



Westgate Youth Project Manual Of Good Practice

Westgate Youth Project – Nightly Procedure

Opening the centre

All youth workers to arrive at the youth project at least 15 minutes before the session is due to begin, ready to set up spaces for activities and be open for young people at project opening time. Activities should begin approximately 15 minutes after the project has opened. Workers should spend time with the young people prior to the activities, talking, catching up, and encouraging them to participate.

On arrival:

- Unlock doors and de-activate the alarm
- Unlock rooms for use and turn on the internal lights
- Designate roles, including a worker/young leader for attendance sheet signing in/membership. Identify Leader in Charge and designated first aiders.
- Check all spaces and complete a Premises Check List. Note and rectify any health & safety issues. Inform the Leader in Charge. Leader in Charge to report to landlord if appropriate.
- Check heating requirements
- Check files and note any messages. Address messages appropriately.
- Worker/young leader responsible for coffee bar /signing in to collect cash box, relevant paperwork and evaluation sheets ready for use and set up coffee bar.

Reception / Coffee Bar

It is likely that the youth worker will be the first impression on any new visitors or members. Be polite, friendly, warm, welcoming and efficient.

All names must be recorded on the evening attendance sheet with the amount of subs paid. Subs are £1 each session.

New young people must complete a membership card and have the Westgate Youth Project Respect Contract explained clearly – including online safety. When appropriate, call the parent/carer to confirm emergency contact details.

Membership details are confidential to staff and must not be disclosed to anyone without the permission of the committee. Young people and visitors are not permitted to look at the membership cards. This includes the Police.

After signing in, no re-entry is permitted. If a young person chooses to leave, that is the end of their evening at the youth project.

The worker responsible for signing in is responsible for the subs monies, which must be recorded correctly at the end of the session.

The Coffee Bar stock sheets must be completed correctly. All monies to be recorded correctly.

During the evening:

- Young people should be encouraged to participate in the activities on offer during the session
- Workers should encourage the use of litter bins and the WYP respect contract, discourage swearing, horseplay, misuse of furniture/equipment and challenge discrimination.
- A short break can take place between activities if required
- Young people are not permitted to enter once they have left the building
- Young people are not permitted to use the outside area unless accompanied by a youth worker.
- Young people should be supported to evaluate the evening

End of Session / Locking up:

- All areas to be left tidy, young people should assist with packing activities/equipment away – including stacking chairs etc.
- A worker should wait outside with any young people waiting for lifts etc. Worker should ensure young people have a safe way to get home
- All workers to be involved in a debrief and completion of evaluation form, including the recording of any near misses, issues or concerns that the next session's team needs to be made aware of.
- All monies to be counted, checked, recorded appropriately and prepared for banking
- All rooms to be checked and left tidy – including toilets.
- All windows and doors to be locked and checked
- Ensure all heaters and lights are off – unless otherwise advised.
- Premises check list to be completed
- Set alarms and lock outer door

NB: Outside of the building, young people should be encouraged to behave appropriately as their behaviour reflects on WYP. The WYP respect contract includes respecting our neighbours.

Fire Drill

- Refer to the Fire Risk Assessment and Fire Management Plan
- In case of fire, call 999
- Clear the building and do not let anyone re-enter
- Workers are responsible for evacuating the room they are in at the time of alarm
- Evacuate using the most accessible and safest exit, meet at the assembly point the car park at the front of the building
- The Leader-in-Charge to check the building
- Workers to check everyone is accounted for by doing a roll call against the attendance sheet
- Isolate the fire if possible. DO NOT TAKE PERSONAL RISKS
- Await instruction from the fire brigade

Accident Procedure

Staff controlling horseplay, running around, health & safety risks and dangerous behaviour can avoid most accidents. However, in the event of an accident there is a first aider on duty every session.

- Follow the Health & Safety policy
- Isolate the casualty. Inform the first aider and/or leader-in charge. Remove the audience
- Appropriate first aid to be given
- Drugs i.e. paracetamol, should not be given under any circumstances
- An offer of help to get home cannot be made to the individual, but call parents/carers/grandparents/taxi etc, if young person needs some support.
- Inform parent/carer of any first aid given
- If it is a major accident, parents/carers and/or ambulance should be called. The Chairman must also be informed immediately
- The appropriate accident report should be completed and where possible witnessed by the injured party or a responsible adult and passed to the organisations secretary.
- Request to replenish first aid kit should be made.

Accident reporting

Full accident reporting procedures are detailed in the framework of Health and Safety

- The leader in charge should ensure that all accidents, injuries, incidents (including verbal or physical abuse) or near misses are properly recorded and reported.
- All accidents should be reported on the correct paperwork and filed. If the Youth Work Manager is not on site at the time of the accident/incident, then they should be informed
Youth Work Manager – Paula Nicol: 07984662246
- The Committee will ensure that an appropriate appointed person(s) will investigate all accidents/incidents and any lessons learned will be applied

First Aid

There will always be a minimum of one worker who is a qualified first aider on site during any session.

The worker will have received basic formal training as offered by WYP, as a minimum requirement.

WYP -First Aid box is situated in our allocated cupboard in the kitchen.

Any shortage of supplies should be reported to the Leader in Charge

Violent situations

Staff are to avoid i.e. walk away from, confrontational situations where they might be in danger of a violent attack from young people or other adults. If such a situation is threatened then the assistance of another member of staff should be sought.

The leader in charge should be informed and the police should be contacted if any threats of physical violence are made to staff.

Working Alone

Staff who are alone in the building should take necessary precautions for their own safety. They should ensure they have access to a telephone. They should not carry out any potentially dangerous or risky activities e.g. working on ladders etc. when alone.

Under NO circumstances should young people be working with any worker alone in the building. There should always be at least two adults present.

The Chairman and Youth Work Manager should be informed about and agree to any activities or meetings that take place outside of normal session times with young people.

Housekeeping

In a rented building, the Landlord will have their own arrangements for regular cleaning, however WYP workers have a responsibility to ensure the building is left tidy, with equipment packed away and make all reasonable efforts to leave the building clean.

If the space is not clean and tidy on arrival for an evening session, this should be recorded on the evening check sheet and reported to the landlord.

Any problems with equipment should be reported to the committee.

Security

LYC – There are two sets of keys held by Paula Nicol and Jake Bartlett

Alarm issues should be reported to Bronwen – 07756 535298

Respect Contract

Involvement in WYP activities is voluntary for young people and based on respect between all those involved, the building, the neighbours and the equipment.

Discriminatory or disrespectful behaviour should always be challenged. If comments or behaviour are not challenged, then they are being condoned. In situations requiring intervention by staff, workers must remember to remain calm and flexible in their approach. Workers should try to deal with situations by themselves, but if support is needed, then other workers and the leader in charge are always available. Workers should support each other, not undermine, in front of young people and adopt a 'one voice' approach. Alternatives ways to deal with any situations can be discussed during the debrief. Incidents should be recorded and monitored through the debrief and evaluation.

All workers have the authority to refuse entry or send a young person home if they are abusive or disruptive. If they are 17 or younger, a call must be made to parents or carers. Anyone who continues to be disruptive/abusive may need a different approach to improve behaviour – this maybe a period of time away from the project or a meeting with parents. Anyone who is asked to leave must be cleared of the

premises. Do not use force. If the young person will not leave, call the parents/carers and the police if absolutely necessary.

If workers suspect a young person is under the influence of alcohol or drugs, they should not be permitted to use the facilities of WYP.

Confidentiality/Disclosures /Safeguarding

Workers have a responsibility to build relationships based on trust with young people. However, if a young person, worker or other member of the community is at risk, information may need to be shared. Safeguarding young people is paramount.

If a young person wants to speak to a worker, depending on what they share, the worker may need to ensure the young person understands that the conversation may not remain confidential.

If a young person makes a disclosure, or as a worker, there are concerns about a young person, the worker's responsibility is to inform the Youth Work Manager/ leader in charge as a young person may be at risk and record the information. The YWM/leader in charge will support the worker in the process. Workers must follow the Safeguarding Procedure.

If a worker feels unable to assist with any problem (not only safeguarding issues), the worker must be honest and explain that to the young person involved. A worker must ask a young person for permission to share with another worker and get assistance. Workers must not give false information or advice. If workers are unsure, they must seek assurance from the YWM/ leader in charge.

If a one-to-one with a young person is necessary, be sure other workers are informed of where the meeting will take place. Keep the door of the room open at all times.

Use a common sense approach to protecting yourself professionally.

Ethical Principles

Youth workers have a commitment to:

1. **Treat young people with respect**, valuing each individual and avoiding negative discrimination.
2. **Respect and promote young people's rights to make their own decisions and choices**, unless the welfare or legitimate interests of themselves or others are seriously threatened.
3. **Promote and ensure the welfare and safety of young people**, while permitting them to learn through undertaking challenging educational activities.

4. **Contribute towards the promotion of social justice** for young people and in society generally, through encouraging respect for difference and diversity and challenging discrimination.

Professional Principles

Youth workers have a commitment to:

5. **Recognise the boundaries between personal and professional life** and be aware of the need to balance a caring and supportive relationship with young people with appropriate professional distance.
6. **Recognise the need to be accountable to young people**, their parents or guardians, colleagues, funders, wider society and others with a relevant interest in the work, and that these accountabilities may be in conflict.
7. **Develop and maintain the required skills and competence** to do the job.
8. **Work for conditions in employing agencies where these principles are discussed, evaluated and upheld.**

NB: Ethical and Professional Principles are taken from *Ethical Conduct in Youth Work: a statement of values and principles* from the National Youth Agency