



HALDANE
YOUTH SERVICES

Volunteer Pack



Contents

- Why Volunteer
- Mission Statement
- Management
- Structure
- A Day in the Life of The Hop, Skip & Jump Project
- A Day in the Life of the Mini Hoppers
- A Day in the Life of Holiday Programs
- First Aid Procedures
- Logbook
- General Information Volunteer Policy
- Child Protection Policy
- Code of Conduct
- Recruitment Form
- Staff Information/Medical form
- Self Declaration Form
- Volunteer Agreement
- Availability Form
- Training Opportunities



Why Volunteer?

Volunteering is not just about giving - it is a two-way exchange of skills and experience. Many people volunteer for different reasons including to:

- Gain new skills
- Build confidence and self-esteem
- Try out a new area of work
- Stop their skills going rusty
- Get a reference
- To help gain experience for a career change
- Give structure to life
- Meet new people
- Help people
- Have fun!

Volunteering at Haldane Youth Services

If you are interested in Volunteering with us we will:

- Have an informal interview prior to starting the Project
- Ask you to complete an Enhanced Disclosure Scotland Form (16+)
- Complete a Recruitment Form
- Take up any references you give

If successful we will:

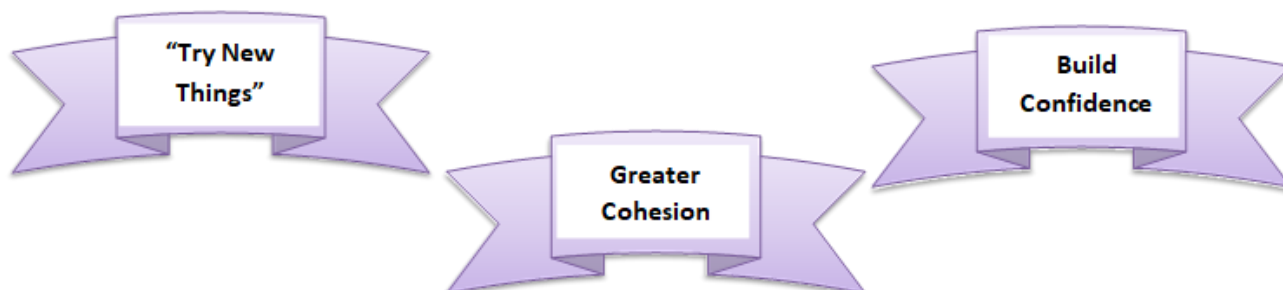
- Give you ongoing support in your role
- Give you on the job training
- Access training if possible
- Give references for future roles / positions
- Present you with a certificate of completion when you move on

If you are interested in volunteering at the Hop, Skip & Jump Project please contact:

Carolyn Mackie on 01389 600367



Haldane Youth Services is a registered charity (SCO038681) delivering after school activities for children in P4 – P7 in the West Dunbartonshire area and youth provision for S1-S6.



Aims

Our main aim is to make a positive difference to the lives of the children and young people, aged 7 -18 years living within and immediately surrounding the Mill of Haldane.

To achieve this goal, we are specifically looking towards;

- Providing opportunities for children to broaden their horizons and raise their aspiration.
- Encouraging confidence and self-esteem.
- Enabling the young people to have a voice within their local community.
- Rewarding commitment, discipline and positive social interaction.
- Assisting young
- people to have a better understanding about how to make healthy lifestyle choices.

Objectives

To move the young people towards these goals, we set out the following objectives as a provision for the service we aim to provide;

- A variety of activities and workshops to positively engage young people including Arts, Culture, Community, Outdoor and Healthy Living activities.
- After school and holiday activities.
- A means to developing intergenerational relationships
- Trips and outings involving art, sport, culture, music and outdoor education.
- To work in partnership with local primary schools to support the young people.



Management and Team Structure

Management Committee Office Bearers

Carolynn Campbell Chairperson	Margaret MacGregor Secretary	Collette Sibley Vice-Chairperson	Treasurer Julie Melvine
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Management Committee Members

Shona Boyle	Mandy Walls	Janette Lane
Doreen Cochran	Jeanette Allison	Lisa Lees

Staff Team

	Carolyn Mackie Project Manager	
Jack Martin Youth Worker	Sarah Houston Play Worker	Carrie-Anne McVey Youth/Outreach worker
Jane Fincham Prevention Outreach Worker	Chloe Daly Junior Youth Worker	Jay Sweeney Trainee Youth Worker
	Leanne Andrew Admin Assistant	



A Day in The Life of the Hop, Skip & Jump Project!

2:30pm – 3pm

- Staff and Volunteers meet prior to session beginning to discuss any issues raised, prepare snack, set up for session, plan of the day and to share any information about the children or Project.

3pm – 3:10pm

- Young people arrive at the Project.
- Hang up bags and jackets in the cloakroom area.
- The group have refreshments and get themselves settled in the 'Social' area.

3:10pm – 3:20pm

- Staff and Volunteers take the Register and welcome the young people.
- If it is a new group or new Volunteer, we have a quick name game, so everyone learns each other's names.
- News Time - allows the children to share a piece of news with the group, develop social skills and boost self-esteem.

3:20pm – 4:45pm

- Staff will give instructions and directions about the activity.
- Delivery of activity.

4:45pm – 5pm

- Tidy Up Time - all young people are expected to help tidy up at each session.
- Finish work / activity.
- Feedback - encourage children to give comments on the activity. Jackets and coats on and line up at door ready for staff to escort outside.

5pm – 5:30pm

- Staff and Volunteers feedback on session raising any issues or concerns. Evaluate the activity.



A Day In The Life of the Mini Hoppers Project!

2:30pm – 3pm

- Staff and Volunteers meet prior to session beginning to discuss any issues raised, prepare snack, set up trolley with the resources required for the session, plan of the day and to share any information about the children or Project.

3pm – 3:10pm

- Children are collected from their classrooms.
- All jackets are to be placed through the handles of each child's bag and placed neatly at the side of the gym hall. All children are asked to sit in their class line ready for staff/volunteer to collect their donations.

3:10pm – 3:20pm

- Staff and Volunteers take the Register and 50p. All children are welcomed, and a brief reminder of the rules are given, allow children to take lead.
- News Time - allows the children to share a piece of news with the group, develop social skills and boost self-esteem.

3:20pm

- Staff will give instructions and directions about the activity.
- Delivery of activity.

4:05pm – 4:15pm

- Tidy Up Time - all young people are expected to help tidy up at each session.
- Finish work / activity.
- Feedback - encourage children to give a comment on the activity.
- Jackets and coats on and line up at door ready for staff to escort outside.
- All children to be issued with fresh fruit and juice as they leave the session.

4:20pm – 4:30pm

- Staff and Volunteers feedback on session raising any issues or concerns. Evaluate the activity.



A Day in the Life of the Hop, Skip & Jump Project

Holiday Programmes – Breakfast 10:00 - 11:30am / Lunch Clubs 12:30 - 3pm

9am

- Staff and volunteers begin shift.
- Housekeeping Duties to be carried out - Detailed on sheet. Initial the box when completed.
- Set tables.
- Put resources out.

9:15am

- Staff & Volunteers meet to discuss what the plan for the day is.
- Allocate tasks.

9:30am

- Young people can access breakfast club, sign in and pay 50p at the door.
- Young people sit and have their breakfast.
- They can play quiet table games.
- No other activities to start until breakfast dishes are all cleared away.

10am

- Activities can begin.

11:15am

- Tidy up time

11:30am

- Breakfast club finished, all young people to be escorted outside.

11:30am-11:45am

- Housekeeping Duties to be carried out – Detailed on Sheet Initial the box when completed.
- Feedback time with the team.
- Set up registers and money box for the next day.

Things To Remember

Children must still be offered breakfast even if they arrive late.

If the outdoors area is opened there must be adequate staffing – At least 1 staff and 1 volunteer for each area.



A Guide to Good Practice

Haldane Youth Services adopts good practice in all aspects of all of our Projects. In line with the Scottish Governments “Getting It Right for Each Child” the following guidelines and our existing ‘Code of Conduct for Staff, Management & Volunteers’ must be adhered to.

Staffing Ratios

Current legislation states that the following Staff to child ratios must be adhered to

Age	Staff: Child Ratio
Under 2s	1:3
2 to under 3s	1:5
3 and over	1:8
If all young people are 8 -18	1:10

At Haldane Youth Services we meet these requirements and also try to recruit or provide additional staff / volunteers where it is possible to operate a ***1:7 ratio when on outings.***

A Child Centered Approach

- Each child’s moral and emotional well-being is a top priority.
- Treat all children equally and fairly.
- Each new day is a “fresh start” and grudges etc must not be held against an individual child.
- Raising your voice should be refrained from, unless it is to be heard above a noise or in an outside space, then a “normal voice” must be resumed once children’s attention has been gained.
- Listen to the children, their views and opinions are important to us.
- Remove and deal with bad behavior promptly with as little to disruption to the rest of the group.
- Promote and encourage positive behavior.

Being A Good Role Model

- Conduct yourself in a professional manner at all times.
- Do not add young people on the Project to your personal networking sites.
- If you have parents of young people from the service, on networking sites conduct yourself in an appropriate manner as these young people may gain access to your pages through their parents.
- Personal mobile phones should not be accessed during operational times.



Code of Conduct for Staff, Management & Volunteers

To provide a healthy and supportive environment for all the children, staff, management, and volunteers who give their time and support to the Hop, Skip & Jump Project.

Under the umbrella of the word 'Respect' the following rules apply:-

- Treat all staff, management, and volunteers with respect.
- Treat all children equally and fairly.
- Conduct yourself with professionalism at all times.
- Use the appropriate language when working with our service users.
- Listen to other people's opinions.
- Support and encourage each other.
- Share ideas, knowledge, and skills.
- Speak in a positive manner.
- Be polite and courteous.
- Follow Policies & Procedures
- Ensure Good Practice is adhered to.
- Maintain confidentiality at all times.
- Ensure those who give their time to the project feel valued.
- Disagree in an agreeable manner.
- Adopt a child centered approach to working ensuring the needs are a top priority.
- Please refrain from "loose talk" about other members of the group.



First Aid Procedures

Haldane Youth Services First Aiders are:

- Carolyn Mackie -Project Manager
- Lynn Campbell - Chairperson
- Jack Martin - Youth Worker
- Julie McAlpine - Level 5 Volunteer

As a volunteer you may be asked to assist a trained First Aider by:

- Clearing the accident site of other children
- Comforting the child or young person
- Retrieving Accident Book / Wipes / Ice Packs from First Aid Kit.
- Completing Accident Book on behalf of First Aider

Only qualified First Aiders are responsible for administering hands on first aid care.

The First Aid Kit is located will be with the group and one is always located in the Main Office.

The First Aid Book for recording accidents is located in the folder next to First Aid Kit.
This must be completed after treating a child or young person



Volunteer Logbook

Date	Hours Volunteered	Summary of tasks



General Information

Every volunteering opportunity is subject to a 3 month probationary period where Haldane Youth Services can withdraw the opportunity without notice.

Haldane Youth Services will provide Volunteers with an induction prior to attending the Project covering:

- Background to the Project
- Policies & Procedures
- Fire Procedures
- The benefit of keeping a log book of work.

Haldane Youth Services will also:

- Provide training when funding becomes available.
- Strive to access funding for training for volunteers.
- Deliver in house training.
- Provide on-going support and supervision whilst volunteering.

Personal Development

Volunteers can keep track of their progress and self-development by recording their experiences in a 'Log Book'. This will enable them to track their achievements, raise issues and keep an account of activities and training participated in.

The Project Co-ordinator/Assistant will also meet with Volunteers periodically to discuss their development, issues and training needs.

Volunteers will also be issued with a certificate of achievement once they have completed their time with us and a written reference when they move on from the Project.



The Role of the Volunteer

The role of Volunteer does differ from paid employed staff. Whilst on duty volunteering at Haldane Youth Services, Volunteers are encouraged to:

- Share existing or learn new skills.
- Raise any issues with the staff team.
- Adhere to the Project's Policies & Procedures.
- Adhere to staffing ratios (1 staff & 1 Volunteers for each area).
- Assist, praise and encourage the children who attend the Project.
- Welcome and acknowledge every visitor to the Hop, Skip & Jump Project.
- Direct any injured children to a qualified First Aider.
- Have an input in the evaluation of activities and events at the end of the session.
- Have an input into future activity programmes.
- Complete your log book at the end of each session.
- Assist staff in clearing up and doing housekeeping.

Young Volunteers

There are also opportunities for young adults aged 16 and above, who can display an appropriate level of maturity, to volunteer their time at the Project.

Working Environment

The Project's activities take place within the Annexe Building old Jamestown Primary. The School Gym Hall & Community Hall are also used for the delivery of our Mini Hopper Programme and Hop , Skip & Jump sport and fitness sessions.

Occasionally the children are taken out on trips to various venues to participate in various activities. As a Volunteer you may be asked to attend and support the children in these activities.



Dress Code

Haldane Youth Services have a Uniform and should be worn whilst on duty at the Project. This allows all staff and Volunteers to be identified and promotes a sense of "Team Spirit."

Staff and Volunteers are expected to wear clothing which is appropriate when working with children. As some of the activities are messy and some are active we do expect Volunteers to wear clothing they will be comfortable in and suitable for the activity.

Health & Safety

The Project has a lengthy Health & Safety Policy which is available.

Behavior / Code of Conduct

Haldane Youth Services expects all Staff and Volunteers to behave in an appropriate and acceptable manner whilst working with the children who attend the Project which is detailed further in our Code of conduct for Staff, Management and Volunteers. We also have a Behavior Management Policy and all volunteers and workers are expected to:

- Follow guidelines clearly stated in the Behavior Management Policy.
- Provide a safe environment for children and young people to play.
- Promote positive behavior.
- Challenge disruptive or inappropriate behavior.
- Treat each child or young person with fairness and consistency.
- Treat each child or young person as an individual.
- Take into account any circumstances which may have caused unacceptable behavior.
- Treat any information disclosed by the child or young person with confidentiality.
- Make links with families.
- Praise good behaviour.



Dealing with Problems

If a problem or incident occurs Volunteers should immediately go to the Co-coordinator and explain the situation. If an official complaint is made by any children /parents / families the Project's Complaints Procedure must be adhered to.

If the cause of the problem occurs during any of the Funshops and could be or is of a sensitive nature, the following steps should be adhered to:

- Find a quiet place out of ear shot of the children.
- Ensure confidentiality is maintained at all times.
- Be clear on the facts.
- Give your opinion as it is valued.
- Discuss a solution with the Staff.
- Feedback / Resolve the problem with the support of Staff.

Grievance & Disciplinary Actions Disciplinary

The Management wishes to ensure that any complaints about unsatisfactory work or conduct are resolved as quickly and with as much fairness as is possible. This procedure applies to all Haldane Youth Services Volunteers and is designed to help and encourage Volunteers to achieve and maintain standards of conduct, attendance and job performance.

Responsibilities

It is the responsibility of the Project Co-ordinator to explain clearly all requirements regarding standards of conduct, attendance and job performance and adherence to policy and to ensure Volunteers are aware and actively encouraged to read over the Policies. The Project Manager will deal with initial disciplinary action and can involve the Chairperson/Personnel Sub Group if needed. In the case of the Project Manager being the subject of concern and/or disciplinary action raised by the Volunteer, the Chairperson or Personnel Sub Group representative will assume the role of the Project Manager for the purposes of this procedure.



General Principles

At all stages the Volunteer shall be informed of the nature of the complaint against him/her and will be given the opportunity to make his/her case before any decision is made. The notice of any meeting under this procedure must tell the worker the nature of the complaint being made.

No disciplinary action will be taken until the case has been fully investigated. However it may prove necessary to place a Volunteer on suspension until such investigations are carried out. Suspension will be notified to the Volunteer in writing and will not normally exceed a period of 10 working days without review. In exceptional circumstances the period of suspension may be extended to allow full investigation to take place. Any such extension will also be notified in writing.

No Volunteer will be dismissed for a first breach of discipline except in the case of gross misconduct when the penalty will normally be summary dismissal i.e. dismissal without notice.

At all stages of the procedure, the Volunteer will have the right to be accompanied and/or represented by his/her trade union representative or fellow worker of his/her choice.

Any mitigating circumstances will be taken into account in reaching a decision.

A Volunteer will have the right of appeal against any disciplinary penalty imposed.

In appropriate cases (e.g. poor performance) a Volunteers will be advised in writing of the time allowed for improvement and when and how reviews will take place. The Volunteers will have the right of appeal against the time allowed for improvement.

The procedure may be initiated at any of the stages 1-4, dependent upon the seriousness of the Volunteer's alleged misconduct.

Only when all reasonable efforts have been made to assist a Volunteer will disciplinary action be taken.

The procedure will be operated within agreed timescales. Responsibility for maintaining confidentiality lies with all parties involved.



Informal Procedure

It is the Haldane Youth Services aim to encourage acceptable standards of conduct and performance. Every effort will be made to deal with minor problems through informal discussion and supervision in order to avoid the need to implement the formal procedure.

The Project Manager will arrange for provision of support, practical assistance, counselling and/or training as appropriate to ensure that acceptable standards of work performance and behaviour are met. When the informal procedure outlined fails, or the matter is more serious, the following formal procedure will be used.

Formal Procedures

Stage 1: verbal warning

If performance or conduct is not considered satisfactory, and where (if appropriate) the informal procedure has established this to be within the worker's control, the Volunteer will be interviewed by the Project Manager and given the opportunity to explain his/her actions.

If the explanation is not satisfactory, a formal verbal warning will be given and recorded in the Volunteer's personal file. The record must identify shortcomings, the standards of conduct and/or performance required and give a specific time in which improvement must be made. It must be conveyed verbally and confirmed in writing. The Volunteer will be informed in writing of the right to appeal.

Stage 2: first written warning

If there is no improvement in the standards of conduct/performance following a review, within the period specified for Stage 1, or where the seriousness of the alleged offence warrants immediate recourse to stage 2, the Volunteer will be interviewed by the Project Manager and given the opportunity to explain his/her actions.

If the explanation is not satisfactory, a first written warning will be issued. It will:

- state clearly the nature of the offence
- if appropriate, state that repetition of the offence or commission of further offences may lead to further disciplinary action
- specify any agreed action required of both parties, including timescales for improvement and methods of reviewing progress
- Inform the worker of the right of appeal.

The warning will remain confidential to the Volunteers, any representative of the Volunteer, the Project Manager and the Chairperson. It will be filed in the Volunteer's personal file.



Stage 3: final written warning

If there is no improvement in the standard of conduct/performance following a review at the end of the period specified for Stage 2, or where the seriousness of the alleged offence warrants immediate recourse to this stage of the procedure, the Volunteers will be interviewed by the Project Manager and Chairperson and given the opportunity to explain his/her actions.

If the explanation is not satisfactory, a final written warning will be issued. It will:

- clearly state the nature of the offence
- outline any agreed action required of both parties, including timescales for improvement and methods of reviewing progress
- make clear that, if there is no or insufficient improvement in performance or conduct after the period specified, it may result in dismissal

The warning will remain confidential to the Volunteer, any representative of the Volunteer, the Project Manager and the Chairperson. It will be filed in the Volunteer's personal file.

Stage 4: dismissal

If there is still no sustained improvement in the standard of conduct/performance whilst a final written warning remains live, or if any new offence occurs whilst a final written warning remains live, or if there is any allegation of gross misconduct, the Volunteer will be interviewed by the Project Co-ordinator, Chairperson and one other member of the Management Committee.

If an acceptable explanation is not forthcoming, dismissal will normally result, with or without notice as appropriate.

As soon as is reasonable practicable, but within 5 working days, the Volunteer will be provided with written letter regarding the dismissal, and the right to appeal.

In cases of gross misconduct dismissal may be without notice.



Authority to take Disciplinary Action

- Verbal Warning
 - Project Manager
- First written warning
 - Project Manager
- Final written
 - Project Manager & Chairperson/Personnel Sub Group Representative
- Dismissal
 - Project Manager & Chairperson/Personnel Sub Group Representative

In the case of the Project Manager

- Verbal Warning
 - Chairperson
- First written warning
 - Chairperson
- Final written warning
 - Chairperson & Personnel Sub Group Representative
- Dismissal
 - Chairperson & two Personnel Sub Group Representatives

Duration of Warnings

- Stage 1: Verbal
 - Remain on personal record for 3 months
- Stage 2: First Written
 - Remain on personal record for 6 months
- Stage 3: Final Written
 - Remain on personal record for 2 years



Appeals

A Volunteer has the right of appeal against any aspect of disciplinary action and penalty. The Volunteer will be advised of the right of appeal and the right of representation at the appeal. Details of how to exercise the right of appeal will be given when the warning is issued.

Any appeal should be made in writing to the Chairperson or in his/her absence another member of the Management Committee/Personnel Sub Group within 7 working days of receiving the decision against which the worker is appealing. An Appeal Board hearing will be convened within 20 working days of receipt of the letter.

The Appeal Board will consist of 3 members of the Board. No individual involved in the original disciplinary hearing may be involved in the Appeal Board, except to give evidence. The following information will be provided to the appellant in writing:

- the venue where the hearing will take place
- the time and date of the hearing
- the right to representation
- the names of those hearing the appeal and any others expected to attend

Timescales and Notice

Volunteers have the right to 5 working days' notice in writing of any meeting called under this procedure.

Any meeting under this procedure must take place as soon as possible but within 20 working days of the date of the first notice.

Any Appeal Board hearing will take place within 20 working days of receipt of the appeal being lodged.



Types of Offence

The following are examples of the various categories of misconduct and/or poor performance. They should not be considered to be exhaustive.

Misconduct: Action taken at Stage 1 and or Stage 2

- poor timekeeping (repeated lateness to early leaving)
- failure to notify promptly reasons for absence
- persistent failure to supply completed time sheets
- smoking in designated No Smoking area
- poor performance despite training

Serious Misconduct: Action taken at Stage 3

- breach of confidence not amounting to gross misconduct
- unauthorised absence
- wilful breach of health & safety regulations
- failure to comply with a reasonable request
- failure to observe equal opportunities policy
- abusive, insulting behavior

Gross Misconduct: Action taken at Stage 4

- theft from Haldane Youth Services, its workers or clients
- fighting threatening or assaulting another worker or client
- incapacity for work due to being under the influence of alcohol or illegal drugs
- fraudulent wage claims or falsification of records
- gross insubordination
- harassment of another worker, volunteer or client of the Haldane Youth Services whether of a sexual, racial or otherwise offensive nature
- severely in-appropriate behaviour and/or actions
- Breach of confidence.
- severe breach of Policy & Procedures
- Accessing in-appropriate material on the internet.
- wilful destruction of Haldane Youth Services property and/or equipment
- wilful breach of Health and Safety regulations
- Wilful breach of legislation or the Haldane Youth Services policies on equal opportunities, sex, race, child protection and disability discrimination.



Referrals to CRB

If an incident occurs involving 'harm' or 'risk of harm' of a child (ren) the individual concerned may be referred to CRB, who will then investigate the matter thoroughly.



Introduction

Haldane Youth Services provides volunteering opportunities for people aged 16 years plus, to give their time, energy and skills to the Hop, Skip & Jump Project. We are looking for suitable people who have an interest in working with children and young people and are either skilled in or would like to become skilled in Arts 'n' Crafts, Sports, I.T., Music, Drama & Dance.

Person Specification

Working with children can be both be rewarding and challenging and requires staff and volunteers to possess various skills such as patience, listening and observation skills. We must be a positive role model for the children and young people and treat each child equally and fairly remembering that they are all individuals and are all unique. We treat each child with respect and actively encourage and praise them in their endeavors at the Project.

Application Process

Prior to starting a placement at Haldane Youth Services, each new potential volunteer will be:

- Contacted by the Project Co-ordinator.
- Asked to complete a Volunteer Recruitment Form.
- Interviewed to assess their suitability for volunteering at the Hop, Skip & Jump Project.
- Asked to complete a Scheme Record Disclosure Scotland Check

Every Volunteer must agree to be checked by CRB otherwise the volunteering opportunity will not be offered.

Supervision & Support

If the application is successful Haldane Youth Services will offer the Volunteer a position at the Project. During the 'Funshops' volunteers will be supervised by the Project Co-ordinator, Project Assistant and/or Youth Worker who will be there to offer direction, support and advice



Child Protection Policy

Haldane Youth Services is fully committed to promoting children's rights, notably their right to be protected from harm, abuse and exploitation and to be involved in any decisions that directly affect them. Haldane Youth Services 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 staff and volunteers are carefully selected, screened, trained and supervised. Furthermore, we will endeavor to keep up-to-date with national developments relating to the care and protection of children and young people.

Haldane Youth Services will:

1. Develop best practice in relation to the recruitment of all workers (paid staff and volunteers). This will include:
 - Ensuring all applicants staff/volunteers complete an application form.
 - Ensuring all successful applicants provide a suitable reference.
 - Ensuring all successful applicants complete a self-declaration form
 - Ensuring all successful applicants complete the correct level of Disclosure Certificate / PVG check.
 - Ensuring all staff/volunteers appointed to a child care position are checked against the Disqualified from Working with Children's List
 - Ensuring all newly appointed workers complete the agreed probationary period on commencement of their role.
2. Provide opportunities for all workers and volunteers through the provision of induction training for all successful applicants, which will give an overview of the organisation's purpose, values, structure and services. This will include the following:
 - Details of the structure of the organisation
 - Details of the organisation's aims and objectives
 - An assessment of training and development requirements
 - Details of the roles and responsibilities of staff and volunteers within the organisation
 - Details and clarification of the expectations, roles and responsibilities of the newly appointed worker
 - Clarification, agreement and signing up to the organisation's child protection policy and procedures



3. Ensure that all workers and volunteers understand their responsibility to work to the standards and procedures detailed in the organisation's Code of Conduct, Code of Good Practice and Child Protection Procedures by ensuring all workers and volunteers receive
 - Information and a copy of the organisation's Code of Conduct (the Code of Conduct should include details of what workers should do, should not do and must never do).
 - information and a copy of the organisation's Code of Good Practice (the Code of Good Practice can include details of child ratios, transporting children/young people and medical consent forms)
 - training, information and a copy of the organisation's Child Protection Procedures
 - details of the organisation's Child Protection Officer(s) contact details and role within the organisation
4. Ensure that all workers and volunteers understand their obligations to report care or protection concerns about a child/young person, to the organisation's designated child protection person for child protection by providing training and guidance on:
 - Types of abuse and a summary of signs and indicators
 - Procedures for responding to concerns about abuse/neglect
 - Procedures and practice for responding and listening to disclosure of abuse
 - Details of why organisation's have a responsibility to refer child protection concerns to the statutory child protection agencies (i.e. Police and or Social Work)
 - Details of who within the organisation workers should report care and protection concerns
 - Details of the referral process to child protection agencies via the organisation's nominated child protection worker
 - The organisation's responsibility to refer workers to Disclosure Scotland when a worker has harmed a child or placed a child at risk of harm and been removed from their position within the organisation



5. Ensure that all procedures relating to the conduct of workers are implemented in a consistent and equitable manner by:
 - Conducting a consistent recruitment procedure
 - Providing guidance to all workers on the range of policies and procedures that must be adhered to within the organisation for the Care and Protection of Children
 - Providing information to all workers on the organisation's disciplinary procedures
 - Keeping up to date information on the relevant legislation that the organisation must adhere to, for example the
 - Protection of Children (Scotland) Act 2003)
 - Getting It Right For Each child
 - The Children's Charter
 - The UN Convention on the Rights of the Child
 - Childline
6. 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 policies and procedures including the Code of Conduct and Complaints procedure
7. Ensure that parents/carers are encouraged to be involved in the work of the organisation and, when requested, have access to all policies and procedures

Definitions and Signs of Abuse

Physical Abuse

Physical abuse includes hitting, shaking, kicking, punching, scalding, suffocating and other ways of inflicting pain or injury to a child. It also includes giving a child harmful substances, such as drugs, alcohol or poison. If a parent or carer reports non-existent symptoms of illness in a child, or deliberately causes illness in a child, this is also a form of physical abuse.

Physical Signs	Behavioural Signs
Bruising Re-occurrence of breaks / fractures Frequent health problems Constant trips to the hospital – non accidental injuries Finger marks visible on skin Grasp marks Bite marks Cuts Burns Scalds	Sad Listless Withdrawn Pre-occupied Poor self esteem Aggressive behaviour Lack of concentration Bed wetting Don't want to get changed in front of people. Flinching when approached or touched. Depressed Running away from home

Sexual Abuse

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

Physical Signs	Behavioural Signs
Bruises Itching / pain in genital area Bed wetting Poor sleeping habits Discharge from genital area Bloody or torn undergarments Walking / sitting uncomfortable Stomach pains pregnancy	Withdrawn from adults or other children. Wants to be 'babied' Feeling of being dirty or bad Unusual sexual knowledge for age Unusual sexual behavior for age Fascinated by sexual behavior May flirt with adults Nightmares Running away from home

Emotional Abuse

Emotional abuse is the persistent emotional ill-treatment of a child causing severe and persistent adverse effects on the child's emotional development, often by:

- making them feel they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person;
- age-inappropriate or developmentally inappropriate expectations being imposed on children, causing children frequently to feel frightened;
- the exploitation or corruption of children.

Physical Signs	Behavioural Signs
Bruising Re-occurrence of breaks / fractures Frequent health problems Constant trips to the hospital – non accidental injuries Finger marks visible on skin Grasp marks Bite marks Cuts Burns Scalds	Sad Listless Withdrawn Pre-occupied Poor self esteem Aggressive behaviour Lack of concentration Bed wetting Don't want to get changed in front of people. Flinching when approached or touched. Depressed Running away from home

Emotional Abuse can be very difficult to detect and can present itself in various forms such as:-

- Intellectual Abuse
 - Adults forcing children into doing “academic work” for most of their lives, pushed to achieve and can suffer stress.
- Intellectual Neglect
 - When children are left with little or no stimulation and cannot develop their own ideas.
- Emotional Abuse
 - When an adult shouts constantly, undermines, insults, ridicules and puts down a child.
- Emotional Neglect
 - When a child is deprived of love and affection and perhaps left on their own with support and company.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in serious impairment of the child's health or development, such as failing to provide adequate food, shelter and clothing, or neglect of, or unresponsiveness to, a child's basic emotional needs.

Physical Signs	Behavioural Signs
Child may be underweight Clothing may be inappropriate for the weather. Clothing may be smelly and dirty Poor skin tone Matted hair Constantly hungry, tired or listless Frequent health problems	Won't play Low self esteem Lack of confidence Lies Seeking attention Speech disorders may emerge. Neurotic behaviour such as sulking, hair twisting, rocking Fear of making mistakes Fear of contacting parents

Non-organic failure to thrive

Non-organic failure to thrive is where children significantly fail to reach normal growth and developmental milestones (ie physical growth, weight, motor, social and intellectual development) where physical and genetic reasons for the failure have been medically eliminated and a diagnosis of non-organic failure to thrive has been established.

Physical Signs	Behavioural Signs
Unable to reach milestones when there are no medical reasons not to. Rash or skin changes. Hair color and texture abnormalities. Signs of vitamin deficiency.	Won't play Low self esteem Lack of confidence Lies Seeking attention Speech disorders may emerge. Neurotic behaviour such as sulking, hair twisting, rocking Fear of making mistakes Fear of contacting parents



These definitions and indicators are not meant to be definitive but only serve as a guide to assist staff and volunteers. It is important to remember that many children may exhibit some of these indicators at some time and the presence of one or more should not be taken as proof that abuse is occurring.

There may well be other reasons for changes in behavior such as death, the birth of a new baby in the family or witnessing relationship or problems between parents / carers. Other reasons such as their genetic make-up or their lifestyle patterns may influence some of these signs. In assessing whether these indicators are related to abuse or not, the authorities will always want to understand them in relation to the child's development and context.



Code of Conduct for Staff, Management & Volunteers

To provide a healthy and supportive environment for all the children, staff, management and volunteers who give their time and support to the Hop, Skip & Jump Project.

Under the umbrella of the word 'Respect' the following rules apply;

- Treat all staff, management and volunteers with respect.
- Treat all children equally and fairly.
- Conduct yourself with professionalism at all times.
- Use the appropriate language when working with our service users.
- Listen to others people's opinions.
- Support and encourage each other.
- Share ideas, knowledge and skills.
- Speak in a positive manner.
- Be polite and courteous.
- Follow Policies & Procedures
- Ensure Good Practice is adhered to.
- Maintain confidentiality at all times.
- Ensure those who give their time to the project feel valued.
- Disagree in an agreeable manner.
- Adopt a child centered approach to working ensuring the needs are a top priority.
- Please refrain from "loose talk" about other members of the group.



VOLUNTEER RECRUITMENT FORM

Name: _____

Date of Birth: _____

Address: _____

Mobile Number: _____

Email Address: _____

Do you have any experience of working with children and young people? **YES/NO**

If yes please provide some details: _____

Briefly describe when you wish to offer your support to the service: _____

Please state any training you have undertaken relevant to the project: _____

Do you have a PVG? **YES/NO** If yes please provide your PVG number: _____

Referee details:

Name: _____

Position: _____

Address: _____

Mobile Number: _____

Email Address: _____

Applicant Signature: _____

Date: _____



Staff & Volunteers Information Form

Surname: _____ Forename: _____ Date of Birth: _____
Address: _____ Postcode: _____
Parents/Guardians Names(if under 18): _____
Email Address: _____
Phone No: _____ Mobile: _____

EMERGENCY CONTACT (Please name a responsible adult we can contact in an emergency)

Name: _____ Relationship to you: _____
Address: _____ Postcode: _____
Phone No: _____

ETHNICITY: _____ RELIGION: _____

CONSENT: As a Registered Children's Charity we are required to evidence all the work we undertake which involves recording in the following formats.

If you **do not** wish to give consent for the following, please tick. **You must opt out**

Photographs Internal (Reports) ☐ External (Press) ☐ Online (Our Website/Facebook) ☐

Video/Film Internal (Reports) ☐ External (Press) ☐ Online (Our Website/Facebook) ☐

DISABILITY: Tick the appropriate box as appropriate. Does your child suffer from:

A mental health condition ☐ Behavioural difficulties ☐ No disability or impairment ☐

A physical Impairment ☐ Learning difficulties ☐

Details: _____

Please state if there is any other information you wish to share with Haldane Youth Services Team to enable effective working with your child



Medical Form

Doctor Name: _____ Practice Name: _____

Address: _____ Phone No: _____

Has your child ever had	Yes /No	Give details and dates below
Heart trouble, raised blood pressure?		
Asthma, bronchitis, tuberculosis?		
Diabetes?		
Epilepsy, fainting, migraine, head injury?		
Nervous illness, psychiatric treatment?		
Allergies (medicines, insects or food)?		
Fractures?		
Are you suffering, or a carrier of any infectious disease?		
Do you suffer from any other medical or physical conditions?		
Tetanus?		
Currently taking medication?		
Special dietary requirements?		

If your medical history changes please inform staff at the Project as soon as possible to enable them to update your file.

I declare that all personal and medical information on this form is true and I have not withheld any relevant information. By signing this form you endorse the following statements;

- I agree that I may participate in activities organised and delivered by Haldane Youth Services.
- I give permission for any medical treatment deemed necessary to ensure my well-being.

Signature: _____ Date: _____

All the information on this form will be treated as confidential in line with our Data Protection Act. This information is required in order to allow Haldane Youth Services to give appropriate medical help and support.

Insurance Cover: Your signature above will be taken as a declaration stating that you understand the extent and limitations of the insurance cover provided under Haldane Youth Service's Insurance Policy.

The cover is as follows: £5,000,000 public liability Insurance.



Self-Declaration form

Please complete the following tick boxes and relevant other sections

Previous convictions - This should include any convictions that have been dealt with by a court.

I have no previous convictions		I have previous convictions (Complete the section below)	
Date(s) of conviction(s):			
Court(s) where your conviction(s) were heard:			
Type of offence(s):			
Sentence(s) received			
Please give details of the reasons and circumstances that led to your offence(s)			
Please give details of how you completed the sentence(s) imposed, (for example did you pay your fine(s) as required; what conditions were attached to your probation/community service/supervised attendance order(s), did you comply with the requirements of your custodial sentence(s).			
Have any other organisations supported you to work through any of the above issues/difficulties?			
What have you learned from your experience?			

Details of any disciplinary action relating to behaviour to children.

I have never been disciplined because of inappropriate behaviour towards a child which may have harmed them or put them at risk of harm		I have been disciplined because of inappropriate behaviour towards a child which may have harmed them or put them at risk of harm (Complete the section below)	
Please give details.			



Police Investigations

This should include relevant police non conviction information.

All investigations should be disclosed, not just those related to children.

I have never been subject to any police investigations		I have been subject to police investigations (Complete the section below)	
Date of investigation(s):			
Police Division(s) involved:			
Details of investigation(s)			
Please give details of the reasons and circumstances that led to your investigation(s):			
Disposal(s) if known:			

Social Work

I am not and have never been known to any social work department (Scotland) / social services department (in England and Wales) as an actual or potential risk to children	
I am known to social work departments (Scotland) / social services departments (in England and Wales) as an actual or potential risk to children (Complete the section below)	
Please provide details:	

Any other relevant information we may need to know

--

Signature: _____ Date: _____



Volunteer Agreement

I _____ agree to abide by the following terms and conditions whilst undertaking a volunteering opportunity with Haldane Youth Services;

Terms & Conditions

- This volunteering opportunity is subject to a 3 month probationary period.
- Spend time familiarising yourself with the Project's Policies and Procedures.
- Complete a PVG Disclosure.
- Participate in any in house or external training when possible.
- Have a child centred approach to working.
- Follow the Project's policies, procedures and guidelines.
- If you are going to be absent please contact Carolyn Mackie on 01389 600367 at the earliest time possible.
- Return any Haldane Youth Services clothing and identification when the volunteering opportunity has finished.

Volunteer's Signature: _____ Date: _____

Project Co-ordinator's Signature: _____ Date: _____

(Photocopy and give volunteer a copy)



Availability Form

Name: _____

Please place a tick in the box to make us aware of your availability. We will try our best to place you in a project which will be most relevant to yourself.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sat	Sun
Morning (9am – 12pm)							
Afternoon (12:30pm -5pm)							
Evening (6pm -10pm)							

Saturday and Sunday have been included as we are a charity and many of our fundraising events can occur at the weekend. This does not happen every weekend and we understand people may not always be able to commit. We would just like an idea of who would be keen to help out at the weekend and we would give you plenty of notice for these events and you can confirm nearer the time.

There may be incidences when we are low on volunteers or people have called in sick. Do we have your permission to phone you on short notice? To find out if you are free to cover other workshops within the availability that you have given the service.

Yes

☐

No

☐



Training Opportunities

We would love to be able to give back to you as a volunteer, therefore if there is any training that you feel would be beneficial to yourself in relation to youth work please state below.

*When would be a suitable time to schedule this training e.g evening's after 6pm.

Training (e.g. First Aid)	Availability *	Relevance to youth work