

# THE RH YOUTH ORGANISATION



# POLICIES

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Please note –

- Throughout the policies, Assistant Team Leaders are referred to as Team Members.
- At times the “RH Youth Organisation” may be referred to as “the organisation”, “RH Youth Org” or “RHYO”

# 1. Mission Statement

The RH YOUTH ORGANISATION has two groups under its name. We have a Theatre Group and an Outdoor Adventure Group. We are a charity organisation that offers children and Young People between 5-18 years old a safe, welcoming and nurturing environment to build confidence, social skills, life skills and independence.

We aim to:

- Provide an inclusive experience which is equitable for all children and Young People by providing them with a safe space to learn and express themselves.
- Promote qualities such as fairness, respect, honesty, pride and hard work in children and Young People through outdoor adventure and expressive arts (drama/theatre club).
- Allow children and Young People to learn skills to equip them for the world of work and to be independent learners and able to use their initiative.
- Enable the children and Young People to be part of a team and to experience a safe environment where their views and opinions are respected and valued.
- Allow children and Young People to feel a sense of pride and achievement in all they do and to be an essential part of their local community by participating in local events and taking opportunities to help out.
- Give Young People the opportunity to work towards and achieve well known awards such as the Duke of Edinburgh and Saltire Awards.
- Allow adults the opportunity to volunteer within different sessions giving them the experiences of working with children and Young People to develop their own skills and have a positive impact on the lives of the children and Young People they work with by sharing their own skills, knowledge and experience.

**END OF 1. MISSION STATEMENT**

## 2. Confidentiality Policy

### 1. General Principles

- 1.1. THE RH YOUTH ORGANISATION recognises that volunteers and trustees gain information about individuals and organisations during the course of their work or activities. In most cases such information will not be stated as confidential and Team Members may have to exercise common sense and discretion in identifying whether information is expected to be confidential. This policy aims to give guidance but if in doubt, seek advice from your Team Leader.
- 1.2. Team Members are able to share information with their Team Leader in order to discuss issues and seek advice.
- 1.3. Team Members should avoid exchanging personal information or comments (gossip) about individuals with whom they have a professional relationship.
- 1.4. It is not appropriate to discuss a person's sexuality without their prior consent.
- 1.5. Team Members should not slander the RH YOUTH ORGANISATION or individuals in social settings.
- 1.6. Information given to Team Members or volunteers acting on behalf of THE RH YOUTH ORGANISATION is considered to be given to THE RH YOUTH ORGANISATION as an Organisation rather than to the individual Team Member or volunteer. In order to give the best possible service to users of THE RH YOUTH ORGANISATION services, it is sometimes desirable to share information with other Team Members in the organisation.
- 1.7. Constructive liaison with other agencies is sometimes essential if individuals and groups are to be offered an effective service by THE RH YOUTH ORGANISATION. However, confidential matters must not be discussed outside of THE RH YOUTH ORGANISATION without the prior permission of the individual or organisation.
- 1.8. Where there is a legal duty on THE RH YOUTH ORGANISATION to disclose information, the person to whom the confidentiality is owed will be informed that disclosure has or will be made.

## 2. Why Information is Held

- 2.1. Most information held by THE RH YOUTH ORGANISATION relates to voluntary and community organisations, self-help groups, volunteers, trustees or services which support or fund them.
- 2.2. Information may be kept to enable THE RH YOUTH ORGANISATION to understand the history and activities of organisation in order to deliver the most appropriate services.
- 2.3. THE RH YOUTH ORGANISATION has a role in putting people in touch with voluntary and community organisations and keeps contact details which are passed on to any enquirer, except where the group or organisation expressly requests that the details remain confidential.
- 2.4. Information about ethnicity and disability of users is only kept for the purposes of monitoring our equal opportunities policy and also for reporting back to funders.

## 3. Access to Information

- 3.1. Information is confidential to THE RH YOUTH ORGANISATION as an organisation but may be passed to Team Members, the Executive Team or trustees to ensure the best quality service for users. Where information is sensitive, i.e. it involves disputes or legal issues; it will be confidential to the Team Member dealing with the case and their Team Leader. Such information should be clearly labelled 'Confidential' and should state the names of the Team Members entitled to access the information and the name of the individual or group who may request access to the information.
- 3.2. Volunteers will not withhold information from their Team Leader unless it is purely personal.
- 3.3. Users may have sight of THE RH YOUTH ORGANISATION records held in their name or that of their organisation. The request must be in writing to the Chief Executive giving 14 days' notice and be signed by the individual, or in the case of an organisation's records, by the Chair or Chief Executive. Sensitive information as outlined in Para 3.2 will only be made available to the person or organisation named on the file.
- 3.4. When photocopying or working on confidential documents, Team Members must ensure they are not seen by people in passing. This also applies to information on computer screens.
- 3.5. The Executive Team of the RH YOUTH ORGANISATION reserves the right to redact any information that they see relevant before disclosing any documents.

#### 4. Storing Information

- 4.1. THE RH YOUTH ORGANISATION keeps non-confidential information using paper files and computers. Confidential information is maintained with an appropriate level of security, in accordance with the Data Protections Act 2018 and this policy, which will adequately protect information about individuals that is held in the systems.
- 4.2. Information about volunteers and other individuals will be kept by the colleague directly responsible. These Team Members must ensure Team Leaders know how to gain access.
- 4.3. Team Members personal information will be kept in filing cabinets and will be accessible to the Chief Executive or to those who are entitled to see it as part of their duties.
- 4.4. In an emergency situation, the Chief Executive may authorise access to files by other people.

#### 5. Duty to Disclose Information

- 5.1. There is a legal duty to disclose some information including:  
Child abuse which will be reported to the Children, Schools and Families Department  
Drug trafficking, money laundering, acts of terrorism or treason which will be disclosed to the police.
- 5.2. In addition, a Team Member believing an illegal act has taken place, or that a user is at risk of harming themselves or others, must report this to the Chief Executive who will report it to the appropriate authorities.
- 5.3. Users should be informed of this disclosure.

#### 6. Disclosures

- 6.1. THE RH YOUTH ORGANISATION complies fully with the CRB Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information.
- 6.2. Disclosure information is always kept separately from an applicant's personnel file in secure storage with access limited to those who are entitled to see it as part of their duties. It is a **criminal offence** to pass this information to anyone who is not entitled to receive it.
- 6.3. Documents will be kept for a year and then destroyed by secure means. Photocopies will not be kept. However, THE RH YOUTH ORGANISATION may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

## 7. Breach of Confidentiality

- 7.1. Team Members who are dissatisfied with the conduct or actions of other Team Members or THE RH YOUTH ORGANISATION should raise this with their Team Leader using the grievance procedure, if necessary, and not discuss their dissatisfaction outside of THE RH YOUTH ORGANISATION.
- 7.2. Any meetings held between the Board, Executive Team, Officers and/or Team Members, unless stated otherwise, are strictly confidential and cannot not be shared outwith the organisation.
- 7.3. Confidential information held by the Board and Executive Team Members must only be shared where appropriate and on a need to know basis.
- 7.4. Team Members accessing unauthorised files or breaching confidentially will face disciplinary action. Ex-volunteers breaching confidentiality may face legal action.

**END OF 2. CONFIDENTIALITY POLICY**

## 3. Data Protection Policy

### 1. Introduction

The Data Protection Act 2018 covers information about individuals which is held on computer or in a manual filing system, or which is recorded with the intention that it will be part of such systems. The Act applies to people or organisations that use or hold such personal data.

The Act is based on the right of the individual (the Data Subject) to know what information is being held about them, and how the information will be used. The Act sets out principles to ensure that personal data is:

- processed fairly and lawfully
- obtained only for specified purposes
- relevant to the purposes for which it is processed
- accurate and kept up to date
- not kept for longer than is necessary
- processed according to the rights of the Data Subject under the Act
- protected against unauthorised processing, accidental loss or damage
- not transferred to areas outside of the European Union (including via websites)

THE RH YOUTH ORGANISATION holds personal information on Volunteers, Team Leaders/Members, and Service Users.

THE RH YOUTH ORGANISATION seeks to comply with both the letter and the spirit of the Act.

### 2. Scope of the Policy

- 2.1 Team Members and volunteer personal records will be kept at THE RH YOUTH ORGANISATION principal office in accordance with its procedures.
- 2.2 THE RH YOUTH ORGANISATION Team Members and volunteers, other than the Chief Executive in the course of their duty, do not have access to information on other Team Members or volunteers.
- 2.3 When Team Members and volunteers leave, all personnel documents will be kept in accordance with THE RH YOUTH ORGANISATION's procedures.
- 2.4 Team Members and volunteers have the right to see the information held on them by THE RH YOUTH ORGANISATION. Requests should be in writing to The Chief Executive and THE RH YOUTH ORGANISATION will provide a copy of the information within two weeks of receiving the request. No charge is made.
- 2.5 Information about individuals will not be disclosed to any third party outside of THE RH YOUTH ORGANISATION without the permission of the individual.
- 2.6 Where photographs of Team Members and/or volunteers are used to publicise or promote the organisation, permission will be sought from individuals and the photograph used for a specified length of time.

**This policy should be read in conjunction with Appendix 1 – Data Retention Procedure**

**END OF 3. DATA PROTECTION POLICY**

**APPENDIX 1 –****Data Retention Procedure**

<b>Data Process</b>	<b>Data Type</b>	<b>Retention</b>	<b>Justification</b>
Signing up	Personal Data	1 year after enquiry or when member joins.	To keep them informed of their joining status.
Registration Forms	Personal and Sensitive Data	Will be destroyed every 3 years. If the member wants to stay in the organisation, they will need to fill out a new form.	The information in this form requires to be update regularly in order to maintain the safety of the Young Person as medical conditions may develop throughout time. Emergency contact details may also change and the organisation may not be informed.
Registration Forms of Previous Members.	Personal and Sensitive Data	When a Young Person leaves the organisation, their registration form will be kept for 6 months after the leaving date. After this time, the form will be destroyed.	Forms are kept for 6 months in case they want to rejoin or need to be contacted.
Contact Details	Personal Data	When a Young Person leaves the organisation, their parent/guardian's contact details will be removed within 6 months.	Our phone book and emailing lists are updated on a regular basis and anyone who has left the organisation will be removed from these when they are updated. Parents/guardians of previous members will also be removed from our closed Facebook group in the same time frame.
Parent/Guardian Feedback Forms	Research and Personal Data	5 years.	Feedback Forms will be kept in order to help the organisation work towards their targets and improve the activities provided.

Adult Vetting.	Personal and Sensitive Data – Disclosure Certificate	6 months after issue.	In line with Disclosure Scotland Code of Practice.
Child Protection – Adult Perpetrator.	Personal and Sensitive Data	20 years.	Required for evidence requests from statutory agencies.
Child Protection – Young Person Perpetrator.	Personal and Sensitive Data	20 years.	Required for evidence requests from statutory agencies.
Incidents including Sexual abuse and psychological damage as well as anything recorded in an accident book.	Personal and Sensitive Data	4 years after the incident.	Fight a case – Limitation Act 1980.
Authorisation Cards	Personal Data	6 months after the card expires.	Required for permit renewal and general queries.

## 4. Health and Safety Policy

### General Statement of Policy

THE RH YOUTH ORGANISATION is working towards a comprehensive Health and Safety Policy and is bound to abide by the Health and Safety at Work Act 1974. This lays down certain duties on all Team Members and volunteers. The duties are to take care of their own safety and that of other Team Members, volunteers and visitors and to co-operate with the Trustee Board and its Team Leaders to enable it to carry out its responsibilities.

In particular Team Members and volunteers have a duty to:

- Work safely, efficiently and without endangering the health and safety of themselves, other Team Members or any other person who has a right of access to the organisation's premises at any time.
- Adhere to safety procedures laid down by THE RH YOUTH ORGANISATION from time to time, and conform to all instructions given by those with a responsibility for health and safety.
- Record all accidents, near miss occurrences and hazardous situations in the Health and Safety Accident Book and report to the next Team meeting.
- Meet their other statutory safety obligations including that laid down in Section 8 of the Act, which states that "no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions".

## 1. Organisation and Responsibilities

### 1.1 **Trustee Board**

Overall and final health and safety responsibility within the organisation lies with the Trustee Board. The Trustee Board shall appoint one person who will take the responsibility for drawing to the attention of the Trustee Board, Team Members and office volunteers any health and safety matters that need to be discussed and/or acted upon.

### 1.2 **Delegated Responsibilities**

The Chief Executive shall be given delegated responsibility for ensuring that the Health and Safety Policy is carried out within the organisation. In particular they will be given delegated responsibility for:

- Carrying out regular safety inspections in the venues utilised by THE RH YOUTH ORGANISATION.
- Ensuring that Team Members are provided with suitable seating and appropriate computer work stations.
- Ensuring that floors and aisles are kept clear, as far as reasonably practical, of trailing wires, equipment, stationery, etc.
- Ensuring that the general fabric of the offices (including office items & equipment used by Team Members) is maintained.
- Investigating and reporting accidents.
- Ensuring that a Health and Safety Workplace poster on “Health and Safety Law” is displayed.
- Making ALL members and volunteers aware of the specific fire escapes and fire extinguishers within the building.
- Ensuring Team Members and volunteers are given a copy of this policy and understand its contents; ensuring that Team Members and volunteers are made familiar with the alarm systems within the building and action to be taken in the event of a fire.
- Drawing to the attention of the Trustee Board, Chief Executive and Team Members any new legislation on health and safety relevant to the work of THE RH YOUTH ORGANISATION.
- Drawing to the Trustee Board’s attention any matters with which they are unable to deal.

### 1.3 **Team Members and Volunteers**

All Team Members and volunteers have a responsibility to:

- Read and fully understand the 'THE RH YOUTH ORGANISATION's Policy statement and the procedures to be carried out in the event of an emergency. If there is any doubt about the meaning, Team Members must seek clarification from the Chief Executive.
- Co-operate with the Trustee Board and the Chief Executive, as appropriate, to achieve a healthy and safe workplace and to take reasonable care of themselves and others
- Report to the Chief Executive within 24 hours any accident occurring:
  - on the premises
  - off the premises whilst acting on behalf of THE RH YOUTH ORGANISATION
- Bring to the notice of the Chief Executive any potentially dangerous circumstances that the Team Member is unable to put right.

### 1.4 **Review**

The Team Leaders, in conjunction with the Chief Executive, will keep this Policy under constant review to reflect any changes in legislation. The Policy will be fully reviewed every 3 years and will be subject to approval by the Trustee Board.

## 2. **General arrangements**

### 2.1 **Accidents, Near-miss Occurrences and Hazardous Situations**

THE RH YOUTH ORGANISATION has a Health and Safety Accident Book located in the main office and all incidents, no matter how small, must be recorded as soon as possible after the incident. The incident should also be reported to the Team Leader. In addition to reporting accidents it is equally important to report near misses and potential hazards so as to enable preventative action to be taken before it is too late. Once an incident has been recorded in the Accident Book the sheet must be removed and stored separately, e.g. in the personnel file. A copy of the accident form will be given to parents/guardians and verbal details will be shared.

It is the responsibility of the Team Leader to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.

The Team Leader is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the Health and Safety Executive. RIDDOR covers the following incidents:

- (a) Fatal accidents
- (b) Major injury accidents/conditions
- (c) Dangerous occurrences
- (d) Accidents causing more than 7 days incapacity for work
- (e) Certain work-related diseases.

A First Aid kit is available in the main office.

## 2.2 **General Fire Safety**

The Fire Safety Officer is responsible for the maintenance of the firefighting equipment and the arrangement of regular fire safety checks and fire drills. The Fire Safety Officer also undertakes a Fire Risk Assessment for the building.

All Team Members must also read and understand the Fire Procedure. A fire notice is located in the main office

## **3. Personal Safety**

- 3.1 Team Members or volunteers who are working on their own should not allow access to casual visitors who have no appointment.
- 3.2 All windows and entry doors will be lockable.
- 3.3 Team Members who are going to be away on THE RH YOUTH ORGANISATION business should make it clear to other members (and put in diary) where they will be, how long for and how they can be contacted.
- 3.4 Team Members should inform the office who they wish to be contacted in the event of an emergency giving contact details.
- 3.5 Team Members who carry money for THE RH YOUTH ORGANISATION have the right to be accompanied by another person.
- 3.6 Visits to the bank should not be at a regular time.
- 3.7 Team Members should not put themselves at risk on account of THE RH YOUTH ORGANISATION's property.
- 3.8 All incidents of aggression or violence and any threat to personal safety should be reported to the Chief Executive and recorded in the accident book.
- 3.9 Team Members should be vigilant with regards to terrorist incident warnings – e.g. unattended bags.
- 3.10 All youth members must pay a fee of £10 annually to cover the costs of our insurance. All information about our insurance can be requested from our Principal Office.

## 4. Health Care Plan

- 4.1 If a Young Person has a severe medical condition (including allergy and dietary information) that the adult team need to know more about, the Parent/Guardian must complete the Health Care Plan. (See Appendix 1)
- 4.2 Parents/Guardians must complete all forms in the Health Care Plan including the Parental Consent Form and if asked to, provide training to the adult team. (See Appendix 2)
- 4.3 All First Aid Qualified Team Members who are willing to administer medicine, treatment or assistance must sign the Team Member Consent Form (See Appendix 3)
- 4.4 If any training is provided by the Parent/Guardian, the Team Member that has received the training must sign the Team Member Training Record. This ensures that it is on record and signed by both parent and Team Member that all training has been completed. (See Appendix 4)
- 4.5 If any medicine is being stored by the adult team, this must be recorded on the Record of Stored Medication Form which will ensure that the adult team know exactly what medicine is required for any of our Young People at all times. (See Appendix 5)
- 4.6 If any medicine has been administered by the adult team, this must be recorded on the Record of Administered Medicine Form. This will ensure that the Parent/Guardian of the Young Person can be given a detailed account of when the medicine was administered. (See Appendix 6)

## 5. Sessions

- 5.1 To run a session there must be a Team Leader who oversees the running of the session. The planning of the sessions should be arranged by the team and Team Leader.
- 5.2 At least 1 first aider must be present at all times.
- 5.3 Session plans need to be displayed for parents/guardians to show the types of activities that will be taking place.
- 5.4 Session plans should be kept after they have been finished with. Session plans can be used again in future, for training purposes or can be changed to fit the purpose of the activities provided.
- 5.5 Session plans should run on a 5 week basis e.g. 5 Weeks of working on a key area like fire lighting skills or a drama.
- 5.6 Session outings, camps, trips must be authorised by the Chief Executive. The notification to the Chief Executive should not be less than 8 days in advance.
- 5.7 For Camping, trips and outings – You must have –
  - Confirmed numbers of Young People attending
  - At least 1 first aider
  - Risk Assessments
  - Medical Forms
  - Permission Forms

## 6. Theatre/Outdoor Age and Ratios of Groups per Session

- For Young People under the age of 4-7 years old  
MIN NO. OF ADULTS – 3 – MAX OF GROUP- 24
- For all Young People aged 8-17 years old  
MIN NO.OF ADULTS – 3 – MAX OF GROUP 30

For Young People aged 5-7, the Adult:Young Person ratio is 1:8.

For every other session the Adult:Young Person ratio is 1:10.

**At least 2 adults must be present at all times to ensure our child protection policy is upheld at all times.**

To ensure the safety and security of all members, the group ratios will be maintained at all times. Parents / guardians may be asked to assist when planning outdoor ventures and trips. If there is a huge demand on groups, we will make another evening; we will try our best to avoid having a waiting list as we want the Young People to get the very best out of the organisation.

We do not want to turn the Young People away.

### **What Happens at the Beginning of a Session? (The first 15 minutes)**

- The register should be taken at the start of a session.
- The register should be taken when taking in any fees. This is for fire drills, and to tell us how many Young People attended the session for when it comes to doing our finances.
- The Tuckshop should be open for the first 15 minutes of the session and then closed. Weekly profits will be accounted for and forwarded to our Treasurer for banking. .

### **What's a Briefing/De-Brief for the Groups?**

- A briefing is where The Team Leader will gather the Young People into the group formation for the opening of the session. The Team Leader will let the Young People know the plan of action for the session. This is also a good way of a meet and greet, if a young person has joined the group (e.g. introducing yourself)
- A de-brief is where the Team Leader will gather the Young People into the group formation at the end of a session and maybe hand out letters (upcoming events) , gather feedback from the Young People about the session and ask 'what did you learn?'

## **The Group Formations at the Start and End of a Session-**

### **Theatre Group-**

At the beginning of the session everyone will be in a circle ready for the brief. When the session is coming to a close we will form a circle again to de-brief and to close the session.

### **Outdoor and Adventure Group-**

At the beginning of the session the Team Leader will ask the Young People to form their squads.

In the group there will be what's called 'squads' in a squad there are 8 Young People. There is a 'squad leader' and an 'assistant squad leader' These two Young People are responsible for their squad. The squad/assistant squad leaders have a leading role to help their squad succeed in challenges, build on confidence, taking the lead, helping the squad in team building activities and assisting the Team Members if necessary. There will be a rotation on squad/assistant squad leaders every three months; this is so that every young person has the chance to take the lead.

Names of the squads will be – Alpha, Bravo, Charlie, Delta etc.

Theatre Group brief and de-brief formation



Outdoor and Adventure Group brief and de-brief formation



This policy should be read in conjunction with –

- Appendix 1 – Health Care Plan
- Appendix 2 – Parent/Guardian Consent Form
- Appendix 3 – Adminstering Medicine
- Appendix 4 – Team Member Training Record
- Appendix 5 – Storage of Medication Record
- Appendix 6 – Administration of Medication Record

**END OF 4. HEALTH AND SAFETY POLICY**

## HEALTH AND SAFETY POLICY CHECKLIST

### Training

All Team Members will complete an induction programme with information about Health and Safety arrangements within the organisation. Any updates or changes to these arrangements will be discussed at Team Member meetings and supervision sessions.

The Chief Executive and Health and Safety Officer will ensure that all Team Members and volunteers fully understand the policy and are made aware of all fire alarm points, fire extinguishers, fire blankets and fire exits in the building.

The following is a list of things to be checked in THE RH YOUTH ORGANISATION's office every six months.

**Check:**

**Date:**

Workstations (incl. Display Screens) are safe. (Follow separate checklist *VDU Workstation Inspection Checklist*)

User takes regular breaks from long tasks/positions and ensure VDU users are aware of availability of FREE eye tests.

(Follow separate checklist *VDU Workstation Inspection Checklist*)

Lighting is adequate (e.g. no glare should be transmitted)

Environment (noise levels, temperature, humidity, any anti-static device).

Team Members have been appropriately trained to carry out their tasks.

First Aid Box is in place and adequately stocked.

Accident Book and procedure is in place and Team Members are informed of these.

Exits and walk-ways are kept clear and accessible to wheelchair users.

Electrical and other equipment are safe to use and are not being misused.

Power sources are safe to use and are not misused.

No trailing wires and damaged floor coverings.

Warning notices, where necessary, are clearly displayed.

Heavy or dangerous items are not stored above shoulder height.

Heavier items are stored in lower drawers of filing cabinets.

Step ladders are provided and used where necessary.

Hazardous materials (eg. cleaning fluids) are stored properly and are clearly marked.

Team Members/volunteers are not expected to lift heavy items above their individual capability.

Security/confidentiality arrangements are adequate (eg. place for valuables)

Office procedures relating to hygiene and cleanliness are complied with.

Radiators are kept clear.

**APPENDIX 1 –**



# Health Care Plan



Scottish Charity No. SC049696



RH YOUTH ORGANISATION



## **RH YOUTH ORGANISATION HEALTH CARE PLAN**

### **Details of Child/Young Person**

Name:

Date of Birth:

Address:

### **Emergency Contact Information**

#### **Emergency Contact 1 –**

Name:

Relationship to child/Young Person:

Primary Contact Number

Secondary Contact Number

Address:

#### **Emergency Contact 2 –**

Name:

Relationship to child/Young Person:

Primary Contact Number

Secondary Contact Number

Address:

### **General Practitioner Details**

GP Name:

GP Phone Number:

GP Address:

Please describe your child's condition and give details of individual symptoms.

Please provide a list of the required medication to be used whilst attending the RH Youth Organisation. Please provide details of correct storage procedures.

## **ACTION TO BE TAKEN IN AN EMERGENCY**

Please provide specific detail of what to do in an emergency.

If any training is required, if possible, the parent/guardian must show the Team Members how to act in an emergency along with the written explanation.

**I hereby give consent for the Team Members of the RH Youth Organisation to store and administer any medication/treatment that is needed.**

**Signed:**

**Print Name:**

**Date:**

**APPENDIX 2 –**



**RH Youth Organisation**

**Health Care Plan**

**Parent/Guardian Consent Form**

**Details of Child:**

**Name:**

**Date of Birth:**

**Address:**

**Reason for Medication:**

**Name/Type of Medication:** (as described on container)

**Medication Details:** (Please include duration of medication course and information about dosage, storage and how often it should be taken, expiry and if there are certain times this should be done and well as anything else that we need to know about.)

(Please Circle)

<b>Does your child self administer?</b>	<b>Yes</b>	<b>NO</b>
<b>Medication to be held by</b>	<b>Child</b>	<b>Team Members</b>

**I hereby give consent for the Team Members of the RH Youth Organisation to store and administer any medication/treatment that is needed.**

**Signed:**

**Print Name:**

**Date:**

**APPENDIX 3 –****ADMINISTERING MEDICINE****TEAM MEMBER'S AGREEMENT AND CONFIRMATION FORM**

I agree that I will provide the required medication to \_\_\_\_\_ if required. (Insert Name)

Your child will be:

- Given their medication
- Supervised while they take their medication

This will continue until either the course of medication has expired or until instructed by the parents/guardians.

Signed:		Date:
Team Member		
Signed:		Date:
Chief Executive		

**APPENDIX 4 –****Team Member Training Record****TEAM MEMBER'S AGREEMENT AND CONFIRMATION FORM**

I agree that I have received the appropriate training from \_\_\_\_\_ to be used if required as detailed in the Health Care Plan.

(Insert Parent's Name)

The training I received was to allow me to -

Administer medication/treatment to \_\_\_\_\_ in the event that they will require it.  
(Insert YP's Name)

This will continue until either the course of medication has expired or until instructed by the parents/guardians.

Signed:		Date:
Team Member		
Signed:		Date:
Parent/Guardian (Trainer)		
Signed:		Date:
Chief Executive		



**APPENDIX 6 –**



Date	Name of the Young Person	Type of Medicine	Quantity	Team Member Signature	Time	Parent/Guardian Informed?

## 5. Customer Care Policy

### Policy Statement

THE RH YOUTH ORGANISATION aims to set clear standards of service and to regularly review and improve performance. THE RH YOUTH ORGANISATION's resources will be used effectively and efficiently in order to provide the highest standard of service to all stakeholders. THE RH YOUTH ORGANISATION will openly provide clear information about its services, which will be easily accessible to everyone who needs them. All inquiries and complaints will be dealt with in a prompt manner. Present and potential users of THE RH YOUTH ORGANISATION services will be consulted with, and their views will be used to continually improve the service provided.

### Six Standards for Customer Care

#### 1. Responding to correspondence

THE RH YOUTH ORGANISATION will answer all correspondence from the public - including letters, and emails – in a fast and clear manner.

Target: To answer all correspondence within 5 working days.

#### 2. Appointments

THE RH YOUTH ORGANISATION Team Members will see people punctually when an appointment has been made at its office. If no appointment has been made, THE RH YOUTH ORGANISATION Team Members will endeavour to see people as promptly as is reasonably possible. Duration of appointment to be agreed when booked.

Targets: To see people within 10 minutes of any appointment that has been made.

#### 3. Answering telephone calls

Telephone calls will be answered in a fast and helpful manner. Answerphone messages on main enquiry line will be responded to daily.

Target: To answer calls to main telephone enquiry line within six rings

#### 4. Information

THE RH YOUTH ORGANISATION will provide clear and straightforward information about its services and those of other local voluntary organisations to help people find the information needed.

Target: To publicise telephone enquiry number and email addresses and THE RH YOUTH ORGANISATION website for public enquiries.

**5. Complaints procedures**

THE RH YOUTH ORGANISATION will publicise its complaints procedure and promptly deal with any complaints received.

Target: To publicise the complaints procedure on THE RH YOUTH ORGANISATION website, and have complaints procedure displayed in THE RH YOUTH ORGANISATION's offices.

**6. Access of services to all**

THE RH YOUTH ORGANISATION will do everything that is reasonably possible to make its services available to everyone, including people with specific needs.

Targets:

- i. To consult with users and potential users regularly about the services THE RH YOUTH ORGANISATION provides, and report annually to the Trustee Board.
- ii. To consider changes in service as a result of the consultation.

The policy and targets will be reviewed by the Trustee Board every five years.

**END OF 5. CUSTOMER CARE POLICY**

## 6. Communications Policy

### 1. Communications Objectives

- 1.1. To raise awareness of THE RH YOUTH ORGANISATION and to publicise the services THE RH YOUTH ORGANISATION provides.
- 1.2. To maintain clear, effective communications with users and with partners in the voluntary, public and private sectors.
- 1.3. To keep all stakeholders informed and up-to-date with news relating to THE RH YOUTH ORGANISATION

### 2. Key Audiences

- Users and potential users of THE RH YOUTH ORGANISATION's services and their carers/families.
- Volunteers.
- The local voluntary, community and faith sector.
- Local public and private sector organisations.
- Funders.
- The wider community.

### 3. Communications Policies

- 3.1. A comprehensive database of contacts will be maintained and kept updated to form the basis for all communications and to ensure people and organisations receive the communications that are the most relevant to them.
- 3.2. A variety of media will be used as appropriate and cost effective, including: website, e-mailings, mailings, leaflets, newsletters and displays. Media will be selected to ensure that all key audiences are reached, including those without access to electronic media.
- 3.3. Use of new media will be kept under review and introduced if agreed by the Chief Executive.
- 3.4. All communications will conform to the house style and the overall corporate image, using THE RH YOUTH ORGANISATION logo and the standard font and print size.
- 3.5. Communications will be as accessible as possible, using plain English and a clear layout. People with visual impairments to be provided with the most helpful format on request, e.g. large print, electronic media.
- 3.6. All volunteers will be made aware of the importance of communications to all aspects of THE RH YOUTH ORGANISATION's work and will ensure that new contacts and amendments are added to the database and any information or news they have access to is disseminated as appropriate. Team Members will receive copies of all mailings.

- 3.7. All contact with the press, TV and radio will be approved by the Media Officer and any approaches from these media will be referred to the Media Officer in the first instance.
- 3.8. Communication systems will be reviewed regularly to ensure they are reaching their objectives. Feedback will be sought from users and other key audiences.
- 3.9. The Chief Executive(s) will be responsible for overseeing all communications, to prevent duplication and to maintain the corporate image, and for ensuring that this policy is fully implemented.

We will take reasonable steps to check the accuracy of all communications

**END OF 6. COMMUNICATIONS POLICY**

## 7. Child Protection Policy

Young People have rights, notably their right to be protected from harm, abuse and exploitation and to be involved in any decisions that directly affect them. The RH YOUTH ORGANISATION has a duty of care to implement effective policies and procedures for safeguarding the welfare of children and Young People. In order to achieve this we will ensure our Team Members and volunteers are carefully selected, screened, trained and supervised. Furthermore we will endeavour to keep up to date with national developments relating to the care and protection of children and Young People.

THE RH YOUTH ORGANISATION will:

- Ensure that all volunteers understand their legal and moral obligations to protect children and Young People from harm, abuse and exploitation.
- Develop best practice in relation to the recruitment of all volunteers.
- Provide opportunities for all newly appointed volunteers through the provision of induction training, which gives an overview of the organisation's purpose, values, structure and services.
- Ensure that all volunteers understand their responsibility to work to the standards and procedures detailed in the organisations Code of Conduct and Child Protection procedures.
- Ensure that all volunteers understand their obligations to report care or protection concerns about a child/young person, or a workers conduct towards a child/young person, to the organisation's designated person for child protection.
- Ensure that all procedures relating to the conduct of volunteers are implemented in a consistent and equitable manner.
- Ensure that the designated child protection officer understands their responsibility to refer any child protection concerns to the statutory child protection agencies (i.e. police and/or social work).
- Ensure that the organisation meets all its responsibilities in adhering to the requirements of the Protection of Vulnerable Groups (PVG) Act 2007.
- Provide opportunities for all volunteers to develop their skills and knowledge particularly in relation to the care and protection of children and Young People.
- Ensure that children and Young People are enabled to express their ideas and views on a wide range of issues and will have access to the organisation's complaints procedures.
- Endeavour to keep up to date with national developments relating to the care and protection of children and Young People.

**This policy should be read in conjunction with –**

**Child Protection Procedures**  
**Appendix 1 – Child Welfare Report Form**  
**Appendix 2 – Understanding Abuse**

**END OF 7. CHILD PROTECTION POLICY**

# CHILD PROTECTION PROCEDURES

## Section 1 - Introduction

THE RH YOUTH ORGANISATION is committed to providing a safe environment for Young People. This Child Protection Policy and Procedures reflects this commitment and aims to ensure that all concerns about the care and protection of children and Young People are effectively managed.

The Chief Executive and The Board are responsible for developing and reviewing the organisation's Child Protection Policy statement and other care and protection policies and guidelines. However, all volunteers for THE RH YOUTH ORGANISATION are required to implement the Child Protection Procedures.

Section 5 of the Children (Scotland) Act 1995 states that "it shall be the responsibility of a person who is 16 or over and who has care and control of a child under 16, to do what is reasonable to safeguard the child's health, development and welfare". This places on THE RH YOUTH ORGANISATION a Duty of Care for the children and Young People we work with. THE RH YOUTH ORGANISATION also recognises that all children and Young People have the right to freedom from abuse as outlined in the UN Convention of Rights of the Child. THE RH YOUTH ORGANISATION will constantly strive to provide a safe environment, free from any forms of abuse, for all the Young People in its care. THE RH YOUTH ORGANISATION understanding of abuse can be found in Appendix 2.

THE RH YOUTH ORGANISATION has a commitment to children's rights, notably their right to be protected from harm, abuse and exploitation and to be involved in any decisions which directly affect them.

## Section 2 - Recruitment

THE RH YOUTH ORGANISATION recognises that appropriate recruitment and selection procedures are a vital part in developing and maintaining a safe environment for children and Young People. The following procedures are in place to ensure that only suitable applicants are accepted as volunteers or Team Members of THE RH YOUTH ORGANISATION.

- All applicants (Team Members and Volunteers) will be asked to complete an application form
- All applicants (Team Members and Volunteers) will be asked to complete a self declaration form
- All successful applicants will be asked to provide suitable references
- All suitable applicants will be asked to attend an interview
- A self declaration form will be used so that interviewed applicants can declare and discuss any convictions with the organisation.

All successful applicants appointed into a position, as defined by the PVG Act, will be required to become members of the PVG Scheme or, if already a member, provide their PVG Scheme Record and permit access to a PVG Scheme Record Update.

Any applicant found to be fully listed on the Children's List will not be appointed to a position.

### **Section 3 - Training**

All newly appointed Team Members and volunteers at THE RH YOUTH ORGANISATION will receive training, support, information and guidance to ensure they understand their role and responsibilities with regard to Child Protection. This will include:

- Details of the structure of the organisation will be provided, including the details of overall responsibility for child protection within the organisation.
- Details of the organisations aims and objectives will be provided.
- An assessment of Team Member training and development requirements will be completed.
- The roles and responsibilities of Team Members and Volunteers within the organisation will be clarified.
- Clear details of the expectations, roles and responsibilities of all newly appointed Team Members and Volunteers will be provided.
- All Team Members and Volunteers must agree and sign up to the organisations Child Protection Policy and Procedures.
- Training, information and a copy of the organisations Code of Conduct will be provided.
- The contact details and roles and responsibilities of the organisations Child Protection Officer will be provided.

### **Section 4 - Responding to Suspicion or Allegation of Abuse**

Team Members have a duty to report any suspicions, allegations or disclosures to the Chief Executive or Deputy Child Protection Officer. However, the first concern must be the reassurance of the child or young person and their protection from any potential risk. During the reporting process the young person should be protected from further contact with the individual involved in the allegation.

As a Team Member or Volunteer your role in child protection is not to investigate or decide if abuse has taken place. Your role is to observe, record and report.

The following steps should be followed in response to suspicion or allegation of abuse:-

<b>Are you concerned about the safety of a child or young person?</b>
↓
<p><b>For example if:</b></p> <p>A child/young person has alleged that they are being abused</p> <p>Your see or suspect abuse</p> <p>The organisation has received a third party report that a child/young person is being abused/neglected</p> <p>There are signs and indicators which could point to abuse/neglect</p>
↓
<p><b>ACT IMMEDIATELY</b></p> <p>Discuss your concerns with The Chief Executive as soon as possible. If the allegation is about the Chief Executive contact the Deputy Child Protection Officer. These steps should be taken as soon as possible.</p> <p><b>Discussions should focus on:</b></p> <p>Nature of concerns; Risks to the child or young person; Action and next steps to be taken</p>
↓
<p><b>In following the procedures below please bear in mind:</b></p> <p><b>DO NOT INVESTIGATE</b>– Team Members and volunteers should not attempt to investigate the situation any further or interview the child or young person regarding the situation.</p> <p><b>CONFIDENTIALITY</b>- Details of suspicion, allegations or disclosures should only be passed on to the Chief Executive. If responding to an allegation from a young person you must not promise to keep the information they disclose confidential.</p>
↓
<p><b>RECORD INFORMATION</b></p> <p>Detailed written records should be made of all events and what the young person or other individuals have said (where this applies). A form is supplied in Appendix 1 to help structure this. It can also be used to inform Social Work/Police of the events that have occurred. Above and beyond the facts, any opinions or personal interpretations of the facts presented can be recorded but it should be clear they are opinions, rather than facts. Records should be signed and stored in a secure place.</p>
↓
<p><b>SEEK ADVICE and REFER TO APPROPRIATE AGENCY</b></p> <p>The Chief Executive should contact the Social Work Department and/or the Police and ask to speak to the Duty Officer about a child protection issue. If the report is received during an evening then the Social Work department Emergency Duty team and/or the Police should be contacted. Any further action should only be taken in line with the advice given by the Social Work Department. This includes whether the parent or carer of the young person should be informed of the child protection concerns.</p>

If there an allegation is made against The RH YOUTH ORGANISATION or a Team Member the above process still applies. A referral will be made to Disclosure Scotland if an individual harms a child or puts a child at risk of harm and as a result of this, we will take the decision to remove them or they can leave of their own accord. The form for referral to Disclosure Scotland is available on the Government website [www.scotland.gov.uk](http://www.scotland.gov.uk)

## **Section 5 - Responding When a Child or Young Person Discloses Abuse**

It is likely that a child or young person who has been abused will have given a lot of thought as to whether they should disclose the abuse. It is highly likely that they will be nervous and afraid that they might be rejected, blamed or not believed. It is important that Team Members and volunteers follow the steps outlined below:

### **Stay calm**

Remain calm and natural. You have been approached because you are trusted, not because you are an expert counsellor. Do not promise to keep the information secret; you may have to inform an appropriate person. You must take any disclosure seriously and reassure the young person that you believe them.

### **Listen and take the allegation seriously**

Listen to what the child or young person is saying. Give them the time and opportunity to tell you as much as they are able and willing to. Do not pressurise them and allow them to disclose information at their own pace. You should not investigate, ask leading questions or ask specific or explicit questions. You should only clarify what they are willing to tell you in their own words. Try to do this in an appropriate place, such as a room where other people can see in through an open door or window. Whilst it's important to respect the young person's privacy it should not be at the expense of other child protection measures.

### **Reassure**

Reassure them that you believe what they are saying and that you know it is not their fault. You should also give them some indication of what you will do next with the information that they have given you.

### **Confidentiality**

Reiterate that you cannot promise to keep the information secret. You must take any disclosure seriously. Details of the disclosure should only be passed on to the Chief Executive, who should refer the case to the appropriate authorities.

Wherever possible you should try not to discuss any concerns that you have about a child or young person in a way that may lead others to suspect that they are being abused.

### **Record**

If you are able to, make brief notes during the initial disclosure, explaining to the young person why you are doing it. If you are not able to do so at the time, record the details as soon as possible after the disclosure with as many facts as possible (dates, times, actual words used).

## **Look after yourself**

Being trusted with a disclosure of abuse directly from a young person can be emotionally draining, worrying and very stressful. Whilst it's essential that confidentiality is maintained at all times, it's important that you consider your own emotional feelings and discuss any anxieties you have with the Chief Executive. If appropriate, the Chief Executive will arrange additional support for you.

## **Section 6 - Protection of Workers who Report Care and Protection Concerns**

Deciding to report a Team Member or volunteer you suspect of abusing or otherwise harming a child can be stressful and difficult and you may be worried about the person concerned taking action against you. The law does give you protection if you raise concerns or report a Team Member or volunteer as long as the report was not malicious or vexatious.

## **Section 7 - Data Protection and Management of Confidential Information**

THE RH YOUTH ORGANISATION is committed to the safe and secure management of confidential information. All personnel information, including volunteer information, is kept locked and can only be accessed by those that require it to carry out their role. Only relevant information is kept and this is regularly reviewed and outdated information destroyed appropriately.

THE RH YOUTH ORGANISATION is also committed to the rights of children and Young People to confidentiality and this will be respected by all volunteers. However, where a volunteer feels that the information disclosed by a child or Young People should be referred to their Team Leader for investigation by an appropriate agency, the young person should be told that confidentiality cannot be kept.

## **Section 8 - Review of Child Protection Policy and Procedures**

This policy and procedures document will be reviewed annually by The Chief Executive and all Team Members and volunteers will be notified of any changes.

## APPENDIX 1 –

### Child Welfare Report Form

A report should be made by the person who has had the initial concerns about a child's welfare using this form

The report should be handed to the Chief Executive in a sealed envelope

The Chief Executive should contact the appropriate Social Work Dept./Police

Name:

Date:

Who is putting the child/young person at risk? (e.g. Team Member, family member)

Name and contact details of child/young person/s your concern relates to:

Outline your reasons for concern:

Brief outline of any action you have already taken to protect the child/young person:

Signature:

Designation:

Date:

Follow up action taken by The Chief Executive:

Signature:

Designation:

Date:

## APPENDIX 2 –

### THE RH YOUTH ORGANISATION- Understanding of Abuse

Abuse to children or vulnerable Young People is described under the following headings:-

#### Neglect

The persistent or severe neglect of a child or young person, whether willful or unintentional, which results in serious impairment to physical health and development.

For example:-

- Exposing a child to extreme weather conditions e.g. heat and cold.
- Failing to seek medical attention for injuries.
- Exposing a child to risk of injury through the use of unsafe equipment.
- Exposing a child to a hazardous environment without a proper risk assessment of the activity.
- Failing to provide adequate nutrition and water.

Signs which **may** raise concerns about physical neglect include:-

- Constant hunger
- Poor personal hygiene and/or poor state of clothing
- Constant tiredness
- Frequent lateness or unexplained non-attendance (particularly at school)
- Untreated medical problems
- Low self-esteem
- Poor peer relationships
- Stealing

## Physical Injury

Actual or attempted physical injury to a child or young person where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented.

For example:-

- Deliberately hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise harming a child.

Signs which **may** raise concerns about physical abuse include:-

- Refusal to discuss injuries
- Aggression towards others
- Improbable excuses given to explain injuries
- Fear of parents being approached for an explanation
- Running away
- Untreated injuries
- Excessive physical punishment
- Avoiding activities due to injuries or possibility of injuries being discovered
- Unexplained injuries, particularly if recurrent

## Emotional Abuse

The adverse effect on the behaviour and emotional development of a child or young person, caused by failure to provide for their basic emotional needs.

For example:-

- Persistent failure to show any respect to a child (e.g. continually ignoring a child)
- Constantly humiliating a child by telling them they are useless.
- Continually being aggressive towards a child, making them feel frightened.
- Acting in a way which is detrimental to the child's self-esteem (e.g name calling, sarcasm, constant criticism)

Signs which **may** raise concerns about emotional abuse include:-

- Low self-esteem
- Significant decline in concentration
- Running away
- Indiscriminate friendliness and neediness
- Extremes of passivity or aggression
- Self-harm or mutilation

## **Sexual Abuse**

Any child or young person below the age of 18 may be deemed to have been sexually abused when any person, by design or neglect, exploits the child or young person directly or indirectly, in any activity intended to lead to the sexual arousal or other forms of gratification of that person or any other person including organised networks. This includes forcing or enticing a child to take part in sexual activities whether or not they are aware of or consent to what is happening. Sexual abuse may involve physical contact, and non-contact acts such as forcing children to look at or be involved in the production of pornographic material, to watch sexual activities or encouraging them to behave in sexually inappropriate ways.

For example:-

- Exposure to sexually explicit inappropriate language or jokes.
- Showing a child pornographic material or using a child to produce such material.
- Inappropriate touching.

The following signs **may** raise concerns about sexual abuse:-

- Lack of trust in adults or over familiarity with adults, fear of a particular adult
- Social isolation - being withdrawn or introverted, poor peer relationship
- Sleep disturbance (nightmares, bedwetting, fear of sleeping alone)
- Running away from home
- Drug, alcohol or solvent abuse
- Display of sexual knowledge beyond the child's age

## **Other Abusive Behaviour Towards Children and Young People**

Team Members, volunteers and committee members should also be aware of other, perhaps less obvious, forms of abuse. These may be dismissed by perpetrators as 'just fun' or 'having a laugh' with Young People but can have a serious impact and cannot be allowed or go unchallenged:-

- Bullying of any form, including name calling or constant criticism
- 'Picking on' a young person because of their family background, manner of dress or physical characteristic
- Racism or sectarianism if any form
- Favouritism and exclusion - all Young People should be equally supported and encouraged
- Abusive language or gestures

## 8. Harassment and Bullying Policy

### Introduction

Harassment or victimisation on the grounds of race, colour, nationality, ethnic or national origin, sex, marital status, gender reassignment, sexual orientation, religious belief, disability or age is unacceptable. This policy covers all types of harassment.

Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.

### Policy

1. THE RH YOUTH ORGANISATION deplors all forms of personal harassment and bullying and seeks to ensure that the working environment is sympathetic to all our volunteers.
2. We have published these procedures to inform volunteers of the type of behaviour that is unacceptable and provide volunteers who are the victims of personal harassment with a means of redress.
3. THE RH YOUTH ORGANISATION recognises that we have a duty to implement this policy and all volunteers are expected to comply with it.

### Examples of Harassment

Personal harassment takes many forms and volunteers may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one volunteer towards another.

Examples of harassment include persistent:-

- Insensitive jokes and pranks;
- Lewd or abusive comments about appearance;
- Deliberate exclusion from conversations;
- Displaying abusive or offensive writing or material;
- Unwelcome touching; and
- Abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against volunteers committing any form of personal harassment.

## Examples of Bullying

Bullying is persistent behaviour, directed against an individual or group that creates a threatening or intimidating work environment which undermines the confidence and self esteem of the recipient.

Examples include:-

- Verbal abuse e.g. shouting, swearing at Team Members and Volunteers.
- Threats or insults.
- Abuse of power or unfair sanctions.
- Practical jokes, initiation ceremonies.
- Physical abuse.
- Rifling through, hiding or damaging personal property.
- Ostracising or excluding Team Members from work or social events.

## Complaining about Harassment or Bullying

### 1. Informal Complaint

THE RH YOUTH ORGANISATION recognises that complaints of personal harassment or bullying, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a Team Leader of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be the person who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment/bullying you should make it clear to the perpetrator on an informal basis that their behaviour is unwelcome and ask the perpetrator to stop. If you feel unable to do this verbally then you should hand a written request to the person. Your confidential helper can assist you in this.

## 2. Formal Complaint

Where the informal approach fails or if the behaviour is more serious, you should bring the matter to the attention of the Chief Executive as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the behaviour that you find offensive so that the written complaint can include:-

- The name of the alleged perpetrator;
- The nature of the alleged behaviour;
- The dates and times when the alleged behaviour occurred;
- The names of any witnesses; and
- Any action already taken by you to stop the alleged behaviour.

On receipt of a formal complaint we will take action to separate you from the alleged perpetrator to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged perpetrator to another Session area or suspension until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another volunteer of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged perpetrator.

If you or the alleged perpetrator are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged perpetrator. You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.

### General Notes

1. If the report concludes that the allegation is well founded, the perpetrator will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure. A volunteer who receives a formal warning or who is dismissed for harassment/bullying may appeal by using our capability/disciplinary appeal procedure.
2. If you bring a complaint of harassment/bullying you will not be victimised for having brought the complaint. However if the report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action will be taken against you.

### **Victim Support**

THE RH YOUTH ORGANISATION will seek to provide additional assistance to victims by contacting outside agencies who will provide specialist advice and support, with the Team Member's permission.

THE RH YOUTH ORGANISATION will provide additional support to victims of harassment, until the case is resolved. Wherever possible, THE RH YOUTH ORGANISATION will ensure that Team Members are available to support victims if they so wish.

### **Police Involvement**

THE RH YOUTH ORGANISATION will encourage and support victims to report acts of harassment to the Police. This support may include writing or telephoning the Police on behalf of the Team Member, as well as attending meetings with the Police.

THE RH YOUTH ORGANISATION will report incidents of harassment to the Police where there is a clear threat to the safety of other Team Members or the general public.

### **Confidentiality**

THE RH YOUTH ORGANISATION will respect and maintain the confidentiality of matters concerning the Team Member and volunteers and of any members of the public giving information in harassment cases.

## **END OF 8. HARASSMENT AND BULLYING POLICY**

## 9. Complaints Policy and Procedure

### General statement

THE RH YOUTH ORGANISATION aims to provide its members, organisations and individuals with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good of the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

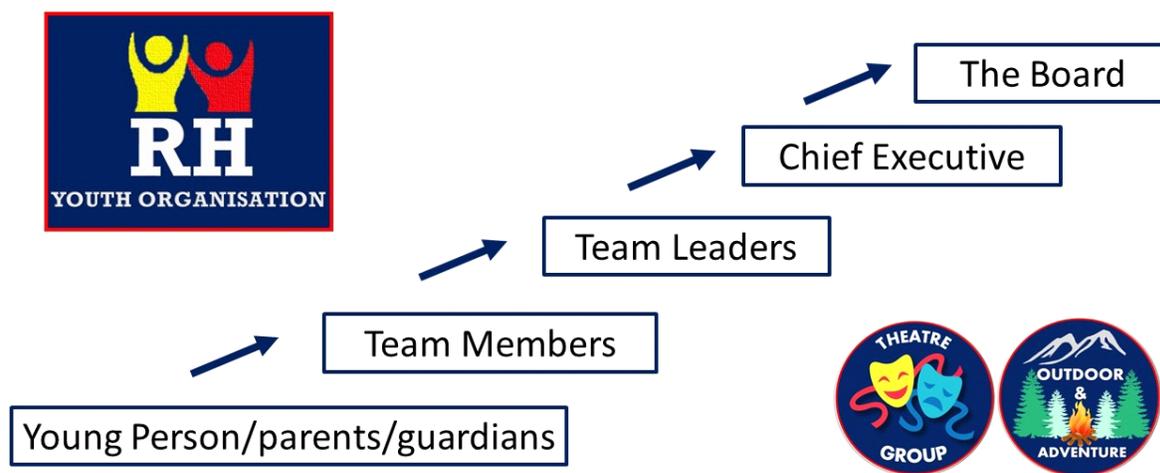
### This is what you should do:

- If you have a complaint to make, it should be made to a Team Member or Team Leader who will try to resolve the issue informally.
- If the issue is serious, or you are not satisfied after raising it with the Team Leader you should make a formal complaint.
- If the issue is regarding child welfare or a safeguarding concern, the Chief Executive should be notified immediately, who along with the Child Protection Officer will determine whether Social Services or Police should be contacted.
- Your complaint should be made in writing, marked "Private & Confidential", and sent to the Chief Executive who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, THE RH YOUTH ORGANISATION can arrange this for you.
- The Chief Executive shall - in consultation with the Chair of the Trustee Board - investigate the complaint. (See separate check list).
- The Chief Executive shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
- You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the THE RH YOUTH ORGANISATION Trustee Board.
- If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).
- The decision of the panel will be final.

- Where appropriate, THE RH YOUTH ORGANISATION will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
- All formal complaints and the response made to them will be recorded and filed in a secure place.
- The Trustee Board shall be informed by the Chief Executive at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of THE RH YOUTH ORGANISATION's self-evaluation.

**THE RH YOUTH ORGANISATION's complaints procedure will be publicised to organisations and individuals who use its services.**

## Who do I make a complaint to?



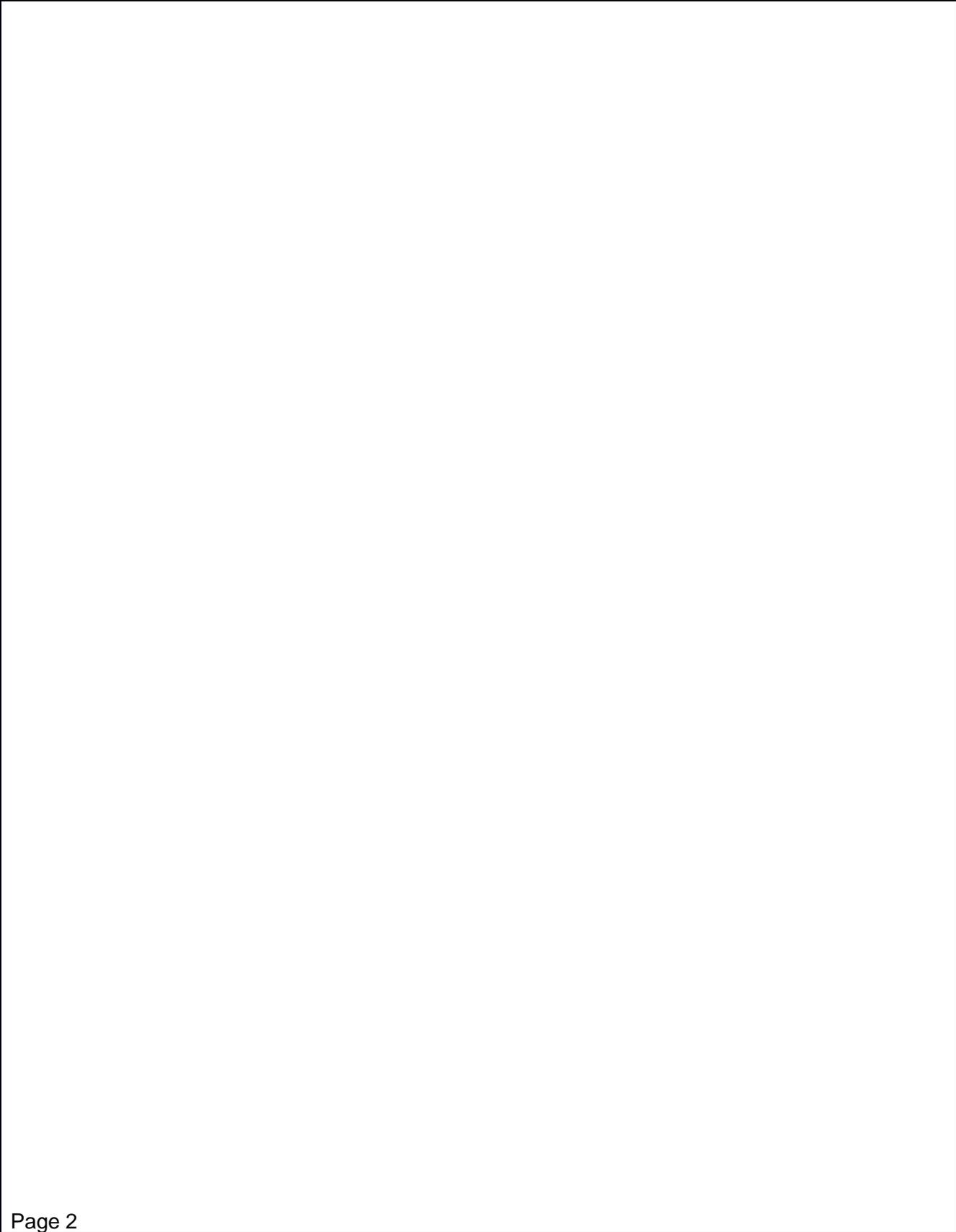
**This policy is to be read in conjunction with the following documents –**

**Appendix 1 – Formal Complaint Form**

**Appendix 2 – Chief Executive Complaint Checklist**

**END OF 9. COMPLAINTS POLICY**





Page 2

It may become necessary to disclose your identity and/or complaint, as well as to conduct a formal investigation. Should such a disclosure become necessary, it will be only to the person(s) with a need to know your identity or the details and nature of the complaint.

I acknowledge that I have read this document and understand my obligation to provide information as needed and to cooperate fully and completely with any investigation of this complaint. Should it become necessary, I authorize THE RH YOUTH ORGANISATION to disclose my identity and/or details of this complaint.

Your Name	
Date	
Signature	

Chief Executive	
Date	
Signature	

**APPENDIX 2 –****Chief Executive Complaints Checklist**

**Use this checklist when investigating a complaint as part of the organisations Complaints Policy and Procedure.**

Have you conveyed verbally to the complainant the investigation procedure and timescale?	YES/NO
Have you conducted an interview to establish background to and detail of the complaint?	YES/NO
Have you written a statement about the complaint which you have dated and signed?	YES/NO
Has the complainant countersigned as correct the statement you have taken?	YES/NO
Have you given a copy of the complaint to those associated with its contents?	YES/NO
Have you asked, in writing, for a statement from those associated with the complaint within an agreed period of time?	YES/NO
Have you received the statements within the agreed time period?	YES/NO
Have you advised those being interviewed that they can have a representative or friend with them?	YES/NO
Have you interviewed all those associated with the complaint?	YES/NO
Have you written up, signed, and dated your notes from each of these interviews?	YES/NO
Have you reviewed all the evidence placed before you?	YES/NO
Have you assessed whether or not you feel there are grounds for complaint?	YES/NO
If so, have you considered all the options for action that could/should be taken as a result?	YES/NO
Are you clear in your own mind what will be the content of the discussion with the Chair about this investigation and its findings?	YES/NO
Have you discussed fully with the Chair the findings of your investigation and your recommendations for action?	YES/NO
Have you put these formally in writing to the Chair, together with the statements and notes taken during the course of the investigation?	YES/NO

# 10. Grievance Procedure

## 1. Purpose

- 1.1. Anybody working in an organisation may at some time have problems or concerns about their work, working conditions or relationships with volunteers that they wish to talk about with the Executive Team.
- 1.2. This procedure must be followed to take further action when detailed informal discussion (and follow up where appropriate) has failed to resolve a grievance.
- 1.3. This procedure applies to all volunteers of THE RH YOUTH ORGANISATION and is the mechanism to raise official complaints with the charity.
- 1.4. All volunteers have the legal right to have grievances addressed by THE RH YOUTH ORGANISATION. The legal requirement is to follow three key steps: (1) put it in writing (2) meet and discuss (3) appeal. This procedure explains in more detail how grievances will be followed up for volunteers.

## 2. Principles

- 2.1. The RH YOUTH ORGANISATION expects great efforts will have been made to resolve grievances at an informal level before using this procedure. Volunteers should aim to settle most grievances informally with their Team Leader. This has advantages for all parties, particularly where there might be a close personal relationship between a Team Leader and a volunteer. It also encourages problems to be settled quickly.
- 2.2. If a grievance cannot be settled informally this procedure aims to ensure that any grievance is settled fairly, consistently and speedily, and as near to the point of origin as possible.
- 2.3. Any volunteer approached by a team member to accompany them on any grievance matter should be confident that THE RH YOUTH ORGANISATION welcomes their involvement and contribution.
- 2.4. THE RH YOUTH ORGANISATION will ensure there is no unreasonable delay in following this procedure.

### 3. Raising a Grievance

- 3.1. Volunteers should normally raise a grievance with their Team Leader.
- 3.2. However, if the grievance is against the Team Leader they can approach the Chief Executive
- 3.3. For Team Leaders who report directly to the Chief Executive and whose grievance is against the Chief Executive the matter must be referred to the Chair of the Trustees (The Board). In such cases at least two Trustees must not have any involvement in the initial proceedings but should remain impartial pending any later appeal.
- 3.4. A grievance must normally be raised within 21 working days of the incident to which it refers, unless there is a good reason for not doing so.
- 3.5. Team Leaders will deal with all formal grievances raised, even if the grievance is not presented in writing.

### 4. Grievance Meetings

- 4.1. These meetings are not the same as a disciplinary hearing. A grievance meeting is where discussion and dialogue may produce a constructive outcome with, if appropriate, a shared action plan.
- 4.2. On receiving a written explanation of the grievance, the appropriate Team Leader will invite the volunteer to a meeting as soon as possible, usually within five working days. They will be advised about their right to be accompanied (by a volunteer of their choice, or a representative).
- 4.3. The meeting will not take place unless the volunteer has informed THE RH YOUTH ORGANISATION about the grievance and THE RH YOUTH ORGANISATION has had a reasonable time to consider the response to that information.
- 4.4. A time and place for the meeting will be agreed with the volunteer. If their representative cannot attend on a proposed date, they can suggest another date. This date must suit everybody involved. The new date must not be more than five days after the date originally proposed by THE RH YOUTH ORGANISATION.
- 4.5. The volunteer will be allowed to explain their grievance and say how they think it should be settled. They may call witnesses to support their claim. Witnesses may be questioned by those conducting the interview.
- 4.6. Both the complainant and their representative have the right to speak at the meeting.
- 4.7. After the presentation of the grievance, the Team Leader conducting the interview may put questions in order to clarify any outstanding issues. The Team Leader hearing the grievance will then set out their response. If the Team Leader reaches a point where they are not sure how to deal with the grievance, the meeting may be adjourned in order to obtain advice.

- 4.8. If either party has reasonable grounds for thinking that they are at serious risk of violence or intimidating behaviour, the full grievance procedure does not have to be followed. This exemption to the grievance procedure will only apply if the Team Leader hearing then grievance or the individual believes that they will come to some serious physical or mental harm, that their property or some third party is threatened or that the other party has subjected them to harassment. In this situation, a request can be made to have the grievance heard by an appeals panel.
- 4.9. THE RH YOUTH ORGANISATION will respond in writing to the individual's grievance within a reasonable time, usually within five working days. The letter will include a summary of the key points discussed and an action plan. When areas of dispute remain, the letter will identify any outstanding points where agreement was not reached. The notification will also include a reminder of the right to and how to appeal as outlined at section 5 below. A review meeting may be necessary at a future appropriate date, to confirm if the actions agreed have been satisfactorily undertaken.

## 5. Appeals

- 5.1. If a volunteer says they are unhappy with the decision after a grievance hearing, this must be confirmed in writing to their Team Leader or the Chief Executive except as in 5.2 below.
- 5.2. If the volunteer is a Team Leader who reports to the Chief Executive and whose grievance has been heard by a Trustee an appeal will be made in writing to another, named, trustee.
- 5.3. The appeal should normally take place within 5 working days of the request. THE RH YOUTH ORGANISATION will arrange an appeal panel consisting of the Chairman of the Board plus two Trustees who have not been previously involved with the grievance.
- 5.4. At the same time as inviting the individual to attend the appeal, THE RH YOUTH ORGANISATION will remind them of their right to be accompanied/represented at the appeal hearing.
- 5.5. As with the first hearing, THE RH YOUTH ORGANISATION will write to the volunteer with a decision on their grievance as soon as possible. They will also be informed that the appeal hearing is the final stage of the grievance procedure.

## 6. Keeping Records

6.1. Records will be kept detailing:

- The nature of the grievance raised;
- THE RH YOUTH ORGANISATION response;
- Action taken;
- Reasons for action taken; and
- Whether there was an appeal and, if so, the outcome.

6.2. Records will be treated as confidential and kept in accordance with the Data Protection Acts 1998, 2003 and 2018 which gives individuals the right to request and have access to certain data.

6.3. Copies of meeting records will be given to the Team Member or volunteer, although in certain circumstances (for example to protect a witness) THE RH YOUTH ORGANISATION might withhold some information.

## 7. Implementation and Review

7.1. All volunteers will either receive a copy of this procedure or be advised how to obtain a copy on their appointment.

7.2. This procedure will be reviewed within 36 months of adoption.

**END OF 10. GRIEVANCE PROCEDURES**

# 11. Whistle Blowing Policy

## Introduction

We take any concerns you raise under this policy very seriously.

We therefore encourage Volunteers to be alert to wrongdoing and to inform the Executive Team of any concerns. Volunteers should raise an issue when they are just concerned, rather than wait for proof or investigate the matter themselves.

This policy gives some information about whistle blowing to assist Volunteers in deciding whether any proposed action would be protected under the whistle blowing policy and sets out the procedure to follow if Volunteers reasonably believe that they have identified such malpractice.

It should be emphasised that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or administrative decisions taken by THE RH YOUTH ORGANISATION nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures. Once the "whistle-blowing" procedures are in place, it is reasonable to expect Volunteers to use them rather than air their complaints outside the organisation.

## Are You Protected Under The Whistle Blowing Policy?

In order to benefit from the protection of the policy, the whistleblower has to satisfy certain conditions.

- Disclosures to the Executive Team will be protected, provided that it is made in good faith and the whistleblower has a reasonable suspicion that the alleged malpractice has occurred, is occurring, or is likely to occur.
- Disclosure to a regulator (eg Health and Safety Executive, Environment Agency, Charity Commission) will be protected where, in addition, the whistleblower honestly and reasonably believes that the information and any allegation in it are substantially true.
- Disclosure to other bodies is protected if, in addition to the tests for regulatory disclosures, it is reasonable in all the circumstances and is not made for personal gain.

## Procedures For Making A Disclosure

Volunteers should inform the Executive Team immediately if they become aware that any of the specified actions is happening (or has happened, or is likely to happen).

If the allegation is about the actions of the Executive Team, the Volunteer should raise the issue with the Chief Executive or, if the allegation is about the Chief Executive, the Chair of the Board.

Complaints against the Chair should be passed to the Chief Executive who will nominate an appropriate investigating officer.

The complainant has the right to bypass the chain of command and take their complaint direct to the Chair. The Chair has the right to refer the complaint back to Chief Executive if they feel that the Chief Executive, without any conflict of interest, can more appropriately investigate the complaint.

If there is evidence of criminal activity then the investigating officer should inform the police. The RH YOUTH ORGANISATION will ensure that any internal investigation does not hinder a formal police investigation.

Whistleblowers can ask for their concerns to be treated in confidence and this will be respected so long as it does not hinder or frustrate any investigation. However, the investigation process may reveal the source of the information and the individual making the disclosure may need to provide a statement as part of the evidence required.

Volunteers will not be penalised for informing the Executive Team about any of the specified actions and will be protected from reprisals.

We encourage you to use the procedure if you are concerned about any wrongdoing in the organisation. If you make an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against you. In making a disclosure you should exercise due care to ensure the accuracy of the information. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to disciplinary action up to and including dismissal as may be appropriate in the circumstances.

This policy encourages individuals to put their name to any disclosures they make. Concerns expressed anonymously are much less credible, but they may be considered at the discretion of the organisation. In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources

## Timescales

Due to the varied nature of these sorts of complaints, which may involve internal investigators and / or the police, it is not possible to lay down precise timescales for such investigations. The investigating officer should ensure that the investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating officer, should as soon as practically possible, send a written acknowledgement of the concern to the complainant and thereafter report back to them in writing the outcome of the investigation and on the action that is proposed. If the investigation is a prolonged one, the investigating officer should keep the complainant informed, in writing, as to the progress of the investigation and as to when it is likely to be concluded.

All responses to the complainant should be in writing and sent to their home address.

## Investigating Procedure

The investigating officer should follow these steps:

- Full details and clarifications of the complaint should be obtained.
- The investigating officer should inform the Volunteer against whom the complaint is made as soon as is practically possible. The Volunteer will be informed of their right to be accompanied by a person of their choice at any future interview or hearing held under the provision of these procedures.
- The investigating officer should consider the involvement of the Police at this stage and should consult with the Chair.
- The allegations should be fully investigated by the investigating officer with the assistance where appropriate, of other individuals / bodies.
- A judgement concerning the complaint and validity of the complaint will be made by the investigating officer. This judgement will be detailed in a written report containing the findings of the investigations and reasons for the judgement. The report will be passed to the Chair as appropriate.
- The Chair will decide what action to take. If the complaint is shown to be justified, then they will invoke the disciplinary or other appropriate Organisation procedures.
- The complainant should be kept informed of the progress of the investigations and, if appropriate, of the final outcome.
- If appropriate, a copy of the outcomes will be passed to the Board to enable a review of the procedures.

If the complainant is not satisfied that their concern is being properly dealt with by the investigating officer, they have the right to raise it in confidence with the Chair.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant is not satisfied with the outcome, the Organisation recognises the rights of Volunteers to make disclosures to an appropriate organisation or body (such as the Health and Safety Executive, the Police, or regulators), or where justified, elsewhere.

If you do not report your concerns to The RH YOUTH ORGANISATION Executive Team or Chair you may take them direct to the appropriate organisation or body.

**END OF 11. WHISTLEBLOWING POLICY**

# 12. Conflict of Interest Policy and Procedure

## Policy & Procedure for Trustee Board and Team Members

Members of THE RH YOUTH ORGANISATION Trustee Board want to prevent any conflict of interest that may arise between their role as Trustees of THE RH YOUTH ORGANISATION and their private or family interests or their association with other voluntary or community organisations, public authorities, commercial organisations or other bodies. Similarly, members of the Trustee Board want to avoid any conflicts of interest that may arise for THE RH YOUTH ORGANISATION Team Members, given that Team Members are or have been associated in a personal capacity with specific voluntary or community organisations, public authorities, commercial organisations or other bodies.

Conflicts of interest could include, but are not limited to:

- Unfair access to information, influence, services or resources
- Being a party to both sides of a contract or other agreement

### 1. Principles

- 1.1. Board members are elected, co-opted or appointed to the Board to serve the interests of THE RH YOUTH ORGANISATION.
- 1.2. Members of THE RH YOUTH ORGANISATION Trustee Board should act in the charity's interests only and without regard to their own private interests and should not derive any personal benefit or gain from the charity.
- 1.3. Organisations or bodies with which Trustees are associated should not benefit from their membership of the Board, other than the benefits that all, or significant groups of voluntary and community organisations can receive from THE RH YOUTH ORGANISATION and its work.
- 1.4. Team Members are recruited as volunteers to serve the interests of THE RH YOUTH ORGANISATION.
- 1.5. Organisations and bodies with which Team Members are associated in a personal capacity should not benefit from this voluntary role, other than the benefits that all, or significant groups of voluntary and community organisations can receive from THE RH YOUTH ORGANISATION and its work.

## 2. Register of Interests

- 2.1. All Trustees and Team Members on election, co-option or appointment are required to list in a Register all relevant interests which might influence their judgement or which could be perceived (by a reasonable member of the public) to do so.
- 2.2. The Chief Executive will ask all Trustees and Team Members to update their Register entry annually, but it is the responsibility of all Trustees and Team Members to notify the Chief Executive of all updates as and when they arise. The Register of Interests shall be open to reasonable public inspection on application to the Chief Executive.

## 3. Declarations of Interest at THE RH YOUTH ORGANISATION Board Meetings

- 3.1. All Trustees and Team Members present at a Board meeting (or THE RH YOUTH ORGANISATION COUNCIL) should make an oral declaration of any relevant interest if it relates specifically to a particular issue under consideration (and does not relate to all, or a significant group of, voluntary and community organisations). Oral declarations should be recorded in the minutes of the meeting.
- 3.2. If the outcome of any discussion at a Board meeting (or THE RH YOUTH ORGANISATION COUNCIL) could have a direct financial effect on a Trustee or on a voluntary or community organisation or other body in which the Trustee has a relevant interest (other than an interest which relates to all, or a significant group of, voluntary and community organisations), the Trustee should not participate in the discussion or determination of matters and should withdraw from the meeting. Withdrawals shall be recorded in the minutes of the meeting.
- 3.3. If the outcome of any discussion at a Board meeting (or THE RH YOUTH ORGANISATION COUNCIL) could have a direct financial effect on a Team Member or on a voluntary or community organisation or other body in which the Team Member has a relevant interest (other than an interest which relates to all, or a significant group of, voluntary and community organisations), the Team Member should not participate in the discussion and should withdraw from the meeting. Withdrawals shall be recorded in the minutes of the meeting.
- 3.4. If a Trustee has any other interest which does not create a real danger of bias, but which might reasonably cause others to think it could influence their decision, they should declare the nature of the interest, but may remain in the room, participate in the discussion, and vote if they wish.  
This paragraph does not apply to disciplinary, grievance or similar procedures as separate arrangements apply.
- 3.5. The Chief Executive should include in their report for each Trustees' meeting details of any contracts/agreements to be entered into prior to the next meeting of the Trustees and any potential conflicts identified from a check of the Register.

#### **4. Representation**

- 4.1. Trustees and Team Members attending meetings and conferences on behalf of THE RH YOUTH ORGANISATION should at all times act and speak in the best interests of , THE RH YOUTH ORGANISATION following the agreed policy of THE RH YOUTH ORGANISATION.
- 4.2. Trustees and Team Members attending meetings and conferences in a personal capacity, or on behalf of a voluntary or community organisation or other body, may at times be able to usefully support the best interests of THE RH YOUTH ORGANISATION. In such circumstances they should make it clear in which capacity they are acting or speaking.
- 4.3. Trustees and Team Members who may be placed in any conflict of interest while attending meetings and conferences should discuss their concerns at the earliest possible opportunity with the Chair or the Chief Executive.

#### **5. Team Members Conflict of Interest**

- 5.1. Team Members will not be concerned or interested in any other business or activity of a similar nature to or competitive with that carried on by THE RH YOUTH ORGANISATION.
- 5.2. Team Members must avoid activities, investments or associations which might interfere with their independent exercise of judgement in THE RH YOUTH ORGANISATION's best interest.
- 5.3. Team Members must not hold formal Trustee Board positions with other voluntary organisations, unless agreed by the Chief Executive.
- 5.4. All offers of gifts will be politely decline unless this is likely to cause offence. In any event, all offers of gifts, even if trivial, will be reported to the Team Leader.

**Any exceptions, or potential exceptions, to this policy must be discussed at an appropriate meeting of the Board of Trustees of THE RH YOUTH ORGANISATION.**

**END OF 12. CONFLICT OF INTEREST POLICY AND PROCEDURE**

## 13. Volunteer Policy

### 1. Introduction

THE RH YOUTH ORGANISATION places great value on the involvement of volunteers in its work in various ways ranging from working with Young People and community work to decision and policy making in Committees. Volunteers help enhance the range and quality of services provided by THE RH YOUTH ORGANISATION by putting their time, skills, knowledge or experience at its disposal. They help keep THE RH YOUTH ORGANISATION's work relevant to the community by bringing a range of personalities, backgrounds and experience into the organisation.

This policy is intended to ensure good practice in the involvement of volunteers in THE RH YOUTH ORGANISATION's work, and promote understanding of the respective roles of Team Members and volunteers in the organisation.

### 2. Role of Volunteers and Task Specification

Before recruiting Volunteers, the Chief Executive will have considered the appropriateness of the role envisaged bearing in mind the following points.

- 2.1 The roles of Volunteers and those of Team Members in THE RH YOUTH ORGANISATION should be distinct. Team Members should not be involved in working for THE RH YOUTH ORGANISATION in a salaried capacity.
- 2.2 When a role for Volunteers is identified an approved role description outlining the general tasks, required skills or qualities, and conditions of service should be available in writing.

### 3. Recruitment and Selection

- 3.1 The Executive Team will be responsible for the selection of volunteers with the appropriate skills who would be working under their supervision.
- 3.2 Volunteers will be recruited from the widest possible base and selected accordingly to their own individual ability to perform the required tasks.
- 3.3 A clear description (verbally and in writing) of the Volunteer's role will be given.
- 3.4 If unable to involve a particular Volunteer, the Executive Team must make the reasons clear in a sensitive manner.
- 3.5 A PVG will be required for anyone wishing to volunteer more than once a month.
- 3.6 If an interviewee cannot provide the time or commitment to the organisation that is needed for their role, the organisation reserves the right to reject the applicant.
- 3.7 All applicants will be assessed on their personal qualities as well as their qualification for the position as the RH YOUTH ORGANISATION will always aim to ensure the volunteers will be able to work well with the Children and Young People.

#### **4. Support**

- 4.1 An individual Team Member should be nominated to provide support to individual Volunteers. Clear lines of communication should be identified.
- 4.2 Team Leaders need to devote time to support Volunteers, and if necessary be provided with training in relevant skills.
- 4.3 Where appropriate, additional methods of support will be used e.g. Volunteer meetings, newsletters, or other tokens of appreciation.
- 4.4 Note should be taken of individual Volunteers needs for support.

#### **5. Induction and Training**

- 5.1 All volunteers will be given an induction to THE RH YOUTH ORGANISATION and its work, including an information pack.
- 5.2 Any training required to enable volunteers to fulfill their roles will be arranged and paid for by THE RH YOUTH ORGANISATION.
- 5.3 Volunteers should be encouraged to take additional training that will enhance their role within THE RH YOUTH ORGANISATION, to be paid for by THE RH YOUTH ORGANISATION.

#### **6. Role in Decision Making**

- 6.1 Volunteers will be consulted on any major policy or operational changes in THE RH YOUTH ORGANISATION that will affect them.
- 6.2 Volunteers will be encouraged to express their opinions on the work of THE RH YOUTH ORGANISATION and to develop their role within THE RH YOUTH ORGANISATION.
- 6.3 Volunteers may be invited to attend and to speak at board meetings.

#### **7. Conditions**

- 7.1 Insurance arrangements will be made for volunteers to cover them whilst undertaking duties on behalf of THE RH YOUTH ORGANISATION.
- 7.2 Where applicable, the RH YOUTH ORGANISATION advises against moving through the organisation with your child as they age and progress through the different sessions. We believe that this would not allow your child to optimise our service and get the full experience of the organisation.

#### **8. Equal Opportunities**

- 8.1 THE RH YOUTH ORGANISATION relies on Volunteer involvement to keep it relevant to the community it serves and so encourages involvement from all sections of the community.

- 8.2 THE RH YOUTH ORGANISATION operates a Diversity and Equal Opportunities Policy. It should ensure that it does not unfairly exclude or discourage the involvement of potential volunteers because of:
- Class
  - Race, colour, nationality or ethnic background
  - Disability
  - Sex or marital status
  - Sexual orientation
  - Unrelated criminal record.
- 8.3 Each Volunteer role specification should make clear the requirement that volunteers adhere to THE RH YOUTH ORGANISATION's Diversity and Equal Opportunities Policy.
- 8.4 If a Volunteer has a special need or disability that makes their involvement difficult, every effort will be made to involve them. An explanation will be given if this is not possible.

**This policy should be read in conjunction with –  
Appendix 1 – Reimbursement of Training and PVG Expenses**

**END OF 13. VOLUNTEER POLICY**

**APPENDIX 1 –**



Scottish Charity Number- SC049696

**Reimbursement of Training and PVG Expenses**

**Volunteer's Information**

**Name:**  
**Date of Birth:**  
**Position within Organisation:**  
**Address:**

**Contact Number:**  
**Email:**

**Organisation's Information**

**Name:** RH Youth Organisation  
**Charity Number:** SC049696  
**Executive Team Member Filing Form:**  
**Activity being provided:**  
**Cost of Activity:**

The RH Youth Organisation agrees to pay the costs for the activity listed above on the condition that the Volunteer named in this contract, stays within the RH Youth Organisation for twelve months from the signed date.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

I, the Volunteer, agree that if I leave the RH Youth Organisation within the next twelve months from the signed date, I will reimburse the RH Youth Organisation the full cost of the activities listed in this contract.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 14. Diversity and Equal Opportunities Policy

### A) Policy Statement

- We recognise that certain individuals and groups in society suffer discrimination on the grounds of age, sex, sexual orientation, race, colour, nationality, ethnic or national origin, religious belief, gender, gender reassignment, disability, and marital status, culture and socio-economic background.
- We will seek to ensure that we do not engage in direct or indirect discrimination on the grounds above.
- We will seek to ensure that our services and resources are relevant to all members and service users and are perceived by them as being so.
- The aim of the policy is to ensure no volunteer is discriminated against either directly or indirectly on the grounds above.
- The Trustees and The Chief Executive have primary responsibility for ensuring equal opportunities in service delivery and employment practice. All members and volunteers must adhere to this policy in the course of their work, monitor it on a day-to-day basis and report on its operation to the Trustee Board.

### B) Chief Executive Responsibilities

We will:

- Communicate the policy to all Team Members, Volunteers, members of advisory groups and members through the use of handbooks, policies, notice boards, circulars, written notification to individual Team Members and other methods of communication as appropriate.
- Discuss and, where appropriate, agree with Team Members representatives any proposed changes in the policy's contents and implementation.
- Make it known to all prospective Volunteers and, where appropriate, to all users of our services.
- Ensure that disciplinary and grievance procedures incorporate principles of equal opportunity and non-discrimination.
- Regularly examine existing procedures and criteria, including recruitment practices, and terms and conditions of volunteering and change them where they are actually or potentially discriminatory.

- Ensure that the organisation is kept up to date and within the law.
- Provide training and guidance to enable Team Members to carry out the policy and provide specific training for relevant decision makers, including members of the Board of Trustees where appropriate.
- Regularly monitor the application of the policy.

Make reports annually on progress in implementing the policy and on any necessary changes.

### **C) Recruitment and selection**

- We will endeavour through appropriate training to ensure that volunteers making selection and recruitment decisions do not discriminate, whether consciously or unconsciously, in making these decisions.
- Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
- Role descriptions, where used, will be in line with our diversity and equal opportunities policy. Role requirements will be reflected accurately in any voluntary role specifications.
- We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
- We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
- All applicants who apply for voluntary roles with us will receive fair treatment and will be considered solely on their ability to do the role.
- All Volunteers involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the role requirements and do not unlawfully discriminate.
- Short listing and interviewing will be carried out by more than one person where possible.
- Interview questions will be related to the requirements of the role and will not be of a discriminatory nature.
- We will not disqualify any applicant because they are unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the role.

Selection decisions will not be influenced by any perceived prejudices of other Team Members.

## D) Service provision

- We will work actively towards ensuring that our services and resources are relevant to all members and service users.  
We will examine each area of work to determine whether:
  - The service is offered in an accessible and relevant way.
  - Alternative methods would be more appropriate.
  - Additional services should be developed.
  - There are any practices/procedures which are discriminatory.
- All written resources for groups and individuals produced by THE RH YOUTH ORGANISATION will reflect the mixed community within which we work and stereotyped images of particular groups will not be reinforced. All volunteers and members must ensure that their work reflects these principles.
- Users must have easy access to information about THE RH YOUTH ORGANISATION's services which may involve making materials available where appropriate in a variety of media, e.g. in large print or electronically. In particular, all printed materials will be in a minimum of 10pt type.
- It is also recognised that THE RH YOUTH ORGANISATION will not be able to meet all the demands made upon its services. There will be a drawn up list of priorities for the service which will be reviewed at least annually.
- Additionally, it is recognised that there may from time to time be complaints against members of Team Members or the service. A notice will be displayed in the principal office, giving details of how a complaint may be made. The procedure will also be regularly publicised.

## E) Volunteering

- Team Members are entitled to support from the Executive Team and Team Leaders. Team Members will receive regular supervision from their Team Leader.
- THE RH YOUTH ORGANISATION recognises that training is an important factor in leading to achievement and opportunity. Induction training is particularly important and will be made available to all new Team Members. When other needs are identified, every effort will be made to ensure that training is provided.
- THE RH YOUTH ORGANISATION recognises that from time to time family and social circumstances may change and consequently volunteers may need not be able to attend. As much notice as possible must be given to ensure THE RH YOUTH ORGANISATION can attempt, where circumstances and resources permit, to accommodate the needs of the Volunteers.

## F) Purchasing

THE RH YOUTH ORGANISATION will try to ensure that the goods and services it offers are accessible to all groups. It will not knowingly receive or purchase goods and services from agencies which practice discrimination.

### END OF 14. DIVERSITY AND EQUAL OPPORTUNITIES POLICY

## 15. Recruitment and Selection Policy

### Policy Aims

THE RH YOUTH ORGANISATION's aims are to attract, assess and appoint the best candidates for the role, to promote equality of opportunity and to build a quality workforce to achieve the objectives of THE RH YOUTH ORGANISATION.

### Equal Opportunities

THE RH YOUTH ORGANISATION seeks to encourage applications from all sections of the community, especially those which are under-represented in its Team.

All selection decisions will be based on skills, qualifications and experience. THE RH YOUTH ORGANISATION recognises that apart from job related qualifications and experience, other knowledge and experience may be equally valid in the appointment of a volunteer and are particularly relevant in the case of people from groups which experience discrimination.

Person specifications and role descriptions will be carefully drawn up to ensure that criteria are relevant to the role, and that they do not discriminate on any grounds other than the ability to carry out that role.

### Person Specification

The person specification is a statement of the specific skills, knowledge, experience and attributes required to undertake the tasks involved in the role. It will be used as a basis for selecting candidates to be shortlisted and for decision-making during the interview itself by providing known, appropriate, justifiable and agreed criteria.

### Role Description

The role description sets out the responsibilities, accountabilities and scope of the role and itemises some of its main tasks. Please find all role descriptions in appendix 1.

### Advertising the Role

The advert will be designed and placed to attract as wide a group of suitable applicants as possible. Care will be taken to ensure the language used does not discriminate unintentionally.

The advert should reflect the main elements of the role description and person specification and should also include:

- The name of the organisation(s)
- Role title
- Brief outline of duties and requirements
- Method of application
- Closing date, interview date (where appropriate)

THE RH YOUTH ORGANISATION will also make provision for the role description to be available in accessible formats, if required.

## Role Information Pack

The following documents will be available for role applicants:

- Covering letter, including date of interview and named person who can answer queries about the recruitment process
- Role description
- Person specification
- Summary of terms and conditions
- Application form
- Information about THE RH YOUTH ORGANISATION
- Access details for disabled people

## Dealing with Applications

All applications should be treated as confidential. All applicants will be kept informed of any significant changes to the recruitment schedule.

The monitoring form will be detached prior to the application forms being sent to the recruitment panel. Monitoring of applications received will allow THE RH YOUTH ORGANISATION to assess if a wide range of applicants have been reached and the success of the media used. It will also be useful to compare the number of completed applications received with the number of application packs requested as this may indicate that an encouraging advertisement has not been backed up by an equally encouraging application pack.

All applications received before the closing date will be considered.

## The Interview

The aim of the interview is to assess the applicant's suitability for the role in relation to the person specification. All candidates will be asked the same initial questions and allocated the same amount of time for their interview. Different supplementary or probing questions can be asked as appropriate depending on the response of the candidate to the initial question. Candidates may also be asked specifically about a matter arising from their application form, e.g. unexplained gaps.

Panel members must give the most careful consideration to their assessment of candidates. Each panel member is personally responsible for ensuring that they take adequate and legible notes of each candidate's interview.

All candidates will be asked about their commitment to equality and how they will ensure their work promotes this.

## Recruitment of Ex-Offenders

THE RH YOUTH ORGANISATION complies fully with the Disclosure and Barring Service (DBS) Code of Practice.

## **Taking the Decision**

Any interview notes and the monitoring form should be kept for 1 year as they may need to be referred to if the panel's decision is challenged.

The panel will aim to notify the successful candidate(s), usually by telephone, at the earliest opportunity.

A PVG check will be required before any position is confirmed in the RH YOUTH ORGANISATION.

## **References**

Referees for the individual will normally be contacted in writing after the successful candidate has given their permission for THE RH YOUTH ORGANISATION to contact those people.

\* The DBS Code of Practice can be found at the website:

<https://www.gov.uk/government/publications/dbs-code-of-practice>

\*\* Information on the checks required can be found at the website:

<http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1073981874>

**This policy is to be read in conjunction with –  
Appendix 1 – Roles in the RH Youth Organisation**

**END OF 15. RECRUITMENT AND SELECTION POLICY**

## APPENDIX 1 – Roles in the RH Youth Organisation

Flow chart of roles see Appendix 1.1

### Chair

The Chair has a leadership role and is usually delegated the line-management of the Chief Executive on its behalf. Key duties include:

- preparing agendas for the meeting in consultation with the staff and other trustees
- ensuring meetings are run efficiently, and discussion and decision-making is democratic and fully participative
- holding the casting vote in the event of a split decision
- ensuring that AGMs and EGMs are carried out according to the governing document.

The Chair may also represent the organisation at external events and meetings, act as a cheque signatory, and take part in staff recruitment.

### Treasurer

The Treasurer's primary role is to assist and advise the board in overseeing the finances.

- controlling and accounting for the organisation's finances
- issuing receipts for cash received, keeping records of cash paid out, and being a counter signatory to any major banking transaction
- overseeing bookkeeping
- presenting financial reports, raising issues and answering questions at regular meetings and the AGM
- liaising with the auditors or financial examiners for the annual review of accounts
- ensuring statutory returns are made to any relevant regulators

### Secretary

The Secretary can be responsible for many specific tasks. These can include:

- convening meetings and booking rooms
- dealing with correspondence and being a cheque signatory
- preparing agendas for meetings (in consultation with the Chair and Chief Executives)
- taking the minutes of meetings and ensuring back-up information is available where required.

### The Organisation Board

The board is in place to control and supervise the activities of the organisation. The board will meet on a regular basis, most commonly once a month, to receive reports from individual trustees and/or members of the team, discuss important issues, plan for the future, and importantly, monitor the financial position of the organisation.

### **Trustee**

Charity Trustees, are trusted to look after the charity's assets and are responsible for making sure that the charity fulfils its charitable purpose(s).

### **Chief Executive-**

The Chief Executive is the highest role in the organisation. The Chief Executive provides leadership and is responsible for the organisation's management. Working closely with the board of trustees, they develop the organisation's long-term strategy; budget and business plan and ensure it complies with the law and regulations.

The Chief Executive is responsible for training & recruiting new volunteers. The Chief Executive will ensure regular monitoring of the sessions (usually once a month) to ensure they are achieving the RHYO goals and aims and making sure everyone is safe.

The Chief Executive is the main contact if there is a problem or concern.

### **Assistant Chief Executives**

The primary role of the assistant chief executives is to support and assist in the smooth running of the organisation and to support the chief executives in all aspects of business.

### **Team Leaders Role-**

Team Leaders are responsible for running a session (e.g. Challengers Session). There is only one Team Leader in each session - their responsibilities are detailed below:

- Responsible for all adults, Young People in their session.
- Must be 18+ to run a session.
- Ensuring positive relationships within the session
- Communicating with Assistant Team Leaders, children and families
- Develop a strategy the team will use to reach its goal, including session planning
- Provide any training that Team Members need (organised through the Chief Exec).
- Communicate clear instructions to team members.
- Listen to Team Members' feedback.
- Monitor Team Members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed.
- Manage the flow of the running of the session.

### **Assistant Team Leaders**

Assistant Team Leaders are in place to support Team Leaders and their roles and responsibilities are as detailed:

- Assist the team leaders in the running of the session.
- Provide input to sessions (e.g. game ideas or session planning)
- Responsible for looking after Young People in the session.
- Preparing sessions e.g. setting up an activity
- Communication effectively with adults and children

### **The Young Team Leaders-**

For each session there may be a group of 14-17 Year olds that can help the Adult Team Leaders to assist with running of a Session. There is a cap of 4 Young Team Members per Session.

Some of their responsibilities are-

- Help Team leaders to set up games/activities/ run games
- Provide input to sessions
- Help Team Leaders in an activity for example: a Team Leader may need additional support to help with demonstrations.

Note- That Young Team Leaders cannot run a session without an adult as they are still deemed to be a Young Person.

### **Other volunteering opportunities-**

Young people outside/inside the organisation will have a chance to take the lead in running/helping a session with the supervision and guidance of team leaders. To help them achieve the Saltire Award or the Duke of Edinburgh Award Scheme.

## **Officer Roles-**

### **The Health and Safety Officer**

Is responsible for:

- The maintenance of the fire fighting equipment.
- Maintenance of any equipment.
- Keeping a record of any maintenance.
- Reporting any concerns/issues with equipment.
- Ordering replacement equipment.
- Arrangement of regular fire safety checks and fire drills.
- Undertaking a Fire Risk Assessment for the building.
- To keep a record of all drills.
- To report any concerns to the Chief Executive or Board.

### **Development Officer**

Is responsible for:

- Design and implement overall recruiting strategy
- Prepare recruitment materials and post recruitment posters/banners to appropriate newspapers, colleges, schools, communities etc
- Source and recruit volunteers by using databases, social media etc
- Arrange school visits- Fun days, team building and assemblies.
- Along with the Chief Executives- Help conduct interviews using various reliable recruiting and selection tools/methods to filter candidates within schedule
- Promoting the RH Youth Organisation.
- Assisting Chief Executives with any training for adults.
- Promoting other Awards that we offer e.g. Duke of Edinburgh
- Finding possible funding to help develop the progression plan

### **The Social Media Officer**

The Social Media Officer is responsible for:

- The maintenance of the Social Media sites (Facebook, twitter, website)
- To organise any news reporting's (Local TV News/Local Paper interviews)
- To oversee the running of the main Facebook Page.
- To report any misconduct of Social Media to the Board/Chief Executive.
- To reply to any comments, posts, ratings on social media sites.
- A weekly update on events.
- Promoting the organisation.
- Adhere to the Social media policy

### **The Child Protection Officer and Deputy- (Chief Executive/Assistant Chief)**

Main Duties:

- Encourage good practice by promoting and championing the child protection policy and procedures.
- Monitor and review the child protection policy and procedures to ensure they remain current and fit for purpose.
- Regularly report to the Chief Executive/Board.
- Raise awareness of the organisation Child Protection Officer role to parents/carers, adults, and children involved in the organisation.
- Raise awareness of the Code of Conduct for working with children to parents/carers, adults and children involved in the organisation
- Challenge behaviour which breaches the Code of Conduct.
- Keep abreast of developments in the field of child protection by liaising with the Child Protection Officer, attending relevant training or events.
- Organise/signpost appropriate training for all adults working/volunteering with children in the organisation.
- Establish and maintain contact with local statutory agencies including the police and social services.
- Respond appropriately to disclosures or concerns which relate to the well-being of a child.
- Maintain confidential records of reported cases and action taken.
- Where required liaise with the Child Protection Officer and/or statutory agencies and ensure they have access to all necessary information.

## **Maintenance Officer**

### Main Duties:

- Undertake the efficient maintenance of the building and Organisation, including certain technical and administrative duties to ensure their most effective use.
- To ensure that the whole Organisation environment and services are maintained to a high and acceptable standard.
- Ensure that all relevant Health & Safety regulations and records are complied with.
- Maintain and monitor Health and Safety standards, keeping all records and paperwork up to date. Report any failures to comply with the Organisation's statutory Health & Safety obligations.
- To ensure all roads and paths on the Organisation premises are maintained and clear of obstructions, and appropriate measures are taken to ensure safety in inclement weather.
- To ensure all recommendations arising from health and safety audits, risk assessments and regular maintenance inspections are acted upon.
- To act as "Fire Warden" and assist with regular Organisation fire-drills and recommend improvements to safety where necessary (termly). Regularly test fire alarms as required.
- To adhere to the Organisation's Safeguarding Policy which safeguards and promotes the welfare of all children.
- Be aware and comply with all policies and procedures.
- To carry out various maintenance duties to ensure the general upkeep and maintenance of the premises/equipment. This will include undertaking repairs and improvements.
- Carry out a preventative, planned maintenance programme and undertake routine inspections of the buildings, fixtures, fittings, premises and grounds to assess for minor works or repairs required. Report any defects/issues to the Executive Team.
- Order supplies, via the Executive Team, in order to maintain the necessary stock of appropriate resources.
- To undertake training as required.

## **Appendix 1.1 -**



## **16. Team Member's Training Policy**

### **1. Introduction**

The RH Youth Organisation places great value on the involvement of volunteers in its work in various ways ranging from working with young people and community work to decision and policy making in Committees. Volunteers help enhance the range and quality of services provided by The RH Youth Organisation by putting their time, skills, knowledge or experience at its disposal. They help keep The RH Youth Organisation's work relevant to the community by bringing a range of personalities, backgrounds and experience into the organisation.

After successfully receiving their PVG and passing the interview stage of the Recruitment Process, adults will be required to undergo training which will be held on a quarterly basis. All current adult volunteers will also be advised to attend at least one session a year in order to keep up to date with changes in policies and procedures as well as to allow for a general recap.

### **Training**

There are two parts to the Training Programme. Part 1 is required to be completed by all adult Team Members and Part 2 is optional. Part 2 relates to the increase in responsibility in relation to taking groups of children and Young People away on a camping or outing experience.

All First Aid training courses will be handled externally, however the RH Youth Organisation will ensure that all Adult Volunteers have a basic understanding so as to not cause injury to themselves and others.

If a first aid certificate is already held by an Adult Volunteer, so long as it is valid and from a reputable charity or service, for example, St John's Ambulance Service we will accept that they are trained but may advise for a refresher course through us.

Any costs required for training through the organisation, will be paid for in full by the RH Youth Organisation.

## Part 1- Required Training

Every adult who volunteers will go through the vetting process and have a PVG (Protection of vulnerable groups) and has gone through security and police checks to ensure they are suitable to work with children and young people. The appropriate training will be given to our Adult Volunteers and the following topics will be covered.

What is the RHYO?	Aims	Roles in the Organisation
Session Structure	Session Plans	Data Protection
Child Protection	First Aid Procedures	Risk Assessments
Uniform	Complaints Procedure	Adult Code of Conduct
Children with Additional Support Needs	Challenging Behaviour	Confidentiality
Values	Team Support Network	Awards

Practical scenarios will also be held under the following topics.

Positive Reinforcement	Child Protection	Confidence issues – How to help children participate.
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This is usually covered within a day.

## Part 2- CO Training

The CO (Camping, Outings) is extra training that will be given if adults would like to take young people on a night away or outing trip. In this part of training, areas covered are as follows.

Introduction to camps and outings	Camping and Outing Approval Form	Camping and Outing Authorisation Cards
The importance of risk assessments, Medical and Permission forms	Ratios for camping	Camping Agreement Policy

To complete this part of the training, trainees must successfully organise and run a camp and an outing under the supervision of their Training Officer.

This is usually covered within a day.

## Training accomplished

Once completed The RH Youth Organisation training adults will receive a certificate that they have fully completed their training.

If Part 2 has been completed, the Authorisation Card will also be issued.

## END OF 16. TEAM MEMBER TRAINING POLICY

# 17. Trustee Code of Conduct

## Organisational Values

As a Trustee of THE RH YOUTH ORGANISATION I promise to abide by the fundamental values that underpin all the activity of this organisation. These are:

### Accountability

Everything THE RH YOUTH ORGANISATION does will be able to stand the test of scrutiny by the public, the media, charity and company regulators, members, stakeholders, funders, Parliament and the courts.

### Integrity and Honesty

These will be the hallmarks of all conduct when dealing with volunteers within THE RH YOUTH ORGANISATION and equally when dealing with individuals and institutions outside it.

### Transparency

THE RH YOUTH ORGANISATION strives to maintain an atmosphere of openness throughout the organisation to promote confidence of the public, stakeholders, Team Members, charity regulators.

Additionally, I agree to the following points:

### Law, Mission, Policies

- I will not break the law or go against charity or company regulations in any aspect of my role of trustee.
- I will support the mission and consider myself its guardian.
- I will abide by organisational policies.

### Conflicts of Interest

- I will always strive to act in the best interests of the organisation.
- I will declare any conflict of interest, or any circumstance that might be viewed by others as a conflict of interest, as soon as it arises.
- I will submit to the judgement of the board and do as it requires regarding potential conflicts of interest.

### Person to Person

- I will not break the law, go against charity or company regulations or act in disregard of organisational policies in my relationships with fellow trustees, Team Members, volunteers, members, service recipients, contractors or anyone I come into contact with in my role as trustee.
- I will strive to establish respectful, collegial and courteous relationships with all I come into contact with in my role as Trustee.

## Protecting the Organisation's Reputation

- I will not speak as a trustee of this organisation to the media or in a public forum without the prior knowledge and approval of the Chief Executive or Chair.
- When I am speaking as a trustee of this organisation, my comments will reflect current organisational policy even when these do not agree with my personal views.
- When speaking as a private citizen I will strive to uphold the reputation of the organisation and those who work in it.
- I will respect organisational, board and individual confidentiality.
- I will take an active interest in the organisation's public image, noting news articles, books, television programmes and the like about the organisation, about similar organisations or about important issues for the organisation.

## Personal Gain

- I will not personally gain materially or financially from my role as trustee, nor will I permit others to do so as a result of my actions or negligence.
- I will document expenses and seek reimbursement according to procedure.
- I will not accept substantial gifts or hospitality without prior consent of the Chair.
- I will use organisational resources responsibly, when authorised, in accordance with procedure.

## In the Boardroom

- I will strive to embody the principles of leadership in all my actions and live up to the trust placed in me by THE RH YOUTH ORGANISATION.
- I will abide by board governance procedures and practices.
- I will strive to attend all board meetings, giving apologies ahead of time to the Chair if unable to attend.
- I will study the agenda and other information sent to me in good time prior to the meeting and be prepared to debate and vote on agenda items during the meeting.
- I will honour the authority of the Chair and respect their role as meeting leader.
- I will engage in debate and voting in meetings according to procedure, maintaining a respectful attitude toward the opinions of others while making my voice heard.
- I will accept a majority board vote on an issue as decisive and final.
- I will maintain confidentiality about what goes on at Board meetings unless authorised by the Chair or board to speak of it.

## Enhancing Governance

- I will participate, where possible, in induction, training and development activities for trustees.
- I will continually seek ways to improve board governance practice.
- I will strive to identify good candidates for trusteeship and appoint new trustees on the basis of merit.
- I will support the Chair in their efforts to improve their leadership skills.
- I will support the Chief Executive in their executive role and, with my fellow board members, seek development opportunities for them.

### **Leaving the board**

- I understand that substantial breach of any part of this code may result in my removal from the trustee board.
- Should I resign from the board I will inform the Chair in advance in writing, stating my reasons for resigning. Additionally, I will participate in an exit interview.

Name:

Signature:

Date:

**END OF 17. TRUSTEE CODE OF CONDUCT**

# 18. Adult Member Code of Conduct

## 1. Purpose

- 1.1. This behaviour code outlines the conduct THE RH YOUTH ORGANISATION expects from all our volunteers.
- 1.2. The behaviour code aims to help us protect children and Young People and reduce the possibility of unfounded allegations being made.
- 1.3. The Chief Executive must make sure that everyone taking part in our service has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

## 2. The Role of Volunteers

- 2.1. When working with or for children and Young People, you are acting in a position of trust.
- 2.2. You are likely to be seen as a role model and must act appropriately. You are responsible for:
  - Prioritising the welfare of children and Young People.
  - Providing a safe environment for children and Young People.
  - This includes ensuring equipment is used safely and for its intended purpose.
  - This includes having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- 2.3. Following our principles, policies and procedures.
- 2.4. This includes policies and procedures for child protection/safeguarding, whistle-blowing and online safety.
- 2.5. Staying within the law at all times.
- 2.6. Modelling good behaviour for children and Young People to follow challenging all unacceptable behaviour and reporting any breaches of the behaviour code to The Chief Executive.
- 2.7. Reporting all allegations/suspicions of abuse following our reporting procedures-this includes abusive behaviour being displayed by an adult or child and directed at anybody of any age.

### 3. Rights of Children and Young People

You should:

- Treat children and Young People fairly and without prejudice or discrimination
- Understand that children and Young People are individuals with individual needs
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems between yourself and others, and appreciate that all participants bring something valuable and different to the group/organisation
- Challenge discrimination and prejudice
- Encourage Young People and adults to speak out about attitudes or behaviour that makes them uncomfortable.

### 4. Relationships

You should:

- Promote relationships that are based on openness, honesty, trust and respect
- Avoid favouritism
- Be patient with others
- Use special caution when you are discussing sensitive issues with children or Young People
- Ensure your contact with children and Young People is appropriate and relevant to the work of the project you are involved in
- Ensure that whenever possible, there is more than one adult present during activities with children and Young People

### 5. Respect

You should:

- Listen to and respect children at all times, actively involving them in planning activities wherever possible.
- In some cases it may be necessary to break confidentiality in order to follow child protection procedures; if this is the case it is important to explain this to the child or young person at the earliest opportunity.

## 6. Unacceptable Behaviour

When working with children and Young People, you must not:

- Allow concerns or allegations to go unreported
- Take unnecessary risks
- Smoke, consume alcohol or use illegal substances
- Develop inappropriate relationships with children and Young People
- Make inappropriate promises to children and Young People
- Engage in behaviour that is in any way abusive
- This includes having any form of sexual contact with a child or young person.
- Let children and Young People have your personal contact details (mobile number, email or address) or have contact with them via a personal social media account.
- Act in a way that can be perceived as threatening or intrusive, patronising or belittling children and Young People.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and Young People.

## 7. Upholding this Code of Behaviour

- You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.
- If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave THE RH YOUTH ORGANISATION. We may also make a referral to statutory agencies such as the police and/or the local authority child protection services.
- If you become aware of any breaches of this code, you must report them to The Chief Executive. If necessary, you should follow the whistle-blowing procedure and child protection/safeguarding procedures.

**This policy should be read in conjunction with –  
Appendix 1 – Adult Code of Behaviour**

**END OF 18. ADULT MEMBER CODE OF CONDUCT**

## APPENDIX 1 –



# ADULT CODE OF BEHAVIOUR



### 1.0 Purpose

- 1.1 This behaviour code outlines the conduct THE RH YOUTH ORGANISATION expects from all our volunteers.
- 1.2 The behaviour code aims to help us protect children and Young People and reduce the possibility of unfounded allegations being made.
- 1.3 The Chief Executive must make sure that everyone taking part in our service has seen, understood and agreed to follow the code of behaviour, and that they understand the consequences of inappropriate behaviour.

### 2.0 The role of volunteers

- 2.1 When working with or for children and Young People, you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately. You are responsible for:
  - Prioritising the welfare of children and Young People
  - Providing a safe environment for children and Young People
    - This includes ensuring equipment is used safely and for its intended purpose.
    - This includes having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
  - Following our principles, policies and procedures
    - This includes policies and procedures for child protection/safeguarding, whistleblowing and online safety.
  - Staying within the law at all times
  - Modelling good behaviour for children and Young People
  - Challenging all unacceptable behaviour and reporting any breaches of the behaviour code to The Chief Executive.
  - Reporting all allegations/suspensions of abuse following our reporting procedures - this includes abusive behaviour being displayed by an adult or child and directed at anybody of any age.

### **3.0 Rights**

You should:

- Treat children and Young People fairly and without prejudice or discrimination
- Understand that children and Young People are individuals with individual needs.
- Respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems between yourself and others, and appreciate that all participants bring something valuable and different to the group/organisation.
- Challenge discrimination and prejudice.
- Encourage Young People and adults to speak out about attitudes or behaviour that makes them uncomfortable.

### **4.0 Relationships**

You should:

- Promote relationships that are based on openness, honesty, trust and respect.
- Avoid favouritism.
- Be patient with others.
- Use special caution when you are discussing sensitive issues with children or Young People.
- Ensure your contact with children and Young People is appropriate and relevant to the work of the project you are involved in.
- Ensure that whenever possible, there is more than one adult present during activities with children and Young People.

### **5.0 Respect**

You should:

- Listen to and respect children at all times, actively involving them in planning activities wherever possible.

In some cases it may be necessary to break confidentiality in order to follow child protection procedures; if this is the case it is important to explain this to the child or young person at the earliest opportunity.

## **6.0 Unacceptable behaviour**

When working with children and Young People, you must not:

- Allow concerns or allegations to go unreported.
- Take unnecessary risks.
- Smoke, consume alcohol or use illegal substances.
- Develop inappropriate relationships with children and Young People.
- Make inappropriate promises to children and Young People.
- Engage in behaviour that is in any way abusive.
  - This includes having any form of sexual contact with a child or young person.
- Let children and Young People have your personal contact details (mobile number, email or address) or have contact with them via a personal social media account.
- Act in a way that can be perceived as threatening or intrusive.
- Patronise or belittle children and Young People.
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and Young People.

## **7.0 Upholding this code of behaviour**

- 7.1 You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.
- 7.2 If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave THE RH YOUTH ORGANISATION. We may also make a referral to statutory agencies such as the police and/or the local authority child protection services.
- 7.3 If you become aware of any breaches of this code, you must report them to The Chief Executive. If necessary, you should follow the whistle-blowing procedure and child protection/safeguarding procedures.

SIGNED:

PRINT NAME:

DATE:

## **19. Young People's Code of Conduct**

**The Team Members and Young People of the RH Youth Organisation will work together to provide a safe and pleasant place of meeting and will promote good behaviour within the organisation whilst attempting to provide a fun challenging programme.**

### **ACCEPTABLE BEHAVIOUR:**

- 1) Regular attendance (anyone who misses four consecutive weeks without reason or notification will be deemed to have left)
- 2) Join in and work as a team.
- 3) Adults and Young People listen to each other.
- 4) No one will make fun of anyone else because of their gender, skin pigmentation, religion, preferences, nationality, country of origin, abilities, disabilities or for being LGBT+.
- 5) There will be no bullying at any time either physically or verbally.
- 6) No one shall make noise in quiet times, for example, when instructions are being given.
- 7) Respect that is given should be returned at all times.
- 8) No use of foul or abusive language.
- 9) Everyone shall respect their equipment and their meeting place.
- 10) There is no dangerous conduct with equipment or surroundings.
- 11) The required uniform is to be worn at appropriate sessions and events.
- 12) If a young member has a problem, they will report it to a Team Member.
- 13) Members carry out all activities as safely as possible.
- 14) Mobile phones and other devices that can connect to social media are not be used and to be handed in to a member of the Adult Team at the start of the session
- 15) Chewing gum and energy drinks are banned from all sessions and events.
- 16) Members must keep their surroundings tidy and rubbish free at all times.
- 17) Young People must not eat during activities.
- 18) Everyone must sign the Social Agreement.
- 19) Everyone must sign the Camp Agreement before they are allowed to attend a camp or nights away experience.

20) Young People are not allowed to bring a knife/axe/saw or cooking stove to any meeting or event, unless they complete the appropriate license from the Team Leader.

21) Everyone will be included in activities.

22) Smoking, alcohol and drugs are strictly prohibited at all sessions and events.

23) The Organisation's Policies must be followed at all times.

24) Respect that the RH Youth Organisation is STRICTLY a nut free organisation.

This is the code of the RH Youth Organisation and by signing below you show are willing to accept and uphold it. A copy of this code will be sent home to all members to help those at home understand what is expected of the Young People

If anyone fails to follow this code of conduct, will under go a three strike process.

- One strike will result in a verbal warning
- Two strikes will result in a letter home to arrange a meeting with parents/guardians.
- Three strikes will result with expulsion from The RH Youth Organisation.

SIGNED:

PRINT NAME:

DATE:

## END OF 19. YOUNG PEOPLE'S CODE OF CONDUCT

# 20. Social Media Policy

THE RH YOUTH ORGANISATION seeks to use all relevant, accessible means of communication, including social media.

### **THE RH YOUTH ORGANISATION Policies and Social Media**

Many of THE RH YOUTH ORGANISATION's policies and terms and conditions apply to social media and should be read in conjunction with this policy:

- Confidentiality policy
- Conflict of Interest policy
- Computer policy
- Harassment policy

### **Responsibilities for Input**

Social media accounts for THE RH YOUTH ORGANISATION will be set up by The Media Officer. Other Team Members who wish to have a Facebook group, Twitter group or other social media group will seek agreement from The Media Officer. Upkeep, maintenance and input of profiles and entries will only be carried out by approved Team Members.

Parental consent to display media will be sought at time of registration.

### **Password Protection**

Gaining access to social media accounts requires the inputting of a correct email address and user password. The password will be changed if there is any reason to believe that someone other than an THE RH YOUTH ORGANISATION Team Member knows it.

### **Privacy Protection**

THE RH YOUTH ORGANISATION will always consider the privacy of volunteers and others and will never broadcast open details (including photos of individuals) that may reveal personal information such as home address, date of birth, street name, car number plate or other similar information.

On Facebook, THE RH YOUTH ORGANISATION will have organisation pages, not individual accounts. Lists of people clicking on the 'Likes' button will only be available to THE RH YOUTH ORGANISATION.

### **Monitoring Content**

Nothing detrimental to THE RH YOUTH ORGANISATION will be posted by Team Members on THE RH YOUTH ORGANISATION social media sites.

Wall posts and other comments posted by others will be monitored. If posts are deemed unsuitable they will be deleted. Postings from people who frequently post unsuitable comments will be blocked.

THE RH YOUTH ORGANISATION Team Members will not post comments on other social media sites, without checking content with their Team Leader or The Media Officer.

### **Personal Social Media**

On personal social media sites:

- If you mention THE RH YOUTH ORGANISATION or anything connected to it you should identify that you are a volunteer of THE RH YOUTH ORGANISATION and that the views expressed are yours alone and do not represent the views of the organisation.
- Unless given permission by the Media Officer, you are not authorised to speak on behalf of THE RH YOUTH ORGANISATION, nor to represent that you do so.
- You may not share confidential information about THE RH YOUTH ORGANISATION.
- You should exercise good judgement and post nothing detrimental to THE RH YOUTH ORGANISATION on these sites.
- You are not allowed to accept any friend requests from any Young People in THE RH YOUTH ORGANISATION under the age of 18, unless authorised by the Media Officer.

**This policy should be read in conjunction with –  
Appendix 1 – Social Agreement**

**END OF 20. SOCIAL MEDIA POLICY****APPENDIX 1 –  
Social Agreement**

1. No Young Person may have any Young Team Leader's phone number or be linked with them on social media, unless authorised by the Media Officer.
2. No Young Person may have any Team Member's phone number or be linked with them on social media, unless authorised by the Media Officer.
3. Adult Team Members' phone numbers are for use of Parents/Guardians.
4. All Members must use social media with care, and if commenting publicly on Social Media accounts, must be respectful and polite at all times.
5. Any Passwords for the website, must not be passed on to anyone outside of the Organisation.
6. Any cyberbullying towards another Young Person or towards the Adult Team will be taken straight to the Police.
7. Members should not bully or harass each other and instead should be looking out for one another.
8. Anyone being bullied for being a Member should report it to a Team Member.

SIGNED:

PRINT NAME:

DATE:

## 21. Computer Policy

This policy is intended to safeguard THE RH YOUTH ORGANISATION's hardware and software. All computer equipment and software is the property of THE RH YOUTH ORGANISATION – Team Members and volunteers are only authorised to use the packages provided on the system.

- Team Members and volunteers should ensure documents are created to reflect THE RH YOUTH ORGANISATION's house style format.
- If you wish to use anything else on the computers, then you must be authorised to do so by your Team Leader. This includes loading files and/or software from a non-accredited source.
- Computer configurations or system changes must be authorised by the Chief Executive
- Team Members are permitted to use computer equipment (with the prior authorisation of the Chief Executive) out of working hours ensuring THE RH YOUTH ORGANISATION's policy on Health and Safety is adhered to.
- Personal use of these facilities by a Team Member for a reasonable and specific purpose will be authorised at the discretion of the Chief Executive.
- The installation or use of personal facilities (i.e. personal e-mail accounts, personal accounts with Internet Service Providers) is not permitted

NOTE: All files are virus-checked by the server.

**END OF 21. COMPUTER POLICY****22. Delegated Authority Policy****Orders**

Each Session will be allocated a monthly £10 float to be spent on resources, such as stationary and other basic equipment, that are deemed necessary by the Team Leader.

The Team Leader can authorise expenditure up to £20. Any expenditure with greater value must be authorised by the Chief Executive, treasurer or chair person.

In the absence of the Chief Executive, the Chair Person can authorise expenditure up to £100 if it is within THE RH YOUTH ORGANISATION's budget.

For any expenditure over £100 (e.g. for trips or camps), this purchase must be authorised by the Board.

Delegated authority limits also apply to contracted agreements such as mobile phones, storage and hall hire.

**Payments**

All invoices will be stamped and full details of the account heading, payee and amount will be added and then the invoice will be approved by the treasurer.

E-payments will be authorised by the treasurer or the chairperson.

Cheques will be signed by the appropriate signatories that are linked to the RH YOUTH ORGANISATION's bank account.

Direct debits and standing orders will be authorised by the Chief Executive or the chairperson and a Trustee.

**END OF 22. DELEGATED AUTHORITY POLICY****23. Camping and Outings Policy****Introduction**

THE RH YOUTH ORGANISATION on occasions will be camping and hosting outings with Young People and adults. It is important that the adult team members abide by this policy for the safety of the Young People and other adults in the group.

**Training**

All adults will receive training before taking Young People on an outing or camping trip.

Adults will receive a CAMPING OUTING AUTHORISATION CARD (COAC) when they have completed their training on how to run a camp or outing. This form is signed by the Chief Executive for official approval.

**Camping & Outings**

- Team Leaders that will be running the camping event must fill in a CAMPING OUTING APPROVAL FORM (COAF) This form can be viewed in Appendix 2.
- The Executive Team must sign this form for approval before taking Young People camping. You should notify The Executive Team 8 days before the event.
- Risk assessments, permission forms, medical forms should be completed.
- Ratios for camping is the same as a normal session ratio.
- Adults must not share tents with Young People.
- Adults must not smoke, have alcohol or drugs during any camping experience.
- The RH YOUTH ORGANISATION code of conduct should always be followed at all times.
- Young People should sign and follow the camping agreement (Appendix 1).

**Failure to comply with this policy will result in dismissal.**

**This policy should be read in conjunction with –**

**Appendix 1 – Camping Agreement**  
**Appendix 2 – Camping/Outing Approval Form**

**END OF 23. CAMPING AND OUTINGS POLICY**

**APPENDIX 1 –**

**Camping Agreement**

1. No phones or other devices that may connect to social media are permitted, and must be left at home.
2. Members must bring the items listed on the kit list, to make sure they have all the essentials needed.
3. All items must be marked clearly with the Member's name.
4. All items are brought at the Member's own risk and the Adult Team cannot be held responsible for loss or damage.
5. Young People may not bring bladed items or stoves, unless they have the correct license.
6. Young People must pack their own rucksacks so they know where their belongings are.
7. Young People must keep their tents/bivouacs/rooms inspection ready all times.
8. Young People must travel to and from camp dressed in the appropriate uniform.
9. On International Trips, Members must travel to and from their destination in the RH Formal Uniform.
10. Young People must stay in their accommodation and be quiet between Lights Out Time and Wake-Up Time, unless they are leaving to go to the toilet.
11. Young People must stay away from out of bounds areas dictated by the Adult Team.
12. Young People must not smoke, drink alcohol or take any drugs during camping experiences.
13. Any food or snacks brought from home must not have ANY traces of nuts as the RH Youth Organisation is a nut free organisation.

SIGNED:

PRINT NAME:

DATE:

**APPENDIX 2 –*****Camp/Outing Approval Form***

**PURPOSE AND USE:** This form provides the information the Executive Team requires to approve an event to take place. The authorised person is responsible for ensuring that the Executive Team is informed about each session attending a nights away or event. For all camps/outings the information below should be with the Executive Team **8** days before the event.

**DATA PROTECTION:** This form is used to collect information about you and your team for the purpose of approving this camp or activity, this is to be used by the Executive Team. As part of this form we collect personal data about you and your team, this detail is required so that we can check that everyone meets the appropriate requirements for the event and that appropriately authorised persons are in place. We do not share your personal data provided in this form with any third parties. We take your personal data privacy seriously. The data you provide to us is securely stored and we will keep the data we capture from this form for 6 months after the event for any queries that arise then it will be securely destroyed. For further detail on our Data Protection please visit our Data Protection Policy in the RH Youth Organisation Policies.

**Event Information**

Authorised Person's Name			
Type of Event (e.g. Sleepover, hike, camp, etc.)			
Group		Session	
Approx. No. Attending	Young People		Adults
Event Dates	From		To
Venue Name			Telephone

Venue Address	
---------------	--

Please Attach a Confirmation of Booking (If Applicable)
---

### Qualified Instructor Information

For any activities that require extra qualifications/instructors (e.g. climbing/ canoeing)

Name		Telephone	
------	--	-----------	--

Address		E-mail	
---------	--	--------	--

Activities (please list those requiring permits or qualifications, providing details of the activity leader or provider)	
--	--

Menus and Programmes are NOT required with this form.

### Contacts and Approvals

Base Contact Details	
----------------------	--

#### FOR CHIEF EXECUTIVE USE ONLY

Risk Assessment	
Medical Forms	
Permission Forms	

APPROVAL	PRINT NAME:	SIGNATURE:	DATE:
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GRANTED			
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## 24. Uniform Policy

### Introduction

We have introduced a 'uniform' in the loosest sense of the word to enhance our aim of being a fair and inclusive youth organisation. We consider a 'uniform' of additional benefit to eliminate the difficulties sometimes associated with branded and logoed items of clothing. To enable the children and young people a simple and affordable option serves multiple purposes:

- Cost – the items we suggest are of reasonable cost to enable all members to source and purchase. For hardship cases, we have our care packages in place and additional funding will support the purchase of items allowing the children to look and feel the same as everyone else. We aim to eliminate the stigma mentioned above and to help and support families with sensitivity.
- Comfort – the items of clothing suggested have been chosen with comfort in mind. Some of the activities involve movement, stretching, bending and climbing, therefore it is essential (from a safety point of view also) that the children wear clothing that does not restrict movement. Again, if everyone wears a similar style of clothing, the planning of activities does not have to factor 'restrictive movement because of tight clothing' into a risk assessment making activities safer and equitable.
- Getting messy – a lot of our activities support the development of creative skill and ability. To enable the children and young people to participate fully, the items of clothing selected provide an affordable choice with which to move and create freely without worry of spoiling or damaging expensive clothing. Observations of working with children in the past have suggested that children can become anxious about parental comment when expensive items of clothing are, for example, marked with paint.
- To be part of a group – as with any organisation, whether it be school, dancing class, football club or official uniformed organisation, it is important to many children and young people to enjoy and experience the feeling associated with being part of a 'group' of other people. Many of the above mentioned groups have a 'uniform' or similar dress code which makes them stand out as unique and different from other groups, enabling a sense of belonging.

The uniform colours are navy blue. Which is the main colour of the Organisation. There will be a badge to sew on our polo shirts. This will go on to the left hand side of the uniform to identify which part of the organisation you are from (Theatre or Outdoor and Adventure).

Adults and Young People will wear the same uniform.

### **Outdoor and Adventure**

- Navy trousers
- Black boots
- Navy Polo shirt

### **Theatre Group**

- Navy trackies
- Comfortable foot wear- trainers, pumps
- Navy Polo shirt

### **Executive Team and Officer's Uniform**

#### **1. Activity**

- Polo Shirt
- Navy Trousers/Trackies
- Boots/Trainers

#### **2. Formal**

- RH Formal Shirt
- Formal Navy Trousers/Skirt
- Black Shoes

#### **3. Ceremonial**

- RH Formal Shirt
- Pride of Scotland Kilt
- White Kilt Socks/Skin Tights
- Brouges
- Pride of Scotland Flashes
- Glengarry (Optional)

## Uniform Contracts

Adult Team Members are required to sign a Uniform Contract when they receive any RH YOUTH ORGANISATION branded uniform. This is to ensure that the RH YOUTH ORGANISATION will not be liable for the costs to replace any lost/damaged items of uniform.

This policy should be read in conjunction with – Appendix 1 – Uniform Contract

### END OF 24. UNIFORM POLICY

#### APPENDIX 1 –



Scottish Charity Number- SC049696

## Uniform Contract

### Volunteer's Information

**Name:**  
**Date of Birth:**  
**Position within Organisation:**  
**Address:**  
**Contact Number:**  
**Email:**

### Organisation's Information

**Name:** RH Youth Organisation  
**Charity Number:** SC049696  
**Executive Team Member Filing Form:**  
**Uniform being provided:**  
**Cost of Uniform:**

The RH Youth Organisation agrees to pay the costs for the uniform listed above. The Organisation will not be held accountable and is not liable for any costs to replace lost/damaged uniform. In cases of general wear and tear, the RH Youth Organisation will replace any uniform damaged; however this is not guaranteed and will be assessed on a case to case basis by the Executive Team.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

I, the Volunteer, acknowledge that the RH Youth Organisation will provide the uniform listed above. If a piece of uniform is lost/damaged, I am liable for the replacement costs and must reimburse the RH Youth Organisation. However, in certain circumstances where the damage is through general wear and tear, the RH Youth Organisation may provide me with a replacement. I acknowledge that this is not a guarantee and that every case will be dealt with individually and assessed on a case to case basis by the Executive Team.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## **25. Youth Support Package Policy**

### **Introduction**

One of THE RH YOUTH ORGANISATION's aims is to provide an affordable experience which will help reduce social exclusion. Sometimes it can be financially difficult for family members to afford equipment, trips or outings for their child to enable them to experience the activities that we provide. To meet this aim we provide Youth Support Packages.

### **1. Youth Support Packages**

- **Youth Support Package 1**  
Consists of funding towards the cost of trips or outings. The amount of support granted will be at the board's discretion.
- **Youth Support Package 2**  
Consists of funding for essential equipment that maybe loaned out this may include rucksacks, uniform, sleeping bags.

### **2. Access**

To gain access to the Support Packages you must be eligible to apply. Forms are available in Appendix 1. The form will be sent to the RHYO board who will consider it and if deemed necessary, will approve and authorise the Support Package. Applicants will be informed of the Board decision by letter. Consideration will be given to each application on an individual basis. Multiple applications may also be given consideration.

## END OF 25. YOUTH SUPPORT PACKAGE POLICY

## APPENDIX 1 –



## RH Youth Organisation

### Youth Support Package Form



As an inclusive organisation, the RHYO endeavours to ensure every child and Young Person has an equal opportunity to experience all activities we offer. We understand that sometimes, financial restraints make it difficult for children to participate in additional activities. The RHYO has developed 2 support packages which aim to help and support families in need. If you would like more information please speak to a Team Leader or complete the form below for our consideration.

Name of Person filling in the form	
Relationship to child	

Address	
Phone	
Email	

Name of child	
Group they attend	
Session they attend	

Please tick appropriate box

Support Package 1 (financial)		Support Package 2 (equipment)	
----------------------------------	--	----------------------------------	--

<b>Support Package 1 –</b> How much are you requesting?	
<b>Support Package 2 –</b> What equipment are you requesting to borrow?	

Please explain in detail of why you would like to access the Support Packages.

Any additional documentation which may support your request. Please attach to the form.	
I accept that for Support Package 2 that if equipment is damaged or lost I will be held responsible and liable to cover the cost to replace the equipment.	

Signature		Date	
-----------	--	------	--

Your application will be considered by our Executive Team. In some circumstances it may be necessary to ask the Board for a final decision.

## 26. Covid-19 Policy

### Introduction

The COVID-19 (Coronavirus) epidemic is developing rapidly and the effects will continue for some months to come. This document sets out the Organisation's policy on actions to be taken in response to the epidemic. It should be noted that any advice issued by the Scottish Government or Dumfries and Galloway Council will take precedence over the actions set out in this policy.

We recognise that some of the Young People in our care are among the most vulnerable members of society and so may need additional precautions.

We also recognise that for many of the Young People, the routine and structure of the Organisation is extremely important for their wellbeing, so we aim to maintain normal routine as much as possible.

- The introduction of additional personal hygiene requirements for volunteers and Young People as they move around the premises of where the RH YOUTH ORGANISATION will hold its sessions (e.g. hand washing/sanitising - face masks will be optional);
- The limitation of members travel by the cancellation of residential trips and by reviewing the risk of even local activities;
- The limitation of volunteers travel – volunteers should not attend external events such as conferences, training or exchanges;
- The minimising of visitors – only those deemed very important will be allowed to come into the premises and the introduction of parental choice -if parents/carers take the view that the risk to a member is minimised by staying away from the Organisation (for example a particularly vulnerable young person).
- The number of Young People in attendance in each session will be reduced where applicable.
- Maximum Room Occupancy Assessment will be carried out.
- Session times will be reduced where applicable in order to limit exposure time.
- Where applicable, we will introduce a one way system through the premises to limit the number of people coming into contact with one another in the hallways.

- We will limit the number of parents/guardians entering the main hall to reduce the chance of exposure. We recommend parents/guardians do not leave their cars.
- Children/ Young People to only bring essentials such as water bottles and coats.

## Symptoms

The most common symptoms are new:

- continuous cough
- fever/high temperature (37.8C or greater)
- loss of, or change in, sense of smell or taste (anosmia)

A new continuous cough is where you:

- have a new cough that's lasted for an hour
- have had 3 or more episodes of coughing in 24 hours
- are coughing more than usual

A high temperature is feeling hot to the touch on your chest or back (you don't need to measure your temperature). You may feel warm, cold or shivery.

Some people will have more serious symptoms, including pneumonia or difficulty breathing, which might require admission to hospital.

For more information visit –

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-general-advice>

## The RH Youth Organisation policy towards Volunteers and Young People illness

- All members of the Organisation will be informed of the symptoms.
- If a volunteers or Young Person shows symptoms that would require 'self-isolation' under the current Government guidance, they will be sent home immediately to 'self-isolate' and told to request a test.

## Organisation closure

The organisation will remain open unless re-advised by the relevant health authorities.

The Chief Executive in conjunction with the Board has the discretion to close the Organisation if in their judgment:

- The overall volunteer ratio absence level is so high that the safety of children cannot be guaranteed and/or
- The rate of Volunteer or Young People illness is excessive.
- If a member receives a positive test result, the organisation will close for 14 days. If no new cases arise, the organisation will resume operations.

## Responsibilities

### Chief Executive

The Chief Executive is to maintain and update all information relating to the development of the epidemic and the current advice from the Government, Local Authority and NHS.

Volunteers will:

- Follow government guidance on self-isolation;
- Report symptoms immediately (to the Chief Executive or the Executive Team) and leave the organisation to go home, to self-isolate and report any concerns regarding a child/ Young Person displaying relevant symptoms.

## Objectives

- To minimise the risk to Young People and volunteers during the COVID-19 epidemic.
- To carefully consider and implement ongoing Government advice.
- To maintain full awareness of the vulnerability of a large proportion of our members and to always act accordingly, to maintain full awareness of the fact that for many of our Young People, the routine and structure of the organisation is extremely important for their wellbeing, and aim to maintain as normal a routine as much as possible.

## Hygiene Precautions

Young People and volunteers will be required to follow the government advice on regular hand washing as being the best method of avoiding transmission of the virus. Hand sanitiser and tissues will be available in the premises. Signs and posters will be used to remind volunteers and Young People of the above.

All equipment used will be cleaned after each session.

Face masks will not be worn unless explicitly advised by Government/Local Authority or NHS officials, as this may cause unnecessary distress to some of our more vulnerable children.

All members will be reminded about cough and sneeze etiquette – coughing into the crook of your elbow and sneezing into a tissue.

All members will be reminded to keep their hands away from their face to prevent the potential spread of the virus.

When in a premises, the RH YOUTH ORGANISATION will limit the number of rooms occupied within the building to prevent any potential spread of the virus. Any rooms not being used will be marked out of bounds.

## **Young People Travel**

There should be no foreign travel until further notice.

It is recognised that trips into the community (for example to shops, cafes or parks) are an essential part of the organisation for our members. These can continue provided the risk assessment is reviewed and updated to consider the COVID-19 risk.

Additional precautions are to be considered and/or implemented – these are:

- The choosing of destinations based on more/less likely exposure risk.
- Avoiding busy times for visits to reduce exposure.
- Additional hand washing/use of sanitiser as part of any visits.

No camping or outings will take place until Government advice allows it.

For more information on how COVID-19 will affect camping, please contact us for our Camping Risk Assessment.

## **Volunteer Travel**

Volunteers should not attend external events such as conferences, training and/or information exchange visits to other organisations until further notice.

## **Visitors to the Organisation**

General information exchange visits to the Organisation should be cancelled to minimise the exposure of our young people.

Other visitors to the Organisation can be admitted provided:

- The visit is essential for the education, health or wellbeing of a Young Person
- The visit is to carry out essential urgent maintenance on the premises – non urgent maintenance should be carried out when children are not present on the premises.

- The visitor is not showing any symptoms that would require 'self-isolation' under the current government guidance.
- The visitor follows the hand washing / sanitisation requirements.

## **Parental/Guardians Choice**

The Organisation recognises that some parents/guardians/carers may judge that the risk to a Young Person will be minimised if they do not attend the Organisation. This is most likely to be the case for those members at highest risk from COVID-19.

## **Test and Protect**

The RH YOUTH ORGANISATION'S Test and Protect Tracing Record will be given to NHS Scotland staff if a member of the organisation or their family has received a positive test result. (See Appendix 1)

"Everyone who tests positive for COVID-19 will be put in touch with the local contact tracing team so that other close contacts can be identified. These close contacts, as well as household contacts, will be asked to self-isolate for 14 days.

It will be important that everyone, and especially the people identified as close contacts, remain in self-isolation for the full length of time they are asked to.

A close contact is someone who has been physically close enough to the confirmed case for a long enough period of time, that they may have had the virus transmitted to them. The risk of the virus being transmitted is higher the closer the contact, the greater the exposure to respiratory droplets (for example from coughing), and the longer the duration of the contact.

If you have been in close contact with someone who has COVID-19, you will be asked to self-isolate for 14 days. This is because if you have the virus, it may take up to 14 days for it to develop into an illness (the "incubation period" of the virus).

If you have been identified by NHS contact tracers as having been in close contact with a person with a confirmed case, you will not be told who it is you have been in contact with.

If you do not have symptoms yourself and are self-isolating as a close contact of person who is a confirmed case, other people in your own household will not be asked to self-isolate along with you – unless they have also been in close contact with a person who is a confirmed case, which case they will be informed by the NHS."

<https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/who-needs-to-self-isolate/>

## **Data Protection**

If any of our members receive a positive test result, they will be told by NHS Contact Tracers to gather any relevant information about any close contacts. In this case, the RH YOUTH ORGANISATION will gather the close contact information for any time spent at the organisation.

The RH YOUTH ORGANISATION will request parents/guardians to ask NHS Contact Tracers to contact us directly to allow us to stay aligned with our Data Protection Policy.

The Test and Protect Tracing Record will be given to NHS Contact Tracers along with personal contact information for the close contacts. This data will include:

- Full Name
- Home Address
- Primary Contact Number
- Secondary Contact Number
- E-mail Address

If it has been necessary to share any personal data with NHS Contact Tracers, the relevant individuals will be notified by the RH YOUTH ORGANISATION by phone.

We will not disclose who has had the positive test result.

### **Illness of Member of Staff or Child**

If a volunteer or Young Person becomes ill, the symptoms will be assessed against current Governmental advice. If the symptoms are consistent with a requirement to 'self-isolate' the volunteer or Young Person will be sent home. It is recognised that the judgement about whether the symptoms are consistent with the need to self-isolate may be difficult for mild symptoms. Where it is uncertain, the Organisation will err on the side of caution and assume that self-isolation is appropriate, unless medical advice to the contrary is obtained. The Organisation recognises that this is likely to result in a significant increase in volunteer or Young Persons from sessions, but also that this is appropriate to limit the risk to all members of the Organisation and their families.

### **Organisation Closure**

The organisation will remain open unless re-advised by the relevant health authorities. The Chief Executive in conjunction with the Board has the discretion to close the Organisation if in their judgment.

- The overall volunteering absence level is so high that the safety of children cannot be guaranteed and/or
- The rate of volunteer or Young Persons illness is excessive.

### **Volunteer Ratios**

The safety of our Young People while in the Organisation is our overriding priority. The varying needs of our young people means that it is not possible to specify a simple number of volunteers that are needed to ensure the safety of our children. Our ability to ensure the safety of our Young People will be assessed weekly and on a 'per session' basis and in careful

consideration of the individual needs of each child and/or each session. If, in the judgement of the Chief Executive, there are insufficient volunteers to ensure the safety of all children, one or more sessions may be closed for a period and the relevant Young People sent home.

## **Maximum Room Occupancy**

Maximum Room Occupancy Assessment will be carried out and followed at all times. (See Appendix 2)

## **Communication**

All communications will be electronic through our website, Facebook, e-mails and group texts.

No paper will be sent home so all letters will be uploaded to our website.

Our main email address is [rhyouthorg@hotmail.com](mailto:rhyouthorg@hotmail.com)

## **Executive Team**

It is necessary to maintain many of the administrative functions of the Organisation, even if the Organisation is closed. If there is significant volunteer absence in the administrative functions, precautions to reduce the risk of not meeting the essential requirements will be implemented.

These may include for example:

- The separation of key personnel into different offices
- Volunteers being required to work from home.

The Executive Team are responsible for carrying out a risk assessment review every 3 weeks.

## **Review Period**

This policy and risk assessment shall be reviewed every 3 weeks or as significant new advice becomes available.

If you require a copy of our most recent risk assessment, please contact the Executive Team.

## **References**

<https://www.gov.scot/coronavirus-covid-19/>



<b>ADDITIONAL COMMENTS:</b>		

**APPENDIX 2 –**

## COVID-19 Maximum Room Occupancy Assessment

<b>Compiled By</b>	
<b>Date</b>	
<b>Review Date</b>	

**Introduction**

The following assessment is designed to support the application of control measures to support a safe environment for everyone within the organisation, providing an assessment for planned social distancing and maintaining a practical clean environment which restricts the potential for contamination.

**Social Distancing & Personal Hygiene**

Maintaining social distancing and hygiene within the building will help combat the spread of COVID-19.

**Room Occupancy Assessment**

An assessment of room size will be conducted to determine the maximum number of people which can be accommodated taking into account social distancing.

Location	Room Descriptor	Size (L x W = m <sup>2</sup> )	Max Occupancy (m <sup>2</sup> ÷ 4)
----------	-----------------	-----------------------------------	---------------------------------------



15. Team Members will then have 30 minutes to clean all equipment that has been used as well as any surfaces and door handles before the next session. If there is not another session, this still needs to be done.
16. At the end of the night, a security check should be carried out and all windows and doors must be closed and locked if they have been opened.
17. For the latest guidance and instructions, consult the RH YOUTH ORGANISATION's latest COVID-19 Risk Assessment which will be available at all times.

## 27. Ethics Policy

We always aim to ensure that we work with responsible companies and organisations.

This includes not investing in or receiving grants, donations or sponsorships from or otherwise facilitating any organisations that do not agree with our aims, outcomes and conform to our standards and views. Any organisation that does not meet these requirements will no longer be used and the RH Youth Organisation will terminate any contracts and agreements we have.

For example, we will not facilitate the service of any of the following businesses:

- a) Businesses involved in the production, processing or distribution of illegal drugs;
- b) Businesses for whom the following activities are, or are intended to be in the future, a significant source of revenue:
  - i) The establishment or operation or any form of gambling other than society lotteries as defined in the Gambling Act 2005;
  - ii) Pornography or the provision of products or services of a substantially similar nature;
  - iii) The manufacture or wholesale distribution of tobacco or tobacco-related products, provided that any activities in relation to community facilities or shops or sports or other clubs which may sell tobacco or tobacco-related products shall be permitted.

We will always try to use local shops and local suppliers to support our local communities and aim to ensure that all of our materials and products are ethically sourced.

**END OF 27. ETHICS POLICY**

**END OF DOCUMENT**



# **RH YOUTH ORGANISATION POLICIES**