

A BEST PRACTICE GUIDE
FOR
ENGAGING VOLUNTEERS IN YOUTH
WORK

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OVERVIEW

The intention of this handbook is to introduce, explain, or expand on existing knowledge with regard to volunteering within the youth and community sector and the role of a volunteer within these settings.

In developing this handbook, experienced partners have explored this subject on several levels resulting in some practical support and ideas to help practitioners engage volunteers within the Youth and Community sector, whether statutory or voluntary across Wales.

Not all the information in this handbook may be directly relevant to all Youth Work Practitioners and projects, however it is important that across Wales all Youth Work Practitioners and those working within the Youth and Community sector know that their work is part of a cohesive service. This handbook should allow you to understand and acknowledge the potential of developing and progressing youth and community volunteering activities; at the same time contributing to the positive development of young active citizens and the further development of individuals engaging the young people they work with as active citizens.

The ideas and opinions expressed within this handbook are not intended to be a prescriptive way of delivering volunteering activities, but rather seen as suggested methods and approaches when considering such work.

This document is part of a library of Good Practice Methodology Handbooks for Youth Work in Wales. We wish you well as you seek to provide increased and better opportunities in volunteering for young people.

Volunteering involves a degree of personal commitment which brings a sense of achievement and fulfilment for whatever reason an individual chooses to volunteer. It is also fundamental that volunteers are recognised for their commitment to volunteering within a project, activity or organisation; this handbook will highlight some ways in which recognition and appreciation can be provided as well as signposting for projects and includes case studies from volunteers.

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BACKGROUND

Generally, volunteering is described as an activity that is unpaid, where an individual gives their time freely to help an activity, individual or an organisation. A definite explanation of volunteering that is used throughout every sector does not exist, however the Welsh Government uses this explanation in the Voluntary Sector Scheme¹:

“Volunteering is an important expression of citizenship and is an essential component of democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain”.

During 2005 volunteering Wales and the UK changed to improve the volunteering experiences for young people. The Russell Commission³ set out a national framework which would see a drastic change in the diversity, quality, and quantity of youth volunteering for those aged 16-25 years and also develop a wider variety of opportunities including within the Youth and Community sector.

Volunteering is an essential part of any individual and young person’s continual personal development, providing them the experience, skills and challenges in informal and formal settings. Some young people will already be involved in volunteering through a variety of projects within the curriculum such as the Welsh Baccalaureate, Duke of Edinburgh Award Scheme or as part of their participation in other youth organisations such as youth clubs, Girl Guides, Scouts and other alternative curricula.

¹ Taken from WCVA information portal - <http://www.wcva.org.uk/volunteering/>

² Welsh Government

³ A NATIONAL FRAMEWORK FOR YOUTH ACTION AND ENGAGEMENT: Report of The Russell Commission (Ian M Russell March 2005)

INTRODUCTION

This Best Practice Guide has been created to assist all of those involved in the recruiting and supervising of volunteers within the Youth Work sector. Using this guide will help youth organisations to get the best out of volunteering and to provide an effective placement for volunteers.

The guide offers:

- Information and guidance in order that volunteers are fully supported, involved and ultimately engaged
- Guidance on the checks required
- Model policy and procedures for any organisation using volunteers

The Guide contains templates to use across both the maintained and voluntary sectors where volunteers are engaged in the delivery of services. These templates can be modified to fit with an organisation's current activities.



Please note:

It is best practice for organisations to have a written agreement in place that clearly describes the role of the volunteer, the nature of the relationship between the volunteer and the organisation as an unpaid activity.

WHAT IS VOLUNTEERING?

Volunteering Wales describes volunteering as⁴:

“...giving your time and energy freely and by choice without concern for financial gain. It can describe hundreds of different activities that people choose to do to benefit or support others in the community. The word volunteering is used for a range of activities such as community service, self-help, charity, neighbourliness, citizenship, public service, community action, community involvement, trustee, member, helper”.

Volunteering can be carried out for those people you may already know directly or through a specific organisation or project. Recent research has identified over 31,000 voluntary, community and non-profit organisations in Wales⁵. Additionally there are at least 2,700 voluntary groups specifically involved with young people, more than 9% of all voluntary groups in Wales.

The Citizenship survey estimated that 68% of adults in Wales volunteered for a person or through an organisation during 2006-2007 which is equivalent to 1.62 million people. The 2007-08 Citizenship Survey: Volunteering and Charitable Giving Topic Report⁶ defines volunteering within three areas: Formal, Informal and Regular Volunteering.

- Formal Volunteering is defined as giving unpaid help through groups, clubs or organisations to benefit other people or the environment.
- Informal Volunteering is defined as giving unpaid help as an individual to people who are not relatives.
- Regular Volunteering is defined as the involvement of monthly activity over the course of a year.
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⁴ Taken from <http://www.volunteering-wales.net/aboutvolunteering/whatisvolunteering.html>

⁵ Taken from research carried out by WCVA :-
http://www.wcva.org.uk/all/dsp_text.cfm?0=0&display_sitetextid=185&sub=1

⁶ <http://www.communities.gov.uk/documents/statistics/pdf/1416740.pdf>

WHY PEOPLE VOLUNTEER?

There are a wide variety of reasons why an individual chooses to volunteer. Volunteers may wish to develop skills, try their hand at something new and challenging, or just because they want to help.⁷ Volunteering is a fantastic way for individuals to get involved in an activity and be altruistic whilst doing so.

Volunteering also allows an individual to try a variety of different roles to develop skills for future employment. With this in mind volunteering essentially, can⁸:

- Help an individual to gain new skills and experiences locally, nationally and internationally.
- Further develop skills.
- Build on their CV , filling in gaps between education, training and employment.
- Gain accreditation, whether as an award of commitment, or a formal NVQ, or OCN.
- Develop 'soft skills' and build on self esteem and confidence.
- Allow an individual to have contacts for references from a variety of public figures and placements.

People volunteer at different times of their lives for different reasons:

- they might want to give something back to your local community, or a particular group which helped them at a difficult time in their life
- they might feel isolated and want to meet new friends
- they may be unemployed or looking for a new career direction and want to learn new skills or simply as a means of keeping themselves active
- they may have experiences and skills they would like to pass on to others.

There are other rewards for volunteering:

- building up confidence and self-esteem
- meeting people in similar circumstances
- learning transferable skills
- trying out new experiences
- helping others as well as themselves
- and very often, having a lot of fun!



Essentially volunteering is about helping others whilst learning and giving something back to an activity, project, or community. There are vast array of opportunities throughout Wales, the UK and Internationally.

⁷ Further reading can be found at <http://www.volunteering.org.uk/IWantToVolunteer/Why+volunteer/Why+volunteer>

⁸ <http://www.volunteering-wales.net/aboutvolunteering/difference.html>

WHAT IS A VOLUNTEER?

Volunteers are members of the community who give their time and energy freely to support all kinds of activities. Volunteers also contribute to many public sector schemes, either in partnership projects, or in-house schemes managed by local authorities.

Most volunteering programmes require specific skills, knowledge and aptitudes and it is therefore essential that volunteering roles are clearly defined to distinguish the best match between individuals and the activities you are offering. Using a Volunteer Profile ([Appendix 1](#)) to describe exactly what your organisation needs from a volunteer may be useful.⁹

*Volunteers can still be entitled to state benefits and paid expenses – provided they inform the Department of Works and Pensions (DWP) before they start volunteering.*¹⁰

Volunteering by non British nationals is allowed – All EU citizens have automatic right to work and volunteer in the UK. For a non EU citizen, no checks are required upon the volunteer's immigration status provided there is: no contract of employment or apprenticeship whether express or implied, written or oral in place; that is, between work provider or organisation and the volunteer, as defined in the *Immigration, Asylum and Nationality Act 2006*. It is however considered good practice to inform all non EU volunteers before they begin work that they should, if they are subject to immigration restrictions, check to ensure that it is acceptable for them to volunteer.¹¹

⁹ Taken from KCC Volunteer Starter Tool kit

¹⁰ Volunteering While receiving Benefits', (ISBN 978-1-84763-054-4 DWP 1023 1 v1.0 March 2008)DWP/Free

¹¹

<http://www.ukba.homeoffice.gov.uk/sitecontent/documents/employersandsponsors/preventingillegalworking/>

WHAT ARE THE BENEFITS OF WORKING WITH VOLUNTEERS?

Communities in Wales benefit because volunteers:

- bring their diverse experiences and skills
- may hold flexible and innovative approaches to create positive outcomes for organisations and societies
- enhance a sense of community
- may continue their involvement with particular individuals, groups or projects after their volunteer experience has ended

Wales Council of Voluntary Action estimated that 147 million hours of effort are provided by volunteers within the voluntary sector in Wales. This is equivalent to around £1.6 billion, or 7% of the GDP of Wales (WCVA Third Sector Statistical Resource, 2011). On this basis, voluntary sector youth groups in Wales benefit from over 13 million hours of volunteer effort per year.

In Kind classification of volunteer time per hour is as follows:

- Unskilled (£6.25)
- B- Skilled (£12.50)
- C - Professional (£23.00)

Using the Association of Chief Executives of Voluntary Organisations (ACEVO) formula which states that for every £1 received, the voluntary sector turns into delivery work equivalent to 8 times that amount, CWVYS turned annual funding of £194,523 into more than £1.5 million of activity in 2009-10.



Volunteering and Youth Service in the Vale of Glamorgan and Wales

Many Youth activities and events in the Vale of Glamorgan and Wales would not happen without the willing volunteer! Thousands of volunteers are giving up time and energy and of to volunteering to make things happen for young people. Much of this active citizenship often continues without thanks and is largely unnoticed.

The impact they make can not be ignored:

- Social and leisure activities would be significantly affected and these include rugby matches, athletics and other sporting events. For example, Formula One motor racing and the Olympic Games rely on the input of volunteer coaches, organisers and marshals.
- Music events, pop concerts, festivals, Urdd or National Eisteddfodau rely on volunteer fund-raisers, organisers and St John Ambulance volunteers to a large extent.
- Medical research, advice and support for people with specific health problems would also be affected.
- People's lives would be at risk without the Samaritans, the Lifeboat Service, cave and mountain rescue teams and the British Red Cross.
- Our health service would be significantly impoverished without the donations from volunteer-organised activities, such as tea shops, library trolleys, hospital radio and community volunteers to help discharged patients or those coming into hospital.
- The criminal justice system relies on lay magistrates, witness support and victim support volunteers.
- Much of the landscape, wildlife and areas of natural beauty would suffer neglect.
- Many older, disabled and vulnerable people would be isolated and lonely.

Volunteers are often the backbone of the service. Many volunteers often become Youth Work professionals and volunteering is usually the first step in a career in Youth Work. Due to their valued and extensive experience, they are effective and efficient delivers of Youth Services and bring motivation and enthusiasm to the role.

Long live Volunteers!

Andy Borsden

Principal Youth Officer

Vale of Glamorgan Youth Service

TYPES OF VOLUNTEERS

Volunteers are at the heart of any voluntary organisation and there are many ways in which they can be involved within the Youth Work sector, some are as follows:

- **Occasional Volunteers** – These are people who volunteer at short term events such as Summer projects, or help by contributing specific skills. These skills can range from driving buses to accountancy. They volunteer occasionally, for short periods, perhaps a few times a year.
- **Regular Volunteers** – These are people who give a commitment on an ongoing, regular basis. They undertake regular work in organisations such as: working in a coffee bar, administrative duties, cleaning, youth work etc..
- **Trustees and Committee members** – These people hold positions of responsibility and have been elected by members of the organisation, or selected on the basis of their skills and experience.
- **Internships** – These are part-time or full-time opportunities to gain professional experience within a chosen field. Due to the charitable nature of internships, the majority of positions on offer are unpaid, though most organisations cover reasonable travel and lunch expenses.
- **Young Volunteers** – These young people can hold any of the above roles and often act as peer mentors, youth inspectors, sit on youth committees etc.. Most organisations are led by the views of young people and involve them in the decision-making process. ¹²The participation of young people in youth work practice can help to build confidence, open up new experiences and give young people a sense of belonging and thereby add value to the organisation.

Volunteering Opportunities

Governance

Board Members
Decision making process
Advisory Groups
Line Management

Support

Helpers
Fund-raisers
Parents
Domestic

Programme Delivery

Youth Workers
Youth Leaders
Project Steering Group
Helpers



¹² Working in Partnership with Young People/Participation Methodology Handbook 2011. CWVYS/Youth Work Strategy Branch, Welsh Government.

RECRUITING THE RIGHT VOLUNTEERS FOR YOUR ORGANISATION

¹³Volunteer work and the way it is presented directly determines the sort of people who will be attracted to it; if you simply put up a poster asking for volunteers you are likely to get a limited response. Remember, the more ways you have of engaging volunteers, the easier it will be to recruit them and to attract a diverse group of volunteers.

Step 1 – Identifying what you require?¹⁴

- Is the role you have identified right for a volunteer or would using a paid worker be more appropriate? This will depend on the nature and purpose of duties.
- Do you have a realistic idea of what you are hoping to achieve from your volunteer in terms of their time and skills?
- Does your organisation have the right policies and procedures in place to bring in and sustain the use of volunteers?
- Have you sufficient budget and staff time to accommodate volunteers?
- How will the selection of volunteers be handled and by whom?

Step 2 Creating a Volunteer Profile

You need to identify:

- What you want your volunteers to do
- What kind of skills, expertise or behaviours you need from your volunteers and any training requirements.
- The length of time you are likely to need your volunteers for and how many you need.
- Which checks or actions you need to put in place before you can use your volunteers. These will include health and safety risk assessments, insurance, CRB checks and references.

Step 3 Advertise the opportunity

Advertising broadly will ensure you get a diverse range of potential volunteers interested in working with your organisation. Use your local press, Volunteer Centres, libraries, newsletters, CVs, in-house newsletters, topical publications, Local Authorities Intranet and radio to advertise your volunteering opportunities.

¹³ WCVA The Complete Volunteer Manager

¹⁴ KCC, Engaging Volunteers



DESIGNING VOLUNTEER ROLES

¹⁵The process of drawing up role descriptions helps build a picture of the sort of people who may participate. Take care not to limit your vision, otherwise you may miss the opportunity to engage people who can bring a range of ideas, skills and enthusiasms. Some of the benefits of having a role description are:

- Define volunteer role within the organisation.
- Give status to volunteering within the organisation.
- Clarify their responsibilities.
- Identify the boundaries.

The discipline of producing a role description will help identify whether the task is realistic and achievable.

When you are developing opportunities you should constantly put yourself in a volunteer's place and ask:

- Why would I want to do this?
- What will I get out of it?
- What experience, skills or training will I need ?
- How will I achieve it?
- How will I know when I have achieved it?

If you can answer these in a satisfactory way you are ready to draw up a volunteer role description.



The role description of the volunteer¹⁶ should be based on the needs of the organisation and will be a complete description of the volunteer's commitment and responsibility to the organisation. It should include:

- The context of the work and those they will be working with.
- Time commitment: when, for how long, is it flexible, is it long or short-term?
- Information on organisational supports such as expenses and training opportunities.
- Information on the management, accountability and reporting structures.

In addition, it is important to establish clearly the responsibilities of a volunteer.

RESPONSIBILITIES:

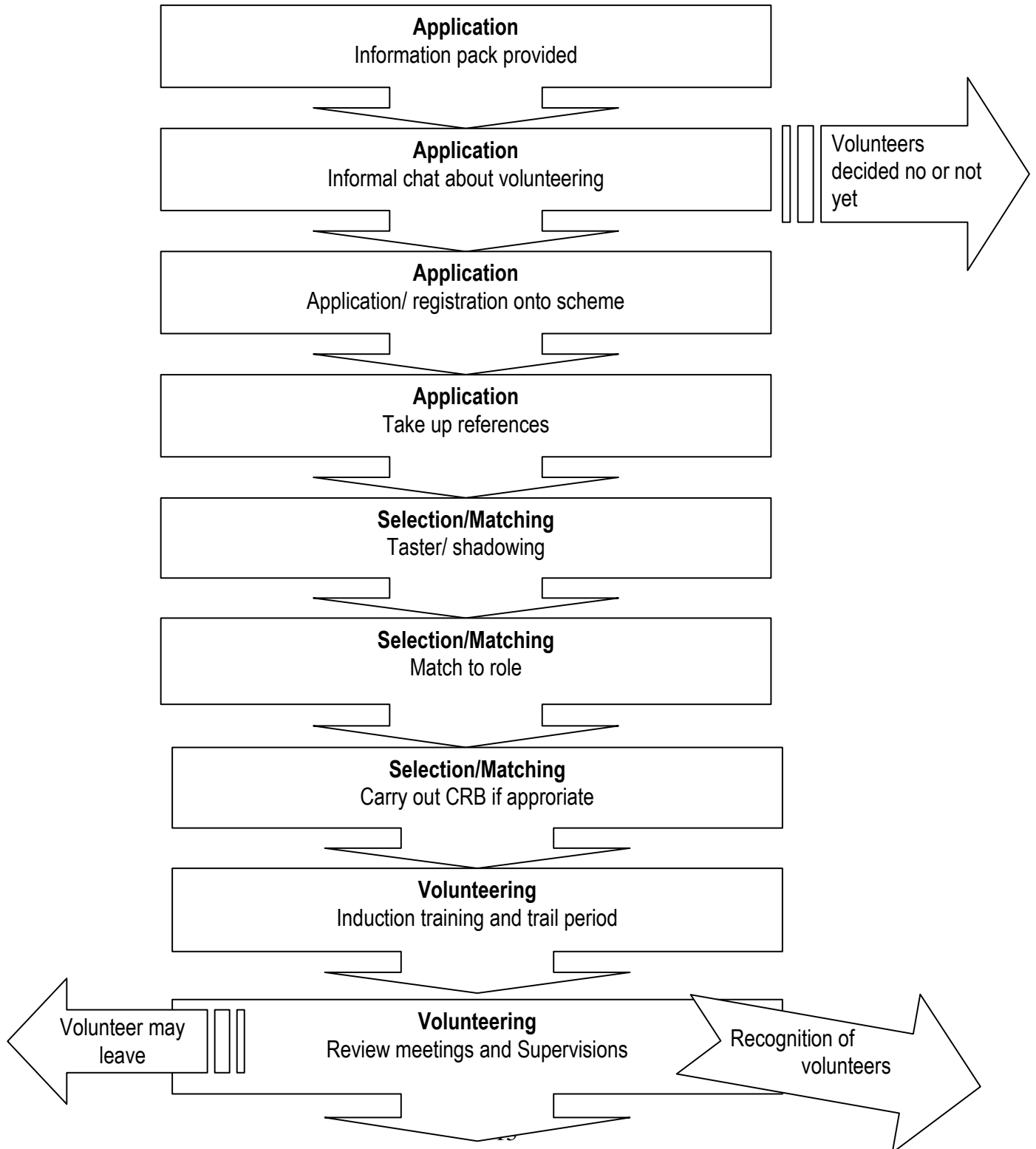
The organisation expects volunteers to:

- Be reliable
- Be honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way which reflects the aim and values of the organisation and to the best of his/her abilities
- Work within agreed guidelines and remits
- Communicate information appropriately
- Respect the work of the organisation and its members and not bring it into disrepute
- Agree to accept and adhere to the organisation's policies
- Respect the rights of others in the organisation
- Ask for help or support when needed
- Attend the place of work at agreed times
- Notify the designated person if unable to attend.

¹⁶ Source CWVYS Induction adaptation from Volunteering Ireland NYCI and WCVA Wales

Volunteer Recruitment Process

This shows the possible routes of recruitment and selection of volunteering on a scheme.



RETAINING VOLUNTEERS

Once your volunteers are in place you will need to provide them with support which will be determined by their role and their own needs. At minimum you should offer:

- The opportunity to meet regularly.
- Access to training opportunities where appropriate.
- Access to information about the organisation and its policies and procedures.
- Information on other volunteering opportunities.
- Prompt payment of expenses where this has been agreed.

EXPENSES AND OTHER COSTS

You should discuss and agree expenses before a volunteering placement begins. Clearly you need to budget for expenses, necessary equipment and other costs for the duration of the placement.

SAYING THANKS

Volunteers give up their time freely and are a huge asset to any organisation they work for. It is important to acknowledge and recognise what they do informally as well as formally. Remember to say **THANK YOU** to your volunteers on a regular basis and talk to them to ensure they are still happy in their role. Make sure your volunteers feel valued and appreciated.

Volunteering provides people with the opportunity to develop new and existing skills which are essential for their future aspirations and employment. Engaging volunteers and actively recognising their commitments will empower them in their roles and help develop their confidence, self-esteem and commitment to the project.

PERSONAL DEVELOPMENT AND PROGRESSION PLAN

All volunteers who are part of the project should be offered the opportunity to undergo a personal development and progression plan. A plan will help a young person identify ways of progression from a senior member into a youth support worker. It will also allow them to track their development and training and should be based on existing good practice in youth work and youth volunteering. Young volunteers should be shown a training and development plan which visually highlights progression routes from Level 2 in Youth and Community Work to the Diploma in Youth and Community Work.

SUPERVISION

Supervision is an essential part of retaining and supporting your volunteers and staff. Once volunteers have been recruited, this is a key part of monitoring their progress and development. Some volunteers will need a lot of help and support from their organisation, perhaps due to a disability or mental health problem, or due to a lack of 'soft skills' such as confidence and self-esteem.

Supervision meetings may not be appropriate for all models of volunteer involvement, but for many volunteers these meetings ensure they have an opportunity to give and receive feedback. They offer the chance for an open two-way conversation about the volunteer's work.¹⁷

It is important to reassure volunteers that this is an opportunity for them to talk in private and be listened to with respect and to discuss recent activities and tasks that have been carried out. Regular supervision provides volunteers and the supervisor with an opportunity to:¹⁸

1. Check whether they are enjoying their role.
2. Identify whether extra support is required.
3. Explore other avenues of work.
4. Assess if more training is required.
5. Assess how they are getting on with other staff, volunteers and service users.

Encourage volunteers to raise problems or concerns. It is much easier to deal with a problem at an early stage than let it grow into something which disrupts the work of the volunteer, or possibly the whole volunteering programme. It is equally important to let the volunteers know you are appreciative and pleased with their development and the work they have carried out. Praising them in this way will ensure they feel motivated and confident to continue with their engagement.

Do not be afraid to raise issues regarding the volunteer's work or behaviour. Always remember that the problem is the behaviour, not the individual, and phrase the issue as a shared problem. Ask "What steps do we need to take together to improve things?"

If it is not appropriate to carry out formal supervisions with a volunteer, you should set up alternative ways in which they are able to provide feedback. A few methods include:

- Informal 'catch-ups'.
- Telephone 'catch-ups'.
- Anonymous feedback forms.
- A Volunteer forum.

¹⁷ Volunteering England - <http://www.volunteering.org.uk/resources/goodpracticebank/Core+Themes/supportandsupervision/supportandsupervisionindex.htm>

¹⁸ WCVA How to retain volunteers: <http://www.wcva-ids.org.uk/wcva/1071>

ENGAGING YOUNG VOLUNTEERS

Who are they?¹⁹

We regularly encounter the misconception that young people are not interested or involved in volunteering. The truth is actually the opposite; young people (aged 12 to 24 years old) are a growing volunteer base and are volunteering in every area of society, from youth forum to building schools in Africa. They are globally aware and are interested in meaningful volunteer work that is directly connected to the mission or the cause.

Young people who volunteer within a youth provision allows them to gain ownership of a project whilst providing them with an essential link and stake in their local communities. For some young people, especially those who may not be in employment, education or training, volunteering will provide them with the skills to speak out about issues, challenge their boundaries and provide an opportunity to gain recognition and accreditation for their vocational and personal achievements.

Young people today are very busy with their studies and spare time activities. Volunteering is one option for them. Volunteer services therefore need to know how to attract young people to join them as volunteers. There are a relatively small number of community organisations who earnestly focus on recruiting young people as volunteers, perhaps because of a common belief that today's young people do not immediately raise their hand on the first mention of the word *Volunteering*!

Young people often have very little experience and few professional skills, but if we motivate them to use their energy, enthusiasm and creativity, they could shake the earth. They like to be involved in collective action with all ages, but keep in mind they need to be treated as equals.

¹⁹ Adaptation from Volunteer Now New Zealand

WHY DO YOUNG PEOPLE VOLUNTEER?

CASE STUDY

Hello my name is Tom and I got into volunteering about 3 years ago in Cowbridge Youth Centre in the Vale of Glamorgan. I attended the youth centre as a young person and slowly took on more responsibility and then started volunteering. I took on roles such as doing the tuck shop and assisting in projects and activities within the centre. I was then offered the chance to undertake an OCN in peer mentoring which I completed shortly after I started volunteering at Cowbridge. Following on from receiving my Peer Mentoring qualification I was asked to join a youth forum which had just been set up called the Vale Youth Service Youth Forum (VYSVF). This then created opportunities for me by attending various training sessions on participation and general youth club training. Being a member of VYSVF has helped me considerably by improving my organisational skills, time keeping, confidence, risk assessing and advertising and presentation skills. Also as a member of VYSVF I have learnt how to take minutes of the meetings which have helped not only me but the whole group in what needs to be done within the group.



Whilst still volunteering in Cowbridge Youth Centre and attending meetings of VYSVF, the Vale Youth Forum was starting up and needed members from sub forums within the Vale. I put my name forward as a representative from the Vale Youth Service Youth Forum and am currently a member of the Vale Youth Forum. The Vale Youth Forum has only recently been going and is still finding its grounds but we as a forum come together to discuss what has been happening within our forums and try and help the community by being a voice for young people.

I also had the opportunity to join a new volunteer group called Young Inspectors which I was very keen to do when it started up. The Young Inspectors has been running since October 2010 where we started off by completing an OCN in Participation level 2. This gave me knowledge on participation, UNCRC and the Participation Standards which are a key element to inspection. The group was then trained in how to inspect and how to be a young inspector. Once all the training was completed we then undertook 3 inspections to see if organisations who work with young people are meeting the participation standards and are giving their young people the right opportunities. Training to be a Young Inspector has again helped improve a lot of life skills. My presentation skills were yet again improved and this is shown when I delivered a presentation on the Young Inspectors project to roughly 100 people with the help of the co-ordinator which I would never have done before. I have also learnt how to write reports, my team-building skills have improved massively also.

While I was training to be a Young Inspector and volunteering at Cowbridge I was told that I could go to university to study Youth and Community Education by my senior worker in the centre. I was very interested in this as I loved volunteering with young people and making a difference. I applied for the course and was accepted to study youth and community education in September 2011. Whilst waiting to see if I was accepted into University I still undertook massive amounts of voluntary work such as going into a local school to promote Cowbridge Youth Centre. I then went away for a week to assist on a youth exchange where I helped deliver a lot of activities. This was one the most challenging but yet most rewarding experience since I started volunteering.

CASE STUDY

Project : ASH Wales Peer Health Promoter Programme

District: Across Wales

The volunteering project started in 2009 through funding received via WCVA Volunteering In Wales Fund. The aim of the project was to recruit Young People aged 16-24, on a Wales-wide basis but with a focus on recruitment from the most deprived local authority areas. Tobacco use is a major contributor of health inequalities across Wales. The youth volunteers are trained to work with young people in their local communities to deliver and provide informed and accurate information about smoking prevention and assistance with cessation. The volunteers engage with all young people aged 11-18 years (and sometimes younger) regardless of smoking status. They aim to engage specifically with those young people who are excluded from mainstream school and in areas where rates of youth tobacco use is exceptionally high. They are encouraged and supported to create awareness raising activities in their local communities through community fairs, youth clubs and schools alongside other local initiatives. This programme aims to create a critical mass of peer mentors in Wales, trained to deliver tobacco control advice and cessation to young people in their community.

This Youth Smoking Prevention Community Programme benefits young people who are directly involved in volunteering and working as health promoters. A recent survey of young people by ASH Wales found that 60% said they did not know if there was enough help about smoking aimed at young people and 60% did not know that young people can access Nicotine Replacement Therapy. Helping young people to access accurate information on tobacco control is more likely to assist them in attempting to quit cigarettes and to prevent young people from starting to smoke.

The total cost for the project over three years was £43,000.

The impact of this programme over the three years included:

- Providing young people with skills in a wide variety of advocacy and training techniques.
- Working with local communities through fairs, schools, youth clubs, sports clubs, leisure centres and other local initiatives by presenting information about the health effects of smoking and providing accurate information and advice on smoking, prevention and cessation.
- Training youth health promoters in tobacco control who will be able to share this knowledge and these skills with the community.
- Increasing the skill set of the local community. Participants are offered the opportunity to gain an Open College Network (OCN) award as part of the programme.
- Increasing best practice methods in communities by disseminating the findings of this programme in order that lessons are learned.



Martha, Powys / Cardiff

Volunteering with ASH Wales has been an experience which I have really enjoyed during my time as a peer health promoter and one which I still take pride and pleasure being involved in. Interacting with other volunteers, staff members and the general public at events has been rewarding and educational for both myself and those who have approached the organisation for help and advice on quitting or general enquiries surrounding smoking behaviour and the effect it has upon others. I have taken up the many training opportunities offered from ASH and have also had the chance to put my skills and knowledge to good practice, helping to educate others about health impact and spreading the message of a smoke-free future to the general public, especially those belonging to the younger generation.

Khea , Monmouthshire/ Cardiff

Volunteering with ASH Wales has given me so many opportunities. Not only have I been given the chance to attend events such as conferences and smoking awareness stalls, but I have also been able to attend training that has opened my eyes to some of the wider issues of smoking and tobacco use. ASH Wales has provided me with the confidence to use my training such as Brief Interventions in real life situations, which will help me in my future career. I have met some great people volunteering with ASH Wales and would recommend it to any generation.



There are a wide range of reasons why young people volunteer:

- for their personal and professional development : job skills, communication skills and to increase self-confidence
- to gain experience and increase personal employability: skills and experience to add to a CV and to gain a written or verbal reference
- to make new contacts and widen their social networks
- to have fun
- to meet new people and visit new places
- to experience new challenges
- to gain satisfaction from doing something that make a difference to the world we live in.

WHY INVOLVE YOUNG PEOPLE IN YOUR ORGANISATION?

- They are more likely to be open-minded and easily adjustable to change.
- Having a responsibility does not scare them away but gives them an extra motivation kick.
- They become very energetic and enthusiastic around the things which do interest them.
- If the organisation's activities target young people, involving their peers as volunteers bridges cultural and generational gaps.
- Community organisations are responsible for developing habits of generosity, engagement and community spirit among all generations.
- Having young volunteers involved in your organisation promotes generational diversity, which is an added value and asset in promotion of your work.
- In this way you are prolonging the life of your organisation and cause. By bringing young volunteers in, you are ensuring the future of volunteering within your organisation and are helping to sustain your organisation into the future.
- They know everything about Facebook, Twitter, Bebo, Youtube, Flickr, etc. and how to use new technologies which might help in capacity building and day to day activities of your organisation.
- Young people generally have more time and fewer family responsibilities which may allow them to be available whenever and wherever to help. Make sure you know how to get them into the activities you are involved in (see '*What you and your organisation could do*' and '*Tips for finding young volunteers*').
- Young people have extensive social networks and are actively involved in them. If you are preparing an event and need extra help, they may get their friends involved too.
- They only become involved in what they believe in and not every single opportunity to fill in their days or CVs.

BARRIERS YOUNG PEOPLE FACE IN VOLUNTEERING

- Many young people feel they cannot afford to volunteer or they could use that time to earn money instead.
- Youth culture changes rapidly and for community organisations with limited resources may find it difficult to keep up.
- Young people often do not know how to access volunteering opportunities.
- Young people are very busy with their studies and hobbies.
- Organisational incapacity to identify activities and projects attractive to young people.
- Many young people do not know what are the benefits of volunteering and what they personally could get out of it.
- They are put off by 'talk down' or 'talk at' attitudes of staff and older volunteers.
- Lack of will and openness of staff and older volunteers towards working with youth.
- Inflexible volunteer opportunities with a lack of project ownership for the young volunteer.
- Lack of volunteer roles which appear attractive to young people.
- Lack of intersectoral partnership between universities, schools, colleges, recruitment agencies and community organisations.



ATTRACTING YOUNG PEOPLE TO VOLUNTEER

What you and your organisation can do

- If you are looking to attract young people into volunteer roles, be prepared to put some flexibility into your schedules. You might need to be open for opportunities after hours because many young people juggle work, studies and hobbies.
- Let yourself be inspired by young people ; they are usually very spontaneous and direct in expressing their ideas, needs and ways they think things might work better. Try not to ignore what they have to say and you will uncover solutions to overcome many obstacles and develop new perspectives.
- Involve young people in your governance structures as they often have access to knowledge and experience other generations do not(see *'Why involve young people in your organisation'*).
- Think how your organisation might appear if more young people were involved. What kind of programmes might it have? What staff would it need? What kind of impression would you like young people to have about your organisation? How can you meet these needs?
- Young people do not only like to decide how to do something but also what to do. If your organisation has a closed decision making process, you will need to plan how to involve them in the future.
- Different foundations in Wales often provide grants for the projects involving young people. You might want to consider applying for a grant to boost your youth volunteering programme.
- A special focus on young volunteers is OK, but try not to exaggerate or do it merely to increase your profile. Define clear organisational rationale for involving young people: Why do we want to see young people engaged in our organisation? Young people have to feel needed in an organisation and may balk at the idea of being manipulated to achieve an organisation's other goals.
- Try not to take for granted what you know and do easily; it may not be equally straightforward for young volunteers. For example, they may have never sent a fax or place a stationary order before.
- Try not to be discouraged by their inexperience, lack of qualifications, nor make assumptions about what they can or can not do. Think in terms of what they *could* achieve through the role and what your organisation could offer to them.
- Try not to make them feel patronised just because they are young and inexperienced. If you give them a supervisor or mentor, make sure they feel comfortable with this and that they clearly understand the role.
- Conduct training for supervisors and coaches focussing on providing young volunteers with a learning experience.
- Involving young volunteers requires your extra attention on health and safety issues.

WHERE TO FIND YOUNG VOLUNTEERS?

- Use online recruitment tools such as www.gwirvol.org.uk or databases of your local Volunteer Centre. Young people like to access the information quickly and often go online. Reply to them as quickly as possible – instant communication is what they are going for!
- Use young people to attract young people. Base your marketing strategy around young volunteers because they know what attracts young people into volunteering. Let them come up with the ideas and allow them to participate in their implementation. If you do not have any young people in your organisation, you could establish a committee consisting of representatives from the schools, clubs and universities in your area.
- Focus on peer promotion: “Word of mouth propaganda” and the referral of friends are the most successful ways of recruiting young people to volunteering.
- Use quotes from young people to promote the achievements and benefits for the young people who are already engaged.
- Use youth friendly forms of communication such as txt and short online videos; promote your events via Facebook or chat rooms and make your messages quick, short and funny presenting volunteering as something ‘cool’ and ‘trendy’.
- Look for young people at the places where they can be readily found such as music festivals, youth clubs, concerts, schools, universities, career fairs, local cafes, etc..
- Advertise your projects as flexible, low-threshold entry and open to everyone. Minimise the screening process and invite them for a chat during your first contact. This will keep them interested; they will feel welcome and will have enough room to use their own initiative.
- Let them know in advance about extra benefits such as travel expenses, free cinema and theatre tickets, magazines and access to training.
- Make the advertisement for a volunteer position interesting and present tasks as ‘projects’. For example, start the job description for a receptionist as, “*Be our communication wizard,*” and not, “*We need someone to answer our phone*”, and emphasise what is in it for them.
- Ask for short-term commitment only. Young people’s lives change rapidly and they do not want to feel bound to anything which may prove bring inflexibility in the future.
- Make sure the tasks given to young volunteers are not ‘*routine only*’ that no one else wants to do. Share this type of activity among other volunteers and staff fairly.

RETAINING YOUNG VOLUNTEERS

- Involve young people in the evaluation of your programme or project in order to improve and develop it.
- 'Walk the talk'. Young people demand honesty and expect your behaviour to match your rhetoric; if they detect you are not entirely frank with them, they may walk away.
- Reward them frequently. Provide regular verbal feedback and ask for feedback also.
- Organise events and parties for young volunteers and provide them with lots of food.
- Give them the ownership over the project; assign them a leadership role and allow enough room for them to provide their input in the planning phase of the project. This will enable them to suggest a direction which interests them.
- Foster relationships between volunteers. Organise team building activities and help them to work together on a specific project or task.
- Mark special dates. Use the occasions such as Volunteer Awareness Week, Youth Work Week, Youth Excellence Awards, to celebrate and formally acknowledge their effort.
- Develop tools for young people to assess the skills and competences they have gained through volunteer work. Ensure the awards and competence profiles are recognised in the wider community.

Holly Sylvester (EVS Turkey May – July 2011)



“My name is Holly and I’m from Abertridwr, Caerphilly. Currently I’m half way through my two month EVS project in Mersin Turkey doing turtle conservation, and **I’m loving every moment of it.**

Here I’ve seen the turtles on several different occasions, in the sea and on the beach and laying eggs, now we’re waiting for the baby turtles to hatch next month! It just keeps getting better. **I live a stone throw away from the beach with seven other Europeans, all from different countries,** which in its self is quite the experience. We all communicate in English, surprisingly I seem to be the least understood person, even though English is my first language, maybe it’s the welsh accent.

In the mornings we clean the beach of litter and every few days we have a **Turkish lesson** among other activities. Having the weekends off gives me the opportunity to do some travelling with my new found friends having a real good chance to embrace the culture!

I learn new things every day and knowing we’re making a difference gives me a real sense of purpose. I just love it!”



Jenny Barter (Step-by-Step: Various projects 2004- 2011)

“My name is Jenny Barter, I’m from Mountain Ash and I have been involved with UNA Exchange for several years and taken part in many work camps including doing projects in Turkey, Greece and Hungary. I feel I have benefited from all of these experiences in many ways. **I used to lack confidence and found that meeting new people on the camps has helped me with this a lot.** I have also overcome fears I had about travelling alone, I felt a great sense of achievement after I arrived at the project on my own.

I think I got the most from the project I did in Hungary, I stayed with a less fortunate family and helped them re-build their property. It made me realise a few things about myself and how **I took things for granted.**

Since being involved with UNA Exchange **I feel more confident in myself** and feel I have gained many people skills. **I would recommend participating in a step-by-step project to anyone** as you meet new people, get to experience different cultures and learn lots of new skills.”



Kyle Johnson (EVS Lithuania January – November 2011)

“Hello my name is Kyle, I am 20 years old from Carmarthenshire. I'm an EVS volunteer in a public library in a small city called Birštonas 40km south of Kaunas, Lithuania. I started volunteering in Carmarthenshire at 16 years of age and then volunteered in France at 17 through a **UNA Step by Step project**. I stopped volunteering for a couple of months before I eventually had the courage to apply to an EVS project. I am now in the middle of a 10month EVS project.



As an EVS volunteer you go through many different stages and feelings. **EVS is a long road** – the application process, waiting around, anticipation, nerves, the time spent here and the after experiences. EVS volunteering is not easy by any means; there are stages of happiness, depression, homesickness and lack of motivation as well as the excitement and disorientation of living in a completely new place.

I have been a volunteer in Lithuania for almost 5 months and it has been great but I have also felt all of these stages and still do on a weekly occasion. Lately I lost my motivation to be here, I felt I was wasting my time, I was having such thoughts as, "I don't need to be here, I miss my old life, I miss having money, I miss my friends, I miss speaking Welsh and English". **They are thoughts not only I had but many volunteers I have spoken to have had as well.** For me, the reason I lost motivation was the lack of activities in my project. I got past this by being positive and starting up my own projects to keep me busy.



This is just a stage, everybody goes through it. Volunteering is something money can't buy, it's a wonderful experience that you shouldn't throw away because you are bored. Enjoy your EVS, it will only ever happen once!"

Project: Vale Youth Service Volunteer Forum (VYSVF)
District: Vale of Glamorgan

Background – The group started in November 2009 when a couple of young volunteers expressed an interest in organising some charity events together with young people from different youth clubs in the area. With staff support, they completed a funding bid to set up the group and to organise various fund-raisers which were all very successful. The project originally started up as a small short-term project, however when the funding ran out the young people decided to keep getting together and develop the group into a forum for young volunteers aged 14 to 25 from statutory youth clubs in the county.

VYSVF meetings are held once a month in different locations throughout the Vale and in addition members also attend various events and trips. Help with transport is offered and any travel expenses are reimbursed. The agenda items are put forward by young people and youth workers. Centre updates and feedback are always part of the agenda and the meeting place and dates are mutually agreed with the group members.

Approach

VYSVF aims to:

- ▲ support young volunteers, share experiences and provide training to improve knowledge of youth work and develop new skill
- ▲ gather the views of young volunteers of the Vale Youth Service on various issues
- ▲ raise money for local charities and be part of the wider community
- ▲ represent the different statutory youth clubs in the Vale of Glamorgan
- ▲ plan and organise events for young people attending the different statutory youth clubs whilst breaking down barriers and stereotypes of the different areas in the Vale

The members are the voice of young volunteers of statutory youth clubs in the Vale. It is their role to raise different issues affecting young volunteers in the youth centres. Members are expected to attend meetings and training sessions, provide feedback from youth centres and organise events. Elected members are also represented in the Vale Youth Forum and Funky Dragon. The group has also developed their own Terms of Reference and logo. They raise their own funds to undertake fun activities, however staffing, travel, equipment and administration costs are carried by the Vale Youth Service.

Outcome

The group publishes articles in the local newspapers and on the Swoosh website. They also give presentations to publicise their work. Minutes of the meetings are circulated amongst the members and all youth workers can view them through the Vale Youth Service QES system. Members are offered other volunteering opportunities in other Youth Service projects and are taking part in planning sessions with youth workers in their clubs. Some members have completed accredited training in participation, peer mentoring and Junior Leadership. Their volunteering hours are also recognised through either Star Volunteers or the Millennium Volunteers scheme. Members expressed they have developed their knowledge of youth work and decision making structures and feel more confident in assisting their youth workers in the centres. They have also stated that their planning, organisational, communication, presentation and meeting skills have improved by being part of the group.



HEALTH AND SAFETY

The Health and Safety at Work Act 1974 ²⁰ and The Management of Health and Safety at Work Regulations 1999 include the duties of employers to provide or carry out:

- ▲ safe systems of work
- ▲ a safe place of work
- ▲ a healthy working environment
- ▲ adequate welfare facilities
- ▲ safe equipment
- ▲ safe arrangements for handling and transporting articles
- ▲ sufficient information and training for staff
- ▲ risk assessments, including those associated with fire
- ▲ emergency procedures
- ▲ contacts with emergency services
- ▲ co-operation with other employers in shared premises

Even if you employ just one member of staff, you come under the scope of the Health and Safety at Work Act. Groups that employ five or more people need to have a written health and safety policy.

The Health and Safety at Work Act requires employers to ensure, as far as is reasonably practicable, the health, safety and welfare of all employees and others who might be affected by their work activities. "Others" include service users and volunteers as well as the general public.

Employees also have a duty to take care of their own and others' health and safety, and to co-operate with their employer in doing this.

You have a 'Duty of Care' towards those who are under 18 and involved in your activities. Risk assessment needs to take the maturity of an individual into account and accept that each case will be different. Employment Law requires individual risk assessments for young employees and although this is not required for volunteers, it is advisable as it will enable you to consider each volunteer's level of understanding and maturity.²¹

Health and Safety policy could include the following topics:

- Risk Assessment
- Lone Working
- Dealing with Difficult Situations
- Child Protection
- Fire Regulation and Evacuations
- Protection of Vulnerable Adults Policy

RISK ASSESSMENT CHECKLIST

A risk assessment simply describes the process and approach you take to identify the risk and potential harm to people for any given activity. Identifying potential hazards and dangers will enable you to undertake measures to prevent harm and reduce the risk of an activity.

²⁰ Health and Safety Executive : <http://www.hse.gov.uk/youngpeople/law/hsaw.htm>

²¹ WCVA Involving Young Volunteers: <http://www.wcva-ids.org.uk/wcva/1543>

Organisations have a duty to care to all involved in their activities and volunteers should also be considered when carrying out risk assessment. *The Management of Health and Safety at Work Regulations 1999* also place a duty on employers to assess risk to those who may be affected by their activities, which would include volunteers.

The Health and Safety Executive recommend a 5 step approach to risk assessment.

1. Look for the hazards.
2. Decide who might be harmed and how.
3. For each hazard, evaluate the chance, big or small, of harm actually being done and decide whether existing precautions are adequate or whether more should be done.
4. Record the significant findings of your risk assessment, for example the main risks and the measures you have taken to deal with them.
5. Review your assessment from time to time and revise if necessary.

A risk assessment is an important step in protecting those involved in your work, both paid and unpaid, as well as complying with the law. The law does not expect you to eliminate all risk but you are required to protect people as far as is 'reasonably practicable.'²² This is not the only way to conduct a risk assessment; there are other methods that work effectively, particularly for more complex risks and circumstances. We believe this method is the most straightforward for most organisations.

When thinking about your risk assessment, remember:

- a **hazard** is anything that may cause harm, such as: chemicals, electricity, working from ladders, an open drawer etc.
- the **risk** is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be

For more information on Risk Assessments:

- Health and Safety Executive website: <http://www.hse.gov.uk/voluntary/further-advice.htm>
- WCVA : www.wcva.org.uk
- Volunteering England: <http://www.volunteering.org.uk>

CRIMINAL RECORD BUREAU

What is the Criminal Record Bureau?

The Criminal Records Bureau (CRB) is an Executive Agency of the Home Office and provides access to criminal record information through its Disclosure service. Within Wales the umbrella agency is WCVA who have a Criminal Records Unit (CRU).

²² Taken from the Health and Safety Executive: <http://www.hse.gov.uk/risk/fivesteps.htm>

CRU Services **Key features of the service CRU provide**²³

- provide blank Disclosure Application forms on request
- check and validate completed application forms
- act as counter signatory on behalf of your organisation and forward completed forms to CRB
- receive Disclosure certificates and forward them to you as an employer
- provide advice and training in completing the Disclosure Application form
- provide advice and guidance in helping your organisation comply with the legislative Code of Practice
- provide model policies that need to be adopted in order to comply with the Code of Practice
- provide advice and guidance with regards to the Protection of Freedoms Bill
- CRU operates a **FREE** service for voluntary sector organisations in Wales

- CRU operates a **FREE** service for CSSIW²⁴ registered voluntary regulated day care provision for children under 8 years old

- CRU can also help private sector/for profit organisations through our charged service.

For further information on CRB:- <http://www.wcva-cru.org.uk/crb-4.aspx>

Who needs a Criminal Record Bureau?

A CRB check can only be requested for volunteers who have been offered a position that involves working with children or vulnerable adults on a regular contact basis. A 'Disclosure' is the term used to explain the process of gathering information about the applicant's possible criminal activities, both the spent and unspent convictions. The CRB carry out the check and produce the Disclosure on a certificate containing the relevant information.

The CRB acts as a 'one-stop-shop' and has access to information held on the Police National Computer and by local police forces, as well as the ISA Barred Lists.

"Under the Rehabilitation of Offenders Act 1974 a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for, or are currently undertaking, is listed as an exception under the Act" *Home Office Guidelines*.²⁵

For more information about disclosure and eligibility of requesting CRB checks: <http://www.homeoffice.gov.uk/publications/agencies-public-bodies/CRB/about-the-crb/eligible-positions-guide?view=Binary>

What is the process for carrying out a Criminal Record Bureau Check?

1. The volunteer completes a blank CRB application form and may be asked to insert two character references.

²³ WCVA – CRU http://www.wcva-cru.org.uk/cru_services-9.aspx

²⁴ *Care and Social Services Inspectorate Wales (CSSIW)* - <http://wales.gov.uk/cssiwsubsite/newcssiw/?lang=en>

²⁵ Home Office - <http://www.homeoffice.gov.uk/publications/agencies-public-bodies/CRB/about-the-crb/eligible-positions-guide?view=Binary>

2. The volunteer is asked to complete and sign the form providing permission for the check to take place as well as providing necessary identification.
3. The registered body (WCVA) then countersigns, verifies identification and sends the completed form to the CRB.
4. CRB carries out searches against the person and their identity and produces a disclosure document containing any criminal convictions.
5. The disclosure is sent to the individual volunteer and to the registered body carrying out the check.

NB CRB checks are free of charge for volunteers in Wales.

What is the Independent Safeguarding Authority?

The vetting and barring scheme will provide employers with a vetting service for employees and volunteers. The Independent Safeguarding Authority has been created to fulfil this role across England, Wales and Northern Ireland (Scotland is in the process of developing a similar system which will work closely with ISA). The ISA will be responsible for decision making around the suitability and unsuitability of individuals seeking to work with children, or in environments with children and vulnerable adults. ISA is incorporated into the CRB application form. The ISA Vetting and Barring Scheme will work alongside the current system of CRB checks and many organisations will wish to apply for Enhanced Disclosure to obtain a full criminal history for an individual in regulated activity. This may be important to assess the full suitability for a particular position and in some sectors the requirement to also obtain a Disclosure will remain mandatory.

The ISA has four statutory duties²⁶:

- to maintain a list of individuals barred from engaging in regulated activity with children
- to maintain a list of individuals barred from engaging in regulated activity with vulnerable adults
- to make well-informed and considered decisions about whether an individual should be included on one or both barred lists
- to reach decisions as to whether to remove an individual from a barred list

SAYING GOODBYE TO VOLUNTEERS

Volunteers are free to give up their volunteering roles at any time and departures should be seen as a good opportunity to gather feedback and provide insight on how well things have gone and what, if anything, could be improved. Where possible arrange a meeting with volunteers who are leaving and complete a 'departure review'

Make sure you allow some time for a handover between leaving volunteers and replacements.

MONITORING AND EVALUATION

²⁶

http://www.wcva-cru.org.uk/independent_safeguarding_authority-3.aspx

Each organisation will need to monitor its volunteer scheme by recording:

- ⤴ recruitment, retention
- ⤴ risk assessments
- ⤴ ISA/CRB checks
- ⤴ achievement of volunteers
- ⤴ feedback from volunteers
- ⤴ departures and complaints

Departure reviews also provide useful evaluation information.

Awards

Millennium Volunteers

The aim of the programme is very simple - to recognise the contribution that young volunteers make to organisations across Wales. This is done through the use of 50, 100 and 200 hour certificates, the last of these signed by the First Minister of Wales.

<http://www.gwirvol.org/en/volunteering/mv/>

Queen's Award for Voluntary Service

Nominations are currently being sought for the Queen's Award for Voluntary Service. If you have been helped by a volunteer group, or know of a group that does things in your local community that is staffed by volunteers, you can nominate a group. For further information and nomination forms, visit www.direct.gov.uk/thequeensawardforvoluntaryservice.

WCVA Volunteer of the Year Awards

The Wales Volunteer of the Year Awards, managed by Wales Council for Voluntary Action (WCVA) and supported this year by CCLA Investment Management Ltd, is an annual opportunity to reward people who have made an outstanding contribution to their community.

There are five categories for nominations:

1. Adult (25 years and over).
2. Young person (under 25 years).
3. Green volunteer (individual of any age).
4. Trustee.
5. Groups (two or more individuals, whether as an informal group or formally constituted organisation).

Further resources and links

CAB.

Advice guide on benefits and volunteering.

www.adviceguide.org.uk/b_volunteering.pdf

Charity Commission.

Guidance on Child Protection.

www.charity-commission.gov.uk/supportingcharities/protection.asp

Department of Work and Pensions.

www.jobcentreplus.gov.uk/JCP/stellent/groups/jcp/documents/websitecontent/dev_015837.pdf

GwirVol

<http://www.gwirvol.org/en/volunteering/mv/organisations/>

Health & Safety Executive.

www.hse.gov.uk/youngpeople/law/index.htm

IAVE Youth Office.

www.catalunyavoluntaria.cat/youthiave/en/

Energize.

Mixed Messages: What Do We Really Think about Young Volunteers? by Susan J. Ellis.

www.energizeinc.com/hot/may00.html

Youth Involvement' in Our Field by Susan J. Ellis.
www.energizeinc.com/hot/feb01.html

Millennium Volunteers.
Recognising volunteering hours.
www.wcva.org.uk/volunteering

NACRO.
Involving Ex-Offenders in Volunteering.
www.nacro.org.uk/data/resources/nacro-2006101000.pdf

National Archive.
A National framework for Youth action and Engagement. Report of The Russell Commission by Ian M. Russell.
http://webarchive.nationalarchives.gov.uk/20100807034701/http://archive.cabinetoffice.gov.uk/russellcommission/docs/Final_report.pdf

NSPCC.
[National Society for the Prevention of Cruelty to Children . www.nspcc.org.uk](http://www.nspcc.org.uk)

Open College Network.
Accredited courses.
www.ocnwales.org.uk

SCVS.
A Guide to Involving Young People in Voluntary Activity by Mark Jones, SCVS and Swansea 14-19 network.
www.scvs.org.uk/volunteeringandcitizenship/volunteering/youthvolunteering/14to19.html

Sports England.
Young volunteers: Making a difference to sport in England.
www.sportengland.org/yp_brochure.pdf

UN.
Information on International Youth Day.
www.un.org/esa/socdev/unyin/iyouthday.htm

Voluntary Arts.
Young Adults & Voluntary Arts: Three models to promote participation.
www.voluntaryarts.org/uploaded/map2256.pdf

Volunteering England.

Good Practice.
www.volunteering.org.uk/Resources/goodpracticebank/Specialist+Themes/Youth+Volunteering/index.htm

Insuring volunteers.
www.volunteering.org.uk/Resources/goodpracticebank/Information/Insurance+for+Volunteers.htm

Volunteering and Health: What Impact Does It Really Have? The University of Wales Lampeter

<http://www.volunteering.org.uk/NR/rdonlyres/AB46F9EC-CADB-4ABB-AEFE-8A850F09AE32/0/FullReportLampeter2ndJuly2008.pdf>

Volunteers and the Law by Mark Restall (June 2005).

www.volunteering.org.uk/Resources/publications/volunteersandthelaw.htm

Who is allowed to volunteer?

www.volunteering.org.uk/Resources/goodpracticebank/Information/whoisallowedtovolunteer.htm

Why Volunteer?

<http://www.volunteering.org.uk/IWantToVolunteer/Why+volunteer/Why+volunteer>

'V' Project.

Involving youth volunteers in the UK.

www.vinspired.com/v

WCVA Criminal Records Unit.

Tel: 0800 0197391

cru@wcva.org.uk

www.wcva-cru.org.uk

Welsh Assembly Government.

Housing and Community.

<http://wales.gov.uk/topics/housingandcommunity/voluntarysector/youth/framework/?lang=en>

Safe from Harm: Safeguarding Children in Voluntary and Community Organisations in Wales.

www.wales.gov.uk/topics/childrenyoungpeople/publications/guidance/safefromharm

World Volunteer.

International Volunteer Day resources.

www.worldvolunteerweb.org/int-l-volunteer-day.html

Youth Cymru.

Youth Achievement Awards.

www.youthcymru.org.uk/YAA_Home.html

Where to interact with youth online

www.bebo.com

www.blogger.com

www.facebook.com

www.flickr.com

www.myspace.com

www.secondlife.com

www.twitter.com

www.wordbase.com

www.youtube.com

Organisations supporting youth volunteering

www.icpwales.org

www.unaexchange.org.uk

www.gwirvol.org.uk

www.cvs.org.uk



ADULT

VOLUNTEER PACK

Those over 18 years of age

INCLUDED IN THIS PACK:

- ❖ **Volunteer policy**
- ❖ **Induction pack**
- ❖ **Misuse of alcohol policy**
- ❖ **Misuse of drugs policy**
- ❖ **Photographs and video**
 - ❖ **Confidentiality**
 - ❖ **Child protection**



Vale of Glamorgan Youth Service

Volunteering Policy

Who is the Volunteering Policy for?

This policy is for the Vale of Glamorgan Youth Service volunteers, students on placement, supervisors, line managers and senior staff. The policy is for both adult and young people who volunteer.

The Vale of Glamorgan Youth Service confirms the opinion that:

'Volunteering is an important expression of citizenship and an essential component of democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It's undertaken freely, and by choice, without concern for financial gain'. Source WCVA.

Policy scope

Quite simply, this volunteer policy is the foundation on which the Vale of Glamorgan Youth Service involves its volunteers in the organisation of the service. It forms the basis of our entire volunteer programme, giving cohesion and consistency to all the elements of the Vale of Glamorgan Youth Service programmes that affect volunteers (recruitment, expenses, health and safety and so on). It is the key to involving a diverse range of volunteers, because it helps to define the role of volunteers within the organisation, and how they can expect to be treated.

Legal status of volunteers

While volunteers are not included in employment legislation, a small number of volunteers have in the past managed to demonstrate that they were in fact employed in the eyes of the law. This means that they would have access to some or all employment rights.

Typically issues arise where a volunteer believes that they were discriminated against. Legal definitions of employment are based on the existence of a contract in place between the employer and employee. Although we tend to

think of contracts as written documents, the contract is actually the relationship itself. Therefore volunteers will be treated with the same respect and are valued as equals with the organisation.

Induction and training

Volunteers must complete the Vale of Glamorgan Volunteer Application Form and will not be permitted to start volunteering until references have been received and a CRB Form completed and dispatched. After which they will be permitted to volunteer under strict supervision. Volunteering under these conditions will be at line managers' discretion. Line managers are responsible for ensuring that the volunteer is given a comprehensive Induction process and follow the Vale of Glamorgan induction booklet as part of the Vale of Glamorgan Youth Service Workforce Development Policy. They must ensure that new volunteers are aware of training opportunities and of the mandatory requirements of the service in respect of gaining qualifications.

Training

Within two years of appointment volunteers will have the opportunity to attain a locally recognised Youth and Community Qualification. Should the locally qualified standard be the subject of change, the minimum level of training expected will be set by Education Training Standards Committee for Wales and be part of the nationally recognised Coherent Route of Youth and Community Training.

Health and Safety

Organisations have a duty of care towards their volunteers. In practice this means taking all reasonable steps to avoid harm coming to them, either through action or inaction. Section 3 of the Health and Safety at Work etc Act 1974 also places a duty on employers (i.e. an organisation that employs at least one paid member of staff) "to ensure, as far as reasonably practical, that persons not in their employment, who may be affected by their undertaking, are not exposed to risks to their health and safety" and "to give information as might as might affect their health or safety".

Line managers and supervisors must ensure that volunteers receive Health and Safety training and are made aware of all risks associated with their workplace.

Expenses

The Vale of Glamorgan Youth Service will ensure that volunteers are reimbursed for out of pocket expenses only. Volunteer's expenses should be paid from petty cash accounts via submission of receipts or invoices. This must not exceed £50. Payments must not be made through BACS or by cheque. Volunteers on benefits may lose part of their benefit if they are seen to have received income, and are likely to be treated as if they are in part-time work rather than volunteering. Volunteers are unable to claim mileage expenses.

Benefits

Volunteering should not affect a person's benefits, as long as they continue to meet the requirements for their particular benefit, and that it is clearly genuine voluntary work. Volunteers must seek advice from the Benefits Agency Introduction to volunteering leaflet VG1.

Screening and CRB checks

All volunteers are requested to undertake an enhanced CRB check and be ISA (Independent Safeguarding Authority) registered. Until they have done so they will not be permitted to work with or alongside young people. A risk assessment should be made on the basis of the particular situation, which should help determine if carrying out a CRB check would be a reasonable step to take to help protect clients.

Application Procedure

If an individual is interested in undertaking voluntary work contact details will be taken and a Youth Development Officer will make contact to arrange two to three mutually convenient visits to a designated youth centre. On these visits volunteers will meet staff and young people and gain an insight of practical youth work delivery. Following these introductory visits should the volunteer wish to proceed they will be required to complete an application form and will have a short interview with the appropriate Youth Development Officer. It is at this point that references and CRB clearance will be sought.

References

Any offer of a voluntary opportunity shall be made subject to the checking of references. These can be professional or personal, but not from a relative. Applicants will be informed of the need to provide referees and asked to bring details to their interview.

Volunteers working with the Vale of Glamorgan Youth Service will be working face to face with young people therefore **ALL** volunteers must complete a CRB (Criminal Records Bureau) form. This must be explained fully at the interview stage in order to ensure that the applicant has a thorough understanding of the process, and any potential implications.

Acceptance/ Rejection of potential volunteers

Potential volunteers should be informed of the outcome of their interview as soon as is practically possible. They should be told at interview the timescale for response.

Any applicant that is turned down will be offered the opportunity for feedback.

Young volunteers

While there are legal restrictions on employing young people, they do not apply to volunteers. It is worth being aware of the legislation, even if you are not bound by it, and to remember that young people have other demands on their time outside volunteering, such as home work, socialising and so on.

If a volunteer is aged between 16 and 24 years old they are eligible to apply to become a **Millennium Volunteer**.

The **Millennium Volunteer** programme aims to make a positive impact within your local community. It offers challenging and interesting volunteering opportunities for all young people, enabling young people to acquire new skills and knowledge and develop personally. To be accredited volunteers need to register it involves volunteering a total of 100 or 200 hours. Volunteers receive a certificate after the initial 100 hours and an Award of Excellence signed by the First Minister after completing 200 hours.

Youth Development Officers need to ensure volunteers aged 16 to 24 are supported and encouraged to register to the **Millennium Volunteer** scheme, which will recognise and accredit the time they have given to the Vale Youth Service.

Parental permission

Parental consent should be sought when involving young volunteers. Parental responsibility continues until the age of 18, unless the young person is 16 or older and marries, or is living independently.

Both the young person and their parent or guardian should fully understand what the voluntary work entails. Provide clear information about the organisation and the work the volunteer is expected to do, preferably a task description. Make sure that they are aware of time commitments, where the work will take place and how it will be supervised. Young Volunteers should complete the Vale of Glamorgan Youth Service Parental Consent form. This should be retained for the full duration of the volunteering period.

Health and Safety and young volunteers

Section 3 (5) of the Children Act 1989 states that 'An individual shall do what is reasonable for the purposes of safeguarding or promoting a child's welfare while the child is in his or her care'.

There is also an enhanced duty of care towards young volunteers, reflecting their relative maturity. This means that risks assessments cannot take responsible behaviour for granted, and are likely to imply increased supervision, more explicit instructions and so on. This needs to be well judged – 17 year olds are likely to be more mature than 14 years olds, but everyone is an individual, and some 17 year olds are more mature than others. Line managers should ensure that they take this factor into account.

Communication

In order to involve volunteers as fully as possible, Vale of Glamorgan Youth Service is committed to keeping volunteers informed about the activities of the Service and the provision in which they are working, and facilitating volunteers' input and comments. This will demonstrate the value and significance placed upon volunteers and their work.

Staff should make every attempt to include volunteers in the circulation of information within the provision. This will include leaving copies of appropriate messages, memos, etc., in the volunteers' in-tray in their absence. Final responsibility for keeping volunteers informed will rest with the relevant Youth Development Officer.

Support and Supervision

Line managers or supervisors will offer support and supervision for all volunteers. This is a time when additional needs are highlighted for future training and continuous professional development. It is also a time for the volunteer to reflect over their practice and to make their manager or supervisor aware of any conflicts or difficulties they are experiencing. Should a volunteer feel they can not resolve personal conflicts through supervision they will be given the opportunity to have mediation. If they cannot still reach closure after a period of mediation they will be referred to the Vale of Glamorgan Councils Complaints and Grievance procedures.

Cessation of volunteering for Vale of Glamorgan Youth Service

When a volunteer comes to the end of their voluntary activities with the Service, they will be offered a written reference which will include line managers recommendation, details of training completed, time period covered and general comments on reliability, attitude and general approach to volunteering.

Confidentiality

Volunteers are required to comply with the Vale of Glamorgan Council policy on confidentiality.

Representing the Vale of Glamorgan Youth Service

Where volunteers are representing the Youth Service at a conference or external event, they must behave in a manner that will not endanger the Service's professional reputation.

Copyright

During their time with Vale of Glamorgan Youth Service the copyright of any documents or work created by individuals who are volunteering or on work placement will be deemed to belong to the Service.

Absence/illness

Volunteers are performing a valuable role within the Youth Service, and are relied on by staff to fulfil agreed duties at stated times. If they are unable to attend, or expect to be late, it is important that volunteers inform their full time worker as soon as possible. Continued inability to attend or to contact the appropriate worker to explain their absence, will result in a review of their position. An interview will be held with the volunteer to clarify the situation. The outcome of this interview may be that

agreement is reached that results in a more acceptable level of commitment to the Service.

Complaints/Issues

Any complaints and/or issues that arise either on the part of the volunteer or the Youth Service must initially be raised through a supervision meeting between the volunteer and the full time worker. Details of this meeting will then be passed on to the Senior Youth Officer and/or Principal Youth Officer, dependent upon the nature of the complaint/issue. Where a complaint is made concerning the full time worker, and no resolution has been reached, the volunteer should make contact directly with the Principal Youth Officer who will then arrange to meet the volunteer.

Asylum Seekers

Since April 2000, asylum seekers (people in the process of applying for refugee status) and their family members are allowed to volunteer. This includes whilst they are appealing against a decision to refuse them asylum. However, it must be borne in mind that they may not be given the right to remain here. They should not be led to believe that voluntary activity is regarded as a step towards refugee status being granted.

Contract

In order to ensure volunteers are covered by all relevant Vale of Glamorgan Council policies, including third party liability, all volunteers will receive a formal contract, which they are required to sign.

Sources of further information:

Criminal Records Bureau – www.crb.gov.uk

CRB general enquiry line 0870 90 90 811

Wales Council for Voluntary Action- www.wcva-cru.org.uk

National Assembly for Wales – www.wales.gov.uk

The Charity Commission- www.charity-commission.gov.uk

Commission on the Future of Volunteering- www.volcomm.org.uk

NSPCC – www.nspcc.org.uk

Access NI- www.accessni.gov.uk

- Volunteer Application Form

Administration Role Description

Volunteer Youth Worker Role Description

Volunteer Placement Offer Letter and Volunteer Contract

Volunteers Flowchart

APPENDIX 1

Vale of Glamorgan Youth Service Volunteer Application Form

Date of application:.....

Name....

Address.....

Postcode

Tel no (Day)(Eve)

Email address..... Date of Birth:.....

Emergency Contact
.....

Please state any allergies
.....

Please state any health problems
.....

Please state your employment status
.....

How did you hear about us?

- Website • Newspaper • Event • Career Paths • Passing by • College
- Poster • Job Centre

Times available (Please tick when available)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
AM							
PM							
Eve							

Type of voluntary youth work preferred
.....

What youth work or voluntary experience do you have?.....

Do you have any qualifications or special skills?
.....

Is there anything else you would like to tell us?
.....

Monitoring Information

Would you describe yourself as:

- Afro-Caribbean / African
- Asian
- White
- Other _____

Gender: Male: Female:

Do you consider yourself to be a disabled person? Yes No

APPENDIX 1 CONTINUED

An Enhanced Criminal Records Check will be required

Referees

Please give the names of two referees who know you and the context in which, you know them. Neither of who should be a relative, but should be people who know you well, for example your tutor at college, your best friend or your last employer. Both should be willing to act as referee and be able to comment on your suitability and potential to work with us.

1. Name

.....

Address

.....

..... Postcode

Telephone No:

.....

How do you know this person?

How long have you known this person?

2. Name

.....

Address

.....

..... Postcode

Telephone No:

.....

How do you know this person?

How long have you known this person?

Signed Date

VALE OF GLAMORGAN YOUTH SERVICE

VOLUNTEER ADMINISTRATION ROLE DESCRIPTION

Personal Attributes

It is essential that an administrator:

- ❖ Is able to demonstrate practical experience of word processing/data entry.
- ❖ Is able to produce letters, memos, reports and other general documentation accurately.
- ❖ Has a clear understanding and respect of confidentiality
- ❖ Has clear communication skills to deal with telephone calls and visitors to the centre.
- ❖ Is willing to provide a general administrative service including assisting with filing and photocopying
- ❖ Is able to assist with logging incoming and outgoing mail.
- ❖ Is willing to assist with other general office duties.

It is desirable that an administrator:

- ❖ Ability to comprehend tasks/think quickly and logically
- ❖ Possesses strong customer care skills
- ❖ Has worked successfully in a team.
- ❖ Can demonstrate an understanding of equal opportunities
- ❖ Has experience of working in a busy office environment.
- ❖ Possess a commitment to improvement and development of own performance.

VALE OF GLAMORGAN YOUTH SERVICE
Volunteer Youth Worker Role Description
Personal Attributes

It is essential that a Volunteer:

- ❖ Has undertaken or be prepared to undertake relevant part-time youth worker training.
- ❖ Shows potential to develop communication skills with young people as individuals and in groups.
- ❖ Has some understanding of the role and importance of informal education.
- ❖ Shows non-judgemental approach to working with young people.
- ❖ Has understanding and empathy for the position of 11-25 year old young people in contemporary society.
- ❖ Has the ability to interpret behaviour into written recordings.
- ❖ Can demonstrate an understanding of the importance of child protection issues within the Youth Service's work.
- ❖ Has the following special requirements. (Please list if appropriate).

.....
.....
.....
.....

It is desirable that a Volunteer:

- ❖ Has a previous youth work qualification.
- ❖ Has worked successfully in a team.
- ❖ Has worked (voluntary or paid) with young people in a voluntary or statutory youth work sector.
- ❖ Has an understanding of the social conditions and the way they affect the lives of young people.
- ❖ Can demonstrate an understanding of equality of opportunity and diversity.
- ❖ Has the ability to make meaningful relationships with all young people as outlined in the Youth Service Mission Statement.
- ❖ Has the following special requirements (please list if appropriate).

.....
.....
.....
.....

Volunteer Placement Offer Letter and Volunteer Contract

Youth Development Officer-name

Youth Provision/Centre Name:

Address:

Tel No.

Email

Date:

To:

Your Ref:

My Ref:

Dear

VOLUNTARY YOUTH/ADMINISTRATION WORKER PLACEMENT (Delete as appropriate)

I am grateful for your offer of voluntary help. Following your volunteer interview onwith, I have pleasure in confirming a part-time voluntary placement for you as detailed below.

This letter sets out the basis of an agreement between Vale of Glamorgan Youth Service and yourself. It aims to ensure that we are clear about what voluntary work you have offered to do and that you are fully aware of what we undertake to provide in return for your valuable time.

I should point out to you that your volunteer placement is subject to the receipt of satisfactory references and receipt of satisfactory Criminal Records Bureau Clearance. **You will not be able to commence your volunteer placement until these are received.** If at any time you are unhappy or experience problems about aspects of your voluntary work with us, please contact the manager supervising your voluntary placement.

Your Commitment to Vale of Glamorgan Youth Service

a) To attend regularly at at the following times for the following purposes.

e.g. – Monday Evenings 7pm – 10pm; as per role description

b) To give as much notice as possible if you are unable to fulfil your regular commitment.

c) To accept the volunteer management and supervision arrangements explained to you at your interview;

d) To attend and contribute tostaff and volunteer meetings;

e) All placement agencies must provide evidence of the provision of indemnity in respect of legal liability for financial loss suffered by third parties arising from errors and omissions in the provision of the volunteer service.

f) To work to the role description which you have been issued with.

Vale of Glamorgan Youth Service's Commitment to you.

a) To support you in your voluntary work

b) To assist you with your training to a level chosen by you and in your development as a volunteer worker.

c) When undertaking voluntary work for us you will be covered by the Authority's Employer's Liability Insurance Policy. (Details of the limits of this are available from Youth Service Headquarters).

I have great pleasure in welcoming you to Vale of Glamorgan Youth Service's volunteer team. I hope you will enjoy your voluntary work with Vale of Glamorgan Youth Service and that your work will be rewarding. I have enclosed 2 copies of this letter, please sign both and return one copy in the envelope provided.

If you have any queries, please contact
insert name (YDO)on.....

Yours sincerely

Youth Development Officer

Volunteers Acceptance

I have read the above and the conditions of voluntary placement, and confirm my acceptance of the voluntary placement offered to me at
.....

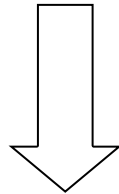
Name:

Signature:

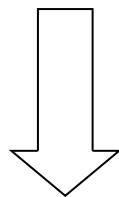
Date:

Volunteer Flowchart

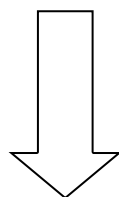
Volunteer expresses wish to join Vale of Glamorgan Youth Service



Volunteer completes Volunteer Application Form and CRB, gets references



Begins volunteering under strict Supervision Volunteer completes Induction Booklet and begins training



References received, CRB received
Induction completed. Training ongoing, working independently with support

Vale of Glamorgan Youth Service



**Induction Pack For
PART TIME STAFF & Volunteers**

Induction

New staff and volunteers who join the vale of Glamorgan youth service will need information, assistance and encouragement to enable them to become productive and effective members of the team.

Induction process

The aim of this induction process is to ensure staffs are familiar with working practices organisational procedures of the youth service. The initial period of induction will last two weeks. During this time new members of the staff team should familiarise themselves with the new colleagues and their surroundings.

Staff will find initial beginnings confusing and a little hard to take in. however the objective of this pack is to enable to you to collate information over a two month period that will make the taking of your new post a little easier. The pack contains information on various policies and procedures that you must read and become familiar with. There are several tasks for you to complete which can be done in small chunks over a two-month period. Each session you attend can be spent doing one or two of the tasks.

As you begin you career with the youth service a senior youth worker in charge of each session will give you information and leadership. This person will be your guide through the induction process. They will also signpost you to training opportunities and events.

Once you have completed your induction tasks, keep your pack. Once information on policy change or youth service practice is amended, this pack can be updated.

Mission Statement

The vale of Glamorgan youth service believes that young people regardless of race, ability, sexuality, gender, geography, creed or colour represent our most valuable resource. We will establish partnership with other agencies to ensure that young people will be given high quality provision offering positive choices and opportunities during their transition to adulthood in order to achieve their potential as empowered initiates that address issues affecting them.

Equal Opportunities

The opportunities offered to young people in the Vale of Glamorgan will be underpinned by a philosophy of the promotion of quality for all by:

- ❖ *Challenging oppression and inequality*

- ❖ *Promoting acceptance of the difference that spring from race, sexual identity, gender, disability, age, religion and class.*

- ❖ *Recognising the importance of the Welsh language and its heritage, other languages and the diversity of cultures in Wales.*

The aim of the Vale of Glamorgan Youth Service is:

- ❖ *To establish and work in partnership with the young people of the Vale of Glamorgan, to promote their personal, educational, social and cultural development.*

- ❖ *To cater for identified learning needs, and to pay special attention to those young people and adults whose learning needs are most severe.*

- ❖ *To become a service whose system and content are negotiated with participants and a service for which participants share responsibility.*

- ❖ *To provide opportunities for young people and adults to develop decision – making skills in matters that affect themselves and others and to understand and participate in the democratic process.*

Vale of Glamorgan Youth Service Values

The development of the youth service will be based on the framework outlined, which will support all that we do:

- ❖ Each young person will be encouraged and enabled to develop their own individual potential and abilities.*
- ❖ Young people will be valued for their unique contribution.*
- ❖ Each young person will be treated fairly and with respect and will have equality of opportunity and access to education and training.*
- ❖ Each young person will be supported to fulfil their responsibility to continue their learning and developing through their life*
- ❖ Expectations and standards of achievement will be set at a high level for all but all attainment will be recognised and celebrated as the key to raising self-esteem.*
- ❖ All learners will be encouraged to make an active contribution to promoting the social and economic well being of their local community in order to extend to others the benefits they have achieved.*
- ❖ Services provided to learners will be related to their identified needs and aspirations and will be accountable to users and stakeholders.*
- ❖ Services will be flexible, responsive and open to change, as new needs and requirements are identified.*
- ❖ All service provision will be based on the principles of 'value for money' by ensuring the efficient and effective use of limited resources to meet agreed objectives, and of continuous quality improvement*
- ❖ Key decision making processes will be open and capable of being influenced by service and stakeholders.*

The purpose of Youth Work in the Vale of Glamorgan

The purpose of youth work in the vale is:

- ❖ *To promote and actively encourage equality of opportunity for young people in order that they may fulfil their potential as empowered individuals and as members of group and communities.*
- ❖ *To actively support young people through significant changes in their lives and assist them to understand their rights and responsibilities.*
- ❖ *To encourage young people to develop knowledge, understanding, attitudes and values, which enables them to make purposeful use of their skills, resources and time.*

Youth work thus offers young people opportunities, which are:

- ❖ *EDUCATIVE – enabling young people to gain skills, knowledge, understanding, attitudes and values needed to identify, advocate and pursue their rights and responsibilities as individuals and as members of groups and communities, locally, nationally and internationally.*
- ❖ *PARTICIPATIVE – where young people are encourage to share responsibility and to become equal partners.*
- ❖ *EMPOWERING – encouraging and enabling young people to understand their rights and responsibilities so that they are able to act on a personal, social and political issues which effect their lives and the lives of others; as responsible citizens of which thy are a part.*
- ❖ *EXPRESSIVE – encouraging and enabling young people to express their emotions and aspirations, through creative, sporting and challenging opportunities that raise awareness of:*

- 1. Cultural Identity*
- 2. Respect for diversity*
- 3. Bilingualism and the value of ones own language*
- 4. Citizenship and respect for others*
- 5. Heritage*

The Delivery of Youth work in the Vale of Glamorgan

Youth Work in the Vale of Glamorgan is delivered through a voluntary relationship between young people and youth workers working within their own organisation and in partnership with others to provide and/or facilitate:

- ❖ Non-formal, informal and structured educational programmes that challenge both the institutions and young people themselves to enhance their personal, social and political development.*
- ❖ Places and relationships within which young people can enjoy themselves, feel secure, supported and valued, learn to take greater control of their lives and to recognise and resist the damaging influences which may affect them.*
- ❖ Access to relevant information, advice, guidance and counselling which includes the understanding of their rights and responsibilities.*

The delivery of youth work in Vale of Glamorgan will be assisted by appropriate research into issues and trends, which particularly affect young people's lives. Partnership with appropriate agencies and services is important so that their expertise can be used to advance the identification of needs, interests, rights and responsibilities of young people.

PRIORITIES

- ❖ *The youth service is open to all young people within the specified age range 11-25, but gives priority to transition to adulthood in the 13-19 age group.*

- ❖ *Priority groups and issues may be determined on a national, local or organisational basis and should be founded on the principles of ensuring equality of access and opportunity.*

PROVISION

- ❖ *The type, method, and mix of youth work provision is determined on a unit, local, national and organisational level.*

- ❖ *The establishment of appropriate provision should be considered on the basis of need.*

The needs of individuals are vital in this process, not only to achieve social policy outcomes but also to target their own aspirations and desires.

Part time and Volunteer Staff Induction Tasks

During your first two months in post you will be expected to complete the following tasks. Your Youth Development Officer may ask you any of the following questions.

*This will probably be during a planning and advisory **or** quality standards visit. So be prepared and complete the tasks set.*

To complete the tasks you will need the assistance of the Senior Youth Worker in your provision. If in doubt when doing the tasks remember to ask questions. If you cannot get a satisfactory answer, seek advice from your Youth Development Officer.

Please print in your answers in the space provided.

- 1. What is your youth provision called?*

- 2. What is the telephone number of youth provision?*

- 3. Where is the assembly point in the event of a fire in your youth provision?*

4. What types of fire extinguishers are there and how many?

5. What process does your centre follow when planning or organising an activity for young people? (Please use bullet points)

6. What training is available?

7. What does the first aid kit contain and where is it kept?

8. What does the centre do about consulting young people?

9. Please supply a list of emergency contact numbers for the youth provision.

Doctor

Police

Social Services

Drug Advice

Child Protection

Hospital Casualty

Youth Development Officer

Fire Service

Counselling Service

10 What information and resources are available at your youth provision?

Induction Pack Record

Name of Youth

Worker.....

Name of Youth

Provision.....

Date induction was

started.....

Date induction

completed.....

Youth Development Officer

Name.....

Youth Development Officer

Signature.....

If the youth Worker moves to a different provision, the induction process must be done again.

Induction Pack

Record.....

Name of Youth

Worker.....

Name of Youth

Provision.....

Date induction was

started.....

Date induction

completed.....

Youth Development Officer

Name.....

Youth Development Officer

Signature.....

Vale of Glamorgan Youth Service

<i>YOUTH CENTRE</i>	<i>CONTACT</i>
<i>Llantwit Major, St Athan & Rhoose Youth Club</i>	<i>Nadia Stanton 01446 792141</i>
<i>Young firefighters & St Athan Junior Brass Band</i>	<i>Nadia Stanton</i>
<i>Cowbridge Youth Club</i>	<i>Tina Simmons 01446 774460</i>
<i>Wick Youth Club</i>	<i>Tina Simmons</i>
<i>Colwinston Youth Club</i>	<i>Tina Simmons</i>
<i>Area 41</i>	<i>Sy Joshua 01446 745670</i>
<i>Barry Youth Centre</i>	<i>Usha Parmar 01446 745670</i>
<i>Maes Y Dyfan Youth Club</i>	<i>Usha Parmar</i>
<i>Rhoose Youth Club</i>	<i>Usha Parmar</i>
<i>Penarth Youth Service</i>	<i>Andy Borsden 02920 701254</i>
<i>Dinas Powys Youth Club</i>	Andy Borsden
<i>Crib Youth Club</i>	Andy Borsden
<i>Sully Youth Club</i>	Andy Borsden
<i>Byrd Crescent</i>	Andy Borsden



CORPORATE POLICY ON THE MISUSE OF ALCOHOL

1. POLICY STATEMENT

The Council as an employer, has a general duty under the Health and Safety at Work etc Act 1974 to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its employees.

The aim of this policy is:

- To promote the health and well-being of employees and to minimise problems at work arising from the effects of alcohol;
- The early identification of employees with possible problems relating to the effect of alcohol at an early stage;
- To offer employees known to have alcohol problems affecting their work, referral to an appointment for counselling; and a possible diagnosis visit to an occupational health practitioner.

This policy applies to all Council employees, except:

- School based teaching and ancillary staff employed by the School (unless the individual school chooses to adopt this Policy)

The Council, through its Chief Executive, Directors and Managers, recognises that the work environment can be put at risk by those who misuse alcohol as it may affect their health, performance, conduct and relationships at work, as well as exposing colleagues and others to unnecessary risk.

Drinking too much or at the wrong time can be harmful. Examples of specific situations when alcohol must **not** be consumed and employees must **not** be under the influence of alcohol - in relation to work - are:

- a) Before or during driving;
- b) Before using machinery, electrical equipment or ladders / working at height;
- c) Before working or in the workplace when appropriate functioning would be adversely affected by alcohol;
- d) Where the health and safety of yourself and / or others can be adversely affected by possible impaired actions, reactions, or judgements.
- e) In any occupation which involves contact with children and young people.

For those employees not included within a) to e) the policy allows for employees to partake in light social drinking on occasions such as at lunchtime to celebrate an employee leaving or retiring and should not exceed 2 units, leaving the employee able to act in a manner appropriate to the workplace.

Outside of work or working hours employees must not, as a consequence of alcohol consumption, conduct themselves in a manner likely to bring disrepute to the Council.

Persons found in breach of this policy will find themselves facing action under the Council's Disciplinary Procedures.

2. **MANAGER'S RESPONSIBILITIES**

It will be the responsibility of Senior Managers / Supervisors to ensure, in relation to the staff for whom they are responsible that:

- Employees do not come to work under the influence of alcohol;
- Employees do not bring alcohol into the workplace;
- Employees never drive or operate machinery if under the influence of alcohol;
- Employees are aware of where they can find information and guidance on sensible limits of alcohol.

Managers will be made aware of and be expected to distinguish between occasional irresponsible behaviour arising from excessive alcohol consumption on a particular occasion and habitual or potentially serious drinking. Where it becomes clear that the individual concerned has a habitual or potentially serious drinking problem, the Council will normally offer help and support i.e. Counselling or referral to the Council's Occupational Health Service prior to any disciplinary action being taken

Outside of work or working hours employees must not, as a consequence of alcohol consumption, conduct themselves in a manner likely to bring disrepute to the Council.

3. **EMPLOYEE'S RESPONSIBILITIES**

Although the Chief Executive has ultimate responsibility for health and safety, all employees have an important part to play in ensuring the success of the policy.

It will be the responsibility of all employees to:

- Take reasonable care for their own safety, and the safety of others who might be affected by their actions;
- Assist and co-operate with their Managers in the introduction, implementation and maintenance of procedures and safe systems of work;
- Draw their managers' attention to anyone they suspect might be under the influence of alcohol, or is being affected by a continual alcohol problem.

Employees should be aware of the contents of this policy to ensure they have the knowledge required to:

- Understand the dangers associated with the effects of alcohol and the policy regarding this;
- Understand the procedures that will be adopted where there is found to be deterioration in work performance from these effects.

The policy is available on the Corporate Occupational Health and Safety Section's

Intranet Site and employees will be made aware of the policy through the standard induction process.

4. **ALCOHOL RELATED ILLNESS**

Where an employee is recognised by the Council's Occupational Health Service or is certified by the employee's own doctor as having an alcohol related illness, absence or poor performance of that employee will normally first be dealt with in terms of the Council's Management of Absence or Capability Policy. These policies will only be followed provided that the employee concerned is complying with any treatment, recommended by his doctor or by the Council's Occupational Health Service. The Council reserves the right to invoke the disciplinary policy at any time, even if the employee is receiving treatment if reasonably justified on the basis of the employee's conduct.

Any employee that is absent for treatment and rehabilitation as a result of an alcohol related illness would normally be regarded as being on a normal sickness absence, provided that a Medical Certificate supports this.

Any individual who is found to be under the influence of alcohol at work, or ignores the Corporate Policy on the Misuse of Alcohol, will normally be treated in accordance with the Council's Disciplinary Procedure, and, in the case of repeated offences, may face dismissal from the Council's employ, under these procedures. Action under the Disciplinary Procedure is likely particularly if the employee's consumption of alcohol has or is likely to have posed a risk to any Council staff or members of the public's health and safety.

5. **POSSIBLE EFFECTS OF ALCOHOL MISUSE**

Possible effects of alcohol related harm / physical damage might include:

- Liver damage;
- Gastric problems;
- Cancers;
- Foetal alcohol syndrome (during pregnancy);
- Accidental injury;
- Emotional problems;
- Anxiety and / or depression;
- Deteriorating relationships;
- Financial and legal difficulties;
- Domestic violence;
- Road traffic accidents.

5.1 **Recommended Weekly Limits**

The Health Education Council, Alcohol Concern, and representatives of the medical profession have agreed the following limits as sensible drinking limits.

Weekly Limit	Men	Women
LOW RISK	Up to 20 units	Up to 15 units
MEDIUM RISK <i>(Be careful, you may need to cut down)</i>	21 – 35 units	16 – 21 units
HIGH RISK <i>(You are risking your health and should cut down)</i>	36 - 50 units	22 – 30 units
DANGEROUS DRINKING LEVELS	More than 50 units	More than 30 units

It cannot be assumed that there is a ‘cut-off’ point below, which drinking becomes ‘safe’ and above which it becomes ‘unsafe’. In relation to most alcohol related problems (except at very low levels of consumption) each extra drink adds that little bit more to the personal risk of suffering some harmful consequences.

5.2 Guidance on Sensible Drinking

Alcohol is absorbed into the bloodstream within a few minutes of being drunk and carried to all parts of the body including the brain.

The concentration of alcohol in the body, known as the ‘blood alcohol concentration’ depends on many factors, but principally, how much a person has drunk, the length of time spent drinking, whether food has been consumed, and the persons size and weight. It is difficult to know exactly how much alcohol is in the bloodstream or what effect it may have.

It takes a healthy liver about 1 hour to break down and remove 1 unit of alcohol. One unit is equivalent to:

• A half pint of beer	• One small glass of wine
• One measure of spirits	• One small glass of fortified wine (sherry)

If a person drinks 2 pints of ordinary strength beer or half a bottle of wine (i.e. 4 units), they will still have alcohol in their bloodstream 3 hours later. Similarly, if someone drinks heavily in the evening, they may still be over the legal drink drive limit the following morning.

Black coffee, cold showers and fresh air will not sober someone up. Only time can remove alcohol from the bloodstream.

Some sensible drinking advice might include the following suggestions:

- Try to introduce a non-alcoholic drink during sessions, or quench thirst with a non-alcoholic drink before taking alcohol;
- Sip drinks rather than gulp them down;
- Pace your drinking;
- Dilute your drinks;
- Try to limit drinking to 2-3 days per week – some days off give the body a chance to recover;
- Attempt to find other means of coping with emotional problems so that alcohol is not the immediate and only response to any difficulties;
- Drink in company rather than alone;
- Avoid the use of alcohol as a night cap;
- Do not mix other drugs with alcohol;
- Try to take some food before drinking as food in the stomach delays the absorption of alcohol.

5.3 Staff Support

Every effort will be made to support an employee whose work problems are related to alcohol.

Employees with a drink problem have the same rights to confidentiality and support as they would if they had any other medical or psychological condition.

Any employee with a drink problem will be encouraged to seek help via the following services:

The Vale Alcohol and Drug Team and Community Addictions Unit based at 26 Newlands Street, Barry, Vale of Glamorgan offer confidential services to alcohol and drug users. They can be contacted on **01446 700943**

The Vale of Glamorgan Council offers a free counselling service to all its employees. If you feel the need to talk to an independent source, the Counselling Service may be contacted on **029 2023 5858**.

Any course of treatment should be agreed upon after consultation with the Council's Medical Adviser and the employee and their representative.

6. **MONITORING AND REVIEW**

This policy will be monitored by the Corporate Occupational Health and Safety Section to ensure consistency of application. Basic statistics will be retained for monitoring purposes.

The policy will be reviewed on every two years or in light of any developments in relevant legislation or good practice.



CORPORATE POLICY ON THE MISUSE OF DRUGS AND SUBSTANCES

1. POLICY STATEMENT

The Council as an employer, has a general duty under the Health and Safety at Work etc Act 1974 to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its employees.

This policy applies to all Council employees, except:

- School based teaching and ancillary staff employed by the School (unless the individual school chooses to adopt this Policy)

The Council, through its Chief Executive, Directors and Managers, recognises that the work environment can be put at risk by those who misuse drugs as it may affect their health, performance, conduct and relationships at work, as well as exposing colleagues and others to unnecessary risk.

The definition of 'drug misuse' refers to the **use** of illegal drugs and the **misuse**, whether deliberate or unintentional, of prescribed drugs and substances such as solvents. Drug misuse can harm the misuser both physically and mentally and, through the misusers actions, other people and the environment may also be adversely affected.

Under the Misuse of Drugs Act 1971 it is an offence to possess, supply or produce controlled drugs without authorisation.

The Road Traffic Act 1988 states that any person who, when driving or attempting to drive a vehicle on a road or other public place, is unfit to drive through drugs shall be guilty of an offence. An offence is also committed if a person, unfit through drugs, is in charge of a vehicle in the same circumstances.

The principles of this policy are to:

- a) to alert all employees to the risks associated with inappropriate drugs and substance use;
- b) to prevent accidents, incidents and ill health through drugs / substance misuse both at work and, as far as possible in private life;
- c) to provide information, education, training and confidential help to those whose drug taking is affecting work performance or to those who are worried about their drug / substance habit;
- d) To reduce sickness absence levels.

Persons found in breach of this policy will find themselves facing action under the Council's Disciplinary Procedures.

2. **POLICY CONTENT**

2.1 **Manager's Responsibilities**

It will be the responsibility of Senior Managers / Supervisors to ensure, in relation to the staff for whom they are responsible that:

- a) employees do not come to work under the influence of drugs or substances:- as a result of drug misuse.
- b) employees do not bring drugs or substances into the work place unless medically prescribed for their own use;
- c) employees never knowingly drive or operate machinery if under the influence of any drugs or substances;
- d) employees are aware of where they can find information and instruction regarding the effects of drugs and substances;

Managers will be made aware of and be expected to distinguish between occasional irresponsible behaviour arising from excessive drug or substance abuse and the effects of habitual or regular drug misuse.

2.2 **Employee's Responsibilities**

Although the Chief Executive has ultimate responsibility for health and safety, all employees have an important part to play in ensuring the success of the policy.

It will be the responsibility of all employees to:

- a) take reasonable care for their own safety, and the safety of others who might be affected by their actions;
- b) assist and co-operate with their Managers in the introduction, implementation and maintenance of procedures and safe systems of work;
- c) draw their managers' attention to anyone they suspect might be under the influence of drugs or substances;

Employees should be aware of the contents of this policy to ensure they have the knowledge required to:

- d) understand the dangers associated with the effects of drugs and the policy regarding this;
- e) understand the procedures that will be adopted where there is found to be deterioration in work performance due to drug misuse.

The policy is available on the Occupational Health and Safety Section's Intranet and employees will be made aware of the policy through the standard induction process.

2.3 **Addiction or illness related to misuse of drugs**

Where an employee is recognised by the Council's Occupational Health Service or is certified by the employee's own doctor as having a drug related illness, absence or poor performance of that employee will normally first be dealt with in terms of the Council's Management of Absence or Capability Policy. These policies will only be followed provided that the employee concerned is complying with any treatment, recommended by his doctor or by the Council's Occupational Health Service. The Council reserves the right to invoke the Disciplinary Procedure at any time, even if the employee is receiving treatment if reasonably justified on the basis of the employee's conduct.

Any employee that is absent for treatment and rehabilitation will be regarded as being on a normal sickness absence, provided that a medical certificate supports this. The Council recognises that relapses

may occur and this policy will be monitored and reviewed regularly in consultation with workplace representatives.

Any individual who is found to be misusing drugs or substances, or refuses to accept help, or ignores the Corporate Policy on the Misuse of Drugs and Substances will be treated in accordance with the Council's Disciplinary Procedure, and, in the case of repeated offences, may face dismissal from the Council's employ, under these procedures. Action under the Disciplinary Procedure is likely particularly if the effect of drug misuse has or is likely to have posed a risk to any Council staff or member of the public's health and safety.

2.4 *Types of Drugs*

The Misuse of Drugs Act 1971 lists the drugs that are subject to control and classifies them in three categories according to their relative harmfulness when misused.

CLASS A - includes ecstasy, cocaine, heroin, LSD, mescaline, methadone, morphine, opium and injectable forms of Class B drugs.

CLASS B - includes oral preparations of amphetamines, barbiturates, codeine and methaqualone (Mandrax).

CLASS C - includes most benzodiazepines (e.g. Temazepam, Valium), other less harmful drugs of the amphetamine group, cannabis, cannabis resin and anabolic steroids.

The penalties for offences involving controlled drugs depend on the classification of the drug. The Misuse of Drugs Act 1971 also distinguishes, in terms of the penalties that may be imposed, between the offences of possession and drug trafficking or supplying, with the latter attracting higher penalties. Council staff convicted of drug misuse may be subject to disciplinary action or even dismissed under the Disciplinary Procedure in particular where the conviction is likely to impact on his or her ability to carry out his or her role or the conviction is likely to bring the Council into disrepute.

2.5 *Signs of Drug Misuse*

Drugs can affect the brain and the body in a number of ways. They can alter the way a person thinks, perceives and feels, and this can lead to impaired judgement or concentration. Drugs can also bring about the neglect of general health and well being.

Examples of drug misuse might include:

- a) sudden mood changes;
- b) unusual irritability or aggression;

- c) a tendency to become confused;
- d) abnormal fluctuations in concentration and energy;
- e) impaired job performance;
- f) poor time-keeping;
- g) increased short term sickness absence;
- h) a deterioration in relationships with colleagues, clients or management;
- i) dishonesty and theft (arising from the need to maintain an expensive habit).

2.6 Staff Support

Every effort will be made to support an employee whose work problems are related to drug and substance abuse.

Employees with a drug or substance problem have the same rights to confidentiality and support as they would if they had any other medical or psychological condition.

Any employee with a drug or substance problem will be encouraged to seek help via the following services:

- a) The Vale Alcohol and Drug Team and Community Addictions Unit based at 26 Newland Street, Barry, Vale of Glamorgan offer confidential services to alcohol and drug users. They can be contacted on **01446 700943**
- b) The Vale of Glamorgan Council offers a free counselling service to all its employees. If you feel the need to talk to an independent source, the Counselling Service may be contacted on **029 2023 5858**

- c) The National Drugs Helpline also offers a free, confidential, 24- hour service. The Helpline number is **0800 776600**.

- d) Any course of treatment should be agreed upon, after consultation with the Council's Medical Adviser, the employee and their representative.

3. **MONITORING AND REVIEW**

This policy will be monitored by the Council's Occupational Health and Safety Section to ensure consistency of application. Basic statistics will be retained for monitoring purposes.

The policy will be reviewed on every two years or in light of any developments in relevant legislation or good practice.

Guidelines for Substance Misuse in Schools**Substance Misuse Referral Form**

(Please complete this form in response to any substance-related incident at your school/ youth organisation. Schools should send the form to Mr R Cooke, Senior Education Welfare Officer, Civic Offices.

Youth Organisations should send the form to Mr B Fussell, Principal Youth Officer, maintaining a copy for your records)

1. Name of School / youth organisation

2. Name of child/ young person

3. Date of Birth _____**4. Address** _____

5. Name of Parent/Carer _____**6. Parent/Carer's contact number** _____**7. Date and Nature of incident:** (a brief outline of the circumstances of the incident)

7. Action Taken (outline clearly the action taken and who was involved)

8. Other details:**a) What substance was involved?** (if known)

b) Brief description of symptoms/situation

c) Who was informed/contacted?

d) What follow-up action is planned, e.g. other agency involved, sanction imposed,

e) Other comments

Signed Headteacher/ Youth Leader _____
Date _____

VALE OF GLAMORGAN COUNCIL

DIRECTORATE OF LEARNING AND DEVELOPMENT

Photographs, videos and web cams: Guidance for Governing bodies and schools (September 2005)

1. Introduction

The taking of photographs and videos of school plays, sports days and other activities and events has historically been part of school life. However, the use of the Internet, digital cameras, video and mobile phone cameras and videos opens up the opportunity for misuse. Schools and parents have therefore equally been concerned to consider guidance which schools may use in developing their own policy.

It is nevertheless for the individual Governing Body to decide whether to allow the taking of photographs or videos on school premises or at school events.

2. Data Protection Act 1998

The Council, Governing Bodies and schools must comply with the Data Protection Act 1998.

2.1. Permission

- Prior permission for use or publication of all the people who are clearly recognisable in a photograph, video or web cam image must be obtained.
- For children under 12 years of age consent must be sought from the parent/carer (parental consent)
- Children and young people over the age of 12 can give their own consent provided it is considered that they fully understand the issue. If this is not the case then parental consent must be sought. In any case it is recommended that schools inform the parents/carers that consent is being sought from their child.
- Permission needs to be obtained from school staff for their photographs.
- Reasons must be stated
 - Why the particular individual pupil's image is being used;
 - What it will be used for;
 - Who might want to look at it.
- Schools should consider asking pupils/parents/carers to complete consent forms when their child starts a new school **or** on an annual or regular basis.
- Signed consent forms should be kept on file.
- Consent forms could include permission for using photographs in press coverage, school web site, school prospectuses and other publications.
- Permission to appear in events which may be videoed by parents and school staff should be sought.

2.2. Press photographs/ film footage

There may be instances when the press may want to photograph or film school events and activities - either by invitation or otherwise. The press can claim exemption from the Data Protection Act for journalistic work but some parents may object to their children appearing in the media. It is recommended therefore that permission be sought via the consent form for photographing or filming by the press.

2.3. Events attended by large crowds

- If the area is regarded as a public area permission is not needed from everyone in a crowd shot.
- Providing the media are not causing an obstruction they may take images at a distance from a public highway without consent. If the school feels they are causing an obstruction the Police may move them on.
- If the media encroaches school property or grounds without permission this constitutes an offence of trespass.

3. Photography

3.1. Length of use

Photographs should normally be destroyed once the pupil/ staff member has left the school, however schools may wish to retain them for internal use only: e.g. record of school activity, evidence for inspection purposes.
(See 'Conditions for use' form attached)

3.2. Photographs for school administration purposes

Provided the images are not used for any other purpose, or are not passed on to a third party, these are lawful.

3.3. Photographs for project displays

Consent should be obtained for pupils' images appearing on such displays.

3.4. School Prospectuses and other literature

Schools should avoid using details of full names of any child in a photograph without consent.

3.5. Estyn publications

From time to time Estyn may wish to use images of pupils in their publications. Schools may agree to share these with Estyn provided the appropriate consent has been given.

4. Video recordings of school plays, sports days and similar events by schools and parents

- There is an exemption under the Data Protection Act 1998 which allows videoing for personal and domestic use.
- Such events are generally open by invitation only; schools are therefore likely to know the majority of the audience. Because the schools are restricting access by inviting family members the schools are taking reasonable steps to prevent misuse and

therefore unlikely to be held responsible for any misuse of images of children taken at a school event.

- Schools should inform parents who wish to video prior to the event that they should do so for personal and domestic use only.
- Parents who object to their child being in a school play or event, which may be videoed, should express this when such an event is proposed, or by indication on the consent form.

5. Websites

Advice may be obtained from the DfES Superhighway Safety Website at www.safety.ngfl.gov.uk/schools. Schools:

- should avoid using personal details or full names of any child or adult in a photograph without consent;
- should avoid using personal e-mail or postal addresses, telephone numbers or fax numbers
- may prefer to ask pupils to draw a picture of a pupil or member of staff
- may like to refer to group or class photographs with general labels.

6. Web cams and video conferencing

The regulations for using web cams are similar to those for CCTV (closed circuit television) which are that the area in which the web cam is used must be well signposted and those entering the area must know the web cam is being used. In effect this means obtaining their consent and detailing i.e.:

- Why the web cam is there
- What the images will be used for
- Who might want to look at the images

7. Camera and video mobile phones

Schools should consider banning the use of such phones especially in situations or areas where children may not be fully dressed, e.g. changing rooms.

8. Storage of images and footage

- Photographic images and film video or tapes should be stored safely. School may like to consider setting up e.g. a central image library with restricted access.
- Schools should store digital images securely, with access restricted by password.

9. Disputes over consent

- Should two parents of the same child disagree over consent for their child to appear in photographs or in video recordings, schools should treat this as consent not being given.
- If parents give their consent but the child (aged 12+) does not, the school should treat this as if consent has not been given.
- If a child over the age of 12 has given his or her consent but his or her parents object to the photography or filming, the school should treat this as if consent has not been given.

10. Equalities issues

In order to ensure their use of photographs and videos are inclusive of the whole school community schools should consider including, as appropriate:

- Images of pupils from different ethnic communities
- Positive images of children with disabilities

11. Consultation

This document has been distributed to schools, members of the Area Child Protection Committee and the Vale Children 1st team and amended after consideration of comments and views received.

12. Monitoring and Review

- This policy will be monitored by the Head of Service (Access and Inclusion) in conjunction with the Vale Communications Officer, Chief Executive's Department, on an annual basis.
- Any comments or issues raised during the year should be made in writing to the Head of Service, Access and Inclusion, Vale of Glamorgan Council.

September 2005



VALE OF GLAMORGAN YOUTH SERVICE

CONFIDENTIALITY POLICY

Introduction

Most of us, at some point in our lives, are the recipients of confidential information: information given to us by another either expressly 'in confidence' in a confidential setting, or in the context of a professional confidential relationship. When information is given to an adult by a child in these settings, complex moral, ethical as well as legal problems can arise, especially when the information imparted reveals that the child is vulnerable and may be in danger of suffering harm. Those working with children must have a clear understanding of the nature of a 'confidential' relationship and the responsibilities that such a relationship imposes on an adult. In particular, those receiving information within a confidential relationship need to be clear when and if that information should ever be disclosed.

Young people have the right to confidentiality but despite the often voiced commitment from youth workers, many young people are still deterred from asking for help and advice because they fear information will be passed on to parent(s), guardian(s), carer(s), social workers, teachers or police. Youth workers should make every effort to inform young people of the position confidentiality. A statement on confidentiality should be displayed where possible in a prominent position to give this information.

- a) Confidentiality is an essential part of the relationship between professionals and young people. However, no person, whether an adult or minor, has a right to complete confidentiality in all circumstances. In rare cases, professionals may have to breach confidentiality in order to protect vulnerable people from harm.
- b) If a professional believes that a young person seeking advice on sexual matters is being exploited or abused, the professional should counsel the young person, with a view to persuading the person to allow confidentiality to be relaxed. In exceptional cases, if the young person does not want this, and the professional believes that the client or another minor continues to be at risk, the professional may have to break confidentiality. However, the professional should not do this without first informing the young person.
- c) Many professionals are bound by Professional Codes of Conduct, and their individual confidentiality clauses, but it is essential that where there is a suspicion that a child may be at risk this information should be shared with the statutory agencies. The LA Client Care Policy and the AWCPP 2008 refer.

Protocols with other agencies

From time to time it may be appropriate and beneficial to share information about a young person with other agencies on issues other than those that come under the umbrella of child protection. It is important in these circumstances that protocols are established to cover procedures for initiating referrals, exchange and security of information, confidentiality, responsibilities and accountabilities. The rights of the young person should be preserved wherever possible.

Essential conditions for confidentiality

There are three principles to be applied in assessing whether information given is to be treated as confidential:

- a) The information must be confidential. Once the information is in the public domain and is generally accessible to others, it is no longer confidential. Thus, if the young person has told a number of his friends, or all the youth workers in the project, the information will be regarded as being in the public domain.
- b) The information must not be useless or trivial. Such information does not give rise to a confidential relationship.
- c) The information must have been given in circumstances where the confidant must reasonably have understood that what was said was confidential.

What does it mean to have a confidential relationship?

Good relationships between those working with children and young people and the young people themselves can depend to a large extent on a trust that the confidentiality will be maintained, or being made fully aware of situations in which it may not be maintained. It is, therefore, essential that those working with children and young people understand the principles of confidentiality.

Where a confidential relationship exists:

- a) As a general rule, the confidant should not disclose the confidential information to anyone else (but see disclosure below).
- b) The confidential information should not be used against a young person. Where, for instance, a young person reveals to a youth worker in confidence that they have infringed the rules of the organisation; this information must not be passed on.
- c) Records relating to a young person should be regarded as confidential. While it is acceptable to discuss a case with colleagues within the service for professional reasons, records should be kept separately. They should not be kept on youth organisation files or with any other files which may be accessed by anyone other than the service provider.

Implementation

Youth workers should always work within the law. It should be noted that there is no legal obligation to report a crime, except if the information disclosed might be of assistance in preventing acts of terrorism. However, in some circumstances a youth worker could be liable in law if serious harm came about from his/her failure to disclose to an appropriate authority.

The UN Convention on the Rights of the Child, to which the United Kingdom is a signatory, states that the wishes of a young person must be taken into account when considering their best interests.

Any information which is recorded for the staff team should be kept in a secure place within the Youth worker's office. Youth Service staff should have access to records on a need to know basis. In the event of a disclosure which falls within Child Protection a factual record should be made. Young people, particularly those under 16 years, should be encouraged to involve their parent(s) or guardian(s) in decisions about their health and care. If a young person chooses not to do this, his or her wishes should be respected. The only exception to this is where a young person is at risk.

Note:

- It is only necessary to obtain the consent of one person with parental responsibility. There is no need to have the consent of every person with parental responsibility for the young person.
- One parental responsibility holder cannot veto the consent of another parental responsibility holder. The objecting parental responsibility holder could, however, seek a court order to prevent ANY treatment or counselling.

Training

- New staff should be made aware of the Vale of Glamorgan Youth Services “Guidelines on Confidentiality” and “Child Protection Policy”.
- Issues concerning confidentiality should be a regular item on staff meeting agendas.
- “What if ...” situations discussed regularly at team meetings or supervision sessions.
- Posters explaining your Confidentiality policy should be displayed where possible otherwise information should be relayed verbally.
- All staff should attend initial Child Protection training and refresher courses on a regular basis. In connection with Child Protection staff should not put themselves in a position of risk when dealing with matters of confidentiality.
- All staff will sign a confidentiality agreement.



YOUTH CLUB/CENTRE/PROJECT

Here to listen, not to tell

We provide a confidential service to all young people who visit this Centre.

This means that what you tell us will go no further than the youth work staff – unless you or someone else is at risk of serious harm. If we ever have to tell someone what you've told us, we would aim to talk to you about this first.

If you want to know more about confidentiality, please feel free to ask a member of staff.

Youth Club/Project Training Record

Name Youth Club/Project:

Insert the dates you have completed the following tasks:

Confidentiality policy updated _____

Annual training session held _____

Confidentiality statement in organisation leaflet reviewed _____

Confidentiality agreement signed by new staff

Name	Date	Name	Date

Training record to be updated annually or when new staff, volunteers, or students are employed.



Vale of Glamorgan Youth Service

CHILD PROTECTION POLICY

Introduction

1.1 *The Vale of Glamorgan Youth Service* fully recognises the contribution it makes to young person protection. There are three main elements to our policy:-

- a) prevention through education and support offered to young people;
- b) procedures for identifying and reporting cases, or suspected
- c) Cases, of abuse. Because of our day to day contact with young people and youth work staff are well placed to observe the outward signs of
- d) abuse; and
- e) Support to young people who may have been abused.

1.2 Our policy applies to all staff and volunteers working for the Vale of Glamorgan Youth Service. **All workers, volunteers, caretakers, secretaries can be the first point of disclosure for a young person.**

Prevention

2.1 We recognise that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult helps to safeguard young people. The Youth Service will therefore:-

- a) establish and maintain an ethos where young people feel secure and
- b) are encouraged to talk, and are listened to;
- c) ensure young people know that there are adults in the youth service whom
- d) they can approach if they are worried or in difficulty;
- e) include in the curriculum, activities and opportunities for PSE
- f) which equip young people with the skills they need to stay safe from
- g) abuse and to know to whom to turn for help; and
- h) include in the curriculum, material which will help young people
- i) develop realistic attitudes to the responsibilities of adult life,
- j) Particularly with regard to young person care and parenting skills.

Procedures

3.1 We will follow the All Wales Young person Protection Procedures that have been endorsed by the Local Safeguarding Young people Board.

3.2 The youth service will:-

- a) ensure it has a designated senior member of staff, who has
- b) undertaken the appropriate training;
- c) recognise the role of the designated person and arrange support
- d) and training
- e) ensure every member of staff knows:-
 - a. the name of the designated person and their role;
 - b. that they have an individual responsibility for referring young person
- f) Child protection concerns using the proper channels and within the
- g) timescales agreed with the Local Safeguarding Young people Board;
- h) Know how to take forward those concerns where the designated person is unavailable.
- i) ensure that members of staff are aware of the need to be alert to signs of abuse and know how to respond to a young person who may disclose abuse;
- j) ensure that parents have an understanding of the responsibility placed on the youth service and staff for young person protection by setting out its obligations in the youth service promotional materials;
- k) provide training for all staff so that they know their personal responsibility, the agreed local procedures, the need to be vigilant in identifying cases of abuse, and how to support a young person who discloses abuse.
- l) work to develop effective links with relevant agencies and co-operate as required with their enquiries regarding young person protection matters including attendance at initial review and young person protection conferences and core groups and the submission of written reports to the conferences;
- m) keep written records of concerns about young people (noting the date, event and action taken), even where there is no need to refer the matter to social services immediately;
- n) ensure all records are kept secure and in locked locations;
- o) adhere to the procedures set out in All Wales Child Protection Procedures
- p) ensure that recruitment and selection procedures are made in accordance with Welsh Assembly Government guidance circular 34/2002 "*Young person Protection: Preventing Unsuitable People from working with Young people in the Education Sector*"; and
- q) Designate a officer for Child Protection who will oversee the youth service's young person protection policy and practice.
- r) If concerns are raised over colleagues, adults or person in authorities who's practice with young people is in doubt. They must be reported to the designated officer by the supervisor or line manager without hesitation. The PYO will then instigate and investigation under Section 4.3.6 of the AWCPP

Supporting the young person at risk

4.1 We recognise that young people who are at risk, suffer abuse or witness violence may be deeply affected by this.

4.2 This Youth Service may be the only stable, secure and predictable element in the lives of young people at risk. Nevertheless, when accessing youth service provision their behaviour may be challenging and defiant or they may be withdrawn.

4.3 The Youth Service will endeavour to support the young person through:-

- a) the content of the curriculum to encourage self esteem and self motivation
- b) the youth service ethos which, promotes a positive, supportive and secure environment; and gives young people a sense of being valued
- c) the youth service's provision is aimed at supporting vulnerable young people in the youth service.
- d) All staff will agree on a consistent approach which focuses on the behaviour of the offence committed by the young person but does not damage the young person's sense of self worth.
- e) The youth service will endeavour to ensure that the young person knows that some behaviour is unacceptable but s/he is valued and not to be blamed for any abuse which has occurred;
- f) liaison with other agencies who support the young person such as Social Services, Young person and Adolescent Mental Health Services, the Educational Psychology Service, Behaviour Support Services and the Education Welfare Service; and keeping records and notifying Social Services as soon as there is a recurrence of a concern;

4.4 When a young person on the Child protection register leaves, we will transfer information to the new youth service immediately and inform Social Services.

Bullying

4.5 Our policy on bullying is one of Zero Tolerance

Physical Intervention

4.6 Our policy physical intervention is under review.

Young people with statements of Special Educational Needs

4.7 We recognise that statistically young people with behavioural difficulties and disabilities are most vulnerable to abuse. Youth service staff who deal with young people with profound and multiple disabilities, sensory impairment and or

emotional and behaviour problems need to be particularly sensitive to signs of abuse.

Information for staff

What to do if a young person tells you they have been abused by someone..

A young person may confide in any member of staff and may not always go to a member of the teaching staff. Staff to whom an allegation is made should remember:-

- Yours is a listening role, do not interrupt the young person if he or she is freely recalling significant events. Limit any questions to clarifying your understanding of what the young person is saying. Any questions should be framed in an open manner so as not to lead the young person;
- you must report orally to the youth service's **designated person for young person protection** immediately;
- Make a note of the discussion, as soon as is reasonably practicable (but within 24 hours) to pass on to the youth service's designated person for young person protection. The note which should be clear in its use of terminology should record the time, date; place and people who were present and should record the Young persons answers/responses in exactly the way they were said as far as possible. Remember, your note of the discussion may be used in any subsequent court proceedings;
- do not give undertakings of absolute confidentiality;
- that a young person may be waiting for a case to go to the criminal court, may have to give evidence or may be awaiting care proceedings; and
- your responsibility in terms of referring concerns ends at this point, but you may have a future role in terms of supporting or monitoring the young person, contributing to an assessment or implementing young person protection plans.

Confidentiality

Confidentiality issues need to be understood if a young person divulges information they are being abused. A young person may only feel confident to confide in a member of staff if they feel that the information will not be divulged to anyone else. However, education staff have a professional responsibility to share relevant information about the protection of young people with the designated statutory agencies when a young person is experiencing young person welfare concerns. It is important that each member of staff deals with this sensitively and explains to the young person that they must inform the appropriate people who can help the young person, but that they will only tell those who need to know in order to be able to help. They should reassure the young person and tell them that their situation will not become common knowledge within the youth service.

Be aware that it may well have taken significant courage on their part to disclose the information and that they may also be experiencing conflicting emotions, involving feelings of guilt, embarrassment, disloyalty (if the abuser is someone close) and hurt.

Please remember the pastoral responsibility of the youth service. Ensure that only those with a professional involvement, e.g. the designated senior person and the head teacher, have access to the young person protection records. At all other times they should be kept securely locked and separate from the young person's main file. The designated young person protection person for this youth service is;

The Principal Youth Officer his designated deputy Senior Youth Officer

The local authority designated lead officer for young person protection is;

Principal Child Protection Officer Bob Grover

Telephone number 01446 709180 / 07812214644

Or

Caroline Rees 01446 709136 / 07504253570

Information for Parents or Carers

Parents/carers should be aware that youth services have a responsibility to ensure the well-being of all young people. This responsibility means that the Youth Service:-

- will have a young person protection policy and procedures;
- should make parents or carers aware of its young person protection policy possibly through the youth service prospectus, and that this may require their young person to be referred to the statutory young person welfare agencies if they believe that the young person or other young people may be at risk of significant harm;
- should endeavour to work with parents/carers regarding the welfare of their young person and remain impartial if their young person is being, or has been referred;
- should help parents or carers understand that if a referral is made to social services or the police, it has been made in the best interests of the young person and that the youth service will be involved in any young person protection enquiry or police investigation in relation to their young person's welfare and educational progress; and
- keep the parents or carers informed of the welfare and educational progress of the young person. On 1 September 2006, *section 175 of the Education Act 2002* came into effect. This introduces a duty on local authorities, the governing bodies of maintained youth services, and the governing bodies of further education institutions, to have arrangements in

place to ensure they safeguard young people and that such arrangements take account of guidance issued by the Welsh Assembly Government.

- Independent youth services are required to meet equivalent requirements
- under standards introduced under the terms of section 157 of the *Education Act 2002*.

Where a professional has a concern about a young person, they will, in general, seek to discuss this with the family and, where possible, seek their agreement to making a referral to social services. However, this should only be done where such a discussion and agreement will not place a young person at increased risk of significant harm. That advice will be provided by the local social services department in consultation, where appropriate, with the police.

The designated young person protection person at the youth service should clarify with these statutory agencies, when, how and by whom, the parents or carers will be told about any referral. They should also seek advice as to whether or not the young person should be informed of the process.

As a parent or carer you may sometimes feel alone but there is usually somebody you can talk to. Caring for young people is not always easy and if you're struggling to cope you may need to ask for help and support to protect your young person.

You may find the following helpful:-

- make time to talk and listen to your young person;
- familiarise yourself with your young person's friends and routine;
- be sensitive to changes in behaviour;
- teach your young person to feel confident to refuse to do anything they feel is wrong;
- be aware of your young person's use of the internet and mobile phone to ensure they don't place themselves at risk.

Information for young people

If someone is hurting you or your friends, there are people who can help you and stop people from making you feel scared or hurt.

You should tell someone you trust:-

- you can tell a teacher, your parents, carers, grandparents or other members of your family who may be able to help, or can tell a friend; and
- let people help to make things better by stopping the person from hurting you or your friends. The person in this Youth Service who has special responsibility for helping you if someone's hurting you or your friends is Principal Youth Officer or their deputy 01446709783.
- If you can't talk to any of these, you can talk to one of the following organisations that will have someone who will listen to you.

Young personline

A free 24-hour advice line offering counselling and support to young people suffering from abuse. The call won't show up on your phone bill.

0800 11 11

www.youngpersonline.org.uk

NSPCC

A free phone line offering support and advice to young people in abusive or difficult situations. The lines are open 24 hours a day and the calls won't show up on your phone bill.

0808 800 5000

www.nspcc.org.uk

Funky Dragon

Funky Dragon is a peer-led organisation that aims to make sure the views of 0 - 25 year olds are heard, particularly by the Welsh Assembly Government.

www.funkydragon.org.uk

Young people's Commissioner for Wales

Young people's Champion - Independent human rights institution for young people.

0808 801 1000 The lines are open from 9am to 5pm

(Monday to Friday)

www.youngpersoncom.org.uk

Clic

The National Information and Advice Service for young people in Wales 11 to 25.

www.cliconline.co.uk

Samaritans

Free and confidential advice and support

08457 90 90 90

www.samaritans.org.uk

Barnardo's

Barnardo's works with vulnerable young people and young people, helping them and their families to overcome problems like abuse, homelessness and poverty.

020 8550 8822 (national rate, 8am-6pm Mon - Fri)

www.barnardos.org.uk

BBC One Life

This website provides advice on young people and young people's rights, what to do if they are being abused and how to get help.

www.bbc.co.uk/surgery

Kidscape

Kidscape works with young people and young people under the age of 16, their parents/carers and those who work with them to prevent bullying and young person sexual abuse.

08451 205 204

www.kidscape.org.uk

Get Connected

Get Connected provides a free, confidential helpline that gives young people in difficult situations support and information.

0808 808 4994

www.getconnected.org

Bullying Online

Bullying Online is a website that provides information and support for a wide range of parents, young people, teachers and youth organisations.

www.bullying.co.uk

Wise Kids

Wise Kids is a website that provides information and support on internet literacy, proficiency and knowledge of the intranet and related technologies.

www.wisekids.org.uk

Definitions of Abuse from All Wales Young person Protection Procedures 2008.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a young person or young person. Physical harm can also be caused when a parent or guardian or caregiver fabricates or induces illness in a young person or a young person whom they are looking after.

Emotional Abuse

Emotional abuse is the persistent emotional ill treatment of a young person or young person such as to cause severe and persistent adverse effects on the young person's emotional development. It may involve conveying to the young person or young person that they are worthless or unloved, inadequate or valued only in so far as they meets the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on the young person or young person. It may involve causing the young person or young person to frequently feel frightened or in danger, for example witnessing domestic abuse within the home or being bullied, or, the exploitation or corruption of young people or young personen. Some level of emotional abuse is involved in all types of ill treatment of a young person, though it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a young person or young person to take part in sexual activities, whether or not the young person or young person is aware of what's happening. The activities may involve physical contact, including penetrative or non penetrative acts. They may include non contact activities, such as involving young people or young person looking at, or in the production of, pornographic material or watching sexual activities, or encouraging young person to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a young persons basic physical and/or psychological needs, likely to result in the serious impairment of the young person or young person's health or development. It may involve a parent or guardian or caregiver failing to provide adequate food,, shelter and clothing, failing to protect a young person or young person physical harm or danger or failure to ensure access to appropriate medical care or treatment. It may also

include neglect of, or unresponsiveness to, a young person or young person's basic emotional needs.
In addition, neglect may occur during pregnancy as a result of substance misuse.

Young person Protection Flowchart

**AN ALLEGATION OF YOUNG PERSON ABUSE IS A SERIOUS MATTER AND
MUST BE HANDLED WITH A HIGH DEGREE OF SENSITIVITY**

Initial Response

Clarify the details or situation



Treat the young person's/young people's welfare as paramount



Report incident to supervisor or line manager



Assess the risk to the young person and take necessary steps to protect and
safeguard them



Maintain confidentiality, fairness and trust of young person

Supervisor Response

Report suspicion or concerns of abuse to the First contact Team
or Emergency Duty Team (evenings, weekends & bank holidays)



Make detailed notes which are to be held in a safe location and their content is
agreed by the young person. The young person must also be consulted if they
wish to have the notes kept

Follow Up



Youth service to link with First Contact Team or LSGB
to follow up concerns

First Contact Team 01446 725202 (8.30am-5.00pm Monday to Thursday, 8.30am-4.30pm Friday)

Emergency Duty Team 02920 788570 (evening, weekends & bank holidays only)



VOLUNTEER EXPENSES CLAIM FORM

Please use this form to record expenses you incur while volunteering for the Vale Youth Service. The types of expenditure we provide reimbursement for are:

- Travel expenses to and from the place of volunteering from home, either at a fixed mileage rate (40 pence per mile) or by reimbursing bus fares.
- Meal expenses, where the volunteer works for more than 3.5 hours in a day, or is required to work through a mealtime.
- Other expenditure incurred in through voluntary work, where authorised in advance.

Please note that receipts will be required. Claims under £20 can be paid in cash following completion of this form. ANY CLAIM EXCEEDING £20 WILL BE PAID BY CHEQUE.

Date	Expenditure Details	Amount
	Total	£

Claims for periods exceeding a calendar month will not be considered without prior agreement. Receipts should be obtained and attached for all items of expenditure.

These represent an accurate account of my expenses.

Name of volunteer

Authorised by Senior Worker

Signature

Authorised by Senior Officer

Date

Cash/Cheque Collected by: _____

Date: _____