plus 1 adult for every further 6 young people.
- A ratio of 1:5 for children under the age of 8 years or groups with special needs. Plus 1 adult for every further 6 young people.
- For single sex groups of young people at least 1 member of staff of the same gender must be present.
- For mixed groups of young people at least 1 male and 1 female member of staff must be present.
- For high-risk activities the ratio should be appropriate to the level of risk. Advice can be gained from the Surrey Youth Development Service within their Guidelines for Educational Visits and Outdoor Education Activities.

## Implementing Control and Restraint

In no cases should restraint be enforced upon a young person if they refuse to comply or as punishment.

However it is recognised that in certain circumstances the implementation of control and restraint through 'reasonable force' may be warranted if not doing so would result in injury to the young person, others or cause significant damage to property.

In cases when restraint may be necessary it is important that the young person is restrained for the shortest period necessary to bring the situation to control. The incident should also be recorded detailing the facts, behaviour, methods used, witnesses and any other relevant information.

Further information can be found in The Children's Legal Centre publication 'Working with Young People: Legal Responsibility and Liability' see 'Useful Sources of Information' to obtain more information.

## Outside Activities, trips and residentials

Activities and residentials arranged outside normal project meetings require a different approach with a greater degree of planning.

The environment will be unfamiliar, subsequently greater care must be observed. Adequate supervision must be provided at all times and thorough risk assessments undertaken before the event starts.

Prior visits should also be undertaken by the group leader to assess the location and its suitability. The following should be considered:

### Venue:

- Separate bathroom and bedroom facilities for boys and girls available if required
- Appropriate staffing levels, male/female, have been implemented
- Catering available for special requirements
- Staff at venue
- Accessibility
- Fire Procedures
- Nearest hospital and medical services and emergency procedures
- Locks/security arrangements

### Young People:

- Parental/carers consent obtained
- Medical conditions, doctor and emergency contact details obtained
- Permission to use photos/video if required
- If abroad has every child obtained a European Health Insurance Card

### Activities:

- Insurance arrangements of activity centre, are these adequate?
- Is the group's individual insurance cover adequate?
- Is the activity appropriate for your young people?
- If doing an adventures activity, for example caving in a hazardous environment. Check the company you are using have suitably trained staff and an AALA license? (Adventurous Activities Licensing Authority) see <http://www.aala.org.uk>.

### Transport:

- What is the capacity of the transport?
- Have the appropriate staffing levels been implemented?
- Does the driver of minibus have the appropriate licence? Licences obtained after 1997 are not automatically entitled to drive minibuses if they are being paid or are charging for the journey.
- Is the minibus's MOT, insurance and breakdown cover up to date?
- Is there another staff member present who will be responsible for ensuring seat belts are worn?

The DfES have produced in their 'Health and Safety of Pupils on Education Visits' publication various guidelines and supplements for educational and voluntary organisations upon managing outside trips and visits. See the Useful Contacts section.

For all visits & trips parental consent must be obtained by way of a completed form. An example can be found at the end of this section.

## Safeguarding Young People through the Internet

The internet is a place where young people can meet and make new friends from all over the world and obtain a wealth of information upon different cultures, religions and ways of life. As a valuable resource it may be your youth project considers providing internet access for your young people to use during project meeting times.

However it is important to realise that whilst there is no physical contact young people are essentially as much at risk of abuse or danger through the internet as in normal circumstances and your Duty of Care will extend to this activity as well.

Chat rooms are increasingly becoming a facility for potential abusers to groom young people and commit sexual abuse. Young people may also be exposed to unsuitable sites and materials, racial discrimination, bullying and sites promoting risky behaviour.

Whilst ensuring that the machines the young people are using have an adequate internet content filter to prevent accidental exposure to unwanted material and ensuring that unsafe sites are blocked is one measure, these measures are not 100% safe.

It is important that young people are educated in how to use the internet and chat rooms safely, ensuring they are aware they must not use real names, give out personal information or arrange to meet anyone they are in contact with online. Online friends should remain online. Young people should also feel confident to discuss anything uncomfortable or worrying that occurs online with members of staff or volunteers.

It is also essential that staff and volunteers receive adequate IT training so that they are able to monitor and block unsafe sites or people online and have knowledge of the common sites that young people use (e.g. MSN messenger) and how these work. Your child protection policy should be updated to reflect internet usage by young people using your facilities and outline procedures and training for staff and volunteers.

If you suspect that a young person is being groomed and abused online you should contact immediately the Virtual Global Task Force <http://www.virtualglobaltaskforce.com> or the Police.

Participation Works, DirectGov, GetSafeOnline and the Home Office Task Force provide practical advice on keeping young people safe online. See Useful Sources of Information for further details.

## Definitions of Abuse

It is recommended that all staff and volunteers make themselves aware of the following definitions and remain alert to any potential indications or signs of abuse.

The following definitions are taken from the Department of Health (DH) publication "Working Together to Safeguard Children". (2006) [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4007781](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4007781)

**Abuse:** "An act, or failure to act, by the person responsible for the care of the child. It may involve cruelty, exploitation or neglect."

Abuse can take the following forms:

**Physical Abuse:** Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child (e.g. Munchausen's Syndrome by proxy).

**Neglect:** Neglect is the persistent failure to meet a child's basic physical and/or psychological needs likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home, failure to protect the child from physical and emotional harm or danger, failure to ensure adequate supervision including use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a child's basic emotional needs.

**Sexual Abuse:** Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children in looking at or in the production of pornographic material, watching sexual activities or encouraging children to behave in sexually inappropriate ways.

**Emotional Abuse:** Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's development capability as well as overprotection and limitation of exploration and learning or preventing the child participating in normal social interaction. It may involve serious bullying causing the child frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

## SAMPLE: MEMBERSHIP FORM

Name.....  
 DOB .....Age .....Card No.....  
 Address.....  
 Phone No.....  
 Emergency Contact Name ..... Phone No.....  
 Allergies or Medical Conditions.....

## Youth Club Contract

### Respect People

- No verbal abuse
- No aggressive behaviour
- No fighting
- No threatening
- No bullying
- No offensive language

### Respect Property

- Youth Club Equipment
- The Building
- The Surroundings including cars.
- No Litter

### Rules of The Building

- No Smoking
- No Alcohol
- No Drugs

### OR ELSE

**Yellow Card** – Warning and discussion with youth worker 3 yellow cards = Red Card

**Red Card** – Official Procedure: Letter to parent or guardian, letter to police, letter to school, BANNED from youth club until further notice

**Extreme Behaviour** = Red Card Immediately

Signed .....  
 Name .....  
 Witness (Youth Worker) ..... Name.....  
 Date .....

## SAMPLE: PARENTAL CONSENT FORM

Youth Centre:.....  
 A journey to:.....(place)  
 From .....(date)  
 to.....(date)

I wish my son/daughter..... (name of child) to be allowed to take part in the above-mentioned youth centre journey and, having read the information sheet, agree to his/her taking part in any or all of the activities described.

I have ensured that my child understands that it is important for his/her safety and for the safety of the group that any rules and any instructions given by the staff in charge are obeyed.

Please delete and complete the following as is appropriate My child has no illness, allergy or physical disability \* the following illness or physical disability\*

*\*Delete as applicable*

which necessitates the following medical treatment

.....

I consent to any emergency medical treatment necessary during the course of the visit.

Signed .....(parent/guardian) Home

Address.....

Tel No. Home: ..... Work: .....

If not available at the above, please state an alternative

contact. Name: .....Tel No: .....

*(Three copies of this form are desirable, one for the parent to keep, one for the Youth Club records and one for the Party Leader to take with him/her on the visit/activity/journey*

## SAMPLE: IMAGE CONSENT FORM

The following has been adapted from the Surrey Safeguarding Board for obtaining written consent to use a young persons image for Publicity or membership: Guidance: Using images of children: photographs, videos, websites and webcams for guidance [www.sureycafis.org.uk/safeguarding](http://www.sureycafis.org.uk/safeguarding) More details including direct web link can be found under Useful Information: 17.9 Data Protection

Child's Name: .....

Sometimes we may take photographs or videos of the young people involved in the activities of our organisations. These may be used to promote the work of the organisation in the media, on our website and in printed publications. We may also use an image for the young person's membership card.

Images of children and young people are classified as personal data under the Data Protection Act 1998 and consent is required for any photographs or video recordings.

Before we are able to take images we require your permission. Please answer the following questions and then sign and date your agreement.

1. May we take and use images of your child in publicity material produced by (name of youth project) including printed publications, videos and upon our website? All young people in the images will be unidentified by their full name. *Please note that websites can be viewed throughout the world and not just in the United Kingdom*

(Please tick)

Yes	No

2. We may send publicity material to or have images taken about our work and services, including photographs where appropriate by the news media including the local press. Can we use images of you child's, in this way on the basis that their full names may be published alongside the picture? (Please tick)

Please note that:

- i. newspaper will be asked to avoid using the child's name if their image is put on the newspaper's own website
- ii. this consent will also be taken to apply to television images, provided that your child is not named without your specific agreement

(Please tick)



Yes	No
-----	----

I have read and understood the (name of youth project) image policy. My decision on whether to give consent will remain valid for the duration of my child's involvement in the organisation. I understand I may withdraw my consent at any stage by doing so in writing.

Signed.....(Parent/Guardian)

Date.....

## SAMPLE: CONFIDENTIALITY POLICY

Here at the .....you can speak to the workers about anything and be sure that it will be treated with absolute confidence.

There are exceptional circumstances, however, where we are required to disclose information to the appropriate authorities. We feel it is fair to you if we are clear and open about what these circumstances are.

i) when a young person discloses that they have been abused (physically, sexually or otherwise) and inaction could place them back into the same threatening situation

ii) when other young people are considered to be at risk, or if siblings are subject to the same threatening situation.

In all cases where the worker feels that confidentiality should be breached, you will be informed and encouraged to speak to the appropriate person/authority yourself.

**Good Practise requires that ..... Volunteers:**

- Will always work within the law
- Should make every effort to inform young people of the policy of confidentiality
- Will work with the interests of young people as a priority

## HOW TO WRITE A CHILD PROTECTION POLICY

High profile case's including the death of Victoria Climbié & Baby P have placed child protection and safeguarding at the forefront of peoples minds. It is of utmost importance that all organisations working with young people including the voluntary sector have a child protection policy in place and train staff appropriately.

### What is required of a Voluntary Youth Organisation?

All clubs working with young people must develop a child protection policy and implement procedures that protect children and young people against any form of abuse.

This section is designed to help you develop your own child protection policy for your project. However it is recommended that you also refer to the NSPCC website [www.nspcc.org.uk/toolkit](http://www.nspcc.org.uk/toolkit) to obtain a free Safe Communities Project Toolkit.

A 'child protection specialist' (CPS) must also be appointed within the club to whom all instances of suspected child abuse must be reported and who will also be responsible for the implementation of the child protection policy. It is useful to provide contact details for the individual at the start of the policy.

It is highly recommended that the appointed CPS attends an up-to-date training course. Please see the training part of this section.

### Terms of Reference

At the beginning of the policy make reference to key terms used within the document and to any other policies that this policy may operate in conjunction with.

Terms of reference for the policy should typically include:

- **Definition of a 'child' or young person:** A child is defined as a person under the age of 18 years (The Childrens Act 1989). You will need to consider what standard term will be used to refer to them e.g. 'child' 'young person'
- **Definition of 'staff':** Will the term 'staff' define both paid and voluntary staff working? Perhaps you may wish to distinguish each separately e.g. 'paid staff' and 'Volunteers'?
- **Relating Policies:** Reference to other policies that support the child protection policy. For example, Code of Conduct, Disciplinary and Grievance Procedures, Health and Safety, Recruitment and Training.
- **Legislation:** Reference made to legislation relating to the Safeguarding of Children and Young People. See the insurance and legislation section.

## Statement of Commitment

It is normal for a Child Protection Policy to begin with a Statement of Commitment. An example follows:

*'Our Club' is fully committed to the welfare of all young people who make use of its facilities and will ensure appropriate methods are implemented and adhered to in order to protect them from neglect and physical, sexual and emotional harm.'*

*'All young people whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/ or sexual identity have the right to protection from abuse.'*

*'(Name of club) recognises it has a "legal duty of care" towards safeguarding the welfare of all young people, and that it is the responsibility of the management committee and all staff to remain alert and report any potential cases of abuse and neglect.'*

## Aims of Policy

It is now important to declare the Aims of the Policy. These aims should be deliverable within the policy specific to your organisation and should be easy to understand.

Examples of the Aims:

*'Our Club will try to ensure that all young people have a safe environment with people they can trust.'*

*'To ensure that all risks that children and young people encounter are carefully assessed and all necessary steps are taken to minimise and manage them.'*

*'Ensure that rigorous recruitment and selection procedures are implemented.'*

*'Provide adequate training in child protection to all staff so that they are aware of the procedures of identifying and reporting suspected cases of abuse and neglect.'*

Implement a process and timescale for reviewing and updating the child protection policy.

## Protecting Yourself as a Leader

Your clubs policy will benefit from a section that focuses on how your staff and volunteers can protect themselves from possible allegations of child abuse.

This should ideally follow the Code of Conduct mentioned in the 'Safeguarding: a good practise guide' section as it outlines the acceptable behaviour expected of staff/volunteers and therefore reinforces the procedures.

Many of the points which should be included within this section are common sense. For example, a leader should not be alone with a young person. However it is very easy for these points to be overlooked.

Examples of points that may be included within this section follow:

### Staff/Volunteers should not:

- Be alone with young people.
- Unlock and lock up premises without another adult present.
- Transport young people in a car or minibus without another adult being present or without parental consent.
- Invite young people into their own home.
- Make inappropriate contact with young people i.e. develop relationships outside the club setting.
- Leave young people unattended.
- Leave young people in the presence of adults who are not suitably trained.
- Leave young people in the presence of adults not known to the member of staff/volunteer.

- Leave young people in the presence of adults who have not had the relevant CRB checks.
- Show favouritism to young people within the organisation.
- Use inappropriate language and or behaviour.

In addition to this staff/volunteers should avoid physical contact with young people. Where this is necessary as part of any activity i.e. coaching or instructing in sports you must explain to the young person what physical contact will be required so that no action can be misunderstood on their part.

Many more things could be added to this list, some which may be very specific to the activities of your organisation. When writing this section of the policy it would be useful to ask all staff/volunteers to come up with their ideas.

## Training Provision

When an organisation is introducing policies and procedures for the first time or updating existing procedures it is vitally important that all voluntary and paid staff are given appropriate training to ensure they have a thorough understanding of the implications.

In addition to this it is also important that any new staff are able to access appropriate induction training in relation to all policies and procedures.

Training is essential as the child protection policy and code of conduct are not always clear cut. Training can help staff/volunteers to understand the reasons behind the procedures and enable them to fully understand the actions required. For example:

### Never be alone with a young person:

A situation may arise when a young person approaches you whilst you are alone, to talk to you in confidence about an issue or case of abuse. In such cases to ask another staff member to join you may put the young person off disclosing information.

Another colleague **MUST** however be informed that this happening and if it is inappropriate to leave the door open you must ask them to check on you regularly and inform the young person that this will take place.

### Taking young people home:

In certain circumstances it may be safer to transport a young person home than they walk home alone. In such cases prior arrangement must be made with the young person's parent or guardian and another adult should be present in the vehicle. This **MUST NOT** become a regular occurrence and should only take place in exceptional circumstances. In such circumstances the nominated CPS should be notified.

Your Child Protection Policy should therefore make a reference to training:

*'A child protection training programme will help our staff to understand their role, its limits and boundaries as well as providing information on how to identify the signs of child abuse and how to respond appropriately.'*

*'Opportunities for staff to attend child protection training will be provided to cover the following areas:*

- *What is abuse?*
- *Definitions of abuse*
- *Recognising abuse*
- *Responsibilities*
- *Responding to allegations of abuse*
- *Working to a Code of Conduct.'*

Specific child protection training can be accessed relatively easily and frequently through a number of recognised organisations within Surrey such as Surrey Youth Development Service, Surrey Clubs for Young People and Surrey Community Action. Also check [www.doyouthwork.com](http://www.doyouthwork.com) and the Surrey Youth Focus Website for the latest training opportunities across Surrey.

Your club may also already know somebody who has a comprehensive knowledge of the issues involved and would be in a position to provide an up to date 'in house' training session for your club including a familiarisation session in relation to your club's policy and procedures.

## Reporting concerns, suspicions and allegations

In essence this section of the Child Protection Policy is the part that you hope will not need to be utilised. It is however, an essential part of the policy, as inappropriate action could result in an unsatisfactory outcome for the young person and adult involved.

It is recommended that this section be divided into 4 sub sections:

**If you suspect a young person is or has been abused:** Discuss your concerns with the appropriate person. This will be the 'child protection specialist' in your club.

Your 'child protection specialist' will offer advice regarding the next stage of the process. This will be either contacting Surrey County Council Children's Services immediately or logging the concerns. The choice will be determined by the nature of the abuse i.e. whether it is significant harm. Record any facts which support the suspicion. Ensure the appropriate information is given to the 'child protection specialist'.

If you are unable to follow these procedures due to not being able to contact the 'child protection specialist' it is essential that you seek advice from the Surrey County Councils Children's Services immediately: Tel: 0300 200 1006 or in emergency dial 999 for the Police.

**If a young person is about to disclose abuse:** If a young person discloses abuse whilst activities are being provided provision needs to be made for the member of staff to be able to talk to the young person. Suitable levels of supervision must be maintained for the other young people whilst this occurs.

Explain clearly 'Confidentiality'. You have the legal responsibility to notify the appropriate 'child protection specialist' or Surrey Children's Services in the event of a disclosure. Never promise that the information will remain a secret.

Allow the young person to speak, never interrupt. Even if you have an idea about the context of the sentence, never put words into the mouth of the young person or finish the sentence. However difficult this may be, in the eye of the law the information needs to come direct from the young person.

Never question the young person, ask leading questions or make assumptions. Only the exact words that the young person uses and facts must be noted.

Try to alleviate feelings of guilt and isolation, remain non-judgemental, offer support and most importantly listen.

**What to do after a disclosure:** All information relating to an incident of child abuse is strictly confidential. It should only be discussed with:

- Your organisation's child protection specialist'
- Surrey Children's Services
- The Police

If a disclosure reveals a Young Person is in danger or at imminent risk of significant harm telephone the Children's Services or the Police with your concerns immediately.

Make notes – Ideally this should be whilst the young person is disclosing information to you, however it is not always practical to do so. Stopping a young person to make notes may deter the young person from disclosing further information. Therefore it is important that once a disclosure has been made you immediately record details of the disclosure including the following:

- Name of the young person
- Parent / Carer's Details
- The Child's Address
- Relevant Phone Numbers
- What is said to have happened or what has seen to have happened
- When it occurred
- Who else was there?
- What was said or done by those involved
- Whether there is any actual evidence e.g. bruises, bleeding, changed behaviour
- Who has been told about it
- Who was concerned?
- Was the young person able to say what happened?
- Whether the parents have been advised.
- Actions taken
- You must sign and date the record ensuring it is legible.

The written report needs to be sent to the Surrey Children's Services within 48 hours. Keep your own copy ensuring it is sealed, marked confidential and stored in a safe and lockable place.

Parental/carer permission should ideally be immediately obtained before the report is submitted to the Children's Services or the police. The child's parents/carers should be advised of the process to be followed and provided with support during this process. BUT – This only applies in cases where the allegation is NOT against the parent or carer, or in cases where contacting them will NOT bring evidence in court into disrepute or put the young person at further risk. (E.g. cases involving another family member or friend of family)

If the child's parent or carer refuses a referral you MUST legally still contact the appropriate agencies and submit the report.

Throughout this process ensure you seek supervision and support from your clubs 'child protection specialist'.

Dealing with child abuse can be one of the most difficult and distressing areas of working with young people.

Do not underestimate how it may make you feel.

### Example - Who to contact

Child Protection Specialist within your club

Name.....

Contact No.....

Surrey County Council Children's Services

Name.....

Contact No.....

Police

Name.....

Contact No.....

Details of the some appropriate contacts and associated telephone numbers for Surrey can be found under 'Useful Sources of Information' section.

Some organisations choose to present the information in this section in the form of a flow chart that is easy to follow, particularly in the case of an emergency. A simple example can be found at the end of this section.

## How to manage allegations made against workers / volunteers

It is vitally important that your clubs staff/volunteers know what to do if an allegation is made, or suspicions occur regarding anyone working with young people. Your policy and procedures should include a section that covers this and provides clear information with regard to this process.

An Example of what your policy may include follows:

*'If an allegation is made, or suspicions occur regarding anyone working with young people you must:*

- *Immediately report to the person in charge if appropriate.*
- *Notify the relevant person in charge of child protection within your club.'*

*'If the allegations relate to the person in charge of child protection you should report to the next most senior person.'*

*'The organisation should then put into place the following procedure:*

- *Inform any parent body of your organisation.*
- *Make a detailed factual record of the allegation and action taken.*
- *Consider suspending the person involved, taking into account the risks to other young people and to the worker/volunteer involved.*
- *Contact the parents of the young person, advise them of the process to be followed and provide appropriate support.*
- *Advise the relevant external bodies.*
- *Ensure that all information relating to the allegation remains confidential.'*

## Summary

Ensure staff receive the appropriate training in child protection so that they are able to make informed and confident responses.

It would also be a very good idea to ensure that all adults within your organisation have a copy of your Child Protection Policy.

Secondly, you should request that all adults indicate their commitment to the policy by completing a signed statement which will be kept in the club records.

If all of the subjects outlined in this document have been covered your club should now be in possession of an adequate Child Protection Policy and the procedures to execute this policy. Ensure all young people and parents are aware of its existence.

The process of creating this policy may be a lengthy one but the importance of ensuring your Policy is comprehensive and workable cannot be stressed enough.

It is important to also realise that the child protection policy is a living document. A commitment at regular intervals should therefore be made to reviewing and revising this document to account for changing legal circumstances and practices.

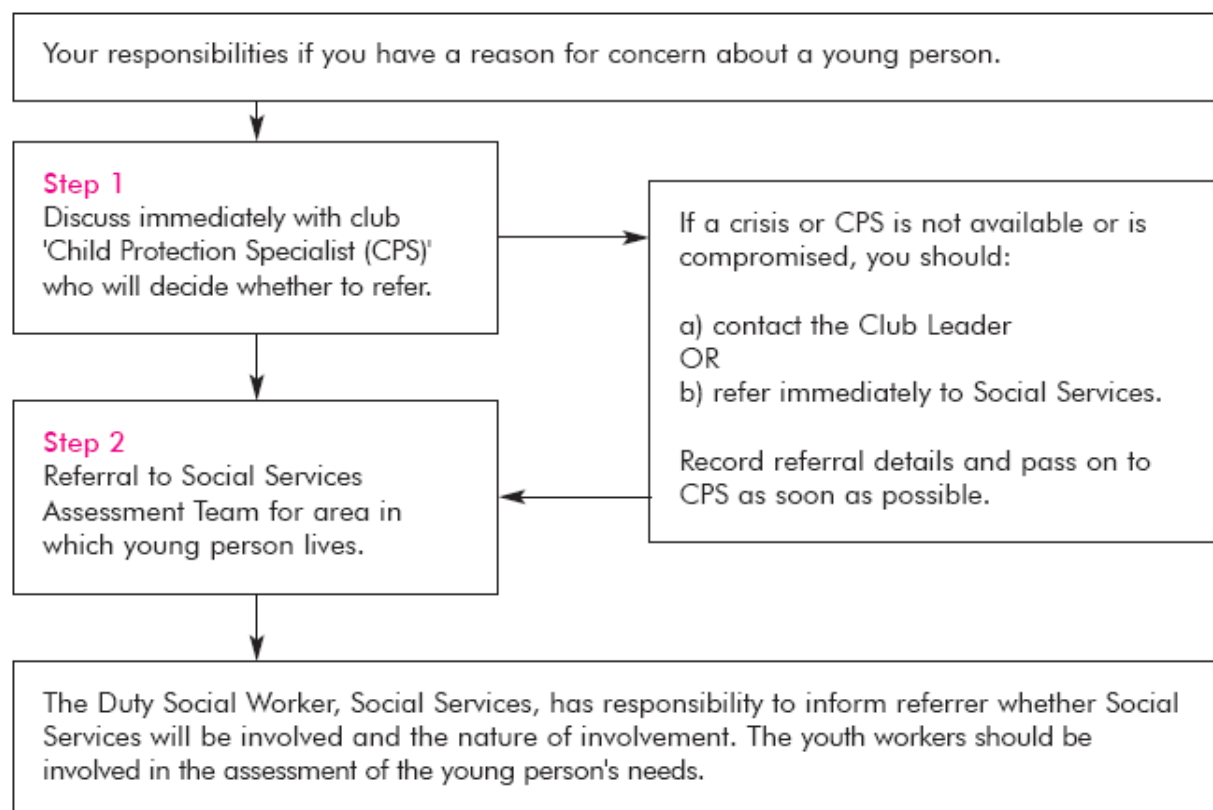
It is important that the young people and their parents are aware of the policy and each is asked to accept the policy.

## EXAMPLE: CHILD PROTECTION FLOW CHART

### Guiding principles (contained in Children Act 1989)

1. The young peoples' welfare is paramount.
2. All young people have the right to protection.
3. A youth worker must under the law refer child protection issues.
4. Information regarding child protection is shared only on a 'need to know' basis.

NB It is important that an accurate record is kept of your concerns stating the facts of the disclosure, when it happened, explanation and actions taken. It is also important to date and sign the record.





### Example - Who to contact

Child Protection Specialist within your club

Name.....

Contact No.....

Surrey County Council Children's Services

Name.....

Contact No.....

Police

Name.....

Contact No.....

If a young person makes a disclosure then that information cannot be kept confidential - it must be shared.

This is an extremely simplified flow chart. It does not replace the need to familiarise yourself with the club's child protection procedures.

## HEALTH & SAFETY LEGISLATION

### Legal Background

The Health & Safety Commission issued new guidance in July 2001 making it clear that Health and Safety is the responsibility of all governing body members, in other words your Management Committee. The guidance states that:

- The Management Committee should appoint one of its members to 'champion' health and safety issues.
- Each Management Committee member should accept individual and collective responsibility for health and safety.
- Management Committee members should keep up to date with relevant health and safety risk management issues.
- The Management Committee should review health and safety performance annually.

Section 3 of the Health and Safety at Work Act 1974 imposes a duty on every employer: 'to ensure, as far as reasonably practicable that persons not in their employment who may be affected by their undertaking are not exposed to risks to their health or safety' and 'to give to persons (not being their employees) who may be affected in a prescribed manner information as might affect their health or safety.'

This generally means that organisations have a statutory responsibility not to harm or damage the health of volunteers and young people through their involvement in the activities of the organisation.

### Health and Safety First Aid Act (1981)

First aid under the Health and Safety First Aid Act (1981) is defined as 'cases where a person will need help from a medical practitioner or nurse, treatment for the purpose of preserving life and minimising the consequences of injury and illness unless such help is obtained; and treatment of minor injuries which would otherwise receive no treatment or which do not need treatment by a medical practitioner or nurse'.

Organisations must 'provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to individuals if they are injured or become ill'.

Minimum requirements under this act include:

- Management Committee members should keep up to date with relevant health and safety risk management issues.
- The Management Committee should review health and safety performance annually.
- Suitably stocked first aid box
- An appointed person to make arrangements at all times whilst activities are running.

Currently there are no legal requirements of what a First Aid box on site should include it is important however that a system is in place to ensure that stock within the box is maintained once used.

The Health and Safety Executive provide the following guidelines

- A leaflet giving general guidance upon First Aid. See <http://www.hse.gov.uk/pubns/indg347.pdf>.
- 20 individually wrapped sterile dressings (assorted sizes).
- 2 sterile eye pads.
- 4 individually wrapped triangular bandages.



- 6 safety pins.
- 6 medium sized (12cm x 12cm) individually wrapped sterile unmedicated wound dressings.
- 2 large (18cm x 18cm) sterile individually wrapped unmedicated wound dressings.
- One pair of disposable gloves.

Your appointed person should be responsible for ensuring the first aid box is stocked and deal with any accidents and injuries as and when they occur. First Aid can only be administered by them if they have received training and are qualified in first aid. Otherwise they must implement the correct procedure of requesting emergency medical assistance.

Painkillers and medicines must not be kept within the First Aid box. It is important that all staff members and the appointed person are aware that they cannot administer medicines or pain killers even if the individual is suffering from a minor headache. This applies whether they are first aid trained or not.

The HSE recommend that an organisation with up to 50 individuals can operate without a first aider but must have at least one appointed person. However considering the higher level of supervision and support young people require and the legal 'duty of care' an organisation must fulfil, it is recommended that at least one member of staff is first aid trained.

It may be you also wish to consider training further staff to allow for occasions when one first aider cannot be present. Alternatively if you decide not to train any further staff, it must be ensured that procedures are outlined of what must be undertaken in the event of an emergency when a first aider is not present.

In Surrey the British Red Cross and St John Ambulance offer first aid at work training courses. See 'Useful Information' for further details.

## Duty of Care

Children Act 1989 - All staff and volunteers have a Duty of Care towards young people they are working with, interpreted in case law as the duty (as opposed to the authority) to act as a careful parent would.

The duty of care is a general legal duty on all individuals and organisations to avoid carelessly causing injury to anybody involved with your organisation. If your club asks a volunteer to do a task which results in them injuring themselves or anyone else the members of the Management Committee may be liable.

Things you need to consider include:

**Safe premises:** Are the buildings safe; are they suitable for the activities you intend to carry out?

**Safe equipment:** Is equipment suitable for use? Is it maintained in effective working order and in good repair so that it does not present a risk to anyone? Do people know how to use it safely? Check that equipment brought in by young people is safe.

**Activities:** Most accidents are not caused by faulty premises or faulty equipment but by the activities that are undertaken. Activities may need to be challenging but you must ensure that proper standards of health and safety are adhered to at all time.

Plan activities in advance. What precautions are necessary with any hazardous substances that are used in activities? Advice is available from Surrey Youth Development Service.

**Fire precautions:** Staff and young people must know what to do in an emergency. Emergency routes and exits must be kept clear. What are the possible causes of fire and how can the risk be minimised? Are there fire extinguishers and do people know how to use them?

**Personal safety (the risk of violence):** This includes establishing systems for cash handling; and working with young people. This can be minimised by staff being trained in how to defuse difficult situations and by safe systems such as always ensuring there is another member of staff in the vicinity to provide support.

**Visits and trips:** Taking young people on a visit or trip requires careful preparation. How will you travel? Driving? Are seat belts in suitable working order and every young person wearing one? Are rest stops in place for the driver? Are the planned activities safe? Have you undertaken a visit prior to departure to check the site? Does the activity provider hold a licence and appropriate accreditation? Do you have a record of the medical conditions of each young person with you? Have you a list of all present? Are the young people aware where their rendezvous point is?

In all cases when boarding and departing vehicles, and entering and leaving facilities during visits, head counts should be undertaken.

Emergency Plans should be developed and all staff aware of the procedures and their roles in the event of an emergency.

For a residential activity, a 24 hour contact should be established who can be contacted in the event of an emergency so that they are able to contact parents/guardians and put arrangements into place where necessary.

DfES (Department for Education and Skills) has developed guidance upon the procedures that should be implemented whilst on Education Visits which is equally applicable in a youth work setting. See Useful Sources Of Information – DfES 'A Handbook for Group Leaders: Health and Safety of Pupils on Educational Visits: A Good Practice Guide'

## Summary

The HSE has published: Charity and Voluntary Workers - a Guide to Health and Safety at Work (HSG 192) available from HSE Books (01787 881165).

This guidance booklet is designed to help any organisation that uses voluntary workers to understand its health and safety responsibilities. It offers advice on health and safety law and on the type of preventive and protective measures that may need to be taken to ensure appropriate standards of health and safety.

The HSE publishes a number of guides/booklets, some aimed specifically at children. Visit the website at [www.hsebooks.com/Books](http://www.hsebooks.com/Books). Some of the publications are quite expensive so check them out in your local library before ordering. Alternatively a number of publications can be downloaded online via [www.hse.gov.uk](http://www.hse.gov.uk).

## HOW TO WRITE A HEALTH AND SAFETY POLICY

If your organisation has less than five workers you are not obliged to have a health and safety policy. But it is strongly recommended that your club produces a policy. This will help to clarify your procedures and responsibilities to young people and volunteers who are involved with your organisation.

It is important to realise that Health and Safety also falls under your Duty of Care towards the protection of young people and therefore the policy will inform and correspond with your child protection policy and procedures. It must therefore be stated clearly within the Health and Safety policy that is to be viewed in conjunction with the Child Protection Policy and Procedures.

There are many good examples of Health and Safety Policies from existing voluntary organisations. Before beginning the process of developing your own it would be useful to gather as much background information as possible. Talk to other organisations and ask for copies of their policies and compare their activities with yours. Make a list of all of the activities which you are involved in and the facilities and equipment you use, this will help to identify the potential risks that will need to be part of your club's risk assessment.

The Health and Safety Policy should include:

- A general statement.
- Systems for putting the policy into practice including Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (1995), Control of Substances Hazardous to Health (1999), Health & Safety First Aid Act (1981), Manual Handling Regulations (1992), Smokefree England Act and Health Act 2007.
- Responsibilities.
- Risk assessment procedures.
- Incident procedures (emergency action, first aid).
- Training.
- General Information.

## General Statement

A Health and Safety Policy should begin with a General Statement. This 'sets the scene' with regard to your organisation's commitment to Health and Safety. An example of a General Statement follows:

*'It is the policy of 'our club' to provide activities in a safe manner without risk, so far as is reasonably practicable.'*

## Putting the policy into practice

This section of your Health & Safety Policy will provide all of the people involved with your organisation a clear indication of how your organisation will fulfil its commitment to the Health & Safety Policy. It is a practical and useful part of the policy as it can be used as an action list for your Management Committee to implement the policy. An example of putting the policy into practice follows:

*'Our Club will:*

*'Issue a copy of our written health and safety instructions to all employees, volunteers and display a copy at all premises used by our organisation.*

*Ensure relevant signage and emergency instructions are displayed and maintained throughout the premises and facilities used.*

*Establish a health and safety supervisor to implement the policy and its procedures and clarify their responsibilities.*

*Take out and maintain adequate insurance to cover all possible liabilities.*

*Maintain an accident book and First Aid Box.*

*Ensure regular inspection of electrical equipment, maintain a record of inspection dates and where appropriate arrange for withdrawal/ repair/ replacement of items assessed as unsuitable for use.*

*Carry out appropriate risk assessments and carry out any action to minimise risk.*

*Establish emergency action plans.*

*Provide regular training for the health and safety supervisor and first aiders.*

*Implement safe practices and procedures in connection with the handling and use of hazardous substances (e.g. cleaning products).'*

## Responsibilities

The overall responsibility for ensuring the implementation of the Health and Safety Policy will always be with the Management Committee and this should be clearly stated within this section. Any further division of responsibilities must be decided by the Management Committee and then included within this policy. An example of Responsibilities Section follows:

*'Overall and final responsibility for ensuring the health and safety of the organisation and the people who are part of the organisation is vested in the Management Committee.*

*Day to day responsibility for ensuring this policy is put into practice is delegated to.....*

*All staff and volunteers have an individual responsibility for ensuring their own personal health and safety and that of others that may be affected by their acts. These responsibilities include:*

- *Co-operating within the terms of the Health and Safety Policy, management committee and Health and Safety Supervisor.*
- *Not interfering with any equipment provided to safeguard their Health and Safety.*
- *Reporting situations and instances which reasonably present risk to health and safety to the Management Committee and recording all incidences within the Accident Book.'*

## Risk Assessment Procedures

There are two common methods of approaching risk assessments. Some organisations choose to make a short statement with regard to the risk assessment procedures that are in place and then maintain the risk assessments as a separate document. An example of such a statement follows:

*'The Management Committee will identify the risk assessments to be undertaken and then delegate the responsibility of carrying out these risk assessments to.....'*

*'Once risk assessments have been completed preventative measures should then be evaluated according to the risk assessment and improved if necessary.'*

*'Risk assessments should be carried out at regular intervals and for all new activities. These assessments are to be completed and stored in the health and safety file.'*

Other organisations choose to include the risk assessments within the policy or as an appendix to it.

Whichever method is chosen it is important to ensure that the Health and Safety Policy provides clear information with regard to the location and availability of such risk assessments.

## Incident Procedures

However good the Health and Safety Policy is there will be times when an incident occurs which is unavoidable (e.g. the fire alarm going off in the building, somebody accidentally falling over their own feet and cutting their hand).

An important part of the Health and Safety Policy is the development and implementation of procedures that will allow situations like this to be dealt with safely and efficiently.

Detail can be included within the Health and Safety Policy or a simple statement could be included which provides information on where the appropriate procedures can be found. In some cases e.g. fire procedures in a public facility, your organisation might not need to produce their own procedures because the facility already has an emergency action plan which covers this aspect of safety. In such cases it is your organisations responsibility to obtain and keep an up to date copy of this information.

The minimum procedures that should be included with your Health & Safety Policy are:

### Evacuation (fire, etc)

- Is a record of all people present on the premises kept at any one time? (Record should include full names, age, home address, emergency contact, name of GP)
- Is a procedure in place for the immediate evacuation of all present on premises?
- Are all staff aware of the marked Fire Exits and evacuation meeting point? - Has a head count been undertaken?
- Have the emergency services been contacted and notified of any missing persons?
- Has the management committee been notified?

### First Aid

- Are procedures in place to ensure a first aid box is provided and maintained?
- Are up to date emergency contact records kept for all users and staff?
- Is at least one person within the organisation first aid trained and their training within date?
- Are staff aware of who are the designated first aiders?
- Are staff aware of what to do when a designated first aider is not present on site?

### Recording and reporting of accidents and incidents

- Is an accident book kept on site and are staff aware of its location?
- Is the accident book stored in a secure and lockable location in line with the Data Protection Act 1998
- Are staff aware of how to record an incident?
- Has the management committee been notified?
- Are staff aware of what incidences are reportable to the Health and Safety Executive (HSE) ?
- Records of accidents and incidences should be kept for at least 3 years.
- There may be other incident procedures that are important to your organisation. This will be dependent on your location and the types of activities undertaken.

## Training

Your Management Committee may work very hard to produce an excellent Health & Safety Policy but without some training to support this policy it is unlikely to be implemented. This section of the policy should provide a brief outline of the training required and how this will be provided. An example of the Training Section follows:

*Induction training will be provided to all staff/volunteers/helpers. Part of this induction training will cover the Health & Safety Policy. This training will be provided within .....weeks of joining the organisation.*

*Job specific training for staff/volunteers/helpers will be provided as required*

*Training records are kept by.....*

## Summary

The 'Duty of Care' that your club has with regard to the young people that you work with cannot be emphasised enough. Ensuring their health, safety and well-being whilst in your care is one of your primary functions. The activities in which youth clubs engage are wide and varied with different levels of risk involved. A good health and safety policy with up to date and accurate risk assessments will provide the basis for carrying out all of your activities in the safest manner possible.

# HOW TO WRITE RISK ASSESSMENTS

## What is Risk Assessment?

Risk Assessment can perhaps best be described as disciplined common sense applied to every day life. Whether we are descending on a set of stairs or crossing the road we all "do" risk assessment, or safety checks in one way or another every day. However a structured approach makes the task easier and helps us to spot all of the potential risks.

## Risk Assessments in Practice

All voluntary youth organisations should carry out risk assessments and include these with their Health & Safety Policy. If you make contact with other voluntary organisations you will be able to source good examples of risk assessments. Whilst these can provide a useful guide it must be remembered that every situation is unique and therefore it is not possible to obtain "off the shelf" risk assessments.

## Risk Assessment - 5 steps

1. Look for hazards (*Hazards can include electrical, trip and slip hazards, wires, uneven surfaces, manual handling, substances hazardous to health (craft glues), handling and cooking if foods*)
2. Decide who might be harmed.
3. Evaluate the risks - *decide whether precautions are adequate or more are required.*
4. Record your findings.
5. Review and revise as necessary.

*Have all risks been reduced to a minimum or are there further control measures you can implement?*

When carrying out risk assessments it is always useful to do the following:

- Involve other people. Ask them to help you to spot hazards to evaluate the risks and to judge the suitability of precautions.
- Check what others have already done in similar situations.
- Keep it simple! Most hazards are quite clear the risks obvious and the precautions straightforward.
- Work systematically - It may be useful to break down an activity into parts (e.g. arrival and unlocking, setting up, activity duration, packing away).

It is useful to include the 5 step procedure for undertaking risk assessments within your health and safety policy.

[illegible]



# EQUAL OPPORTUNITIES LEGISLATION

All voluntary youth organisations should have a written Equal Opportunities statement that sets out the organisation's intent and the practices it will follow to ensure equal opportunities within the management of the organisation and its services. The statement should reflect the priorities and the needs of your organisation.

When your organisation decides to write a statement it is important to involve people within your organisation and people who use your services.

## Legal Background

The Equalities Act 2006 was designed to ensure organisations do not discriminate against staff, volunteers and service users what ever there age, race, gender, disability, religion or sexual orientation.

In order to comply with the law there are two distinct areas that you need to consider within your club to ensure that everyone has equal opportunities. These are:

- Employing staff and volunteers: this means ensuring that everyone has an equal opportunity to be considered for employment, either: as paid staff or a volunteer, and that your selection, training and staff development processes are fair.
- Providing a service: ensuring that all aspects of the services that you are providing are delivered in a non-discriminatory way allowing everyone to have equal access.

## The Statement

Should include the following:

- Opening paragraph opposing discrimination and commitment of intent to avoid discrimination and promote equality.
- A general description of the objectives.
- Procedures to deal with issues of inequality.
- Details of how the policy will be implemented and monitored.

The following is an example of what issues that your statement should address.

*'Provide equal opportunities by:*

- *Recognising and challenging prejudice, discrimination and oppression.*
- *Promoting positive images and role models.*
- *Promoting respect for other people, their cultures and religion.*
- *Effective communication of equal opportunity.*
- *Support the empowerment of individuals and groups.'*

*'Show our commitment by:*

- *Positive public statements and images.*
- *Clear procedures for dealing with discrimination.*
- *Inclusion of everyone in the policy.*
- *Discussion and promotion of equality.*
- *Making equal opportunities part of the youth group's image in society.*
- *Enabling young people to achieve a common starting point.'*

*'Ensure our club has a positive attitude by:*

- *Recognising issues and addressing them.*
- *Developing training and discussion.*
- *Seeking specialist advice where needed.*
- *Talking to young people, parents and the community.*
- *Regularly assessing attitudes.*
- *Encouraging socially educative opportunities for all young people.'*

*'Equal access means:*

- *Facilities for all abilities.*
- *Resources that encourage access with dignity.*
- *Acceptance of the difficulties of disability.*
- *Socially educative opportunities are accessible to all young people.'*



# DATA PROTECTION LEGISLATION

All voluntary youth organisations should have a written Data Protection statement that sets out the organisation's intent and the practices it will follow to ensure Data Protection within the management of the organisation and its services.

The statement should reflect the priorities and the needs of your organisation.

When your organisation decides to write a statement it is important to involve people within your organisation and people who use your services.

## Legal Background

The Data Protection Act (DPA) (1998) is 'an act to make provision for the regulation of the processing of information relating to individuals, including obtaining, holding, use or disclosure of such information'.

The act came into force on the 1<sup>st</sup> March 2000.

The act requires compliance with the following eight principles for the handling of personal information.

Organisations must ensure personal information is:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept than is longer than necessary
- Processed in line with individuals rights
- Secure
- Not transferred to other countries without adequate protection

The act also provides individuals with the rights to find out what personal information is held upon them on computer and other paper records.

## Legal Requirements

Large organisations are required to comply with the Data Protection Act and are legally obliged to notify the Information Commissioner Office (ICO) that they are processing information. An annual fee is payable in order to process this notification.

However voluntary and 'not-for-profit' organisations are exempt from the annual notification to the ICO in specific circumstances. These include cases whereby organised information is processed only for the purpose of:

- Establishing and maintaining membership
- Support a not-for-profit body or association
- Providing or administering activities for either the members or those who have regular contact with it

You will however still need to comply with the law and its principles including:

- ensuring that the information kept is not kept after the relationship between the individual and the organisation ends
- requesting permission from the person or young person's parents to keep their details

## The Statement

A written statement outlining how you use data and meet the act should be written. This typically should outline how you will fulfil:

- The 8 principles of the act.
- How you will dispose of confidential information (shredding).
- How information is to be physically secured (lockable cabinets, access).
- Training that will be provided to staff including confidentiality procedures relating to how they can and cannot use personal data.

## Summary

For further information or if you are in doubt whether you have a legal duty to notify the Information Commissioner Officer visit <http://www.ico.gov.uk/> or call 08456 30 60 60.

Community Matters in their 'Engaging Young People in Your Community Organisation' also provide a useful Data Protection Flow chart that helps voluntary and community organisations to assess how the act applies to their organisation. See Useful Source of Information.

## CRIMINAL RECORDS BUREAU (CRB) CHECKS

Everyone who is successful in applying to work with young people, which includes being a volunteer, will be required to apply for a criminal record check before employment can be confirmed. These checks will be in addition to and not as a substitute for good employment practises (e.g. establishing identity and taking up references).

Applications for CRB disclosures are only available to voluntary organisations through Umbrella Bodies. Umbrella Bodies are lead organisations through which affiliated groups can gain access to criminal record checks.

The results of the check will be only communicated to applicants and the Umbrella Body. It will be the responsibility of the Umbrella Body to advise potential employers/organisations/clubs of the results without breaching the Data Protection Act.

In Surrey Registered Bodies include Surrey Clubs for Young People, Surrey Community Action, The Guildford Diocese and Volunteer Centres. To find your local Volunteer Centre visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk) or alternatively visit the CRB website [www.crb.gov.uk](http://www.crb.gov.uk) for additional umbrella organisations.

Applicants will be required to declare all convictions, spent and unspent. A fee for an appropriate check maybe payable by the applicant or organisation. The application procedure will only commence once the offer of appointment has been made to the employee/volunteer following all other reasonable steps to check the identity of the applicant and they will be informed that they will be asked to apply for a criminal record check if offered the position.

The results of the check will only be communicated to applicants and the Umbrella Body. It will be for the Umbrella Body to advise potential employers/organisations/ clubs of the results but without breaching the Data Protection Act.

### Types of CRB Disclosures

There are two types of Criminal Record Disclosures:

- **Standard Criminal Record Disclosure**
- **Enhanced Criminal Record Disclosure**

**Standard Criminal Record Disclosure** Will provide information upon an individual's criminal record including:

- Convictions and spent convictions
- Cautions
- Reprimands
- Warnings

If they are working with children and young people a check will also be undertaken against the following barring lists:

- List 99 (142 Education Act 2002)
- POCA (Protection of Children Act 1999)
- Disqualification Orders System

**Enhanced Criminal Record Disclosure** - Will provide all of the information checked for under a Standard Criminal Record Disclosure and non – conviction information held on local police records.

Non-conviction information can include whether an individual has been subject to:

- Investigation for alleged child abuse
- Suspected of association with abusive activity

For all staff and volunteers it is recommended that they undergo Enhanced Criminal Record Disclosures because of the valuable non-conviction material these checks can convey. An individual may not have been convicted for abusive behaviour against children; however this does not mean that they are not a risk to children and young people, particularly if they have presented evidence of inappropriate behaviour in the past.

## Validity of CRB Disclosures

Under the current system CRB Disclosures are 'current' if they are less than 3 years old. It is therefore recommended that existing staff and volunteers are re-checked every three years.

Acceptance of Criminal Record Disclosures for new staff / volunteers that were recently obtained in their previous or current employment or voluntary work is not recommended. CRB Disclosures are primarily a 'snapshot' in time and only current for the day they are issued, for these reasons the Criminal Record Bureau does not support the 'Portability' of CRB Disclosures..

Under current law organisations deciding to accept a CRB disclosure obtained elsewhere are able to do so. But they do so at risk of the creditability and reputation of their organisation, including risking possible prosecution, and most importantly the welfare and care of children and young people in their care.

## What if the Disclosure indicates Criminal Convictions?

Unless the individual is banned from working with children and young people it is down to your judgement as the organisation employing or placing the individual to decide if they are suitable.

Under the Equal Opportunities Acts and the Rehabilitation of Offenders Act 1974 having a criminal conviction is not sufficient grounds for short listing and rejecting applicants or volunteers, unless they are disqualified from working with children and young people.

Under the Rehabilitation of Offenders Act 1974 some criminal convictions are able to become 'spent' or ignored after a rehabilitation period determined by the sentence given. After this rehabilitation period an ex-offender is not obliged to declare this conviction when applying. However in circumstances where the individual will be involved with children and young people by law the individual **MUST** declare all spent criminal convictions.

Requesting knowledge of criminal convictions will not include cautions, reprimands or final warnings and therefore it is important on the application form that these are also requested.

The application form should include a sentence such as:

*'The work / voluntary work you will be undertaking will involve contact with children and young people, by law this is exempt from the Rehabilitation of Offenders Act 1974. You are not entitled to withhold information and must declare all convictions, including spent convictions, cautions, reprimands and final warnings.'*

*'Having a conviction will not necessarily prevent you from working / volunteering for..... However to knowingly provide false information, or omit information could result in withdrawal of any offer of appointment or dismissal at any time in the future, and possible criminal prosecution'*

## Registration with the Independent Safeguarding Authority

This is a new initiative that will require Individuals working with children & young people as a paid employee or as a volunteer by law to register with the Independents Safeguarding Authority (ISA).

The ISA defines two categories of work with vulnerable persons 'Regulated' and 'Controlled.' All youth work is regarded as Regulated and this is defined as any activity involving contact with children and young people of a specified nature, frequency, intensity and/or overnight. For practical purposes all direct work with young people including volunteers will be encompassed by this definition.

The key changes start to happen in 2010. In July 2010 potential new youth work employees or volunteers can register with the ISA and from November 2010 all employers must check that the employee or volunteer is registered with the ISA or face a fine of up to £5000.

There will be a one off fee (free to volunteers) and the registration process will be triggered for new volunteers and employees when an application for a CRB is submitted. Importantly once registered the individual does not have to re-apply, so unlike CRB checks which are only valid at a point in time, the ISA registration enables the authorities to make continuous checks and the individual will benefit from having a single registration that is portable between employers.

Please visit the ISA website [www.isa.gov.uk](http://www.isa.gov.uk) for the latest information.

# RECRUITMENT, MANAGEMENT & DEVELOPMENT OF VOLUNTEERS

Finding enthusiastic and committed leaders and helpers is a real challenge for all youth organisations. You will need to put some energy into recruitment in order to attract the right people. Recruitment needs to be seen as an ongoing process and regular recruitment drives should be a feature of your organisation.

## Getting Started

You may be able to identify a number of key roles and provide a short task specification for each role. Volunteers are often looking for an enjoyable activity that will interest, motivate and reward them for perhaps one evening or a Saturday or Sunday morning, so don't overload the wish list.

It maybe that some adults feel they are not confident enough to work directly with young people so explain to prospective volunteers that there are other roles of equal importance such as a chairperson or secretary. What is important is that your organisation is clear on exactly what you are asking them to do before approaching individuals. Volunteers are much more likely to step forward if you ask them to do a specific job.

You wish to could devise a rota for your volunteers, this will reduce the commitment required and allow flexibility for those volunteers who have commitments elsewhere that may demand their attention. It isn't always reasonable to expect volunteers to attend every session and being flexible will mean you are more likely to retain volunteers.

## How to get volunteers?

Some suggestions follow.

**Word of Mouth:** Your existing volunteers and young people are often the best people to recruit more volunteers. Spread the word about your organisation through your membership and within your local area.

**Print:** Posters, leaflets and postcards can get your message out to a wider audience. Keep it simple and present the information in an eye catching way.

**Volunteer Centres:** Volunteer Centres can be a good source of help. If you register with them they will often be able to match volunteers from their database to your needs. For contact details of your local volunteer centre in surrey visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk).

**Talks:** It may be useful to produce a presentation about your organisation which you could use to address potential volunteers.

**Events:** It is sometimes possible to have an exhibition stand at a local event or shopping area. If you decide to do this try to make your presentation as professional as possible and also ensure that the stand is staffed with enthusiastic, outgoing members of your organisation.

Perhaps you could also involve your club in existing local events, help collect money for charity or run a litter pick. These events will project a positive image for the club and attract interest from the local community.

**Local Media:** Use the local media to celebrate the achievements of your organisation and provide contact details for anybody who would like to become a volunteer helper.

**Local Companies:** Some local companies encourage their staff to volunteer. It can be worthwhile to develop a relationship with companies in your area.

**Vinvolved:** Work with organisations to help develop volunteering opportunities for 16 – 25 year olds.

Surrey Vinvolved are based at Reigate and Redhill, Guildford and Woking YMCAs. They employ Development Managers to provide advice, training and support to organisations looking for young volunteers. See Useful Sources of Information for contact details.

## Job Description

A simple example of a volunteer job description follows:

*Voluntary Worker at (name of organisation)*

*Main Purpose of role: To work as part of a team providing young people with a safe environment to socialise, to deliver an activities programme and to support the learning and development of all the clubs members.*

*Responsible to the Management Committee*

*Duties and Responsibilities:*

- To work with all members of the organisation.
- To supervise activities and adhere to the Health & Safety policy.
- To adhere to the policies of the organisation.
- To work as part of the team and attend termly staff meetings.
- To attend relevant training courses.
- To be committed to safeguarding the welfare of all club members and adhere to the Child Protection Policy.

## Appointment

**Application Form:** This can be quite simple, collect the information which you need to know (contact details etc.), provide two referees and also give details about their interests and background. Try to complete this when they visit your organisation on the first occasion.

**References:** Obtaining references for volunteer helpers is essential. This is the first step towards recruiting “safe” volunteers. Referees should have known the volunteer for at least two years and should be a reliable character witness.

**Interviews:** Think carefully about how you will carry out the interview process and don’t frighten off your volunteers before they have started.

**Criminal Records Check:** See the Criminal Record Bureau Check’s section. A volunteer cannot be left unsupervised until the check is complete.

**Volunteer Agreement:** A good way of clarifying the volunteer’s role and your commitment to them. An example can be found at the end of this section.

## Getting them started

Once you have recruited a new volunteer, taken references and completed CRB checks, you need to make sure your volunteer gets to know your club and will want to stay. A good idea is to buddy new volunteers with existing experienced volunteers. You may also want to produce a small information pack about your organisation, which will include things such as contact numbers, policies, management committee information etc.

New volunteers progress better if they are given a range of things to do, so ensure they have something positive to get involved with and are not just left to stand around.

## Ongoing support and management

How you provide ongoing support will depend on the type and the size of your club and the number of people on the Management Committee.

The main thing is that they need to feel valued and that their contribution makes a difference. Here are a few ideas to help you support and manage your volunteers:

- A short get together at the end of a session is always a useful way to keep people in touch with what is happening and how things are progressing. Regular meetings of all volunteers are good to give everyone a chance to have an input.
- Remember to say “thank you” regularly.
- Remember to send your volunteers birthday and Christmas cards and an occasional thank you letter.
- Provide free training for your volunteers or organise for them to attend external training sessions.
- Provide an opportunity to have a one to one meeting from time to time.

## Training

Training for all volunteers should be considered as essential whether it is for parents who want to volunteer in a safe and responsible manner or for volunteers looking to become professional Youth Workers.

As a minimum all volunteers should be trained by an existing team member on all internal policies and procedures.

Within Surrey there are training opportunities regularly available through various organisations.

Surrey Youth Development Service and The Lifetrain Trust are the main providers of professional youth work qualifications such as the NVQ and VRQ level 2 and level 3. It is recommended that paid youth workers work towards such qualifications however for a volunteer it is not a necessity.

Other training courses that all volunteers should be encouraged to attend include child protection, safeguarding and health & safety.

For the latest training opportunities in Surrey visit [www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk).

## SAMPLE: VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between .....(name of youth project)... and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding. This policy must be read in conjunction with the ....(name of youth project) health and safety policy, child protection policy, equal opportunities policy and disciplinary and grievance policy.

### Aims of the... (name of youth project)

*In this section you can highlight your aims or mission statement as outlined in your constitution. For example.*

(Name of youth project) is based in .....Our aims are to help and education young people through their leisure – time activities so to develop their physical, mental and spiritual capacities, that they grow to full maturity as individuals and members of society and their conditions of life may improve.

### Volunteer Role

*In this section you list the duties of your volunteers*

Your role as a volunteer starts on ... (date)...and is to:

To work with all members of the organisation.

To report to youth worker or leader of .... (name of youth project) and undertake duties as required

Support the set up and clearing away of equipment and activities during project sessions

To supervise activities and adhere to the policies of ....(name of youth project)

To work as part of the team and attend termly staff meetings.

To attend relevant training courses.

To be committed to safeguarding the welfare of all club members and adhere to the Child Protection Policy.

To meet the commitments of their volunteering hours as agreed with .. (name of youth project) and to notify with reasonable notice ...(name of youth project) when this cannot be undertaken so other arrangements can be made

### (Name of Youth Project) Role

(Name of youth project)... commits to ensuring the following are provided:

**Induction and Training:** Will ensure that you are provided with an induction of the work of (name of youth project), its buildings, other staff members and their volunteering role. You will be provided with an induction and the training needed to meet the responsibilities of their role.

**Supervision, support and flexibility:** We will do our best to develop your volunteering role with us. We will explain the standards we expect of our services and encourage and support you to achieve and maintain these. You will be provided with the opportunity to discuss your volunteering successes and express any grievances and problems you may have on a monthly basis or alternatively through the formal disciplinary and grievance procedures highlighted in the.. (name of youth project).. disciplinary and grievance policy. We will try to resolve any problems, grievances and difficulties you may have with us fairly and quickly Where a problem is unresolved we will offer you the opportunity to discuss these issues further in line with the disciplinary and grievance policy.

**Expenses:** We will ensure that you are reimbursed with the following expenses. Travel to and from home to (place of voluntary work) and to other locations that require you to travel whilst undertaking your voluntary work with us. All travel claims from be submitted with a completed travel expenses form. Meal allowance to a maximum of £ ( ) with a receipt. (To be eligible you must work around meal times or for at least (4) hours a day) Actual cost of crèche, childminding or other dependent costs incurred in order to be available for voluntary work

**Health and Safety:** Will provide adequate training in support of our health and safety policy.

**Child Protection:** Will provide adequate training in support of our child protection policy.



**Insurance:** Will provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

**Equal Opportunities:** To ensure that all volunteers are dealt with in accordance with our equal opportunities policy and in line with the disciplinary and grievance policy procedures.

**Volunteer Declaration:** I ..... (Name of volunteer) agree to:

Help (name of youth project) fulfil its services;

To perform my volunteering role to the best of my ability;

To follow the organisation's policies and procedures

To maintain confidential information of the organisation and its service users

To provide referees as agreed who may be contacted, and to agree to a criminal record disclosure being carried out upon myself.

My agreed voluntary time commitment is .....

This agreement is binding in honour only, and is not intended to be legally binding contract of employment between us and may be cancelled at any time at the discretion of either party.

Adapted from:

The Good Practice Guide – Kate Bowgett, Kathryn Dickie & Mark Restall (2002),

The National Centre for Volunteering

The A-Z of Volunteering and Asylum – Ruth Wilson (2003)

The National Centre for Volunteering Selecting Volunteers – Kate Bowgett

## RECRUITMENT, MANAGEMENT & DEVELOPMENT OF PAID STAFF

It may be at some point during the development of the youth project that it is decided to pay or employ a youth worker to lead the youth project.

Employing a youth worker can have additional benefits because unlike volunteers employing someone to lead the youth project can provide consistency that volunteers cannot always offer.

But it is important that if the decision is taken forward to employ a youth worker you seek further legal advice and guidance from a solicitor specialising in employment law.

It may be worth considering local organisations to facilitate the employment for you. For example you could approach the local Parish Council, Church, School or even a local charity to taking on the responsibility as they will have the relevant procedures and policies all ready in place.

### Organisational requirements for employing a youth worker

The following are some of the things which will need to be considered when employing a youth worker.

**Employers Liability Compulsory Insurance:** A statutory requirement for all employers of paid staff. This insurance covers against legal liability for injury, disease or death sustained by the employee and arising from their work. By law the minimum level of insurance required is for £5 million and you must display a copy of your insurance where employees can view it.

It is also essential that you take out insurance through an authorised insurer registered with the Association of British Insurers. See [www.abi.org.uk](http://www.abi.org.uk). Alternatively contact Surrey Clubs for Young People. For more information see the Useful Sources of Information section.

**Taxes and Payroll:** This includes National Insurance Contributions, PAYE (system for deducting income tax contributions), issuing of pay statements, Student Loan Deductions, Deductions from Earnings Orders (this is the method for collecting child maintenance), pension contributions and taxable benefits.

In order to process the above you will need to have a payroll system. Depending upon your capacity and expertise to manage payroll you may wish to consider outsourcing this to another organisation. Surrey Community Action provides advice and guidance upon a range of issues facing voluntary organisations, including a Payroll Service that you can subscribe to annually. For contact details see the Useful Sources of Information section.



**Salary:** Whatever the hourly basis the worker will be undertaking you will have a statutory requirement in ensuring that they are paid the national minimum wage. However you will find that within the sector there are set minimum pay scales depending on the level of qualification the worker holds.

Within the youth work sector these minimum salary scales for youth workers are set by the JNC (Joint Negotiating Committee) see [www.lge.gov.uk](http://www.lge.gov.uk) for further information.

The JNC pay scales are intended as a guideline to the minimum recommended pay scales only. They are useful for investigating what the typical salary similar organisations in your area are offering.

**Hours:** The hours a worker will be paid should include the project sessions which you expect them to work. Time should also be allowed for opening and closing, set up of the project and additional hours outside the project's opening times that may be required for administration and the organisation of activities.

**Qualifications:** In order to practice as a youth worker a minimum level of qualification in youth work is desirable. The level of qualification will be dependent upon the role and duties they will be expected to fulfil.

Typically the minimum qualification required in order to open up, run and manage a youth project, including responsibilities in the management of volunteers is an NVQ / VRQ Level 3 Youth Support Worker. Depending on the duties required and the young people they will be working with, additional specialised qualifications may also be obtained.

However such qualifications are not a statutory requirement. The qualification is an indication of the level of knowledge an individual should hold in that field and does not determine a good or bad youth worker. Experience in working with children and young people is just as essential.

Youth Work training is typically vocational. If an individual does not hold a Youth Support Worker qualification but indicates a good level of experience you may wish to employ them and offer them this training as part of their employment.

A number of grants and bursaries are available in order to support youth worker training, visit [www.surreyyouthfocus.com](http://www.surreyyouthfocus.com) for further information and NCVYS [www.ncvys.org.uk](http://www.ncvys.org.uk).

In Surrey the main training provider for Youth Work is The Lifetrain Trust. Please refer to Useful Sources of Information for contact details.

**Disciplinary and Grievance:** All employers by law have a statutory obligation to ensure that disciplinary and grievance procedures are set out in writing.

**Statutory Holidays and Time off in Lieu:** Holiday entitlement is the same for part time workers and for full time workers but is calculated on a pro-rata basis for part time workers. All full time workers are entitled to 4.8 weeks or 24 days paid holiday as of 1<sup>st</sup> October 2007. This must be paid when their leave is taken. Paid leave for public bank holidays is not a legal entitlement, but organisations are able to offer paid leave for the bank holidays as part of the minimum holiday entitlement given.

Workers are entitled to time off in lieu (TOIL) if overtime pay is unable to be provided for. It is important when offering TOIL that the employee agrees to this. It must also be made clear that this can only be taken when convenient to the employer. A clear written statement should be issued within the contract stating how much TOIL a worker can take at any one time in order to avoid too much time off in lieu being accumulated. TOIL can be given in addition to overtime but this only applies to cases where work has been undertaken on a bank holiday.

**Statutory Maternity, Paternity and Adoption Pay :** This includes 9 weeks of statutory maternity pay and 13 weeks unpaid maternity leave after this, up to 2 weeks paternity leave within 56 days of the birth and up to 52 days adoption leave.

**Statutory Sick Pay (SSP):** Employers have a statutory requirement to pay sick pay to their workers for a maximum of 28 days if they have been sick for more than 4 days or more.

Employers can opt out of SSP and pay wages to the employee as Occupational Sick Pay (Contractual Sick Pay) instead of Statutory Sick Pay. This can be undertaken as long as the wage payments are equal to or more than the minimum SSP payments.

Employers can recover some of the Statutory Sick Pay paid out if you qualify through the Percentage Threshold Scheme (PTS) from the government.

Part time, temporary and casual workers are entitled to SSP subject to them fulfilling a number of conditions. Please refer to HM Revenue and Customs [www.hmrc.gov.uk](http://www.hmrc.gov.uk) and Business Link for further information [www.businesslink.gov.uk](http://www.businesslink.gov.uk).

**Contracts:** A written statement of employment is a statutory requirement and must be issued within 2 months of employment commencing.

Legally this should contain the; name of the employer, name of employee, date employment commenced, employees pay, how it is calculated, the intervals it will be paid and their right to the National Minimum Wage, hours of work, holiday entitlement including public holidays and holiday pay, sick pay entitlement, job title and description, and the address of employee's place of work.

Employment of a worker should not commence until legal advice and guidance is obtained professionally. Please contact a employment law specialist before doing so.

## Safer Recruitment

Ensuring the safety and wellbeing of the children and young people in your care is essential.

Having clear and comprehensive procedures in place for the recruitment of staff is a big step towards maintaining a safe service. recruitment.

Such procedures could deter and reject potential abusers at the application stage, before they begin having any contact with the children and young people in your care.

Steps towards safer recruitment include:

- a. The Application Process
- b. Confirmation of Identity
- c. References
- d. Interviews
- e. Criminal Record Disclosure's

These steps seek to ensure that potential abusers and individuals unsuitable for the placement are deterred and rejected before appointment happens. However these pre-recruitment checks are not a guarantee of complete safety, and must not act as a substitute for the supervision and management of staff and volunteers or for the development of a working culture within your club/project that enables the prevention and detection of abuse.

### a) The Application Process

Before advertising for staff and volunteers it should be ensured that the following are in place;

**Application Forms:** Devising an application form for a placement is more appropriate than accepting Curriculum Vitae's (CV's).

With an application form it can be ensured that an applicant includes all relevant information. This helps to ensure only those who match the selection criteria and are suitable for the placement are short listed for interview. Accepting a Curriculum Vitae can mean you take the risk that relevant and appropriate information is missed out or hidden.

An application form should include the following information:

- Personal details including name, address and contact details.
- Present employment/voluntary work and where applicable reason for leaving.
- Full history of employment/voluntary work since leaving education including accountability for any gaps.
- Qualifications.
- References.
- Personal statement.
- Declaration of all convictions including spent convictions, cautions, reprimands and warnings this must also be signed.
- Signed declaration that all information provided is true.
- Separate equal opportunities monitoring form.

**Job Description and Person Specification:** Essentially a job description clarifies the level of responsibility an individual holds through the tasks they will undertake, and the boundaries they are able to work within.

A person specification clarifies the essential knowledge, skills and experience of the individual so that they are able to perform the specified role. This should include any other skills required.

As has been said working with young people can be difficult and demanding. A person specification can therefore ensure that they understand what is involved and allows you to assess if they are suitable.

A sample youth worker job description and person specification can be found at the end of this section.

**Confirmation of Identity:** For all employees it is essential that 2 forms of proof of identity are provided to exclude someone who is banned from working with children or young people applying under a false name and address.

The forms of identity will also be required in order to process a Criminal Records Bureau Check. An appropriate stage to ask to see these would be at the interview stage.

**References:** are an opportunity to compare information provided by the applicant to ensure its accuracy and reliability.

It is best practice to request 2 references from referees who have known the individual for at least 2 years. One of these references should typically come from the most recent employer or organisation they have worked or volunteered for.

In order to ensure the references received are reliable and specific to the role in question, referees should be asked specific questions in relation to the applicant's previous work with children and young people. These could include:

- Whether they are aware of anything that might give rise to concern
- Ask about concerns and specifically about allegations about their behaviour towards children
- Any disciplinary action
- Specific confirmation of their details and responsibilities

In order to ensure that an individual does not provide false references, all references should also be followed up with a phone call. Under no circumstances should open references or references provided by an applicant be accepted.

**Interviews:** are important in finding out more about the individual's motivations, personality, interests and in turn their suitability for the placement. It is also an opportunity for the individual to ask any questions they may have and a chance to provide them with a tour of the project.

The process should be structured to ensure the following:

- At least 2 people should be involved in interviewing the individual.
- Those interviewing should be diverse and representative of the organisation (both genders, range of ability and more than one ethnic background however this is not always possible).
- Where possible young people should be represented on the panel.
- Appropriate training should be given to all those interviewing.
- The structure of the interview including the questions to be asked should be agreed.
- Applicants should be assessed against the person specification.
- Give the applicant the opportunity to confidentially disclose any prosecutions or criminal convictions. As the work will involve working with children and young people and is therefore exempt from the Rehabilitation of Offenders Act 1974 even if they would normally be regarded as 'spent'.

Only if you are satisfied that the applicant offers no risk of harm to children and young people, and that they meet the criteria of the role should you then appoint them. Remember at all times to undertake the process in line with equal opportunities. See the Equal Opportunities section for more information.

**Criminal Record Disclosures:** See the Criminal Record Bureau section for more information.

## Managing Staff

Policies and procedures must be in place to ensure that staff are adequately trained for their role in order to stay motivated and keep themselves and the young people they are working with safe.

The following steps could be introduced into your organisation as a way of maintaining a safe and well run organisation.

**Appointment and Induction:** For all paid staff it is important that inductions and adequate training are undertaken as well as adequate supervision from existing staff & volunteers.

A good idea is to buddy new staff with existing staff and volunteers.

Inductions should cover the following:

- Aim of the organisation

- Introduction to other staff members
- The individual's role and duties
- Health and Safety
- Child Protection
- Code of Conduct
- Any other procedures (expenses, disciplinary and complaints etc.)

It is good practice to issue every new staff member with an induction pack. It could simply comprise of a folder or plastic pocket containing a copy of the organisation's child protection policy, health and safety policy, code of conduct, expenses forms, contact numbers and any other relevant information including disciplinary and complaints procedures.

Basic training should also be given comprising of internal child protection and health and safety procedures.

**Supervision and Support:** Good supervision for paid staff can be instrumental in dealing with any problems, irregularities and concerns about an individual's practice at the earliest possible stage.

Providing an opportunity when staff can either meet someone regularly on a one to one basis or having someone who they can contact if they ever wish to means they are less likely to become dissatisfied and leave.

Meetings for staff could be a short get together after every session in addition to separate meetings held on a monthly, bi-monthly or tri-monthly basis.

**Disciplinary and Grievance Procedures:** For paid staff there are statutory requirements under the Employment Act 2002 that must be fulfilled. Evidence that these minimum requirements have been fulfilled before dismissal of an employee is undertaken are required in order to disregard unfair dismissal. Further details are available via ACAS (Advisory, Conciliation and Arbitration Service). See [www.acas.org.uk](http://www.acas.org.uk) for further information.

## SAMPLE: YOUTH WORKER JOB DESCRIPTION

**Job Title:**  
Youth Worker

**Job Purpose:**  
To encourage, inspire and support the personal development of young people ages ..... through the development and delivery of programmes of activities, which empower and help young people to be aware of their rights and responsibilities to the wider community, and enable them to take greater control of their lives.

**Responsible to:** Management committee of ..... (Name of project)

**Responsible for:** The work of volunteers who support the project.

**Key Responsibilities:**  
 Initiate, develop and maintain positive relationships with young people in order to identify key issues relevant to them  
 To be involved in planning and facilitating project activities for young people  
 To direct youth work in a way that encourages young people to develop their self – awareness, individuality and political growth  
 To work in ways which promote equality of opportunity, participation and responsibility  
 To work with young people to safeguard their welfare  
 To promote a culture of health and safety during project sessions  
 To be responsible for the security of buildings, equipment and any monies collected in project sessions  
 Contribute to the general running and organisation of the youth project and any other related activities.  
 To report in monthly meetings to the management committee  
 To part take in some weekend work and residential activities  
 To manage work in line with the .....(Name of project) policies and legal requirements including health and safety, child protection, equal opportunities, and financial regulations.

## SAMPLE: YOUTH WORKER PERSON SPECIFICATION

### Knowledge/Qualifications:

Youth Work NVQ/VRQ Level 2 (**Desirable**)

Youth Work NVQ/VRQ Level 3 (**Desirable**)

First Aid at Work Qualification (**Desirable**)

Willingness to undertake training in above if not already qualified (**Essential**)

A good knowledge of the issues facing young people in society today (**Essential**)

An awareness of health and safety and child protection issues and how to ensure good practice (**Essential**)

### Skills and Abilities:

Excellent communication skills and an ability to relate to young people in a variety of ways positively (**Essential**)

Ability to understand, respect and value young people's views (**Essential**)

Excellent interpersonal skills (**Essential**)

Ability to lead and manage a team of volunteers (**Essential**)

Ability to work using own initiative (**Essential**)

An ability to set and work to own targets (**Essential**)

An ability to plan and implement exciting and imaginative programme of youth work activities (**Essential**)

IT Competent, particularly with Microsoft programmes (**Essential**)

Any other skills, interests, expertise and qualifications that may be used in a youth work setting (music, art, crafts, sports, outdoor activities, health awareness) (**Desirable**)

### Experience:

Working with young people ages ..... in a youth work or similar setting. (**Essential**)

Experience of leading a team of volunteers (**Desirable**)

**Personal Qualities:** Ability to maintain confidentiality in line of the parameters specified within legal regulations (**Essential**)

Reliable and committed to work (**Essential**)

Punctual (**Essential**)

Enthusiastic and self motivated (**Essential**)

Empathy with young people (**Essential**)

### Special Conditions (**Essential**):

Appointment is subject to clearance through the Criminal Records Disclosure system and satisfactory references.

The work you will be undertaking will involve contact with children and young people, by law this is exempt from the Rehabilitation of Offenders Act 1974. You are not entitled to withhold information and must declare all convictions, including spent convictions, cautions, reprimands and final warnings. Any information given will be completely confidential and will be considered only in relation to any application or positions to which the Order applies.

## HOW TO REGISTER AS A CHARITY

To obtain the benefits of being a charity, the organisation will have to register with the Charity Commission and be recognised by the Inland Revenue. This brings with it specific responsibilities which need to be fulfilled.

As of 23<sup>rd</sup> April 2007 under the Charities Act 2006 only charities with an annual income above £5,000 must register with the Commission.

Registering as a charity is a relatively simple process. The Charity Commission has a model constitution that you can adopt and registration is free (2008). The process usually takes around three to six months. The Charity Commissions Website is very user friendly and the majority of the documents required can be down loaded from their site [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk).

### Main advantages

#### Registered Charities:

- Can get gifts, subscriptions and donations increased through gift aid. It can increase the value of donations by 28% at no extra cost to the donor. Check the HM Revenue & Customs website for the latest information [www.hmrc.gov.uk/charities/gift\\_aid/basics.ttm](http://www.hmrc.gov.uk/charities/gift_aid/basics.ttm).
- Are often able to raise funds from the public, grant-making trusts and local government more easily than non-charitable bodies.
- Are able to give the public the assurance that they are being monitored & advised by the Charity Commission.
- Can seek advice and information from the Charity Commission, e.g. their range of free publications.

- Can negotiate better business rates upon buildings that they use and occupy, to further their charitable purposes.

## Registration

To register a charity, you will need to use the pack from the Charity Commission containing the application form for registration. The Charity Commission indicate that you should only apply for the pack after reading booklet CC21 and you believe that your organisation is charitable and it is required to register.

Where the applicants propose to work directly with vulnerable beneficiaries (e.g. children and young people), the Charity Commission will seek an assurance that the organisation has carried out any necessary or recommended checks with the Criminal Records Bureau or another relevant agency (e.g. Social Services).

## What happens after registration?

Registration is not the end of the process. You will have a number of ongoing duties and responsibilities. The following is a list of some of the things you will have to do if you are the trustee of a registered charity:

- Keep your charity's accounts.
- Tell the Charity Commission about any changes to your governing body.
- Tell the Charity Commission about any changes to the details of your charity shown on the Register of Charities.
- Tell the Charity Commission if your charity no longer exists or operates.
- Return the Register Check Form (RCF) each year.
- Charities with an income or expenditure over £10,001 have a legal duty to send the Annual return issued each year.

## USEFUL SOURCES OF INFORMATION

There are many groups and organisations that are able to assist with information, resources, training and sometimes funding.

### Advice, Guidance and Information:

#### Surrey

##### **Surrey Youth Focus (Surrey Youth Focus)**

Astolat, Coniers Way, New Inn Lane, Burpham, Surrey, GU4 7HL

Tel: 01483 453962

[admin@surreyyouthfocus.org.uk](mailto:admin@surreyyouthfocus.org.uk)

[www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk)

The representative voice for the voluntary youth sector. Surrey Youth Focus provides advice, information and guidance to the voluntary youth sector through its 6 yearly Surrey Youth News, annual member's directory and regular e-bulletins. Surrey Youth Focus are able to signpost you to other organisations who can support your work.

##### **Surrey County Council Contact Centre**

Floor 3, Conquest House, Wood Street, Kingston Upon Thames, KT1 1AB

Tel: 03456 009009

Email: [contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)

Lines open Monday to Friday 8:00am to 6:00pm.

Surrey County Council Contact Centre is the first point of call for all general enquiries to the county council and can direct you to organisations and services that can support you.

##### **Surrey County Council Youth Development Service**

Main Number, Quadrant Court, 01483 519430

[www.surreycc.gov.uk/youthdevelopmentservice](http://www.surreycc.gov.uk/youthdevelopmentservice)

Henry Curwen

Voluntary Youth Organisation Coordinator, YDS, Quadrant Court

35 Guildford Road, Woking, Surrey, GU22 7QQ

Tel: 01483 519410 / 07773 394440

Email: [henry.curwen@surreycc.gov.uk](mailto:henry.curwen@surreycc.gov.uk)



The Youth Development Service support young people aged 13 – 18 years (up to 25 years for young people with special needs). The service supports four outdoor education centres across Surrey, youth clubs, detached youth work, health education, Duke of Edinburgh's Award scheme and targeted intervention projects.

### **Surrey Clubs for Young People (SCYP)**

The Coach House, High Ashurst OEC, Mickleham, Dorking RH5 6DQ  
Tel: 01372 377221/ 2  
Email: [admin@scyp.co.uk](mailto:admin@scyp.co.uk)  
[www2.scyp.co.uk](http://www2.scyp.co.uk)

An umbrella organisation part of the NACYP that provides a wide range of services to individual youth groups. Benefits of affiliation include a programme of activities, events, competitions, insurance, advice, guidance and support.

### **Surrey Children and Families Information Service (CAFIS)**

[www.surreycafis.org.uk](http://www.surreycafis.org.uk)  
[info@surreycafis.org.uk](mailto:info@surreycafis.org.uk)

Surrey Children and Families Information Service (CAFIS) is an online information service dedicated to providing a full range of advice to families requiring additional support for their child. The website provides links to over 200 services specialising in supporting children and their families, courses and conferences for parents and professionals, and provides details of up and coming activities and events.

### **Connexions Surrey**

Connexions Surrey Central Support Team  
Quadrant Court, 35 Guildford Road, Woking GU22 7QQ  
Tel: 01483 519333  
[www.connexionssurrey.co.uk](http://www.connexionssurrey.co.uk)

Connexions Direct Free Phone (Talk to a Personal Adviser any time)  
080 800 13 2 19  
Text a Personal Adviser 07766 4 13 2 19

Connexions Surrey provides free impartial advice, information and guidance to young people ages 13 to 19 years upon drugs, alcohol, housing, training, education, understanding the law, sex and relationships, transport, money and other local information. Advice and guidance is available through over 50 Connexions Access Points across the county, 6 Connexions Centres and through personal advisers located at schools and other youth facilities.

### **Surrey Community Action**

Astolat, Coniers Way, New Inn Lane, Burpham, Surrey GU4 7HL  
Tel: 01483 566072  
Email: [info@surreyca.org.uk](mailto:info@surreyca.org.uk)  
[www.surreyca.org.uk](http://www.surreyca.org.uk)

Surrey Community Action provides a variety of services to help Surrey's communities and Voluntary and Community Organisations (VCOs) to grow and develop.

Surrey Community Action is able to offer free funding and resource advice to all voluntary and community groups. Helping you to locate suitable sources of funding, providing you with 1-1 support with your fundraising and signposting to further sources of information.

You can access training and development for staff, volunteers and trustees working within your organisation, including courses covering personal skills, management and HR, administration and finance, child protection, fundraising, marketing and ICT.

### **Surrey Neighbourhood Police**

Surrey Police Headquarters, Mount Browne, Sandy Lane, Guildford, GU3 1HG.  
Tel: 0845 125 2222  
[www.surrey.police.uk/neighbourhood](http://www.surrey.police.uk/neighbourhood)

Click on the website to find your local team. They provide a visible presence in the neighbourhood and work closely with partners and the public to tackle anti-social behaviour, solve crime and build community confidence. They are often very supportive of the setting up of youth clubs and will provide hands on support whenever possible.



### **Surrey Community.info**

Surrey ePartnership, Room 296 County Hall, Kingston Upon Thames, Surrey, KT 2DW

Email: [lucy.micheni@surreycc.gov.uk](mailto:lucy.micheni@surreycc.gov.uk)

[www.surreycommunity.info](http://www.surreycommunity.info)

Surrey Community info enables communities to access information about Community and Voluntary Organisations. The site also provides community and voluntary organisations, parishes and towns with a web presence through the provision of free hosting and website templates

### **Surrey Faith**

#### **Guildford Diocese**

Diocesan Youth Officer, Education Centre, The Cathedral, Guildford, Surrey GU2 5UP

Tel 01483 450423

[www.cofeguildford.org.uk](http://www.cofeguildford.org.uk)

Responsible for all Church of England youth activities within their diocese

#### **Diocese Of Arundel and Brighton**

Diocesan Youth Office, Diocese of Arundel and Brighton Christian Education Centre, 4 Southgate Drive, Crawley, West Sussex RH10 6RP

Tel: 01293 612299

Email: [dabcec@dabnet.org](mailto:dabcec@dabnet.org)

[www.dabnet.org](http://www.dabnet.org)

Responsible for all Roman Catholic Youth activities within their diocese

#### **The Diocese of Southwark**

Youth Advisor, Diocese of Southwark, Trinity House, 4 Chapel Court, Borough High Street, London SE1 1HW

Tel: 020 7939 9416

[www.southwark.anglican.org/contacts/email.php?id=48](http://www.southwark.anglican.org/contacts/email.php?id=48)

Responsible for all Church of England youth activities within the South London & East Surrey diocese.

#### **South Eastern Baptist Association**

c/o 17 Cherry Close, Burgess Hill, West Sussex RH15 9PR

Tel: 01444 233431

Email: [admin.sba@tiscali.co.uk](mailto:admin.sba@tiscali.co.uk)

[www.seba-baptist.org.uk/about/guildford.html](http://www.seba-baptist.org.uk/about/guildford.html)

Responsible for all Baptist youth activities in their area.

### **National**

#### **National Council for Voluntary Youth Services (NCVYS)**

Third Floor, Lancaster House, 33 Islington High Street, London N1 9LH

Tel: 020 7278 1041

Email: [mail@ncvys.org.uk](mailto:mail@ncvys.org.uk)

[www.ncvys.org.uk](http://www.ncvys.org.uk)

National independent body representing the voluntary and community youth organisations in England. NCVYS represent and support the sector at a national context in policy and promote best practice and standards in child protection, participation and workforce development.

#### **National Youth Agency**

Eastgate House, 19 – 23 Humberstone Road, Leicester, LE5 3GJ

Tel: 0116 242 7350

Email: [nya@nya.org.uk](mailto:nya@nya.org.uk) / [dutydesk@nya.org.uk](mailto:dutydesk@nya.org.uk)

[www.nya.org.uk](http://www.nya.org.uk)

The NYA provide resources to improve work with young people and its management; influence public perception and policy, secure and provide national recognition to standards of education and training for youth work and support the leadership of organisations to manage change.

### **National Council for Voluntary Organisations (NCVO)**

Regent's Wharf, 8 All Saints Street, London, N1 9RL

NCVO Helpdesk Tel: 0800 2 798 798

Email: [helpdesk@askncvo.org.uk](mailto:helpdesk@askncvo.org.uk)

[www.ncvo-vol.org.uk](http://www.ncvo-vol.org.uk)

Support and voice of the national voluntary and community sector. NCVO lobby and represent the views of its members, and wider voluntary sector to government, the European Union and other bodies. Produce books, reports, toolkits and briefing papers upon funding, voluntary sector management and much more!

### **National Clubs for Young People (NCYP)**

371 Kennington Lane, London SE11 5QY

Tel: 020 7793 0787

Email: [office@clubsforyoungpeople.org.uk](mailto:office@clubsforyoungpeople.org.uk)

[www.clubsforyoungpeople.org.uk](http://www.clubsforyoungpeople.org.uk)

UK- wide network of clubs, services, projects and activities providing support for young people in their local communities.

### **Youth Information**

[www.youthinformation.com](http://www.youthinformation.com)

Online information toolkit for young people provided by the National Youth Agency, providing advice and guidance and links to over 1200 organisations and services.

### **UK Youth**

Avon Tyrrell, Bransgore, Hampshire BH23 8EE

Tel: 01425 672347

Email: [info@ukyouth.org](mailto:info@ukyouth.org)

[www.ukyouth.org](http://www.ukyouth.org)

Develop and promote innovative non-formal education programmes for and with young people. UK Youth run the National Youth Challenge Youth Achievement Award accreditation scheme, Peer Qualifications programme, First Gear and One Two wheels Vehicle Education programme and Young Mother's Learning programmes. Additionally UK Youth offer training, conferences and advocacy for quality youth work nationally for the sector.

### **Working with Young People: Legal Responsibility and Liability**

6<sup>th</sup> Edition 2005

The Children's Legal Centre

University of Essex, Wivenhoe Park, Colchester, Essex CO4 3SQ

Tel: 01206 872466

Email: [clc@essex.ac.uk](mailto:clc@essex.ac.uk)

[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

ISBN 0 946109 46 X

## **Homelessness**

### **Catch 22**

Tel: 01483 517070

Email: [catch22@surreycc.gov.uk](mailto:catch22@surreycc.gov.uk)

[www.catch-22.org.uk](http://www.catch-22.org.uk)

Area: Surrey

Catch 22 work with young people aged 16 – 21 who are making the transition from the looked-after care system to independent living. Catch 22 seeks to develop community partnerships to enable young people to access knowledge, skills, and opportunities to improve their lives so that they can participate fully in Society.

### Step By Step

61 Victoria Road, Aldershot, Hampshire, GU11 1SJ  
 Tel: 01252 312364  
 Email: [info@stepbystep.org.uk](mailto:info@stepbystep.org.uk)  
[www.stepbystep.org.uk](http://www.stepbystep.org.uk)

Area: Hampshire and Surrey Borders

Step by Steps' mission is to 'empower homeless people and those facing adversity to achieve their full potential', they achieve this by working with homeless young people aged 16 to 25 in Hampshire and Surrey. Young people can access Step by Steps' services either through self referral or from referral by another organisation, friend or relative. The services provided include emergency accommodation, training, development and counselling.

### Guildford YMCA

Guildford YMCA, Bridge Street, Guildford, GU1 4SB  
 Tel: 01483 532555  
 Email: [accom@guildfordymca.org.uk](mailto:accom@guildfordymca.org.uk)  
[www.guildfordymca.org.uk](http://www.guildfordymca.org.uk)

Area: West Surrey

Guildford YMCA Nightstop provides short term emergency accommodation to vulnerable young people ages 16 to 19 years in the homes of approved volunteer hosts whilst long term plans are put into place. Nightstop is monitored as part of the national Nightstop UK scheme. Additional support and advice to the young person is also available through a Connexions Personal Adviser. In addition to emergency accommodation Guildford YMCA offer 120 rooms for short term stays and longer term renting.

### Reigate and Redhill YMCA

Sports Centre, Prince's Road, Redhill RH1 6JJ  
 Tel: 01737 779979  
 Email: [admin@ymcaredhill.com](mailto:admin@ymcaredhill.com)

Housing Manager, Hillbrook House, 68 Brighton Road, Redhill, RH1 6QT  
 Tel: 01737 773089

Area: East Surrey, Redhill

Reigate and Redhill YMCA provide safe affordable accommodation for 42 young people ages 16 to 30 in the Redhill area. A number of services are supported through Hillbrook House including Nightstop emergency accommodation in homes of approved volunteer hosts, Next Step that helps young people on low incomes pay the deposit required for private rented accommodation and additional 'move on' support offered through a Connexions Personal Adviser.

## Drugs and Alcohol

### Catch 22 Service

Tel: 01483 517070  
 Email: [catch22insurrey@surreycc.gov.uk](mailto:catch22insurrey@surreycc.gov.uk)  
[www.catch-22.org.uk](http://www.catch-22.org.uk)

Area: Surrey

The Catch 22 Surrey Drug and Alcohol Youth Support (DAYS) supports young people either at risk of exclusion or have been excluded from school and where drugs and alcohol issues have been identified.

### Surrey Alcohol and Drugs Advisory Service (SADAS)

14 Jenner Road, Guildford, Surrey GU1 3PL  
 Tel: 01483 590150  
[www.sadas.org.uk](http://www.sadas.org.uk)  
[info@sadas.org.uk](mailto:info@sadas.org.uk)

Area: Surrey

Offers information and advice to people with alcohol and drug related concerns. SADAS have 11 venues throughout Surrey where individuals can visit counsellors for support.

### ***Surrey Drug and Alcohol Action Team (DAAT)***

Ramsay House, West Park Road, Epsom, KT19 8PH

Tel: 01372 205790

[www.surreydaat.org.uk](http://www.surreydaat.org.uk)

Area: Surrey

Surrey DAAT is a statutory partnership of seniors officers from local agencies including the police, probation and prison services, health and social services, education and the voluntary sector. The DAAT commissions and plans drug/alcohol services for young people and adults across Surrey.

### ***Talk to FRANK***

[www.talktofrank.com](http://www.talktofrank.com)

0800 77 66 00

Area: National

Independent government funded site that provides free confidential drugs information and advice 24 hours a day.

### ***Surrey Young People's Service: In-volve***

East Surrey:

Grove Hill House, 1-5 The Pavement, Brighton Road, Redhill RH1 6TW

Tel: 01737 773 482

West Surrey:

Woodbridge Chambers, 89 Woodbridge Road, Guildford Surrey GU1 4QD

Tel: 01483 563095

[www.in-volve.org.uk](http://www.in-volve.org.uk)

Area: Surrey

Provide confidential Drug and Alcohol support to young people under 19, including a one stop shop care plan, one to one counselling, outreach, secondary consultation to other organisations, support in further education through Surrey Connexions and Community detox.

### ***Hope UK***

48 Westway Gardens, Redhill RH1 2JB

Tel: 01737 212662

[www.hope.org](http://www.hope.org)

Area: Surrey

Hope UK Surrey is the county arm of the country's largest Christian drugs education charity and helps children and young people and their parents, carers and teachers, church and voluntary leaders to meet this challenge to their health and wellbeing.

## **Lesbian, Gay, Bisexual, Transgender**

### ***The Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Service***

LGBTQ Young People, Surrey Youth Development Service

Tel: 03456 009009

Area: Surrey

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

The LGBTQ service is run by Surrey Youth Development Service. The Service provides information, support and advice for young lesbian, gay, bisexual, transgendered young people and those questioning their sexual orientation or gender identity ages 13 to 19 years search for more details on the Surrey County Council Website.

## **Sexual Health and Young Parents**

### **Brook Advisory Centres**

421 Highgate Studios, 53-79 Highgate Road, London NW5 1TL  
 Tel 020 7284 6040  
 Helpline 0800 0185 023  
 Email: [admin@brookcentres.org.uk](mailto:admin@brookcentres.org.uk)  
[www.brook.org.uk](http://www.brook.org.uk)

National voluntary sector provider of free and confidential sexual health advice and services specifically for young people under 25 years.

### **Family Planning Association**

50 Featherstone Street, London EC1Y 8QU  
 Tel: 020 7608 5240  
 Helpline 0845 122 8687  
 (9am to 5pm Monday to Thursday and 9am to 4.30pm Friday)  
[www.fpa.org.uk](http://www.fpa.org.uk)

Provides information on contraception and sexual health issues. Also tells you where your nearest clinic is, and it runs the Contraception Education Service.

### **NHS DIRECT**

Helpline: 0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Provides medical advice 24hrs 7 days a week

### **Surrey Cyber SHS**

Pascal Place, Radalls Way, Leatherhead  
 Tel: 01372 201621  
[www.surrey-cybershs.nhs.uk](http://www.surrey-cybershs.nhs.uk)

Surrey Cyber SHS is a website designed to help you find up to date information on local, relationship and personal services e.g. where to get contraception, services for young people and where to go if you just need to talk.

### **Healthy Schools**

[www.healthyschools.gov.uk](http://www.healthyschools.gov.uk)

Healthy Schools is a long-term initiative sponsored by the Department for Health and the Department for Children, Schools and Families, which is making a significant difference to the health and achievement of children and young people.

Health information is provided for a range of audiences that relates to the National Curriculum and the National Healthy School Standard.

### **Spelthorne Young Parent Group**

Surrey CC Youth Development Service, Stanwell Youth Club, Hadrian Way, Stanwell, Middlesex TW19 7HE  
 Tel: 01483 519424/07968832428

Area: Spelthorne

Provide support for young parents under 21 years and their children, usually 2 hour weekly sessions that provide informal, informative and fun activities.

### **SPACES**

High Lane Community Centre, Weycombe Road, Haslemere, Surrey GU27 1EL  
 Tel: 01428 723910

Area: Waverley

Provides a weekly free drop in group for young parents 18 to 25 years and their pre-school children.

***For details of further services across Surrey supporting young parents contact Surrey County Council Youth Development Service and Connexions Surrey.***

## **Young Carers**

### **Surrey Young Carers**

East Surrey Office  
Unit 5, 46 Croydon Road, Reigate, Surrey RH2 ONH  
Tel: 01737 248111

West Surrey Office  
Astolat, Coniers Way, New Inn Lane, Burpham, GU4 7HL  
Tel: 01483 568269  
Email: [syc@actionforcarers.org.uk](mailto:syc@actionforcarers.org.uk)  
[www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

Area: Surrey

Supports and advocates on behalf of 750 young carers across Surrey. Services include 1:1 work, groups, residential and activity days and support in schools. Surrey Young Carers enable young carers to meet other children in similar circumstances, enjoy activities in a supportive environment and have time out from their caring responsibilities.

### **Mid-Surrey Project for Young Carers**

Unit 7, Old Water Yard, Curtis Road, Dorking, Surrey, RH4 1DY  
Tel: 01306 881900/01306 876816  
Email: [peter@scyp.co.uk](mailto:peter@scyp.co.uk)  
[www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

Area: Surrey

Offer a wide range of support, advice and activities to young carers on an individual or group basis. Working with young people from 5 to 19 years who undertake caring responsibilities within the family.

## **Young People at Risk of Exclusion / Not in Education, Employment or Training (NEET)**

### **STEPS**

The Surrey Care Trust, 1 Old Elstead Road, Milford, Godalming, Surrey GU8 5EE  
Tel: 01483 426990  
Email: [hq@surreycaretrust.co.uk](mailto:hq@surreycaretrust.co.uk)  
[www.surreycaretrust.co.uk](http://www.surreycaretrust.co.uk)

Area: Epsom and Ewell, Spelthorne, Surrey Heath and Woking

STEPS run by The Surrey Care Trust offers a programme of accredited learning, support and development opportunities to young people at risk of disengaging from mainstream education or not currently in education, employment or training. STEPS provide a number of targeted programmes including a personal development programme and free counselling.

### **The Prince's Trust**

Surrey Office, Leatherhead Enterprise Centre, Randalls Rd, Leatherhead, Surrey KT22 7RY  
Tel: 01372 825161  
Email: [webinfose@princes-trust.org.uk](mailto:webinfose@princes-trust.org.uk)  
[www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Area: Surrey

Helps young people aged between 14 – 30 years, who lack opportunity, to develop self confidence, learn new skills and get into work, including self-employment. In Surrey the Prince's Trust team offer a Business Programme (18 – 30), Team Programme (16-25), xl Programme (run in schools) and Development Awards (14-25).

### **Learning Space**

Learning Space – St Andrew's School  
Grange Road, Leatherhead, Surrey KT22 7JP  
Tel: 01372 270812  
Email: [learningspace@ukonline.co.uk](mailto:learningspace@ukonline.co.uk)  
[www.learningspace.org.uk](http://www.learningspace.org.uk)

Area: National

Experienced schools inclusion team that works alongside schools and children at risk of exclusion and their families.

## **Youth Offending**

### **Surrey Youth Justice Service**

**West Surrey** (Guildford, Runnymede, Waverly, Woking, Surrey Heath)

Surrey YJS (West)

Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ  
01483 517000

**East Surrey** (Spelthorne, Elmbridge, Epsom and Ewell, Tandridge, Mole Valley, Reigate and Banstead)

Surrey YJS (East)

The Mansion, Church Street, Leatherhead, KT22 8DP  
01372 363655

Area: Surrey

The Surrey Youth Justice Service prevents offending by children and young people aged 10 - 17 years. The Surrey Youth Justice Service work with the young people and their families, to reduce the risks associated with offending behaviour. The service supports young people's inclusion where excluded back into the education system and helps to strengthen a young person's education, training, employment, sport and leisure pursuits.

## **Disability and Accessibility**

### **The Yippee Project**

Reigate and Redhill YMCA, Princes Road, Redhill, Surrey RH1 6JJ

Tel: 01737 779979

Email: [admin@ymcaredhill.com](mailto:admin@ymcaredhill.com)

[www.ymcaredhill.com](http://www.ymcaredhill.com)

Area: Surrey

Run by Reigate and Redhill YMCA, The Yippee project offers care and activities for children aged 5 to 15 years with a disability every Saturday and throughout the school holidays.

### **Disability Challengers**

Challengers, Stoke Park, London Road, Guildford GU 1TU

Tel: 01483 579390

Email: [information@disability-challengers.org](mailto:information@disability-challengers.org)

[www.disability-challengers.org](http://www.disability-challengers.org)

Area: Surrey

Disability Challengers provide leisure opportunities for disabled children and young people at their specially equipped Challengers' Centres and through encouraging and supporting other organisations to offer inclusive play and leisure activities using mainstream facilities.

### **The Lifetrain Trust**

Felbury House, Holmbury St Mary, Dorking RH5 6NL

Tel: 01306 730929

Email: [disability.services@lifetrain.org.uk](mailto:disability.services@lifetrain.org.uk)

[www.lifetrain.org.uk](http://www.lifetrain.org.uk)



Area: Surrey

The Lifetrain Trust provide training opportunities and life experiences that further awareness and lead to greater levels of equality , confidence and independence , thereby developing inclusion and equality of opportunity in the community for young disabled people and adults. The Lifetrain Trust support youth and community groups that offer inclusive provision and are able to provide training for disabled and non-disabled people in disability and inclusion issues.

### **Woodlarks Campsite Trust**

Woodlarks Camp Site, Tilford Road, Farnham GU10 3RN

Tel: 01252 716 279

Email: [enquiries@woodlarks.org.uk](mailto:enquiries@woodlarks.org.uk)

[www.woodlarks.org.uk](http://www.woodlarks.org.uk)

Area: Surrey

Woodlarks Campsite Trust provides camping facilities for disabled people. Based near Farnham the site boasts a fully equipped tented site with dining room, indoor sleeping accommodation, a heated swimming pool, aerial runway and woodland pathways designed for wheelchairs.

### **Council for Disabled Children (NCB)**

National Children's Bureau, 8 Wakley Street, London, EC1V 7QE

Tel: 020 7843 1900

Email: [cdc@ncb.org.uk](mailto:cdc@ncb.org.uk)

[www.ncb.org.uk/Page.asp?sve=785](http://www.ncb.org.uk/Page.asp?sve=785)

Area: National

Council for Disabled Children (CDC) is the umbrella body for the disabled children's sector in England. CDC is able to signpost to other support services for disabled children and has developed a number of resources around disabled children's rights and participation in services.

### **CHANGE People**

Units 19/20, Unity Business Centre, 26 Roundhay Road, Leeds LS7 1AB

Tel: 0113 243 0202

[www.changepeople.co.uk](http://www.changepeople.co.uk)

Area: National

National Rights organisation led by disabled people. The Change Picture Bank contains tools and images that can be used to make information easier for people with learning disabilities. Change is able to offer training to organisations in how to make their information accessible and how to work in a way that respects the rights of people with learning disabilities.

## **Staying Safe Online**

### **Virtual Global Taskforce (VGT)**

[www.virtualglobaltaskforce.com](http://www.virtualglobaltaskforce.com)

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) - think u know

[www.ceop.gov.uk/](http://www.ceop.gov.uk/) - Child Exploitation and Online Protection Centre UK

VGT is made up of law enforcement agencies from around the world working together to fight child abuse online. Aims of VGT are to make the internet a safer place, identify, locate and help children at risk and to hold perpetrators to account. The UK's Child Exploitation and Online Protection Centre is one of the members of the VGT. VGT provides advice and guidance for parents, carers and other organisations working with young people upon online child abuse, how to report it and how to protect young people from this. It also provides guidance upon safer surfing for young people through the 'think u know' website.

### **Childnet International**

Head Office, Studio 14 Brockley Cross Business Centre, 96 Endwell Road, London, SE4 2PD

Tel: 020 7639 6967

Email: [info@childnet-int.org](mailto:info@childnet-int.org)

[www.childnet-int.org](http://www.childnet-int.org)

Charity 'helping to make the internet a great and safer place' for children and young people. The charity hosts through its website [www.kidsmart.org.uk](http://www.kidsmart.org.uk) a unique internet safety programme run by childnet for children, young people, parents and carers that offers practical advice and activities.

### **Participation Works – How to Safeguard Children and Young People**

Participation Works (2007)  
8 Wakley Street, London, EC1V 7QE  
Tel: 0845 603 6724  
Email: [enquiries@participationworks.org.uk](mailto:enquiries@participationworks.org.uk)

[www.participationworks.org.uk](http://www.participationworks.org.uk)

Direct Link to Publication (accessed April 2008)  
[www.participationworks.org.uk/ResourcesHub/ParticipationWorksResources/tabid/316/Default.aspx](http://www.participationworks.org.uk/ResourcesHub/ParticipationWorksResources/tabid/316/Default.aspx)

## **Child Protection**

### **Surrey Safeguarding Children's Board (SSCB)**

If you are concerned about the welfare of a child or young person:

Surrey Contact Centre – Tel: 03456 009 009  
Emergency Duty Team (Monday to Sunday 5.00pm to 9.00am and Bank Holiday's) - Tel: 01483 517898  
Email: [edt.ssd@surreycc.gov.uk](mailto:edt.ssd@surreycc.gov.uk)  
Surrey Police - 999

Professional Advice, general enquiries upon safeguarding issues:  
Linda Slater, Professional Adviser, Tel: 01372 833336

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)

The Surrey Safeguarding Children's Board (SSCB) should be contacted when making referrals and reporting concerns of child abuse in Surrey. The SCCB can also provide additional advice and guidance upon child protection and safeguarding issues.

### **Independent Safeguarding Authority (ISA)**

[www.isa.gov.org.uk](http://www.isa.gov.org.uk)  
Email: [info.scheme@homeoffice.gsi.gov.uk](mailto:info.scheme@homeoffice.gsi.gov.uk)

The Independent Safeguarding Authority will be undertaking assessments as of autumn 2010 in regard to those individuals who are authorised to and barred from working with children and vulnerable adults.

Department for children, schools and families consultation document upon the Safeguarding Vulnerable Groups Act 2006 and the ISA.

(Accessed April 2008)  
[www.dcsf.gov.uk/consultations/conResults.cfm?consultationId=1516](http://www.dcsf.gov.uk/consultations/conResults.cfm?consultationId=1516)

Every Child Matters: Change for Children  
<http://www.everychildmatters.gov.uk/socialcare/safeguarding/independentsafeguardingauthority/>  
(Accessed April 2008)

### **Working to Safeguard Children: A guide to inter agency working to safeguard and protect the welfare of children**

DfES (2006) Every Child Matters: Change for Children. Available from  
<http://www.everychildmatters.gov.uk/resources-and-practice/IG00060/>  
(Accessed April 2008)

### **What to do if you are worried a child is being abused.**

DCSF (2006) Every Child Matters: Change for Children. Available from  
<http://www.everychildmatters.gov.uk/resources-and-practice/IG00182/>  
(Accessed April 2008)

### **Positively Safe: A guide to developing safeguarding practices.**

DCSF Local Network Fund for Children and Young People (2005) Every Child Matters: Change for Children. Available from <http://www.everychildmatters.gov.uk/resources-and-practice/IG00037/> (Accessed April 2008)

***Keeping it Safe: a young person-centred approach to safety and child protection.***

National Council for Voluntary Youth Services (NCVYS) 2<sup>nd</sup> Edition (2007)  
3<sup>rd</sup> Floor, Lancaster House, 33 Islington High Street, London, N1 9LH  
Tel: 020 7278 1041  
Email: [mail@ncvys.org.uk](mailto:mail@ncvys.org.uk)  
[www.ncvys.org.uk](http://www.ncvys.org.uk)

***Participation Works – How to Safeguard Children and Young People***

8 Wakley Street, London, EC1V 7QE  
Tel: 0845 603 6724  
Email: [enquiries@participationworks.org.uk](mailto:enquiries@participationworks.org.uk)  
[www.participationworks.org.uk](http://www.participationworks.org.uk)

Direct Link to Publication (accessed April 2008)

[www.participationworks.org.uk/ResourcesHub/ParticipationWorksResources/tabid/316/Default.aspx](http://www.participationworks.org.uk/ResourcesHub/ParticipationWorksResources/tabid/316/Default.aspx)

***Surrey Community Action – Child Protection Awareness Training Course***

Astolat, Coniers Way, New Inn Lane, Burpham, Surrey, GU4 7HL

For further details about upcoming courses contact:

Tel: 01483 459292

[www.surreyca.org.uk/training.htm](http://www.surreyca.org.uk/training.htm)

***Firstcheck: a step-by-step guide for organisations to safeguard children.***

NSPCC (2<sup>nd</sup> ed. 2006)  
NSPCC Publications, Weston House, 42 Curtain Road, London EC2A 3NH  
Tel: 020 7825 7422  
Email: [publications@nspcc.org.uk](mailto:publications@nspcc.org.uk)  
For any safeguarding enquiries contact NSPCC Consultancy directly at Tel: 0116 234 7227 or 020 7825 2607  
Email: [consultancy@nspcc.org.uk](mailto:consultancy@nspcc.org.uk)  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

***NSPCC (Safer Communities Toolkit)***

Weston House, 42 Curtain Road, London, EC2A 3NH  
Tel: 0116 234 7253  
e-mail: [toolkit@nspcc.org.uk](mailto:toolkit@nspcc.org.uk)  
[www.nspcc.org.uk/kitbag](http://www.nspcc.org.uk/kitbag)

Provide a free Toolkit to protect children and young people for voluntary and independent community groups working with children, young people and families.

***Criminal Record Bureau System***

CRB Customer Services, PO BOX 110, Liverpool, L69 3EF  
Tel: 0870 90 90 811  
[www.crb.gov.uk](http://www.crb.gov.uk)

Executive agency of the Home Office set-up to help organisations make safer recruitment decisions by providing access to criminal record information through its Disclosure system.

***ChildLine***

Free 24 hour helpline 0800 1111  
ChildLine, Freepost, NATN1111, London, E1 6BR  
[www.childline.org.uk](http://www.childline.org.uk)

***Kidscape***

2 Grosvenor Gardens, London, SW1W 0DH  
Tel: 020 7730 3300 Helpline: 08451 205 204  
Email: [webinfo@kidscape.org.uk](mailto:webinfo@kidscape.org.uk)

[www.kidscape.org.uk](http://www.kidscape.org.uk)

Provides UK-wide support to individuals and organisations with practical skills and resources necessary to keep children safe from harm. Kidscape Staff are able to provide training to equip vulnerable children with practical non-threatening knowledge and skills in how to keep themselves safe and reduce the likelihood of future harm.

## **Health and Safety**

### **Health and Safety Executive**

Tel: 0845 345 0055

Email: [hse.infoline@natbrit.com](mailto:hse.infoline@natbrit.com)

[www.hse.gov.uk](http://www.hse.gov.uk)

### **Health and Safety Executive: Basic Advice on First Aid at Work**

ISBN 0 7176 6193 8

<http://www.hse.gov.uk/pubns/indg347.pdf>

### **Health and Safety Executive: Getting to Grips with Manual Handling**

ISBN 978 0 7176 2828 5

<http://www.hse.gov.uk/pubns/indg143.pdf>

### **A Handbook for Group Leaders: Health and Safety of Pupils on Education Visits: A Good Practice Guide**

DfES (1998)

[www.teachernet.gov.uk/visits](http://www.teachernet.gov.uk/visits)

### **Adventure Activities Licensing Authority (AALA)**

44 Lambourne Crescent, Cardiff Business Park, Llanishen, Cardiff, CF14 5GG

Tel: 029 2075 5715

Email: [info@aals.org.uk](mailto:info@aals.org.uk)

[www.aala.org.uk](http://www.aala.org.uk)

National authority for adventure activity centres. Details of the legislation relating to licensing for Adventure Activity Centre and licensed adventure activity centres can be found on their website.

### **Smokefree England**

If someone is smoking in a Smokefree place contact the Smokefree Compliance Line: 0800 587 166 7

Or your local council, contact details provided at [www.smokefreesurrey.co.uk](http://www.smokefreesurrey.co.uk) .or [www.smokefreeengland.co.uk](http://www.smokefreeengland.co.uk)

### **Everything You Need to Prepare For The New Smokefree Law on 1 July 2007**

Department for Health (2007)

[www.smokefreeengland.co.uk/files/everything\\_u\\_need\\_new\\_sf\\_law.pdf](http://www.smokefreeengland.co.uk/files/everything_u_need_new_sf_law.pdf)

### **Community Transport Association**

Central Support, HighBank. Halton Street, Hyde, Cheshire, SK14 2NY

Tel: 0845 130 6195 Email: [advice@ctauk.org](mailto:advice@ctauk.org)

[www.ctauk.org](http://www.ctauk.org)

Member organisation the CTA is the leading UK body for the voluntary and community transport sector. CTA member services include supporting annually lower insurance premiums for mini bus operators, extensive training programme in MiDAS (Minibus Driver Awareness Scheme) and Criminal Records Bureau disclosures.

### **What You Can Drive and Your Obligations – Driving a Minibus**

[http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG\\_4022498](http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG_4022498)

### **Driving Passenger Carrying Vehicles (PCV) on a Car Driving Licence**

[http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG\\_4022619](http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG_4022619)

### **Driving a Minibus**

DVLA (INF28)

[http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG\\_4022498?IdcService=GET\\_FL&ID=32146&Rendition=Web](http://www.direct.gov.uk/en/Motoring/DriverLicensing/WhatCanYouDriveAndYourObligations/DG_4022498?IdcService=GET_FL&ID=32146&Rendition=Web)

Factsheet explaining the licensing position of drivers of minibuses not being used for reward or hire.

### ***Licensing Incidental Drivers of School Minibus – Update to Chapter 6 ‘Planning Transport’ in Health and Safety of Pupils on Education Visits***

DfES 1998. supplemented 2002

<http://www.teachernet.gov.uk/docbank/index.cfm?id=9680>

### ***St. John Ambulance***

St John House, Stocton Close, Guildford, Surrey GU1 1HA

Tel: 01483 450000

Email: [countyhq@surrey.sja.org.uk](mailto:countyhq@surrey.sja.org.uk)

[www.surrey.sja.org.uk](http://www.surrey.sja.org.uk)

Offer first aid cover for public and private events, provide training in first aid, support adult and youth activities through it various units across Surrey and sell a variety of first aid products and resources (accident books, first aid kits) online through the St. John Ambulance shop.

### ***British Red Cross***

Red Cross House, Winnall Close, Winchester, Hampshire, SO23 0LB

Tel: 01962 865174

[www.redcross.org.uk](http://www.redcross.org.uk)

Part of the International Red Cross Movement the British Red Cross offer a number of services including training in First Aid qualifications and specialised services directed at young people including Humanitarian Education, first aid courses, babysitting courses and volunteering opportunities for young people to befriend refugees in Redhill.

### ***Royal Society for the Prevention of Accidents (RoSPA)***

RoSPA House, Edgbaston Park, 353 Bristol Road, Edgbaston, Birmingham B5 7ST

Tel 0121 248 2000

E-mail: [help@rospa.co.uk](mailto:help@rospa.co.uk)

[www.rospa.com](http://www.rospa.com)

## **Charity Registration**

### ***Charity Commission***

Charity Commission Direct, PO BOX 1227, Liverpool, L69 3UG

Tel: 0845 3000 218

Email: [enquiries@charitycommission.gov.uk](mailto:enquiries@charitycommission.gov.uk)

Or visit the London Office (by appointment only): Harmsworth House, 13 – 15 Bouverie Street, London EC4Y 8DP

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

### ***HM Revenue and Customs Charities***

Charities Helpline Tel: 0845 302 0203

[www.hmrc.gov.uk/charities/](http://www.hmrc.gov.uk/charities/)

Information detailing the HM Revenue and Customs obligations under for Charities, gift aid and how to reclaim tax on gift aid and other incomes.

## **Involving Young People**

### ***Surrey County Council Youth Development Service Involving Young People Coordinator***

Floor 3, Conquest House, Wood Street, Kingston Upon Thames, KT1 1AB

Tel: 03456 009009

Email: [contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)

Lines open Monday to Friday 8:00am to 6:00pm.

Surrey County Council Youth Development Service employs an Involving young people Co-Coordinator. Contact detail available from the contact centre.

### ***Market Research Society – Conducting research with children and young people***

MRS (2006)

<http://www.mrs.org.uk/standards/children.htm>

### **UN Convention on the Rights of the Child**

[www.unicef.org.uk/crc](http://www.unicef.org.uk/crc)

FACT SHEET: A summary on the rights under the Convention on the Rights of the Child

[http://www.unicef.org/crc/files/Rights\\_overview.pdf](http://www.unicef.org/crc/files/Rights_overview.pdf)

### **YoMo Community Interest Company**

6 South Bar, Banbury, Oxon, OX16 9AA

Tel: 0208 133 2878

Email: [info@yomo.co.uk](mailto:info@yomo.co.uk)

[www.yomo.co.uk](http://www.yomo.co.uk)

DISCUSSION: An Alternative Approach to Running Meetings! Guidance Notes. Practical Ideas for Participation

Mark Amos –Simpson, Yomo

[www.yomo.co.uk/remository/func-startdown/74/](http://www.yomo.co.uk/remository/func-startdown/74/)

YoMo provide courses, resources and volunteer opportunities for youth participation and citizenship. The DISCUSSION resource is one of the YoMo resources, which details how to run interactive meetings with young people.

### **Participation Works**

Participation Works (2007)

8 Wakley Street, London, EC1V 7QE

Tel: 0845 603 6724

Email: [enquiries@participationworks.org.uk](mailto:enquiries@participationworks.org.uk)

[www.participationworks.org.uk](http://www.participationworks.org.uk)

Online gateway to children and young people's participation. Provides a comprehensive resource hub from which you can access a range of resources upon participation. Participation Works also provide training and courses for children, young people and adults working with them. How to safeguard children and young people provides guidelines and good practice upon keeping young people safe whilst online

### **How To Use Creative Methods for Participation**

Participation Works (2007)

8 Wakley Street, London, EC1V 7QE

Tel: 0845 603 6724

Email: [enquiries@participationworks.org.uk](mailto:enquiries@participationworks.org.uk)

[http://www.participationworks.org.uk/Portals/0/Files/resources/k-items/participationworks/howtoguides/howto\\_Creative\\_methods\\_17.12.2007.pdf](http://www.participationworks.org.uk/Portals/0/Files/resources/k-items/participationworks/howtoguides/howto_Creative_methods_17.12.2007.pdf)

### **How to Involve children and young people in recruitment and selection**

Participation Works (2007)

8 Wakley Street, London, EC1V 7QE

Tel: 0845 603 6724

Email: [enquiries@participationworks.org.uk](mailto:enquiries@participationworks.org.uk)

<http://www.participationworks.org.uk/Portals/0/Files/resources/k-items/participationworks/howtoguides/how%20to%20guide%20Recruitment.pdf>

### **The BIG BUZZ Challenge ToolKit**

Community Action West Berkshire (2004)

[http://www.westberks.gov.uk/media/pdf/g/f/Buzz\\_Toolkit.pdf](http://www.westberks.gov.uk/media/pdf/g/f/Buzz_Toolkit.pdf)

Toolkit to support parish councils in involving young people in the parish planning process. The toolkit offers practical examples of involving young people in the process.

### **Engaging Young People in Your Community Organisation: A Community Matters toolkit**

Community Matters (2007) ISBN 0 900787-86-4

12 – 20 Baron Street, London, N1 9LL

Tel: 020 7837 7887

Email: [info@communitymatters.org.uk](mailto:info@communitymatters.org.uk)

[www.communitymatters.org.uk](http://www.communitymatters.org.uk)



### ***A Little Book of Participation***

Surrey Children's Fund (2005)

[http://www.surrey.gov.uk/education/sbdb.nsf/8ef54d642e4f5d4e802569a700461f03/e0e98d753a5ba5da8025708800397b9e/\\$FILE/05-SCS-112a.pdf](http://www.surrey.gov.uk/education/sbdb.nsf/8ef54d642e4f5d4e802569a700461f03/e0e98d753a5ba5da8025708800397b9e/$FILE/05-SCS-112a.pdf)

### ***hearVoice: Finding ways for Children's voices to be Heard***

Surrey Children's Fund (2006)

[http://www.surreyca.org.uk/pdfs/cf\\_participation\\_toolkit.pdf](http://www.surreyca.org.uk/pdfs/cf_participation_toolkit.pdf)

### ***A Toolkit of Guidelines for Organisations and Individuals Involving Children and Young People***

Surrey County Council (October 2004)

<http://www.surreycc.gov.uk/sccwebsite/sccwspublications.nsf/WebLookupFileResourcesByUNID/docid4F5A5388FA45A2BA80256F49004BADF0?openDocument>

### ***hear by right***

The Participation Team, The National Youth Agency, Eastgate House,

<http://hbr.nya.org.uk> / [www.nya.org.uk](http://www.nya.org.uk)

Participation tool produced by the National Youth Agency for involving young people within your organisation providing tried and tested framework standards. Participation Works supports a number of hear by right workshops annually in partnership with the NYA.

### ***Surrey Youth Forums and Youth Councils***

[www.surreycc.gov.uk/takeparttakepower](http://www.surreycc.gov.uk/takeparttakepower)

For details of local borough and district youth forums and youth councils visit the Surrey County Council website.

### ***British Youth Council (BYC)***

The Mezzanine 2, 2nd Floor, Downstream Building, 1 London Bridge, London SE1 9BG

Tel: 0845 458 1489

Email: [mail@byc.org.uk](mailto:mail@byc.org.uk)

[www.byc.org.uk](http://www.byc.org.uk)

National Youth Council that supports young people in the UK to exercise their right to participate in decisions which affect them and to have a voice on issues which they have a strong opinion. A search can be undertaken of BYC members, some of which are Surrey based youth forums and borough and district council youth councils.

## **Volunteering**

### ***Volunteer Centres***

For contact details for your local Volunteer Centre in Surrey visit [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### ***Royal Holloway Community Action***

Community Action Office, FE115, Founder's East, Royal Holloway, University of London, Egham, Surrey, TW20 0EX

Tel: 01784 414078

Email: [volunteering@rhul.ac.uk](mailto:volunteering@rhul.ac.uk)

[www.rhul.ac.uk/services/volunteering](http://www.rhul.ac.uk/services/volunteering)

Office open 10am – 4pm Monday/ Wednesday/Friday

Local voluntary and community organisations can register with Community Action as 'Community Action Partners' to access the support of student and staff volunteers for their project.

### ***University of Surrey – The V Project***

Union House, University of Surrey, Guildford, Surrey GU2 7XH

Tel: 01483 683254

Email: [ussu.domore@surrey.ac.uk](mailto:ussu.domore@surrey.ac.uk)

[www.ussu.co.uk/volunteering](http://www.ussu.co.uk/volunteering)

Volunteering project run by the University of Surrey Students' Union. Local voluntary and community organisations can register interest in the scheme to access the support of student volunteers for their project.

### **BUSS - Brunel University Skills for Society**

Learning and Teaching Development Unit, LC019 Lecture Centre, Brunel University, Cleveland Road, Uxbridge, UB8 3PH  
 Tel: 01895 265 923  
 Email: [buss@brunel.ac.uk](mailto:buss@brunel.ac.uk)  
[www.brunel.ac.uk](http://www.brunel.ac.uk)

Provide services to students and staff who wish to volunteer on a regular basis and to organisations and businesses that require volunteers on a regular basis or specific period or event.

### **Volunteering England**

Regents Wharf, 8 All Saints Street, London, N1 9RL  
 Tel: 0845 305 6879  
 Email: [volunteering@volunteeringengland.org](mailto:volunteering@volunteeringengland.org)  
[www.volunteering.org.uk](http://www.volunteering.org.uk)  
[www.volunteering.org.uk/Resources/goodpracticebank](http://www.volunteering.org.uk/Resources/goodpracticebank)

The National volunteer development organisation for England, working across the the voluntary, public and private sectors to raise the profile of volunteering. Provides guidelines upon the legal implications of involving volunteers and further support and advice through its Good Practice Bank!

### **Volunteer Expenses – Volunteering England Good Practice Bank**

[www.volunteering.org.uk/Resources/goodpracticebank/Information/volunteerexpenses.hm](http://www.volunteering.org.uk/Resources/goodpracticebank/Information/volunteerexpenses.hm)

### **National Minimum Wage and Expenses – Volunteering England Good Practice Bank**

[www.volunteering.org.uk/Resources/goodpracticebank/Information/nationalminimumwageandexpenses.htm](http://www.volunteering.org.uk/Resources/goodpracticebank/Information/nationalminimumwageandexpenses.htm)

### **Volunteers and the Law**

Mark Restall. Volunteering England (2005)  
 ISBN: 1 897708 30 0  
 Regents Wharf, 8 All Saints Street, London, N1 9RL  
 Tel: 0845 305 6879  
 Email: [volunteering@volunteeringengland.org](mailto:volunteering@volunteeringengland.org)  
[www.volunteering.org.uk](http://www.volunteering.org.uk)

### **Volunteer Genie**

[www.volunteergenie.org.uk](http://www.volunteergenie.org.uk)

Free online guide for charities interested in involving volunteers. Guidelines on developing a volunteer recruitment plan and much more!

## **Young Volunteers**

### **vInvolved**

[www.wearev.com](http://www.wearev.com)

Independent national charity championing youth volunteering (aged 16-25 year) across England. Surrey involved is based at the Reigate and Redhill, Guildford and Woking YMCA's.

Surrey vinvolved Team:

Reigate and Redhill YMCA, Princes Road, Redhill, Surrey RH1 6JJ  
 Tel: 01737 779979  
 Email: [admin@ymcaredhill.com](mailto:admin@ymcaredhill.com)  
[www.ymcaredhill.com](http://www.ymcaredhill.com)

### **Duke of Edinburgh's Award Scheme**

Surrey County Council, Youth Development Service, Duke of Edinburgh's Award,  
 Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ  
 Tel: 01483 519430  
 Email: [dofe@surreycc.gov.uk](mailto:dofe@surreycc.gov.uk)  
[www.surreycc.gov.uk/theaward](http://www.surreycc.gov.uk/theaward)

The Duke of Edinburgh's Award is available to young people aged 14 to 25 years, but they can start at 13 years and 9 months. Surrey has the highest take up and participation of any county in the country of this prestigious award.

There are three levels (Bronze, Silver and Gold) with elements to each level for skills, physical and expedition. In Surrey the Surrey County Council Youth Development Service are the major licensed provider of this award, although the award is also available through the Scouts, Guides, Boys Brigade, Surrey Clubs for Young People and other local voluntary groups.

### **Good Practice Toolkit: An organisations guide to involving young volunteers**

Coventry Volunteer Link, 6<sup>th</sup> Floor, Coventry Point, Market Way, Coventry, CV1 1EA

Tel: 024 7622 0381

[www.volunteering-cov.org.uk/index.php](http://www.volunteering-cov.org.uk/index.php)

Practical folder detailing guidelines upon involving young volunteers, copies available directly through Coventry Volunteer Link directly.

### **Youth Achievement Awards**

The Lifetrain Trust, Felbury House, Holmbury St Mary, Dorking RH5 6NL

Tel: 01306 730929

Email: [info@lifetrain.org.uk](mailto:info@lifetrain.org.uk)

[www.lifetrain.org.uk/Youth1.htm](http://www.lifetrain.org.uk/Youth1.htm)

The Youth Achievement Awards area peer education approach to recognising and accrediting young peoples achievements. They are designed to encourage young people to take a more active role in the youth work activities that interest them. Young people over the age of 14 years can gain a nationally recognised qualification at four levels – Bronze, Silver, Gold and Platinum.

### **TimeBank**

TimeBank, 3<sup>rd</sup> Floor, Downstream Building, 1 London Bridge, London SE1 7BG

Tel: 07919 415941

Email: [helpdesk@timebank.org.uk](mailto:helpdesk@timebank.org.uk)

[www.timebank.org.uk](http://www.timebank.org.uk)

[www.youngtimebank.org.uk](http://www.youngtimebank.org.uk)

National charity inspiring and connecting a new generation of people to volunteer in their communities. TimeBank host a Young TimeBank website for 11 – 19 year olds, the site provides guidelines upon involving young people as volunteers and ideas for young people who wish to volunteer in their community.

### **Involving Young Volunteers: a toolkit**

Young TimeBank (2007)

TimeBank, 3<sup>rd</sup> Floor, Downstream Building, 1 London Bridge, London SE1 7BG

Tel: 07919 415941

Email: [helpdesk@timebank.org.uk](mailto:helpdesk@timebank.org.uk)

[http://energise.timebank.org.uk/support/YTB\\_toolkit\\_web.pdf](http://energise.timebank.org.uk/support/YTB_toolkit_web.pdf)

### **High Sheriff Youth Awards**

High Sheriff Youth Award Co-ordinator,

Neighbourhood Policing and Partnership, Surrey Police Headquarters, Mount Browne, Guildford, Surrey GU3 1HG

Tel: 01483 630771

Email: [applications@surreyhighsheriff.org](mailto:applications@surreyhighsheriff.org)

High Sheriff Youth Award Administrator

Email@ [admin@surreyhighsheriff.org](mailto:admin@surreyhighsheriff.org)

[www.surreyhighsheriff.org](http://www.surreyhighsheriff.org)

The High Sheriff Youth Awards Scheme is designed to give recognition and financial support to young people aged 9 to 18 years, who are working on projects which help promote crime reduction and community enhancement within Surrey.

The awards are designed to help with the start-up costs of a new scheme, or to provide further support to an existing project. You can bid for anything from £50 up to £1000 and applications can be submitted at any time.

Projects can be submitted from the young people or from any organisation working with the young people including, schools, statutory and voluntary youth services and the police.

If your bid is successful projects will receive a visit from the High Sheriff who will present you with a framed Certificate of Recognition. You will also be invited to the High Sheriff Youth Awards Annual Celebration.

## **Recruiting and Managing Staff**

### **HM Revenue and Customs**

[www.hmrc.gov.uk/employers/index.shtml](http://www.hmrc.gov.uk/employers/index.shtml)

Workshop and Training events Tel: 01332 724410

Detailed information and guidance upon National Insurance, PAYEE, Expenses and Benefits, Statutory payments and an online National Insurance Calculator. The Revenue and Customs Advice Teams offer training and workshops in specific topics to businesses

### **Advisory, Conciliation and Arbitration Service (ACAS)**

South East Regional Office, Suites 3-5, Business Centre, 1-7 Commercial Road, Paddock Wood, Kent, TN12 6EN

Tel: 01892 837 273

South East Regional Office, Cygnus House, Ground Floor, Waterfront Business Park, Fleet, Hampshire, GU51 3QT

Tel: 01252 816650

ACAS Helpline: 08457 47 47 47

[www.acas.org.uk](http://www.acas.org.uk)

ACAS supports the improvement of working relations through providing training, up-to-date information and independent advice to employers and employees in solving employment problems and improving performance. ACAS have produced a number of Self Help Guides including producing disciplinary and grievance procedures, appraisal forms, recruitment and induction forms.

### **Business Link Surrey**

5<sup>TH</sup> Floor, Hollywood House, Church Street East, Woking, Surrey GU21 6HJ

Tel: 01483 713300

Email: [success@businesslinksurrey.co.uk](mailto:success@businesslinksurrey.co.uk)

[www.businesslinksurrey.gov.uk](http://www.businesslinksurrey.gov.uk)

First point of call to businesses and the voluntary and community sector including charities providing access to information, advice and support. Business Link Surrey are able to direct you to a range of expertise, guidance and provide via the Business Link Surrey website a number of fact sheets upon business issues including employment, taxation, VAT and other legal regulations.

### **Surrey Pro – Help**

Voluntary Sector Business Adviser,

Surrey Community Action, Astolat, Coniers Way, New Inn Lane, Burpham, Surrey GU4 7HL

Tel: 01483 459292 Ext: 204

Email: [prohelp@surreyca.org.uk](mailto:prohelp@surreyca.org.uk)

National network of over 1,000 professional firms who are committed to providing FREE professional advice and strategic support to voluntary and community organisations in their local area. The services supported include accountancy, solicitors and consultants (management, personnel and information technology). ProHelp is managed by Surrey Community Action.

### **Association of British Insurers**

51 Gresham Street, London, EC2V 7HQ

Tel: 020 7600 3333

Email: [info@abi.org.uk](mailto:info@abi.org.uk)

[www.abi.org.uk](http://www.abi.org.uk)

Association of British Insurers has over 400 companies who provide regulated domestic insurance services to the UK. Guidance fact sheets upon a variety of insurances are also available through the website. A search can be undertaken via the site for insurers by name or alternatively you can search for insurance services through an insurance broker, details provided through the British Insurance Brokers Association [www.biba.org.uk](http://www.biba.org.uk).

### **Surrey Community Action - Payroll Service**

Astolat, Coniers Way, New Inn Lane, Burpham, Surrey, GU4 7HL

Tel: 01483 459292

Email: [info@surreyca.org.uk](mailto:info@surreyca.org.uk)

Surrey Community Action are able to offer a payroll service for an annual fee for voluntary and community organisations across Surrey.

### **National Council for Voluntary Youth Organisations (NCVYS) Workforce Development**

Workforce Development Officer, NCVYS,

Tel: 019 0561 9139

Email: [nichola@ncvys.org.uk](mailto:nichola@ncvys.org.uk)

[www.ncvys.org.uk/index.php?page=279](http://www.ncvys.org.uk/index.php?page=279)

NCVYS Workforce Development Officer is able to provide advice and guidance including training for the youth and community sector, qualifications guidance, funding and HR, practice and business. Factsheets can be downloaded from the NCVYS website.

### **Local Government Employers (LGE)**

Local Government House, Smith Square, London SW1P 3HZ

Tel: 020 7187 7373

Email: [info@lge.gov.uk](mailto:info@lge.gov.uk)

[www.lge.gov.uk](http://www.lge.gov.uk)

The LGE work with local authorities, regional employers and other bodies to lead and create solutions on pay, pensions and the employment contract, to ensure the provision of excellent and affordable. The LGE acts as Secretariat for the Employers' Side of the Joint Negotiating Committee (JNC) for Youth and Community Workers. The JNC reach agreements upon the yearly incremental changes to the wages of Youth and Community Workers at the various JNC Pay levels in the statutory sector. Details of the varying pay scales can be accessed via the LGE website.

### **HM Revenue and Customs, Ref: PAYE80011**

#### **Vehicle and Mileage Allowances**

[www.hmrc.gov.uk/manuals/pommanual/payee80011.htm](http://www.hmrc.gov.uk/manuals/pommanual/payee80011.htm)

## **Youth Worker Training**

[www.doyouthwork.com/www.surreyyouthfocus.org.uk](http://www.doyouthwork.com/www.surreyyouthfocus.org.uk)

First point of call in Surrey for the latest local, regional and national training courses, and the current paid and voluntary youth work opportunities.

### **Funding Guide to Workforce Development**

National Council for Voluntary Youth Services (NCVYS) (February 2008)

<http://www.ncvys.org.uk/UserFiles/File/Workforce%20Development/Funding%20guide%20Feb%2008%20WEB%20edition.pdf>

Guide to the current funding available to support those wishing to undertake youth and community work training courses including NVQ/VRQ qualifications in Youth Work.

### **The Lifetrain Trust**

Felbury House, Holmbury St Mary, Dorking, Surrey RH5 6NL

Tel: 01306 730929

Email: [youth.work@lifetrain.org.uk](mailto:youth.work@lifetrain.org.uk)

The Lifetrain Trust is the largest provider of youth work training to the statutory and voluntary youth sector in Surrey. An approved ABC (Awarding Body Consortium) The Lifetrain Trust offer pre-professional /vocational qualifications in youth work level 2 and 3 NVQ Youth Worker Support Qualifications.

### **YMCA George Williams College**

199 Freemasons Road, Canning Town, London E16 3PY

Tel: 020 7540 4900

Email: [registry@ymca.ac.uk](mailto:registry@ymca.ac.uk)

[www.ymca.ac.uk](http://www.ymca.ac.uk)

YMCA George Williams College linked to Canterbury Christ Church University offers taught programmes at all levels including introductory studies, foundation studies in informal and community education, DipHE/BA Hons in Informal Education (youth

work and community learning and development) and DipHE for Qualified Connexion PAs. Courses are provided on a part time, full time and by distance learning.

### **Surrey County Council Youth Development Service**

Training Officer, YDS, Quadrant Court  
35 Guildford Road, Woking, Surrey, GU22 7QQ  
Tel: 01483 519410  
[www.surreycc.gov.uk/youthdevelopmentservice](http://www.surreycc.gov.uk/youthdevelopmentservice)

## **Data Protection**

### **Information Commissioners Office**

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Helpline: 08456 30 60 60  
01625 545745  
[www.ico.gov.uk](http://www.ico.gov.uk)

UK's independent body set up to promote access to official information and protect personal information by promoting good practice, ruling on eligible complaints, providing information to individuals and organisations and acting as the enforcing agency for the Data Protection Legislation.

### **Engaging Young People in Your Community Organisation: A Community Matters toolkit**

Community Matters (2007) ISBN 0 900787-86-4  
12 – 20 Baron Street, London, N1 9LL  
Tel: 020 7837 7887  
Email: [info@communitymatters.org.uk](mailto:info@communitymatters.org.uk)  
[www.communitymatters.org.uk](http://www.communitymatters.org.uk)

The toolkit provides a useful data protection flow chart that can be used by voluntary and community organisations to identify how the legislation of data protection act applies to membership and personal data that they process. For copies of the toolkit contact Community Matters directly.

### **Guidance for using images of children**

Guidance for Child Care Providers, Surrey County Council (2008)  
<http://www.surreycc.gov.uk/SCCWebsite/sccwspages.nsf/searchresults/30b45b1659ab46638025708500414005?OpenDocument#Sample>

### **Guidance: Using images of children: photographs, videos, websites and webcams**

Surrey Safeguarding Children Board (2007)  
[http://www.surreycafis.org.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE\\_RTF/Safeguarding+Children+-+General+Procedures+and+Guidance?opendocument](http://www.surreycafis.org.uk/sccwebsite/sccwspages.nsf/LookupWebPagesByTITLE_RTF/Safeguarding+Children+-+General+Procedures+and+Guidance?opendocument)

## **Funding**

### **Surrey Youth Focus**

Surrey Youth Focus, Astolat, Coniers Way, New Inn Lane, Burpham, Surrey GU4 7HL  
Tel: 01483 453962  
Email: [admin@surreyyouthfocus.org.uk](mailto:admin@surreyyouthfocus.org.uk)  
[www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk)

First point of contact for the latest funding opportunities for voluntary youth projects in Surrey.

### **Surrey County Council Youth Development Service**

Henry Curwen (Voluntary Youth Organisation Co-ordinator)  
Youth Development Service, Quadrant Court, 35 Guildford Road,  
Woking, Surrey, GU22 7QQ  
Tel: 01483 519410/07773 394440  
Email: [henry.curwen@surreycc.gov.uk](mailto:henry.curwen@surreycc.gov.uk)

Financial support to voluntary groups registered with the Youth Development Service is available to support one off project start up costs and for long term youth activities and projects .



Additional support is also offered through access to the Surrey Outdoor Education and Art Centres, training, advice and courses, with access to a county pool of equipment and further up-to date news.

### **Surrey Community Foundation**

Beaufort House, Chertsey Street, Guildford, Surrey GU1 4HA  
Tel: 01483 555640  
Email: [info@surreycommunityfoundation.org.uk](mailto:info@surreycommunityfoundation.org.uk)  
[www.surreycommunityfoundation.org.uk](http://www.surreycommunityfoundation.org.uk)

Surrey Community Foundation is an independent charity part of a National network of philanthropic movement's whose donors include individuals, families, businesses, and trusts who want to give to their local communities.

Surrey Community Foundation offers general funding and targeted funding for young people across Surrey for equipment, activities and projects.

### **Youth Opportunity Fund and Youth Capital Fund**

Surrey County Council Youth Development Service  
Quadrant Court, 35 Guildford Road, Woking, Surrey, GU22 7QQ  
Tel: 01483 519423  
[www.surreycc.gov.uk/takeparttakepower](http://www.surreycc.gov.uk/takeparttakepower)

A central government fund managed by Surrey County Council, the Youth Opportunities Fund and Youth Capital Fund is open to young people between 13 and 19 years, up to 25 years if they have specific needs to apply for funding for 'things to do' and 'places to go'. The funds will support a number of projects and activities, including transport schemes for young people, music and arts projects, equipment, sports, health and fitness and Information services.

### **Surrey Community Action – Funding Advice Service**

Pauline Scarsbrook, Funding and Resource Adviser  
Astolat, Coniers Way, New Inn Lane, Burpham, Surrey GU4 7HL  
Tel: 01483 459292 ext 215 Email: [fundingadvice@surreyca.org.uk](mailto:fundingadvice@surreyca.org.uk)  
[http://www.surreyca.org.uk/funding\\_alerts.htm](http://www.surreyca.org.uk/funding_alerts.htm)

Voluntary and community organisations can sign up to the Surrey Community Action Funding Alerts that provide up to date information about new grants and changes to the criteria of existing funds. Organisations can also request a search of local, regional and national funding streams through the Surrey Community Action Funding Request service for free.

### **The High Sheriff Youth Award**

Administrator, Neighbourhood Policing and Partnership, Surrey Police Headquarters, Mount Browne, Guildford, Surrey, GU3 1HG  
Email: [admin@surreyhighsheriff.org](mailto:admin@surreyhighsheriff.org)  
<http://www.surreyhighsheriff.org/>

The High Sheriff has had historic links with law and order since the 10<sup>th</sup> century. That's what makes these Youth Awards so important today. They recognise that young people themselves play a key role in helping reduce crime and bad behaviour. You can apply for an award to help with the start-up costs of a new scheme or for existing projects. You can bid for anything from £50 up to £1,000.

## **Reading**

There are many publications that will give you information on what is going on in Youth work. The list will continue to change over time but as at publication date of this version of the handbook, the following may be of value.

### **Youth Work Now**

Tel 020 8267 4793  
[www.youthworknow.co.uk](http://www.youthworknow.co.uk)

Monthly subscription magazine for the youth work field, designed to support all professionals working with young people.

### **Surrey Youth News**

Tel 01483 453962  
Email: [admin@surreyyouthfocus.org.uk](mailto:admin@surreyyouthfocus.org.uk)  
[www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk)

Free bi-monthly magazine with news and information on Surrey youth activities, aimed at leaders.

**Surrey Outdoor Resources directory**

Tel 01483 453962

Email: [admin@surreyyouthfocus.org.uk](mailto:admin@surreyyouthfocus.org.uk)

[www.surreyyouthfocus.org.uk](http://www.surreyyouthfocus.org.uk)

Free directory of the many campsites, residential accommodation and outdoor activities on offer in Surrey

**Surrey Community Action Newsletter**

Tel 01483 566072

[www.surreyca.org.uk](http://www.surreyca.org.uk)

**Quality Standards**

**PQASSO**

Charities Evaluation Services, 4 Coldbath Square, London EC1R 5HL

Tel: 020 7713 5722

Email: [enquiries@ces-vol.org.uk](mailto:enquiries@ces-vol.org.uk)

<http://www.ces-vol.org.uk/index.cfm?pg=42>

**Surrey PQASSO contact:**

Partnership Engagement Development Manager

Surrey Community Action, Astolat, Coniers Way, New Inn Lane, Burpham, GU4 7HL

Tel: 01483 459292 ext 236

[www.surreyca.org.uk](http://www.surreyca.org.uk)

Practical quality assurance system for small organisations or projects within larger organisations, designed specifically for voluntary sector organisations. The self-assessment work pack can help with the setting of priorities for your organisation and improve organisation performance.