

Bridgnorth
Youth & Schools Project

Established 1994
www.thebridgeyouthcentre.co.uk | Charity Number: 1041288
THE BRIDGE
Youth Centre

STAFF HANDBOOK

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INTRODUCTION

The aim of The Bridge is to help young people become Secure, Successful, Proactive & Independent. We seek to achieve this by providing a high quality, safe centre to work from, a professional team of youth working staff and volunteers, and a supportive programme of activities.

The Bridge is part of the ongoing legacy of the Bridgnorth Dry Bar Trust, which was established in 1994. In 2011 the Dry Bar Trust entered a partnership with the newly formed Bridgnorth Youth & Schools Project who were given the responsibility to manage the building and practical youth work on behalf of the trust.

The Bridge presently runs three sessions:

1. Early Shift: Tuesday: 6.30pm - 7.45pm: Year 6 - 7
2. Late Shift: Tuesday: 7.30pm - 9.30pm: Year 8 – 9
3. Friday Night: Friday: 7.30pm - 9.30pm: Secondary

The Bridge also has a young volunteering programme and an events programme run by the Bridgnorth Youth & Schools Project who seek to foster strong links with other partner groups from around Bridgnorth.

Helping Young People become Secure, Successful, Proactive & Independent

THE BRIDGE CURRICULUM

Introduction

The aim of The Bridge is to help young people become Secure, Successful, Proactive & Independent. We seek to achieve this by providing a high quality, safe centre to work from, a professional team of youth working staff and volunteers, and a supportive programme of activities.

The Bridge youth work curriculum is based on the principles of the Every Child Matters framework and is led by the identified and expressed needs of the young people.

ECM Framework	<ol style="list-style-type: none">1. Enjoy & Achieve2. Stay Safe3. Be Healthy4. Achieve Economic Wellbeing5. Make a positive contribution
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Bridge Curriculum

The following areas serve as the curriculum framework that young people attending from year 6 - year 13 will have access to through a range of sessions / trips / mentoring relationships and young volunteering.

Above all, the principle that will be worked to is that young people are on an individual journey and so work will be done one to one to gauge where the programme should focus within the curriculum framework.

Curriculum framework	<ol style="list-style-type: none">1. Secure2. Successful3. Proactive4. Independent
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Areas of work

Young people will move forward in the four outcome areas through engaging in the follow.

Activity	Youth led activity programme Fun Challenge
Discussion & Workshops	Sexuality Diversity Drugs Alcohol Relationships Beliefs Reflective practice Attitudes Time Money CV
Being mentored	Help and support Targeted projects Access to relevant services School referral
Learning to lead	Run activities Organise areas of The Bridge Develop areas of The Bridge Cook for peer group Put on events / activities for peer group Volunteer in younger clubs
Learning to give	Volunteering Put on events / activities for peer group Fund raising

Benefits to young people

Our aim is to help young people progress through experience in the above 'areas of work' in a safe and supportive environment. In this way young people will benefit in the following areas.

Benefits	<ol style="list-style-type: none">1. Confidence2. Practical skills3. Freedom to express themselves4. Experience of volunteering5. Experience of leadership6. Access to more opportunities7. A deeper understanding of themselves and the world around them
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Code of conduct

This code of conduct applies to all staff, leaders and volunteers involved.

- I do: Make an effort to build good relationships with the staff. Be sensitive to their responsibilities and the problems they face daily.
 - I do: Make every effort to 'build team', to work alongside other volunteers and bring a positive attitude.
 - I do: Try to be an active listener. Sometimes a young person simply wishes to have a listening ear, not have all the answers.
 - I do: Report and record significant conversations and situations to the session leader in debrief sessions.
 - I do: Make a hand written account of any disclosure from a young person.
 - I do: Keep confidentiality regarding people's business and welfare.
 - I do: Move away from situations if I begin to feel uncomfortable.
 - I do: Dress appropriately (Bridge T-Shirt). Appearance and safety are important.
 - I do: Make sure I understand my role.
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- I do not: Give out my address, e-mail or telephone number to young people or engage in social media or personal digital communication with young people
- I do not: Arrange to meet young people informally outside of sessions.
- I do not: Let myself be intimidated by staff or young people.
- I do not: Accept gifts or bring in gifts for young people, this can cause confusion and lead to problems.
- I do not: Become over friendly with young people. Physical contact can be interpreted the wrong way, and so it is best avoided.
- I do not: Criticise staff or other volunteers in front of young people. There are procedures for making a complaint.
- I do not: Go with any young people into an enclosed space.
- I do not: Promise confidentiality to young people under any circumstances.
- I do not: Lead conversations when a young person is disclosing a protection issue. I listen and record only.

Relationships

In order to maintain a positive and safe environment for everyone who attends, works and volunteers in The Bridge, relationships that are exclusive in nature must be guarded against.

It is helpful to think about this policy in relation to the bigger picture within this entire document taking special account of the following sections:

- Media
- Bullying
- Code of conduct
- Transport
- Disclosure procedure
- Child protection

The aim of the relationships policy is to encourage a purposeful and careful approach in all interactions so that we safe guard against:

1. Child protection issues
2. Inappropriate relationships between team and under 18's / young volunteers and young people
3. Unhelpful team relationships
4. Bullying
5. Factions (groups against each other)

Inappropriate relationships between team and under 18's / young volunteers and young people

It can be hard to fully define what exactly is inappropriate in a way that can fully cover all situations. However, if any person has a private interaction / relationship which crosses the 'team – under 18's' or 'young volunteer – young person' divide and keeps it separate or a secret, that person will be in direct violation and may be removed from the team.

It is understood that within a relational environment people will form bonds and good friendships. This practice is to be encouraged and for the safety of all, it will also be documented openly with the manager's full knowledge and guidance.

Unhelpful team relationships

Unhelpful exclusive relationships between young volunteers or between adult team members are discouraged.

'Unhelpful' = fostering romantic relationships during sessions or focusing exclusively on an individual who is a preferred working partner.

It is understood that good working relationships can be the basis for life long friendships and relationships, however all team members must retain a professional attitude and working practice during sessions for the benefit of all.

Media

Introduction:

It is very important to have boundaries in place, which means that both you and the young people you work with are being kept safe.

Please be aware that you are attractive as a role model and that young people may seek to develop a deeper relationship with you through different means of media which if not carefully managed can mean that they become unhealthily dependant on you.

Social Networking / Instant Messaging and MSN:

- If a young person tries to add you as a friend on any social networking site or tries to speak to you on Instant messaging sites or MSN please ignore them and instead suggest they become friends with The Bridge on Facebook in person next time you see them. It may well be considered rude to ignore people online, however your safety and the safety of young people is far more important.
- The Bridge has a Facebook profile which we use as a medium for young people to contact us. This is managed centrally. No trainee, staff or volunteer should use any online medium to contact young people personally. This includes Facebook, twitter, Instant messaging sites or MSN and any other future online service that may be invented.
- Online contact with any young people in our care will not be tolerated. Please see the volunteer and staff handbooks for code of conduct and disciplinary procedures.
- In addition, you should not comment about young people or incidents on your personal social networking.

Email:

- Staff and volunteers are not to give out their personal email addresses to young people.

Mobile Phones:

- Staff and volunteers must not give out their personal mobile phone numbers to young people or have numbers from young people stored on their personal phones. Text messaging young people will not be tolerated.

Although this document may seem hard we are most concerned with your safety and reputation and the safety of the young people we work with. For any further information on general policies and procedures please refer to the volunteer and staff policies and procedures.

If you have any concerns please contact John Prockter. Manager of The Bridge or Mark Gibbons, safe guarding officer of The Bridge. 52a Whitburn Street, Bridgnorth, WV16 4QP

Sessions FAQ's

1. Notice must be given if any team member can't attend or if delayed to session
2. All team members will arrive in good time to help set up the session.
3. £1 entry for everyone unless stated by the session leader or the session outline
4. No bags will be taken in to sessions.
5. All bags will be stored in a designated area e.g behind the bar
6. No food or drink to be brought on to the premises
7. No I owe you's. Young people with no money will be referred to the session leader but we will not encourage debts that can't be paid back.
8. The front door will close after a designated period. (Advertised in the centre)
9. The garden will close at a designated time. (Advertised in the centre)
10. All team members will be assigned to a specific area and activity for an allotted time
11. All team members will stay to pack down and will contribute to the session report
12. All team members are responsible for good behaviour, however any extreme or unmanageable behaviour will be referred to the session leader.
13. Food provided at The Bridge needs to be paid for, however we have a policy to not leave anyone out and so staff and volunteers will discuss with the manager or session leader if food is required that cannot be paid for.

Smoking / e-cigarettes

We do not endorse smoking or the use of e-cigarettes, but we do recognise that young people and team members may smoke or use e-cigarettes. In this case we want to be helpful and supportive in the process of encouraging all to refrain from smoking.

1. It is the view of the trust that sessions are short enough to not warrant any team member to need a specific smoking break.
2. No member of staff or volunteer may smoke or use e-cigarettes on or directly outside the premises (front or back) during sessions.
3. Young people will not smoke or use e-cigarettes on the premises but may use the back garden during Friday night sessions.
4. No one will be allowed to smoke in the garden during sessions designated exclusively for anyone in year 9 and below. Eg Early & Late Shift
5. Information for stopping smoking is available & staff will discourage smoking and the use of e-cigarettes.
6. Rolling cigarettes on the premises is prohibited so as to maintain a positive and clean environment for everyone.
7. Nothing relating to smoking e.g. lighters / tobacco will be passed from team and under 18's / young volunteers and young people.
8. It is recognised that sharing life experience in a relational / mentoring environment is of great benefit and so team members who do smoke should not feel obliged to keep the fact that they smoke a secret. All positive conversations that encourage young people to quit are welcome.

Taken from citizens advise website

'It is illegal to sell cigarettes, tobacco or cigarette papers to anyone under 18, but it is not a criminal offence for a person under 18 to smoke...'

Taken from www.gov.uk

'From 1 October 2015 it will be illegal:

- *for retailers to sell electronic cigarettes (e-cigarettes) or e-liquids to someone under 18*
- *for adults to buy (or try to buy) tobacco products or e-cigarettes for someone under 18*

Free Smokefree Helpline: Call to speak to a trained, expert adviser for free on 0800 0224 332. Lines are open Monday to Friday 9am to 8pm and Saturday and Sunday 11am to 5pm.

Alcohol

Premises:

1. No alcohol is to be brought on to the premises by young people, staff or volunteers before, during or after sessions.
2. Anyone found carrying alcohol will have it removed from them until they leave*

*Young people under the age of 18 will not have alcohol returned to them. In this case, the alcohol will be disposed of appropriately on their behalf during the session.

People:

1. Staff and volunteers must not drink alcohol during opening hours and must not be under the effects of alcohol. Therefore staff / volunteers must abstain from alcohol for an appropriate time before sessions.
2. Young people suffering from the effects of alcohol may be allowed on the premises if they pose no threat to any other person. This will be at the discretion of the session leader.

Behaviour:

1. Although it is understood that staff and volunteers may consume alcohol outside of The Bridge setting, if alcohol consumption leads to conduct prejudicial to the interest or reputation of The Bridge they may be removed from the team as stated in the volunteer agreement.

Money

To ensure the safe handling of money the following procedures will be followed:

1. Responsibility for the till cash will at all times rest with one designated team member.
2. Black cash tin will be handed to the designated team member who will count the cash to verify amount before putting it in the till for use.
3. If use of the till passes to another team member the cash must be counted and signed for by both team members. The second team member then becomes the designated team member.
4. At the end of the night the then designated team member will count the cash and verify by signing what is being handed back in the black tin.
5. The team member who is responsible for the till will not leave it unattended or open.
6. Suspicious behaviour by another team member must be challenged and reported to the manager.
7. At the end of the evening the black tin and all its contents will be given to the manager to re-count and for setting up the next sessions float.

Child Protection Policy

We recognise that the welfare of the child (anyone under the age of 18) is paramount and will take all reasonable steps to protect children from neglect, and from physical, sexual or emotional harm. We will take prompt, positive and proactive action to protect children's welfare.

We recognise that all children, without exception, have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality or beliefs.

This policy and related procedures apply to all adults including; staff, volunteers, committee members and the young leaders involved.

We will take all concerns and allegations of abuse seriously and respond appropriately. Concerns will be shared with Shropshire's Assessment & Support Services Initial Contact Team for advice and guidance. In the case of immediate physical danger 999 / 112 will be called.

We will provide a safe and caring environment by:

- Treating all children and young people with respect and dignity
- Involving children and young people in the work of The Bridge
- Adopting and implementing a Code of Conduct for all involved adults
- Carefully recruiting and supporting appropriate adults
- Appointing a designated Child Protection Officer*
- Working closely with Shropshire Council and Shropshire Safeguarding Children Board

We will adopt and implement policies and procedures that promote children's safety and welfare, including:

- Staff Vetting
- Health & Safety
- First aid
- Code of Conduct
- Anti-bullying
- Grievance
- Equal Opportunities
- Risk assessments
- Fire regulations
- Training

These policies and related procedures are consistent with guidelines from the Department of Health, the Home Office and DFE. These policies and related procedures were drawn up in accordance with current legislation, the Child Protection Procedures of the Shropshire Safeguarding Children Board and the National Council for Voluntary Youth Services "Keeping it Safe" standards and guidelines

The executive committee will, every two years or whenever there is a significant change in the organisation or relevant legislation, review this policy and procedures.

*THE BRIDGE CHILD PROTECTION OFFICER: Mark Gibbons: mark.gibbons@taw.org.uk :07973454753

10/12/2013

Disclosure Procedure

1. Report and record significant conversations and situations directly to the Manager or Child protection officer, hand written in a sealed envelope.
 2. Do not promise confidentiality to the young person under any circumstances.
 3. Explain that there will be people and services that may need to help or protect.
 4. Do not lead the conversation when a young person is disclosing a protection issue. Allow the young person to speak in his or her own words.
 5. Listen and record the facts as accurately as possible, using the young person's language.
 6. After reporting the disclosure you must not reengage with the young person about the issue. This does not mean that you cannot continue to support.
 7. Depending on the issue, you may not be kept up to date with the progress of the disclosure.
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If you think a child or young person is being harmed or is at risk of being harmed then you must contact Children Services and tell them your concerns.

It might be you that is being harmed. Do not delay, please contact us straight away - we are here to help you.

You can ring Children Services via Shropshire Council's Customer Service Centre and ask to speak to the Initial Contact Team:

The number to call is: **0345 678 9008**
0345 678 9044

You can also speak to:

Public Protection Unit (West Mercia Police)	0300 333 3000
NSPCC	0800 800 5000
Childline	0800 1111

After 5pm or at the weekends please phone:
Emergency Social Work Duty Team: **03456 789 040**

Child protection: children&youngpeople@shropshire.gov.uk
0345 678 9008
Shropshire Council
Children and Young People's Services
The Guildhall, Frankwell Quay
Shrewsbury
Shropshire
SY3 8HQ

Health and Safety

Health and safety at Work etc Act 1974

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities;
- To consult with our employees on matters affecting their health and safety;
- To provide and maintain safe premises and equipment;
- To ensure safe handling of food & chemicals;
- To provide information, instruction and supervision for employees and volunteers;
- To ensure all employees and volunteers are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions;
- To review and revise this policy as necessary at regular intervals.

Responsibility:

- Managing group is responsible for health and safety.
- Session leaders are responsible for sessions led.

Staff & Volunteers have to:

- Co-operate with leaders on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety;
- Report all health and safety concerns to the session leader.*

*IN THE EVENT THAT THE SESSION LEADER IS NOT AVAILABLE PLEASE CONSULT: markianderson@talktalk.net

Risk assessment of The Bridge: September 13

	Hazard	Action	Risk
Entrance and toilets	Road outside the front	Turn on lights Supervise Signs for people parking	M
	Trip	Outside and inside entrance lighting	M
	No line of sight if fire starts in main building	Senior member to go to front door and shout to evacuate to assembly point	L
	Hand dryers	Pat test Carbon dioxide extinguisher in kitchen	L
	Fuse board in disabled toilet	Keep locked	L
	Fire	Tested smoke alarms	L
Kitchen	Chemicals	Store in serving area COSH cupboard. Training for employees and volunteers	L
	Slip in kitchen	General housekeeping. Signage	M
	Burning & scolding	Advice that food & drink may be hot. Fully stocked first aid kit	L
	Cutting in kitchen	Training for food and equipment safety. All equipment safe to use	M
	Oil storage	NEW OIL: Stored on bottom shelf in kitchen storage room. USED OIL: Stored under main sink in sealed container	H
Stairs	Fall down stairs	Turn on lighting. Hand rail use. Keep stairs clear and clean	L
	Fire	Senior member of staff to go to bottom of stairs and shout to evacuate to assembly point	M
	Falling beams	In emergency use rear escape route	H
Snug	Electrical	Carbon dioxide extinguisher in kitchen	L
	Roof falling	Clear exit from front and rear of snug Clear signs	H
	Exit	Keep clear Unlocked at all times	L
Office	Cut off in event of fire	Keep locked except for use by senior staff	H
Snug fire escape	Weeds and soil build up	Clear and clean	
	Parking in front of door	Clear fire exit signs	
Upstairs	Falling ceiling	Constant supervision	H
	Floor	Repair Senior staff member to stop people running	L
	Electrical	PAT tests; sockets to be switched off. Plugs unplugged; carbon dioxide fire extinguisher. Situated at back door	L
	Trip	Sound equipment leads stored away by senior staff in area	L
Upstairs toilets	No line of sight if fire starts in main building	Senior member to go to toilets and shout to evacuate to assembly point	L
	Hand dryers	Pat test Carbon dioxide extinguisher in kitchen	L
	Fire	Tested smoke alarms	L
Pool table Fire escape	Trip & Slip outside the back	Turn on lighting. Trip hazard sign Ensure all gates are unlocked Senior staff to supervise exit	H
General	Intruders	Adequate supervision of entrance	L
	Electrical	PAT tests; sockets to be switched off. Plugs unplugged; carbon dioxide fire extinguisher. Situated in kitchen & at back door	L
	Glass breakage	Keep glasses / bottles in building. Recycle glass. Supervise use.	L
	Noise in the event of an emergency	Ensure safe use of music equipment. Turn off all sound equipment in an emergency	L
	Equipment falling	Ensure safe use. In good order. Supervision	L
	Fire	Correct use of equipment by senior staff. Training. Fire procedures on display.	L

	All exits are open & available. Padlock removed from back gate before every session	
Darkness	Emergency lighting Glow in the dark signs Outside security lights	H
First aid	First aid kit stored by downstairs bar	M

Health and safety at Work etc Act 1974

Signed: Date:
Name: Position:

Fire

When you discover a fire:

1. Instruct everyone to leave the building by the nearest exit and assemble on the car park in front of the building to the left of our driveway. The Antique shop.
2. Warn all other staff.
3. Don't use fire extinguisher unless you know how and it's safe to do so. Always make sure you have a safe escape route.
4. Do not return for personal possessions.

Senior staff member in each area will carry out the following relevant tasks:

1. Ring 999 from mobile phone.
2. If possible turn off everything in the kitchen.
3. Clear bar and kitchen area
4. Check toilets upstairs.
5. Check toilets downstairs
6. Check that upstairs is clear
7. Check that the office, snug is clear
8. Staff member or volunteer with responsibility for the door at the time of the fire will be responsible for the register and doing a roll call in the car park.
9. Once the building is clear it must not be re-entered.

General tasks carried out by management / leaders

1. Annual fire extinguisher check with shires fire and safety: 0845 423 9990
2. Weekly log book situated behind downstairs bar: Alarm check and relevant action
3. Monthly Emergency lighting check
4. Waste management to protect integrity of exits
5. Ensure risk assessment points are actioned.

Volunteering

Recruitment:

We will use appropriate means to advertise for volunteers locally that take into account the principles of our Equal Opportunities Policy. The applicant will go through the following process:

1. Initial interest interview when the application pack and information will be given if meeting is successful.
2. Complete application form and return with references. A* (Help can be given with this if necessary)
3. References followed up by manager.
4. On successful application and References, DBS (*DISCLOSURE AND BARRING SERVICE*) check will be completed. B*
5. Sign volunteer agreement - Information about the relevant Code of Conduct & grievance procedure.
A*. Application forms, references and DBS identity proofs will be kept confidentially for the length of the volunteering period.
B*. Probationary volunteering within The Bridge may start before the return of the DBS form if applicant is known prior to application.

Induction and Training:

There will be an induction prepared and delivered. This will include:

- The role of the volunteer
- Introduction to staff and present volunteers
- Copies of all the relevant policies including this Volunteer policy, Confidentiality, Health and Safety, Equal Opportunities will be made available.
- Essential procedures i.e. timekeeping, rota etc.
- Induction training and details of on-going training
- Other information as appropriate.
- On-going and relevant training will be offered to all staff and volunteers to improve skills and keep standards high.

Probationary period:

There will be a trial period of six sessions to give the organisation and the volunteer time to discover if they are suited to each other. A review will be made midway through the trial period and also at the end.

Expenses:

We value our volunteers and want to ensure that there are no barriers to volunteer involvement.

1. All out-of-pocket expenses, if required, will be reimbursed, including expenses for travel.
2. To claim expenses an expenses form must be completed and given to the organisations manager at the end of the calendar month.

Support:

1. The manager and staff will offer support to the volunteers.
2. There will be a briefing session at the beginning and a de-briefing at the end of each session.
3. The manager and staff will support all volunteers and will have regular meetings with the volunteers to discuss any problems or issues that may arise.
4. The manager will receive support from the chair of the trustees

Insurance:

The organisation has a valid insurance policy, which you are advised to read.

Confidentiality:

This organisation's activities requires an explicit confidentiality policy, which all workers, which includes Trustees, project board leaders, volunteers and staff, are obliged to observe

Resolving Problems:

The relationship between the organisation and its volunteer workers is entirely voluntary and does not imply any contract. However, it is important that the organisation is able to maintain its agreed standards of service to the clients who use it, and it is also important that volunteers should enjoy making their contribution to this service.

Please also see: Grievance policy

[For more information](#)

1. Useful contacts

Volunteer Bureau or Council for Voluntary Services

These can be found in your local yellow pages or phone directories.

Volunteering England

Regent's Wharf

8 All Saints Street

London N1 9RL

Phone: 020 7520 8900

E-mail: Volunteering@volunteeringengland.org

Website: www.volunteering.org.uk

National Association of Councils for Voluntary Service

Phone: 0114 278 6636

Website: www.nacvs.org.uk

2. Publications

Essential Volunteer Management

By McCurley and Lynch. Available from the Directory of Social Change.

Phone: 020 7209 55151

Just About Managing: Effective Management for Voluntary Organisations and Community Groups

By Sandy Adirondack.

Published by the London Voluntary Service Council. ISBN 1 872582 80 X.

Voluntary But Not Amateur: A Guide to the Law for Voluntary Organisations and Community Groups.

By Jacki Reason, Ruth Hayes and Duncan Forbes

Published by London Voluntary Service Council. ISBN 1 872582 11 7.

The Volunteer Recruitment Book

By Susan Ellis. Available from the National Centre for Volunteering

Phone: 020 7520 8900.

They also produce a range of other publications and free leaflets – ask for their publications brochure.

Equal Opportunities

We are committed to ensuring that all individuals are treated fairly and valued equally. Our policies will be governed by this commitment in its dealings with its own governing group, youth workers, volunteers, members, and with all with whom we have contact or dealings.

This equal opportunities policy and principles will apply to all, and we will do our best to provide an example of good practice to the community at large.

We will oppose discrimination against any individual or group, on the grounds of: race, ethnic origin, religion or creed, disability or impairment, gender, sexual orientation or marital status, employment status, social class, HIV status, age, dependent care responsibilities or need, appearance or size, political affiliation, unrelated criminal conviction or on any other unjustified grounds.

No one, whether member, volunteer, official or employee of the organisation will receive less favourable treatment, or will be disadvantaged by unjustifiable requirements or conditions. Our aim is to eliminate unfair discrimination.

Note on Legal Background. The question of discrimination is referred to in the following acts:-

1. Equal Pay Act 1970
2. Sex Discrimination Act 1975
3. Race Relations Act 1976
4. Employment Rights Act 1996
5. Disability Discrimination Act 1995
6. The Employment Equality (Age) Regulations Act 2006
7. Equality act 2010

Confidentiality

Young people:

1. Personal contact Information obtained will be stored for the length of the young person's involvement in a secure filing cabinet and password protected computer files.
2. Contact information will not be passed to outside agencies except to relevant authorities in a child protection situation.

Staff and volunteers:

1. Personal contact Information will be stored for the length of the person's involvement in a secure filing cabinet and password protected computer files.
2. Further appraisal and conduct information obtained will be stored for the length of the person's involvement in a secure filing cabinet and password protected computer files.
3. Staff and volunteers will not hold or obtain personal information about young people
4. Staff and volunteers will adhere to the Child protection, Media and Code of conduct policies in all interactions with young people.

Conclusion of involvement:

1. All information stored about young people will be shredded and deleted at such time as a young person:
 - i. Is too old to attend.
 - ii. Leaves the area.
 - iii. Expresses a wish to be removed from membership.
2. Information relating to injury or accident will be kept for 25 years in accordance with current legislation.
3. All information stored about staff and volunteers will be shredded and deleted four years* from the end of their involvement to allow for future referencing and possible legal action.

*Four years is presently an approximation and will be researched more fully. 12/2013

Transport

We recognise the responsibility that we have when transporting young people from the premises to an event or activity off site:

We will ensure that:

1. Risk assessments are undertaken.
2. Parental consent is obtained and taken on trip.
3. Appropriate numbers of adults are present for the group. Off site, a ratio of 1/5.
4. Drivers have business usage applied to their insurance.
5. MiDAS trained mini bus drivers are used.
6. All vehicles are road worthy.
7. All vehicles have a first aid box.
8. Drivers have the means to contact one another.
9. Young people are given appropriate instruction for the mode of transport used.

In accordance with our volunteer and grievance procedures any complaints made by parents or young people must first be directed to the session leader. If the complaint is about the session leader, the complaint must then be directed to the governing body. Details can be found in the grievance procedure.

Anti Bullying

Definition of Bullying

- *Bullying is an act of aggression, causing embarrassment, pain or discomfort to someone. It can take a number of forms; physical, verbal, making gestures, extortion and exclusion. It is an abuse of power. It can be planned and organised, or it may be unintentional. It may be perpetrated by individuals or by groups of young people.*

Forms of Bullying

- Physical violence such as hitting, pushing or spitting at another person.
- Interfering with another person's property, by stealing, hiding or damaging it.
- Using offensive names when addressing another person.
- Teasing or spreading rumours about another person or his/her family.
- Belittling another person's abilities and achievements.
- Writing offensive notes or graffiti about another person.
- Excluding another person from a group activity.
- Ridiculing another person's appearance, way of speaking or personal mannerisms.
- Misusing technology (internet or mobiles) to hurt or humiliate another person.

Participation of others

- Awareness raising
- Survey/questionnaires
- Seeking the views of parents
- Including views of young people
- Monitoring evaluation and review.

Responsibility of organisation

- Foster self-esteem, self-respect and respect for others
- Demonstrate by example high standards of personal and social behavior.
- Discuss bullying so that everyone learns about how damaging it can be for everyone.
- Be alert to signs of distress and other possible indications of bullying.
- Listen to people who have been bullied, take what they say seriously and act to support and protect them.
- Report suspected cases of bullying to leaders.
- Follow up any complaint by a parent about bullying, and report back promptly and fully on the action that has been taken.
- Deal with observed instances of bullying promptly and effectively, in accordance with agreed procedures.

Responsibility of young people to adhere to the club rules.

Procedure

- Support and respond to the needs of both bullied and bullying young people.
- Keep records
- Contact parents/carers of all young people concerned in the bullying incident / Investigation / Feedback to those concerned / Sanctions.
- Contacting relevant professionals.

See also: Child protection

Staff / Volunteer Grievance

If a volunteer / staff member has any grievances, s/he has the right to raise these grievances with:

1. With the session leader
2. Centre Manager
3. Chair of trust

1. The session leader is the leader in charge of your session. Grievances should be raised with them and not discussed with any other staff member. If this avenue fails the centre manager should be contacted.
2. The Centre manager is: John Prockter. John.prockter@googlemail.com 01746 218285. In the event that this avenue is not available or does not resolve the problem, the chair of the trust should be contacted.
3. The Chair of the trust: Keith Bowley. khbowley@googlemail.com will discuss your grievance with you.

Any grievance brought will be treated impartially and professionally to protect your rights and to make every effort to restore and resolve the situation.

Suspension & Termination

The Bridge management take the protection of children, staff, volunteers, the premises and it's reputation extremely seriously.

If there is cause to take action against any member of the team the following procedure will be followed:

1. A meeting with the manager and relevant parties to discuss situation
2. A written record made and agreed by all parties with an action plan including termination or suspension information if necessary.
 - a. An immediate termination will be the result of an extreme situation or the repeated violation of policies and procedures and prior suspensions.
 - b. A suspension will be put into effect if it is deemed necessary by the manager, chairman or child protection officer, or if an investigation is appropriate.
 - i. Paid staff members will remain on their usual pay for the term of the suspension.
3. Following the implementation of the action plan and/or the suspension time being served the team member may be brought back on to the team with a meeting which will be to implement a new action plan.
4. Records will be kept on file for an appropriate amount of time and will be kept in accordance with our confidentiality procedure.

Policies confirmation

I have read and understand all the policies that I'm required to adhere to as a staff member and / or volunteer.

I confirm that I agree to abide by all the policies as of this, today's date, as well as future amendments that may need to take place in proofing, law change and policy update

Name:

Date:

Signature:

Please return this signed confirmation to the session leader.

Volunteer agreement

- Role:** Volunteer youth worker
- Responsibilities of volunteer:** Be a positive role model
Follow Bridge policies & procedures
Take an active part in the programme
Communicate issues with Manager
Communicate availability with Manager
- Responsibilities of Manager:** Provide a safe environment to volunteer in
On-going support of volunteer
Periodic appraisal
Briefing before session to set role of volunteer
De-brief following session
- Grievances:** If the volunteer has any grievances, s/he has the right to raise these grievances in the first instance with session leader or failing that the Chair of Trustees.
- Termination:** Asking a volunteer to cease involvement with the work is at the manager's discretion and can be effective immediately.
- Situations that may give rise to the need for termination of a volunteer's involvement may include:
- Causing a disruptive influence to the team or young people
 - Conduct outside volunteer hours prejudicial to the interest or reputation of the activities
 - Unreliability in time keeping and/or attendance
 - Failure to comply with instructions or accepted procedures

Volunteer's name

I have read and understood above roles and responsibilities, I am aware of the relevant policies and procedures.

Signed: Date:

Manager name

I confirm that an application has been completed. The Reference was successful. A DBS has been completed.

Signed: Date: