WORKING SAFELY IN A YOUTH CLUB

Guidance for youth leaders on how to create a safe environment
National Youth Council of Ireland

The National Youth Council of Ireland (NYCI) is the representative body for national voluntary youth work organisations in Ireland. It represents and supports the interests of voluntary youth organisations and uses its collective experience to act on issues that impact on young people.

www.youth.ie

NYCI Child Protection Programme

The NYCI Child Protection Programme supports and resources the youth work sector to meet its child safeguarding and child protection responsibilities. The programme is funded by the Department of Children and Youth Affairs.

www.childprotection.ie

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CONTENTS

Introduction .................................................................................................................................................. 4

Guidance for youth leaders on:

1. Developing a code of behaviour with young people ................................................................. 5
2. Conducting a risk assessment in a youth club ............................................................................. 6
3. Ratios when working with young people .................................................................................... 7
4. One to one working ....................................................................................................................... 8
5. Appropriate physical contact ....................................................................................................... 9
6. Recording and sharing information .......................................................................................... 10
7. Safe use of social media ............................................................................................................. 11
8. Transporting young people ......................................................................................................... 12
9. Planning a day trip or residential ............................................................................................... 13
10. Planning a trip abroad ............................................................................................................... 14
11. Responding to challenging behaviour ..................................................................................... 15
12. Working with children with a disability .................................................................................... 16
13. Communicating with parents/guardians ................................................................................... 17
14. Working with other organisations ............................................................................................ 18

Where to go for further information, advice and support ................................................................. 19
INTRODUCTION

This resource was developed by the NYCI Child Protection Programme, which is funded by the Department of Children and Youth affairs. The Child Protection Programme aims to support and resource the youth work sector to meet their child safeguarding and child protection responsibilities. This is achieved through the provision of training programmes and seminars; the development of resource material; the youth work Garda vetting consortium and through advocacy.

This resource Working Safely in a Youth Club is designed to offer guidance to youth leaders on how to provide a safe environment for their young people. It does this through a number of guidance sheets, which contain information on how to work safely with young people.

As youth groups are required to have in place child protection policies and procedures, which are fully implemented, this resource assists those working with young people to consider how to develop their safeguarding approach to their work. Each of these guidance sheets needs to be considered and adapted to the club’s own particular circumstances and context.

We hope you find this resource useful.

Olive Ring

National Child Protection Manager
National Youth Council of Ireland
March 2015
DEVELOPING A CODE OF BEHAVIOUR WITH YOUNG PEOPLE

A code of behaviour for children/young people helps to explain their rights and responsibilities when taking part in a club’s activities. For this to work, children/young people need to be able to develop the code for themselves, with the assistance of a leader. Codes of behaviour have been shown to help children/young people to develop their sense of fair play and mutual respect. When children/young people ‘own’ the code, they will generally protect it and support it.

An effective code of behaviour should be discussed and debated by children/young people and could contain the following elements:

- A description of the rights and responsibilities of all members of the organisation;
- A description of the ways in which the organisation encourages and recognises good behavior.
- A description of unacceptable/inappropriate behaviour.
- Mechanisms for achieving a supportive culture and positive environment.
- A description of the organisation’s approach to behaviour management.
- Strategies to embrace diversity and difference within the organisation.
- Strategies for the prevention of bullying and other serious misbehavior and processes for managing conflict.
- Procedures for informing and involving parents.
- Details of support available to young people and their parents.
- Mechanisms for monitoring and reviewing the policy.
- Links to other policies, e.g. Bullying, Substance misuse, Child Protection, Complaints procedure etc...

TIP: THE CODE SHOULD BE EXPLAINED AND DISCUSSED WITH CHILDREN/YOUNG PEOPLE WHEN THEY FIRST JOIN THE ORGANISATION AND IT SHOULD BE REVIEWED AT REGULAR INTERVALS.
Guidance on carrying out a risk assessment

Conducting a risk assessment as part of programme planning should enable youth leaders to ensure that situations and activities where young people or leaders could be faced with danger are identified and risk assessed accordingly and appropriate controls are implemented. Risk assessments are dynamic and ongoing, and regular reviews of the controls should be carried out;

In general, there are five steps of risk assessment:

1. Identify hazards
   A hazard is anything that can cause harm, a risk is the chance, high or low, that someone will be harmed by the hazard.

2. Identify people who might be harmed and how
   Think about groups of people who might be at risk and in what way they may be harmed.

3. Analyse risk
   Now that you have identified all the significant hazards, consider how likely it is that each hazard could cause harm and determine the likelihood and severity of the risk.

4. Implement plan
   Ensure ongoing plans are in place and are being implemented to respond to any risks which present.

5. Review
   When reviewing the process, you need to consider does it work? Has it been effective? Is it up to date? Circumstances can change and the risk assessment may need to be updated.

TIP: IT IS RECOMMENDED THAT ALL RISK ASSESSMENTS SHOULD BE RECORDED IN WRITTEN FORM.
Due to the number of potential variables, it is not possible to recommend “one size fits all” guidance to cover all activities involving children and young people. There are, however, a number of key principles that are recommended as good practice:

- It is recommended that youth leaders make sure that there is sufficient help available for activities to be organised in a way which maximises fun, learning, safety and participation.
- The minimum adult/young person ratio in any group should ideally be one adult per group of eight young people, plus one other adult, and allowing an additional adult for each group of eight thereafter. Local circumstances, the ages of the children, the relationship with the group and the experience of the leaders should be taken into consideration.
- When dealing with group members of mixed gender, it is recommended that there are sufficient adults of both sexes to properly supervise activities and any premises in use.
- Safety, ability/disability of young people and the nature and/or location of the activities being undertaken may require that the 8:1 ratio be lowered considerably.
- Many groups/organisations have a process to allow young people who are under 18 to act as ‘junior leaders’. This should be about developing a young person’s sense of belonging and responsibility, rather than depending on them to take full responsibility for managing a group of children. Junior leader’s under 18 years can supplement the numbers of adult leaders supervising the activity but should not be counted as part of the core ratio.

### Ratios When Working with Young People

**The Minimum Adult/Young Person Ratio in Any Group Should Ideally Be:**

- 1 Adult per group of 8 Young People

**Plus One Other Adult, and Allowing An Additional Adult For Each Group of Eight Thereafter**

**Tip:** Remember to plan ahead for the possibility of a youth leader who is unable to attend the club at short notice.
ONE TO ONE WORKING

There are two main situations in which the need for one-to-one working may arise:

1. **In a reactive situation**, e.g. where a young person requests a one on one meeting without warning, or where a young person needs to be removed from a group;
2. **As part of a planned structured piece of work**.

The following provides some guidance in relation to these situations:

1. **In a reactive situation**:
   - If you need to talk to a young person alone, try to do so in an open environment, in view of others;
   - If this is not possible try to meet in rooms with visual access, or with the door open, or in a room/area where other people are nearby;
   - Workers should advise another worker that such a meeting is taking place and the reason for it. A record should be kept of these meetings including names, dates, times, location, reason for the meeting and outcome;
   - Workers are strongly advised to avoid meetings with individual children where they are on their own in a building.
   - One to one meetings should take place at an appropriate time, e.g. not late at night and in an appropriate venue.

2. **As part of a planned structured piece of work**
   - The particular programme/activity should have a clear rationale, aims, methodology, evaluation mechanism and accompanying work plan.
   - A good supervision structure should be in place to support this work and address any issues which may arise.
   - Parents/guardians must be fully informed as to the nature and purpose of this work and must give written consent.
   - A clear code of behaviour must be agreed and adhered to for both worker and young person.

**TIP:**

**YOUNG PEOPLE SHOULD BE ADVISED WHO THEY SHOULD CONTACT IF THEY HAVE ANY CONCERNS OR FEEL UNCOMFORTABLE ABOUT ANY ASPECTS OF THESE MEETINGS.**
WORKING SAFELY IN A YOUTH CLUB

APPROPRIATE PHYSICAL CONTACT

Certain activities within youth work require physical contact with children/young people. However, it is vital that employees/volunteers should only engage in physical contact with children/young people in ways which are appropriate to their agreed role and responsibilities.

- Any form of physical punishment of children is unlawful, as is any form of physical response to misbehavior, unless in exceptional circumstances where it is by way of restraint.
- When physical contact is required, the adult should seek to explain the nature and reason for the physical contact to the child or young person. Unless the situation is an emergency, the adult should ask the child for permission;
- Contact should not involve touching genital areas, buttocks, breasts or any other part of the body that might cause a child distress or embarrassment;
- Physical contact should always take place in an open or public environment and not take place in secret or out of sight of others.
- Physical contact should take account of cultural or religious differences and should always be sensitive to issues of gender;
- In the case of a young person with a disability, specific support or assistance may be required. When children/young people with disabilities are lifted or manually supported, the individual child/young person should be treated with dignity and respect. Relevant health and safety guidelines and training must be followed to ensure the safety of the child and those assisting.
- There may be occasions where a distressed child/young person needs comfort and reassurance. Workers should consider the way in which they offer this and do so in an age-appropriate way. In doing so, workers should not assume that all children/young people seek physical contact if they are distressed.
- Employees and volunteers should ensure that unnecessary or unjustified physical contact does not become normalised or part of the culture of the club, particularly with the same young person over a period of time.

TIP: CHILDREN AND YOUNG PEOPLE SHOULD BE ENCOURAGED TO VOICE CONCERNS THEY HAVE IF ANY PHYSICAL CONTACT MAKES THEM FEEL UNCOMFORTABLE OR THREATENED.
RECORDING AND SHARING INFORMATION

In all situations, including those in which the cause of concern arises from a disclosure made in confidence, it is extremely important to record the details of an allegation or reported incident, regardless of whether or not a referral is subsequently made to a statutory agency.

In relation to written reports, there are a number of good practice guidelines to be considered. Written reports should:

- Be factual, consistent and accurate.
- Be contemporaneous or written as soon as possible after an event has occurred;
- Be written clearly and in such a manner that the text cannot be erased. Do not use correction fluid;
- Be accurately dated timed and signed, with the signature clearly identifiable.
- Any additional correspondence generated/received in relation to a child protection/safeguarding situation should be stored alongside the report.
- Any reports/completed forms should be stored in a safe and secure location.
- Organizations/groups should devise arrangements regarding the accessing of these reports. Access to reports should only be given to those individuals who have a right to that information.
- These documents should be stored for as long as is deemed useful by the organisation. These reports are the property of the organisation, not to the person who first made the report.
- If in doubt in relation to any of the above, seek advice.

The provision of information to the statutory agencies for the protection of a child is not a breach of confidentiality or data protection.

TIP: KEEP COPIES OF THE STANDARD REPORTING FORM (TUSLA) ON FILE IN CASE THEY ARE REQUIRED. THEY ARE AVAILABLE FROM THE TUSLA WEBSITE WWW.TUSLA.IE/CHILDREN-FIRST/ROLES-AND-RESPONSIBILITIES/ORGANISATIONS/REPORT-A-CONCERN
SAFETY USE OF SOCIAL MEDIA

The use of social media in youth work presents many opportunities to engage with young people where they are interacting with others, sharing information and seeking advice and guidance. It also may present some challenges and risks that need to be managed. There are specific issues that need to be considered by youth leaders when using social media in youth work.

**Boundaries**

- The use of Social Networking Sites (SNS) and in particular personal profiles can breach the boundaries between a youth leader’s personal and professional life. Accepting young people into a personal network can lead to various problems.
- It is advisable that if you intend to utilise SNS to work with young people that you explore what options are possible for you to have an organisational profile/identity that will enable you to engage with young people while maintaining professional boundaries.

**Policy**

- Check your organisation’s policy to ensure that you know how you are allowed to use social media in your work with young people.
- Agree a system with your management for monitoring how you use social media in your work with young people.
- Agree a system for reporting any concerns to your DLP that may arise from using social media in your youth organisation.

**Principles to Remember**

- Avoid sharing personal or revealing information to young people you work with.
- You are responsible for what you do online.
- Keep your anti-virus software up to date.

**TIP:** INFORMATION AND TRAINING FOR YOUTH LEADERS AND YOUNG PEOPLE ON STAYING SAFE ONLINE IS AVAILABLE AT NYCI’S WEBSITE WWW.WEBSAFETY.YOUTH.IE
TRANSPORTING YOUNG PEOPLE

In general, it is not recommended that youth leaders give lifts in their cars to individual young people, especially on long journeys. This view has been taken as our knowledge has grown of how those who want to harm children has developed. Best practice is clearly to avoid transporting a child alone, but circumstances may arise where it is necessary to do so.

If all alternatives have been exhausted and an adult has to transport a child, there are a number of safety measures that should be put in place to minimise the risk. It is recommended that:

- The child and the parent are informed and consent to the transport arrangements. Parents should be informed of the person who will be transporting their child, the reasons why and how long the journey will take.
- If possible, a person other than the planned driver should talk to the child about transport arrangements to check they are comfortable about the plans.
- If possible the driver should try to have more than one child in the car, to avoid being in a one to one situation with the young person.
- The person who leaves children home should be alternated as this would reduce the risk of any one individual from always being alone with a child.
- The driver should have a point of contact for the parents/guardians of the child should they be delayed or break down.
- In instances of late collections, youth leaders should have access to contact numbers for parents/guardians, and also be provided with an alternative contact number. Parents/guardians should also have a contact number for the group to contact them to inform them if running late.
- Children should wear seatbelts at all times. The driver must ensure that they have insurance to carry others.

TIP: YOUTH LEADERS SHOULD ENSURE THAT CHILDREN ARE AWARE OF THEIR RIGHTS AND THEY HAVE SOMEONE TO TURN TO OR REPORT ANY CONCERNS THEY MAY HAVE.
Many youth clubs bring their young people on day and overnight trips as part of their planned programme of work. In order to stay safe, consideration should be given to checking:

**Have the young people/participants:**
- Been involved as much as possible in the planning of the trip, agreed a behaviour contract with consequences, agreed boundaries around unstructured time, and been given information on appropriate clothing and contact details for leaders.

**Have parents/carers:**
- Been given a copy of the organisations child protection policy and procedures, consented in writing to their child participating on the trip, given contact details, medical details including allergies, illnesses, medications and dietary requirements of young person, been given contact details of leaders, been given details for pick up and drop off of young people.

**If Youth Leaders have:**
- Carried out a risk assessment before arriving.
- Selected a key staff member who has overall responsibility for the trip.
- Ensured they have adequate and gender based supervision.
- Appointed a contact person at home who has access to all information and contact details.
- Checked their own insurance and ensured there is coverage for all activities.
- Checked the transport being used has appropriate insurance and qualified drivers, seatbelts etc.
- Carried out an equipment safety check and checked the first aid kit.
- Ensured there is plan B in case of emergencies etc.
- Made provision for returning home early and allocated a budget and contingency fund.
- Have checked out the offsite locations child protection policy, health and safety, safe recruitment procedures, insurance cover, sleeping and changing areas for boys and girls (if required) and disability access (if required).

**If Youth Leaders have considered the following if staying overnight**
- If there is access to centre staff 24/7.
- Is there appropriate sleeping arrangements for young people, i.e. separate provision for boys and girls and separate provision for leaders (within ear shot of young people).
- Centre’s supervision and security.
- Drugs and alcohol policy of centre.

**TIP:**
RATIOS OF STAFF TO YOUNG PEOPLE FOR OFFSITE ACTIVITIES SHOULD ALWAYS BE INCREASED TO COVER ALL CONTINGENCIES.
Many youth clubs bring their young people on trips abroad as part of their planned programme of work. In order to stay safe, consideration should be given to checking:

**Have the young people/participants:**
- Been involved as much as possible in the planning of the trip, agreed a behaviour contract with consequences, agreed boundaries around unstructured time, and been given information on appropriate clothing, a ‘help me’ card, and contact details for leaders.

**Have parents/carers:**
- Met with leaders and been informed of the programme, been given a copy of the organisation’s child protection policy and procedures, consented in writing to their child participating, given contact details, medical details including allergies, illnesses, medications and dietary requirements of young people, been given contact details of leaders and centre, been given details for pick up and drop off of young people/participants.

**Have youth leaders checked:**
- Appropriate paperwork is in place, e.g. passports, visa.
- Copies of documents and passport numbers are with leaders at home and away.
- Insurance cover for all aspects of traveling.
- Detailed travel itinerary.
- If staff and young people have contact details for leaders locally and at home.
- Currency, climate, time zones, cultural differences etc...
- Legal differences e.g. drinking, age of consent, drugs etc...
- If vaccinations are necessary.
- If there are regular check in and debriefing sessions with staff and young people.

**TIP:** RATIOS OF STAFF TO YOUNG PEOPLE FOR OFFSITE ACTIVITIES SHOULD ALWAYS BE INCREASED TO COVER ALL CONTINGENCIES.

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In responding to challenging behaviour the response should always be proportionate to the actions, be imposed as soon as is practicable and be fully explained to the young person and their parents/carers. When dealing with a disruptive individual(s), it is recommended that, where possible, more than one leader be present. In responding to these situations, leaders should consider the following options:

- Time out – from the activity, group or individual work;
- Reparation – the act or process of making amends;
- Restitution – the act of giving something back.
- Reinforcement - rewards for good behaviour, consequences for negative behaviour;
- De-escalation of the situation – talking through with the young person;
- Increased supervision by leaders;
- Use of individual ‘contracts’ or agreements for their future or continued participation;
- Sanctions or consequences, e.g. missing an outing;
- Seeking additional/specialist support through working in partnership with other agencies to ensure a child’s/young person’s needs are met appropriately, e.g. family support agencies;
- Temporary or permanent exclusion.

The following should never be permitted as a means of managing a child’s/young person’s behaviour:

- Physical punishment or the threat of such;
- Refusal to speak with or interact with the child/young person;
- Being deprived of food, water, access to toilets or other essential facilities;
- Verbal intimidation, ridicule or humiliation.

**TIP:** IT IS RECOMMENDED THAT INSTANCES OF DISRUPTIVE BEHAVIOUR WHICH REQUIRE THE INTERVENTION OF THE WORKER AND WHICH PUT AT RISK THE SAFETY AND WELLBEING OF OTHERS BE DOCUMENTED IN AN INCIDENT FORM OR IN A REPORT BOOK SET ASIDE FOR THIS PURPOSE.
WORKING WITH CHILDREN WITH A DISABILITY

In order to facilitate a safer working environment, there are a number of considerations to take account, including:

- Children with special needs or disability may depend on adults more than other children for their care and safety, and so sensitivity and clear communication are particularly important.
- Where it is necessary to carry out tasks of a personal nature for a child/young person with special needs, this should be done with the full understanding and consent of the child and their parents or guardians.
- The views of the child/young person should be actively sought, wherever possible, when drawing up arrangements;
- In carrying out such personal care tasks, sensitivity must be shown to the child and the tasks should be undertaken with discretion.
- Male/Female children/young people may prefer to be accompanied by male/female employees/volunteers in toilets/bathrooms/changing rooms and – this preference should not be overlooked and should be respected where safe and practical.
- Any care task of a personal nature which a child or young person can do for themselves should not be undertaken by a leader.
- In a situation where any variation from agreed procedure is necessary, line managers and parents/guardians should be informed as soon as possible and it should be recorded appropriately.

TIP: YOUTH LEADERS SHOULD WORK WITH THE CHILD AND THEIR PARENTS/GUARDIAN TO UNDERSTAND AND RESPOND TO ANY PARTICULAR NEEDS THEY MAY HAVE.
COMMUNICATING WITH PARENTS/GUARDIANS

It is important for all youth clubs leaders to have good communication with the parents/guardians of children and young people. This communication takes many forms and must be considered in what is appropriate for your club’s structures.

- Club leaders should have written parental consent for membership of their child or young person.
- Consent forms may include details such as home address, contact details, relevant medical or dietary information and if there are any special circumstances that club leaders need to be aware of.
- Parents should receive information on your club’s mission, ethos and practice.
- Parents should receive the club’s policies and procedures, including their child protection and safeguarding policy.
- Clubs need to retain contact details of parents/guardians and an alternative adults contact details in case of an emergency.
- Parents should be informed if young people are going on trips or doing activities which require specific consent.
- Parents should be informed if issues arise for young people, when it is considered in the children’s best interest.
- All information about the child and family should be handled by club leaders in a confidential and sensitive manner.

ALL INFORMATION ABOUT THE CHILD AND FAMILY SHOULD BE HANDLED BY CLUB LEADERS IN A CONFIDENTIAL & SENSITIVE MANNER

TIP: TO HELP YOU TO DEVELOP A PARENTS VERSION OF YOUR CHILD PROTECTION POLICY PLEASE SEE PROTECTING OUR CHILDREN AND YOUNG PEOPLE: AN NYCI TOOLKIT FOR YOUTH WORK ORGANISATIONS TO DESIGN, REVIEW AND EVALUATE THEIR CHILD PROTECTION POLICIES ON WWW.YOUTH.IE/PROTECTING

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WORKING JOINTLY WITH OTHER ORGANISATIONS

From time to time, groups/organisations will come together around joint pieces of work, e.g. trips, competitions, educational activities, etc. There are a number of issues to be considered in advance of any such work.

• Does the other group/s have a child protection policy and whose policy will be followed for the duration of the joint working?
• Who is the named designated person from each group, what are their roles and responsibilities (e.g. in relation to reporting) and how will they liaise with each other?
• Have the leaders from the other group/s been recruited and trained in line with good practice?
• Whose code of behaviour (for both adults and young people) will be followed or will an amended code be developed?
• In relation to other relevant policies and procedures such as health and safety, anti-bullying, substance misuse, complaints etc., whose policy will be followed or will procedures be amended for the duration of the joint working?
• How will general information be shared between the groups, e.g. will there be a central contact person in each group?
• Will check-in meetings be held at relevant intervals?
• Have issues such as transport, insurance, parental consent, and supervision responsibilities been considered and agreed?

TIP: COMMUNICATION AND PLANNING AHEAD ARE THEY KEY INGREDIENTS TO EFFECTIVE JOINT WORKING.

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INFORMATION, RESOURCES, TRAINING

Information

www.childprotection.ie for information on safeguarding and child protection in youth work
www.tusla.ie for general information on child protection and safeguarding
www.dcya.ie for information from the Department of Children and Youth Affairs

Resources

www.dcyagov.ie/documents/Publications/ChildrenFirst.pdf

Code of Good Practice for the Youth Work Sector
www.dcyagov.ie/documents/youthaffairs/youth_cpyws.pdf

NYCI Toolkit for youth clubs designing, reviewing or evaluating their child protection
http://childprotection.ie/sites/childprotection.ie/files/Protecting_our_Children_and_Young_People_NYCI.pdf

Training

For child protection and welfare training in youth work www.childprotection.ie

TIP: FOR SUPPORT TO YOUTH CLUBS AND SERVICES – CONTACT YOUR LOCAL EDUCATION TRAINING BOARD YOUTH OFFICER

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