

**YOUTH INITIATIVES SCOTLAND [SCIO] POLICIES AND
PROCEDURES**



YOUTH INITIATIVES
AWAKENING HOPE IN YOUNG PEOPLE

YOUTH INITIATIVES SAFEGUARDING STATEMENT

Policy Procedures and Guidelines

“The welfare of the child is paramount”

“We in Youth Initiatives are committed to practice which protects children and protected adults from harm.

Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause children harm.”

“We will endeavour to safeguard children by:

Adopting safeguarding guidelines through a code of behaviour for staff and volunteers.

Sharing information about child protection and good practice with children, parents, staff and volunteers.

Sharing information about concerns with agencies who need to know, and involving parents and children appropriately.

Following carefully the procedures for recruitment and selection of staff and volunteers.

Providing effective management for staff and volunteers through supervision, support and training.

We are also committed to reviewing our policy and good practice at regular intervals

Child Protection

The Children (Scotland) Act 1995 states that each child has the right to protection from all forms of abuse, neglect or exploitation.

It also states that children should have the right to express their views on any issues or decisions affecting them.

Child Abuse

The formal definition of Child Abuse is:

‘Children may be in need of protection where their basic needs are not being met, in a manner appropriate to their age and stage of development, and they will be at risk through avoidable acts of commission or *omission on the part of their parent(s), sibling(s) or other relative(s), or a carer (ie, the person(s) while not a parent who has actual custody of the child).’

[Reference; Scottish office (1998) ‘Protecting Children: A Shared Responsibility’].

***NB:** This means children at risk through either something a person has done to them OR something a person is failing to do for them.

This is a very open definition which encourages us to be open minded and to think about what child abuse is. For those working in the field of Child Protection the definition gets broken down further into Categories of Abuse, namely:

- Physical Injury
- Sexual Abuse
- Non-organic Failure to Thrive
- Emotional Abuse
- Neglect

Physical Injury

Actual or attempted physical injury to a child, including the administration of toxic substances, where there is knowledge, or reasonable suspicion, that the injury was inflicted or knowingly not prevented.

Sexual Abuse

Any child may be deemed to have been sexually abused when any person(s), by design or neglect, exploits the child, 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(s) including organised networks. This definition holds, whether or not there has been genital contact and whether or not the child is said to have initiated, or consented to, the behaviour.

Non Organic Failure to Thrive

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

Emotional Abuse

Failure to provide for the child's basic emotional needs, such as to have a severe effect on the behaviour and development of the child.

Neglect

This occurs when a child's essential needs are not met and this is likely to cause impairment to physical health and development. Such needs include food, clothing, cleanliness, shelter and warmth. A lack of appropriate care, including deprivation of access to health care, may result in persistent or severe exposure, through negligence, to circumstances which endanger the child.

[Reference: 'Scottish Office (1998) Protecting Children: A Shared Responsibility'].

Further to this research suggest Neglect can be broken down into the following categories

Disorganised Neglect

- This ranges from inconsistent parenting to chaotic parenting, frequently includes families with prior social services involvement where typically the parents feelings dominate behaviour and children's behaviour often presents as demanding or attention seeking

Emotional Neglect

- This ranges from the child being ignored to being completely rejected; the child is made to feel worthless or inadequate. Often this comes from persistent ill treatment of the child

Depressed/Passive Neglect

- Parents or carers are unmotivated or do not understand the child's needs and feel passive and helpless: they do not believe that anything can change. This may sometimes be due to parental mental health issues

Severe Deprivation Neglect

- This can range from a child being left to cry to a child being left to die. Children can be completely deprived of love, stimulation, emotional warmth, or completely ignored. Children can be left unattended or let out inappropriately by themselves. In the most extreme cases prognosis is usually poor.

Youth Initiatives Scotland will employ safeguarding principles aimed at protecting children and protected adults from harm in any of the ways listed above. Youth Initiatives Scotland will train all volunteers and staff to recognise signs of abuse in children and respond in the appropriate manner to all incidences which require investigation. Youth Initiatives will aim to create environments and Youth Community Hubs which counter many of the negative impacts that young people's environments may have had on them.

SAFEGUARDING:

Recruitment and Selection Process

Youth Initiatives Scotland seeks to build a distinctive ethos that shapes all the relationships and the environments of our work. We seek staff and volunteers who can add to and build positively upon the ethos of our work. We therefore are scrupulous in selecting only those people who have attributes fitting with our purpose and normally insist that potential staff and volunteers get to know us and our work before officially being hired or sign on to our volunteer programme. At the same time, we also seek to protect children from harm. Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause children harm. Child Protection training is part of new staff induction and also occurs annually for summer volunteers.

We will endeavour to safeguard children by the following practice of Recruitment and Selection:

Staff and Volunteers Roles

Staff and volunteers roles will be clearly defined, appropriate to the person, and under proper supervision.

Job/Role Description

All YI staff will work from a clear job description. Each volunteer should be given a role description.

Publicity

Our Child Protection Policy and approach should feature in our publicity regarding selection and recruitment.

Application Form

Our application forms will include child protection clauses and declarations.

Declaration Form

All staff and volunteers will sign a child protection declaration form that they know of no reason they are unsuitable for working with youth.

Interview/Discussion

All paid staff will be hired through a formal interview process that includes references to our child protection policy. Before volunteers can become members of our volunteer programme they need to have a discussion with a staff member about roles, goals, code of behaviour and child protection.

Identification

Our recruitment and selection approach will include a clear identification check for any person not personally known by Youth Initiatives for 12 months.

References

Before selection of new employees, at least two references will be checked and include a child protection reference. Volunteer selection will include at least one reference check.

PVG Scheme Membership

All new staff (and where appropriate - volunteers) will be members of the PVG scheme.

Supervision

All staff will have a supervisor and all volunteers will have a staff member who oversees their work and service.

SAFEGUARDING:

Code of Behaviour For Staff and Volunteers

Staff and volunteers will:

- treat young people with RESPECT
- set an example that we wish others to follow
- ensure that young people have the opportunity to talk about their concerns
- take care to assess risks
- plan activities and events carefully
- record any incidents or accidents in the appropriate format and send to Designated Officer
- report incidents or accidents to one of the Designated Officers
- avoid physical horseplay which could cause young people concern
- follow YI child protection procedures for residentials, mentoring and transport of young people

Staff and volunteers will not:

- discriminate against young people on grounds of race, religion, gender
- show favouritism to any individual
- engage in inappropriate physical or verbal contact with young people
- engage in rough, physical games with young people, including horseplay, apart from structured sports activities
- engage in sexually provocative games
- allow young people to use inappropriate language unchallenged
- let allegations of abuse by a young person go unaddressed or unrecorded
- do things of a personal nature for young people that they can do themselves

Staff and volunteers will avoid:

- spending time alone with individual young people away from others
- being at home with young people alone (at work or young person's home)
- having one to one counselling, mentoring or planning sessions in closed or private rooms

WHEN IT IS IMPOSSIBLE TO AVOID ONE OF THE ABOVE SITUATIONS, A DESIGNATED OFFICER OR (AN)OTHER MEMBER OF THE MANAGEMENT TEAM MUST HAVE FULL KNOWLEDGE AND GIVE CONSENT.

ABUSE

If you suspect a young person is being abused emotionally, physically or sexually, you should:

1. Record any facts that support your suspicions.
2. Tell one of the Designated Officers your concerns.
3. Make sure that your concerns are passed on to the appropriate authorities.
4. Not carry out an investigation, leave this to the appropriate authorities.

If a young person discloses to you that someone else has abused them:

- LISTEN carefully
- Try to be reassuring and non-judgmental
- Be supportive
- Let the young person know that you have a duty to pass on the information
- Record the conversation, and give this recording to a designated officer

If you receive an allegation about an adult or about yourself:

- Record the facts of the allegation
- Discuss the matter with a Designated Officer or (an)other member of the Management Team

YOUTHWORKERS SHOULD ALWAYS REFER, NOT INVESTIGATE SUSPECTED ABUSE.

SAFEGUARDING:

Youth Initiatives Minibus Use

YI Overall Responsibility

- Ensure organisation who is responsible for minibus has performed adequate **maintenance** and servicing of vehicle to ensure roadworthiness, including updating road tax, mot and insurance as well as adequate safety items including first aid kit and fire extinguishers.
- **Contact numbers** for emergency purposes should be clearly shown in the minibus and/or be given to each named driver.

Driver Responsibility

- Do not drive off until all **disembarking passengers** are safely away from the vehicle.
- Do not drive off until all **embarking passengers** are safely seated and have their seatbelts on.
- Do not drive off until all **doors are secure**.
- Count the **number of passengers** on board the vehicle for each journey (in case of emergency/fire, etc).
- Driver and assistants should be aware of where the **fire extinguisher** or fire blanket is on the bus and know how to use it.
- Driver should be aware of where the **first aid kit** is on the bus and how to use it (preferable if driver and/or assistant is trained in first aid).
- YI minibus drivers should be at least **25 years old**, have had at least one year driving experience in the UK / Ireland and be Minibus (15+ seats) licensed. The Management Team may decide to permit under 25s to drive, provided they have adequate experience and are licensed to do so.

General

- All passengers must wear a **seat belt** when the vehicle is moving.
- **One person per seat** – no overloading.
- **No alcohol, smoking or banned substances** to be taken on the minibus.
- If possible, no **luggage** should be left in the aisles.
- No **abusive language or inappropriate behaviour** while on the bus.
- No **shouting** out at people outside the vehicle or at other vehicles.

SAFEGUARDING:

Mentoring Policy

We believe that having staff develop good mentoring relationships with young people is an important element of youth work. Thus, having staff spend time one on one with young people is a part of our ethos in Youth Initiatives. We are very concerned however to do this in a way that is safe for the young people, our staff and for YI as an organisation. Thus we will encourage staff and volunteers to spend time one on one with young people while doing the following to ensure safety for all:

- only spending time alone with a young person in a public (i.e., where they are visible to other people) situation
- take the necessary steps so that unhealthy dependencies do not develop
- develop relationships with more than one young person so that “competition” doesn’t develop and it doesn’t appear that staff and volunteers have “favourites”
- only be at home with young people if someone else is present – in all situations where this occurs line manager must be aware of the meeting

IF BEING ALONE IN A PRIVATE PLACE (CAR TRIP, EMERGENCIES, ETC.) IS UNAVOIDABLE, THE DESIGNATED OFFICER OR AN(OTHER) MEMBER OF THE MANAGEMENT TEAM MUST HAVE FULL KNOWLEDGE AND GIVE CONSENT.

SAFEGUARDING:

Residential Guidelines

Youth Initiatives exists to reach out to young people and connect them to a positive relational environment where they can grow in faith and life skills. One of the best tools for realising this aim is residential weekends and camps. While pursuing the positive goals and aims of a residential, we will also endeavour to safe guard young people by all staff and volunteers practicing the following guidelines:

Each residential should have **at least two leaders** in charge, preferably 1 male and 1 female for mixed groups. There should be at least **one leader to every 10** young people.

At least **one qualified first aider** should be in attendance on the residential, better if a male and female first aider were present.

Staff must ensure that males and females have **different sleeping rooms**.

Young people participating should have their **privacy respected** by other participants e.g. rooms, changing rooms, showers, etc.

Staff members' and volunteers' **behaviour must be beyond reproach** and not leave themselves open to allegations of abuse (sexual, mental, verbal, etc). For example:

- **ALWAYS KNOCK OR CALL OUT AND ASK IF IT IS OK TO ENTER AREAS WHERE PEOPLE MAY BE CHANGING OR SHOWERING**

- **DO NOT SUBJECT YOUNG PEOPLE TO ANY FORM OF PUBLIC HUMILIATION**

- **DO NOT PUT A YOUNG PERSON INTO A SITUATION WHICH THEY FEEL UNCOMFORTABLE OR DISTRESSED**

- Do not put yourself in a position of **being alone** and out of public view with young people e.g. cars, closed rooms, etc.
- Staff members and volunteers should not **sleep** in dorms/tents with young people
- When **changing clothes** or when with a group that is changing clothes: BE DISCREET.
- If behaviour by one of the young people causes **offence** or is deemed inappropriate, it is the leaders responsibility to discuss and deal with this as soon as possible.
- **Parental permission slips** for under 18's and medical forms must be completed by all young people attending residential (Volunteers included).
- Staff members and volunteers should use sensitivity when expressing affection, touching, hugging, etc. Do not leave yourself open to allegations
- All staff and volunteers must sign declaration forms and be **vettted**.
- Prior to each residential, staff should meet as a group to discuss the **implementation** of the Child Protection Policy and these guidelines on the residential.
- Should any staff member or volunteer believe it necessary to discuss another staff member or volunteer's **behaviour** on a residential they should seek advice from the senior member of staff in attendance or speak to a member or YI Management Team.
- Staff members and volunteers should be at all times wary of the **risk** of serious or fatal injuries to young people and leaders alike and seek to prevent it.
- Staff members and volunteers should not engage in **horseplay** that could cause injury or discomfort to young people.
- **Risky outdoor activities** (abseiling, canoeing, rock climbing, etc.) should only be done under qualified supervision and proper insurance.

SAFEGUARDING:

Referrals Protocol

“A Referral Protocol involves ensuring clients who need help from another organisation get that help.”

Protocol for referring a YI young person to a specialised agency:

When a YI youth worker recognises a need of a specialised agency to care for a young person’s well-being or development, the following steps will be taken:

A) Child Protection issues

If a young person discloses issues of abuse or other issues falling under Child Protection guidelines, the staff worker will contact one of the YI Designated Officers who will contact the relevant Social Services Duty Officer.

B) Immediate Care

If staff person discerns a young person in their care is suicidal or showing other signs requiring immediate care, the staff worker should contact one of the YI Designated Officers and decide action for immediate referral to the appropriate agency or care provider. (See YI Referral Agencies List)

C) Ongoing Wellbeing and Development

The protocol for referring young people for help from other organisations for their ongoing wellbeing and development is as follows:

1. A young person requests, or a staff worker discerns, that a young person would benefit from the expertise of a specialised organisation.
2. The Youth worker discusses with their supervisor the need for the help of a specialised agency with the development of a young person and outlines their specific concerns.
3. Youth worker and Supervisor consult the ‘YI List of Local Referral Agencies’ and, together they decide who would be the best agency to contact/refer to.
4. Youth worker consults with young person to get their agreement.
5. Youth worker contacts agency and sets up meeting (with the consent of the young person).
6. A plan of ongoing care is implemented involving the youthworker, supervisor, young person and specialised agency.

Membership of the PVG (Protecting Vulnerable Groups) Scheme

As a good practice organisation committed to protecting young people from harm we will carry out the necessary criminal record checks for those coming to volunteer or work with young people in Youth Initiatives.

Staff and volunteers aged 18plus will need to become members of the PVG scheme under Youth Initiatives Scotland's name, as they will be in direct contact and supervision of young people.

Membership to this scheme discloses an individual's full criminal record, giving:

- spent and unspent convictions from the Police National Computer
- cautions, informed warnings and other non-court disposals from the Police National Computer
- information held by the Disclosure and Barring Service (for positions in regulated activity)
- information held by the police that is relevant to the role applied for

Some old and minor convictions and non-court disposals on a criminal record may be filtered. Fixed penalty tickets or parking fines will not be included in an enhanced disclosure.

PVG membership is normally required where the applicant will work or volunteer in a role providing services to or having close and regular supervision of children and / or vulnerable adults.

Appendix 1: Online Communications policy introduced as a result of the Covid-19 Pandemic

YOUTH INITIATIVES CHILD SAFEGUARDING STATEMENT

“The welfare of the child is paramount”

“We in Youth Initiatives are committed to practice which protects children from harm.

Staff and volunteers in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause children harm.”

COVID-19

During our time in self-isolation, schools and gathering being shut we want to ensure the mental, emotional, spiritual and social wellbeing of our young people is protected and nurtured throughout this uncertain time.

In order for us to effectively care for the young people and families we work with during COVID-19 the following policies are in place to help ensure safe practise for all involved.

These following policy and guidelines will be in place beginning March 2020 through to the end of June 2020 and will be revisited and amended according to UK government recommendations and guidelines during this uncertain time.

Currently Youth Initiatives operates the following social media accounts and have primarily been used to communicate with young people.

Website	Instagram Handle	Facebook Page	Twitter
www.youthinitiativesscot.com	youthinitiativesscotland	Facebook.com/youthinitiativesscotland	@YISc_2018

During this time these will remain the main ways in which we communicate with young people however we have included other methods in this policy as during this time we may utilise other means.

When using social media, YI have adopted the following policy in order to protect staff and young people engaging with this method of communication:

1. The page/profile must be password protected and the password will be held by a designated officer (Appendix B) as well as one member of the board.
2. The nominated officers will act as supervisors for social media sites and will monitor its content on a regular basis.
3. Any inappropriate comments by young people (or others) should be removed by the designated supervisor. Reasons for its removal should then be explained to the person who posted the content. Please write this up as an incident report (**Appendix C**) and pass on to Chairperson.
4. Where possible the settings on the profiles should be set so that posts can be reviewed before being made public.
5. The use of personal email addresses should be avoided at all times.
6. The identity of the young people should not be disclosed (i.e.no tagging photos, no use of handles/profile names to be used in social media posts.)
7. Content of all postings should be consistent with the aims of the organisation. In cases of doubt, staff should seek advice from CEO or Chairperson.
8. Staff should only communicate to young people in public/open forums (for example group messages, conversation threads on public profiles.). 2 staff must have access to any group messages. In the event of sending an email, another leader should be cc'd into the conversation.
9. Staff should avoid communicating with young people late at night/ early in the morning. Unless it is an emergency communication should only happen between the hours of 10am and 10pm.
10. In signing off posts/emails staff should not do so in a way that could be misconstrued or misinterpreted by the recipient e.g.: "xoxo". Simply sign your name.
11. If you are using emojis, they should reflect the information you are communicating. For example, music notes can be used if you are communicating about music. Never use emojis which could be mis-interpreted (hearts, lips etc). If in doubt- do not use.
12. Parental permission is required before pictures or videos of children or young people are posted online. This is given when parents fill out our parental consent form. Young people aged 18 and above will be sent a direct link for permission. Regardless of age, before posting on social media the photo should be shown to the young people to gain their permission for their photo to be on the site.
13. Photos should not disclose personal information about the child/young people (i.e.- address/location or names etc.)

Additional notes when using Instagram/Facebook.

1. When advertising events only disclose time and date of event (not relevant for COVID-19).
2. When posting “Stories” on Instagram/Facebook, always highlight the story and bookmark it in the relevant section. This is so that all information that has been posted can be accessed at any time (not just for 24 hours).

USE OF MOBILE PHONES

Those leading in our programme will need to communicate with young people using mobile phones.

The following apps can be used to help us communicate with the young people we regularly work with:

- **WhatsApp**
- **Messenger**
- **Zoom**
- **Facebook**
- **Instagram**
- **YouVersion**
- **Online Gaming**
- **TikTok**
- **Live Streaming (Facebook and Instagram)**

Below is our amended policy when using these apps beginning March 2020 through to June 2020 and will be revisited and amended according to UK government recommendations and guidelines.

COMMUNICATING WITH YOUNG PEOPLE VIA SOCIAL MEDIA APPLICATIONS ON MOBILE PHONE DEVICES

From Monday 23rd March, each community hub will make a central list that details the direct messaging communication methods to young people using this table below:

Name	Programme	Age	Parental Consent/ Over 18 Consent	Direct Message Apps	Main Staff Contact/s
Youth Worker 1	Strive	16	Yes	WhatsApp Facebook Instagram	Youth worker 2 Youth Worker 3
Youth Worker 1	NUTS	13	Yes	WhatsApp Facebook Instagram	Youth Worker 2 Youth Worker 3
Youth Worker 1	Transform	17	Yes	WhatsApp Facebook Instagram	Youth Worker 2 Youth Worker 3

The nature of live streaming on Facebook Live, Instagram IGTV, YouTube etc is not directed at one person or one group and therefore does not need to be tracked in the same way. If young people comment or message during these live streams where possible those comments should be recorded.

Live streams should also be saved and not deleted.

WHATSAPP

WhatsApp is like Telegram, with the main difference being that it does share phone numbers of all those who are involved in the group chat.

From Monday 23rd March, young people will be assigned group chats, once parental consent is given, according to the programme/s they are involved. Staff who run these projects will be moderators of these groups.

Youth Initiatives understands that WhatsApp terms of service place an age limit of use for those aged 13 and above. During this time, we will avoid where possible using WhatsApp groups with those in the 10 to 14's programmes. There may be particular instances and smaller groups where this is permitted with parental consent.

Contacting young people in group chats will be to:

1. Communicate information about what is happening online which they can connect with. For example: Dates, times of YouTube videos, weekly challenges etc.
2. 2 members of YI Scotland (Staff and board) must have access to any group messages.
3. Rules for engagement in groups should be sent in to the group once it is setup (Appendix A).
4. Texts by means of encouragement to young people (as a group). For example: "Hope you aren't worrying too much" or "We know it's hard to get motivated for home school, but we have Instagram content going live at 4pm which will cheer you up!" When texting messages like these, keep them general, light-hearted and within a group chat context.

Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.

5. Staff working with young people should only have a young person's number in the following circumstances:
 - a. Parental consent has been given online and the young person has consented to being part of the group
 - b. If a staff member has a young person's phone number, it should only be used for the purposes given. (Staff members should not share young people's phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
 - c. We should only be including young people who are regular attenders at programmes in these group chats.

When using WhatsApp, phone numbers are required/ disclosed when communicating with others. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at www.youthinitiativescot.com

MESSANGER

Messenger is a direct messaging app designed by Facebook. To have a messenger account, individuals need to have a Facebook account. Staff should as much as possible use a YI Staff account for this and not their own personal Facebook profile. The password for this account should be shared with your supervisor and a designated officer.

If you have not been using Messenger up until now to communicate with young people please do not begin to as there is much to be taken into consideration.

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1. Communicate information about what is happening online which they can connect with. For example: Dates, times of YouTube videos, weekly challenges etc.
2. 2 members of YI Scotland (Staff and board) must have access to any group messages.
3. Rules for engagement in groups should be sent in to the group once it is setup (Appendix A).
4. Texts by means of encouragement to young people (as a group). For example: “Hope you aren’t worrying too much” or “We know it’s hard to get motivated for home school, but we have Instagram content going live at 4pm which will cheer you up!” When texting messages like these, keep them general, light-hearted and within a group chat context.

Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.

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 - a. Parental consent has been given online and the young person has consented to being part of the group
 - b. If a staff member has a young person’s phone number, it should only be used for the purposes given. (Staff members should not share young people’s phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
 - c. We should only be including young people who are regular attenders at programmes in these group chats.

When using Messenger phone numbers are not required and information is only visible if you are connected as a friend with the person. You need to get the expressed consent of young people

before adding them into any group chat. This consent will be given via the online permission slip at www.youthinitiativesscot.com

ZOOM

During self-isolation, we will be using Zoom as one of the social media platforms to connect with and check-in with young people.

Zoom is a free video chat app which is widely used by children and adults throughout UK and Ireland. For information on how to set up and use Zoom please check out their website <https://zoom.us/signup>. You can also download the Zoom App from your App Store.

The following policy when using zoom will be adhered to:

1. Zoom calls should be carried out with more than one young person or more than one staff member. The call should be pre-arranged and setup in advance. These should be log kept of this communication (Appendix D).
2. When this is not possible, or when it is for the purpose of a 1-2-1 mentoring conversation the YI Mentoring policy should be followed. You should also inform one of the designated officers regarding the time and date of the call and contact them when the call is complete.
3. When scheduling a zoom send the link to young people and your supervisor and let everyone know the date and time.
4. Inform parents of young people who will be present on the call
5. Recommend young people to keep the door open of the room they are in whilst on the call
6. Audio and video should be switched on by both staff and young person/ people
7. Appropriate clothing should be worn by both staff and young people (no pyjamas, vest tops or revealing clothing).
8. Plan questions for young people (where possible) ahead of time and place these in the chat section. Any follow-up to these questions should be placed within the chat.
9. Zoom calls should be recorded by the staff member who is running the call and saved on their computer. Staff will check that the App on your mobile is able to record before using this – otherwise you will need to use a computer.
10. Contact log to be completed at end of call and uploaded to staff google folder (supervisor, Area Leader/ Branch Manager must have access)
11. All staff are required to fill out a contact log after each chat and pass on any concerns to a designated officer as soon after the call as possible (**Appendix D**)

Security Settings for Zoom

Youth Initiatives Scotland will use the following Zoom Accounts for online youth work sessions

Andrew Jordan – Andyj@youthinitiatives.com

1. Links to Zoom meetings will be sent as private messages and not posted on public forums. Any exception to this will be cleared with the chairperson.
2. Meeting room option will be selected and participants will be admitted once staff verify each individual account
3. Only the host of the meeting will be able to share screen, unless they allow others to share screen to play a game such as Pictionary etc.
4. Breakout rooms may be used by meeting host. If this is the case at least one staff member must be part of that breakout room and they will record the breakout meeting
5. Zoom youth work sessions will be recorded by the meeting host (YI Staff Member), once the meeting is finished the recording will be stored on one computer or YI google drive cloud
6. Zoom chats will also be saved and stored. We will disable the feature that would allow participants to 'private chat'.
7. Recording disclaimer will ask participants to consent before proceeding with the group work session.
8. We will review the security features of Zoom throughout the duration of COVID-19 and make changes as and where necessary

INSTAGRAM & FACEBOOK

Facebook and Instagram will be a useful means of communicating information to young people and parents during COVID-19. However, it needs to be used safely and carefully.

Staff member will communicate information via Facebook and Instagram and will use these platforms as "Notice-boards" to sign post and communicate the support available.

The following policy will be adhered to:

1. Staff of YI will not be 'friends/followers' with anyone under the age of 18 who attends YI Programmes. It is also our policy that volunteers will not be friends/ followers on social networking sites with any of the young people in the group that they lead, in particular with 10-14's.

2. We do not allow young people to follow staff on social media as this allows them to see how we live our lives and we believe in healthy boundaries and staff privacy. Please ensure these are the settings you have on your personal account.
3. If young people want to engage with staff via social media, they will be encouraged to follow our community hub profiles to stay up to date with information about individual programmes.

COMMUNICATING WITH YOUNG PEOPLE VIA POST (Snail Mail)

During COVID-19 it may be appropriate to write to a young person to encourage them or to send them resources specific to their needs, for example, study packs, mindfulness resources, cheer-up gifts, books etc. When writing to a young person who is under 18 the following policy should be followed.

1. Where possible, write your message on a postcard, so that the message is not perceived as private.
2. On occasions when you need to send something in a sealed envelope; For Example, “back to school packs” or mentoring information, please use the YI Stamp (or another indicator) to clearly mark the envelope before posting. It is also our strong recommendation that you send an email to the parents letting them know that you have posted something to their child so that they know to expect it.

COMMUNICATING WITH YOUNG PEOPLE VIA PHONE CALLS

During COVID-19 it may be appropriate for a staff member to call a young person on the telephone/mobile phone. YI staff want to keep relationships going with young people and be part of the support system during this social distancing time. Some young people may contact staff directly and request a phone conversation also. Staff will use their personal mobile phones for these calls.

1. Staff will connect with young people via text or one of the messaging features mentioned earlier in this document to arrange a time to call. In some cases a young person may instigate through text to request a call.
2. The time will be agreed between both parties
3. A contact log will be complete at the end of the call and kept on file

YOUVERSION BIBLE APP

The YouVersion Bible App can be used to follow specific bible study plans with young people. Staff can connect with young people who they have as phone contacts. They will become 'friends' with young people through the app and thus will be able to see their activity on the app.

- Staff should setup a staff profile that is separate to their personal profile.
- Staff should invite young people to connect to a specific plan and encourage them through previously mentioned messaging apps.
- At least 2 members must be part of the bible study group.
- Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.
- Rules for engagement in groups should be sent in to the group once it is setup (**Appendix A**).

Staff working with young people should only have a young person's number in the following circumstances:

- a. Parental consent has been given online and the young person has consented to being part of the group
- b. If a staff member has a young person's phone number, it should only be used for the purposes given. (Staff members should not share young people's phone numbers even with other staff without asking the young person first – staff should not give out another staff member phone number without asking for consent.)
- c. We should only be including young people who are regular attenders at programmes in these group chats.

When using YouVersion Bible App phone numbers are required by the person who is setting up the study plan. Other information is only visible if you are connected as a friend with the person. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at www.youthinitiativescot.com

ONLINE GAMING

(From NSPCC Website <https://www.nspcc.org.uk/keeping-children-safe/online-safety/online-games/>)

Gaming is a great way for young people to relax, socialise with their friends and have fun. Young people can play on games consoles, apps or websites, mobiles, tablets, PCs, or through smart speakers and virtual reality headsets. They can also chat to other players using messaging platforms for gamers, or watch [livestreams](#) of well-known gamers.

Some of these reasons young people like to play games online include:

- socialising with friends. When gaming young people can play together on the same team, or play against each other.
- games based on location, such as Pokémon Go and Wizards Unite, encourage players to go outside and explore.
- watching videos and livestreams of other people playing, or share tips with other players to develop their own gaming skills.
- games are designed to be entertaining and can be fun and engaging for young people.
- watching their favourite gamers on YouTube or livestreaming on Twitch. They may also want to livestream themselves playing games.

What are the risks of online gaming?

Bullying

Children may be deliberately excluded from a game by their friends, or criticised for how well they play. Other players may swear or use abusive language over voice chat, and this can be upsetting for your child.

Trolling, Griefing, Scammers

Griefers are gamers who deliberately try to ruin the game for other players. This can be called trolling. Players may also try to trick or scam young people into giving up 'skins' or other in-game items by offering them money or by hacking their account. Skins are a cosmetic feature that let players personalise their character and in-game items. Some skins are extremely rare and valuable so losing them can be as upsetting for a child as losing a favourite toy or possession.

In-game Purchasing

Some games cost money to download, or ask players to buy credits or items so they can keep playing. Many free games are designed to make the player want to continue but need payments to make this possible, which can be very frustrating.

Talking to people they don't know

Some games are designed to be played in teams or against other people, and sometimes players can be based in different locations. This means young people can easily play with people they don't know and haven't met. They can communicate using voice, video or text chat. Some gamers use voice chat to discuss tactics and many games have a chat room.

Young people can also use other platforms, like Discord and Reddit, to learn tips about the games they play and speak to other players with similar interests. Many popular games have official channels with thousands of members. There's a risk of young people being groomed on these platforms.

During our time in self-isolation we want to be able to connect with young people in a healthy way. Online gaming is an opportunity to connect with particular groups of young people. Online Gaming allows for contact between players either through VOIP or chat groups with those playing the game.

For a YI Staff member to engage in online gaming the following must be adhered to

1. Staff member will phone the parent of a young person for under 16's to explain the approach to online gaming YI will take and get their expressed consent for their child/ young person to take part. If over 16 then an online consent form will suffice.
2. Group of young people contacted through a messaging app with at least 2 staff included
3. Date and time for the game to be set
4. List of participants to be drawn up
5. Supervisor to be contacted before game begins and when game ends
6. Participants can use audio to communicate, much like a phone call.
7. Rules for engagement should be agreed by all players before game begins (**Appendix A**)
8. Contact log to be completed at end of game and uploaded to staff google folder (Chairperson must have access)
9. Games should be age appropriate (under age players should not play games deemed inappropriate by the game maker – these are displayed on the game boxes/ downloads)

Current list of games we will engage with young people are:

FIFA - Fifa has a PEGI rating of 13, meaning that the game is suited towards anyone who is 12 years or older

FORTNITE - Fortnite has a PEGI rating of 12, meaning that the game is suited towards anyone who is 12 years or older

Staff working with young people should only connect with them in online gaming when

- a. Parental consent has been given online and the young person has consented to being part of the group and if the young person is under 16 the staff member has called to discuss the approach to online gaming and expressed consent received
- b. We should only be including young people who are regular attenders at programmes in online gaming with a particular emphasis on those who will utilise this as a way to engage in youth work provision during this time.

Nb Online gaming will mainly be used as a tool to stay connected to our current volunteers and not to engage with new young people online. As such this also means we will only be engaging with young people over the age of 16. In the event of potentially engaging with young people under 16 the above provisions will be fulfilled.

When using Online Gaming player, the person responsible for setting up the game will send the game code, date and time via a group chat. You need to get the expressed consent of young people before adding them into any group chat. This consent will be given via the online permission slip at www.youthinitiativescot.com

TIKTOK

TikTok is a Chinese-owned social video-sharing app. Users can shoot, edit, and share 15-second videos jazzed up with filters, music, animation, special effects, and more. Like its fellow social media apps, users can also follow, like, and comment on everything they see. TikTok can be used on iOS and Android operating systems. To put it plain and simple, TikTok is here to make social media fun again.

Youth Initiatives will use TikTok as a platform to post videos only and not as a direct messaging app. There will be one TikTok account for the whole organisation not one per area.

- a. Each Area Leader/ Branch Manager will be given the login details for the app
- b. If a staff member wants to post a TikTok video to the account they will need to get authorisation from the Area Leader/ Branch Manager
- c. They will then be given the login details
- d. Any audio or music used should not contain explicit lyrics

- e. Comments on videos may be turned on however the following needs to be followed
- f. Any inappropriate comments by young people (or others) should be removed by the designated supervisor. Reasons for its removal should then be explained to the person who posted the content. Please write this up as an incident report (**Appendix C**) and pass on to your Area Leader/ Branch Manager.
- g. Where possible the settings on the profiles should be set so that posts can be reviewed before being made public.

LIVE STREAMING

Livestreaming is broadcasting to an audience in 'real' time. The audience can leave comments, or give likes and kudos to the person streaming. Some platforms let several people livestream at the same time.

There are livestreaming apps like Twitch and Yubo, but young people can livestream on other social media platforms, including Facebook and Instagram. Many young people also post pre-recorded videos on video apps like YouTube and Vimeo, or video chat in groups or one-to-one, using apps like WhatsApp.

Young people like to livestream and use video apps for lots of reasons. These include:

- to learn or show others how to do something – livestreams of people playing video games are particularly popular
- to stay in contact with family and friends
- to take part in viral trends
- to be creative
- to relax – many video apps have 'satisfying content', such food being prepared.

Youth Initiatives staff will utilise Live Streaming during this time as a way to connect with young people. These live streams may include

- Weekly challenges
- Running group work sessions
- Funny videos
- Podcasts
- Motivational talks
- Fitness workouts
- Educational sections/ teaching
- And other creative content as we come up with it

Before staff live stream, they will

- Agree the content with their supervisor/ Area Leader/ Branch Manager
- Ensure content is appropriate
- Ensure appropriate clothing is being worn (particularly if working from home)

During live streaming, staff will

- Monitor comments being shared
- Respond where necessary

When finished live streaming, staff will

- Will highlight and save videos so they are available for longer than 24hrs
- Share the video on other YI social media platforms

The nature of live streaming on Facebook Live, Instagram IGTV, YouTube etc is not directed at one person or one group and therefore does not need to be tracked on a contact log. If young people comment or message during these live streams where possible those comments should be recorded.

Live streams should also be saved and not deleted.

Appendix A

Rules for Engagement in Social Media Group Contexts

It is really important that we use group chats, live streaming, gaming etc are treated like it is a youth work programme, that is some things are acceptable and some things are not. As staff you are responsible for setting out these boundaries for and with young people at the beginning of a session or at the start of a group chat. You can simply copy and paste the rules below at the start of a session or group chat.

No staff will engage with group chats **before 10am and after 10pm**. This is to allow staff to switch off but also to create some healthy boundaries for young people & staff. Anything written in the period from 10pm to 10am in the group chat can be addressed when a staff member returns to work.

If an issue has occurred, speak to the leader of the Project that the group chat relates to.

Remind young people of the guidelines of the group chat & speak to the relative parties in person.

Staff must never delete any group chats or individual chats with young people. These must be kept and will be monitored by supervisor.

Login details for accounts that you use to connect with young people must be given to supervisor and designated officer for monitoring contact with young people.

On occasion a messenger text following the previous communication parameters (**Where possible if a female staff member messages a male young person, a male staff member should be included in the message and vice-versa.**) can be sent to the young person also reminding them individually of the group chat guidelines. It is good regular practice to remind your programme participants when you meet about the guidelines for group chats.

DON'T: Start having long one-to-one chats in a big group. Just take it to a personal chat instead.

DON'T: Be *that person* and send a million videos that use up everyone's storage.

DO: Keep it civil. Someone just said something that's sent you into a blind rage, but message them personally instead of airing your grievances in front of everyone else.

DO: Make sure you're in the right chat. It's always awkward sending messages meant for someone else.

DON'T: Send daily photos of your pets/dinner/washing.

DON'T: Screenshot the chat and start bad mouthing a member on another thread. It's mean.

DO: Use the reply function so your replies don't get lost in a big chat.

DON'T: Send ten one-line messages when one longer one will suffice, especially in a large group chat. When everyone's doing this, it can get pretty overwhelming (no one wants 382 new message notifications in the space of 20 minutes).

DO: Do use the mute function if you need some space. Abruptly leaving a chat is the equivalent of storming off or hanging up on someone.

DON'T: Overshare. Some things are better said in person or on a phone call.

NO: No inappropriate language

DO: Respect Others

DON'T: Bully and slag others

It may be appropriate to remove a young person from a group chat using the 3-strike system. In that case it is important that you contact them after you have removed them and explain the reason why they have been removed. You give them a time frame for when they will be added back into the group and you go over the guidelines for engaging in group chats. Please write this up as an incident report (**Appendix C**) and pass on to your Area Leader/ Branch Manager.

Appendix B

Youth Initiatives Designated Officer

Andy Jordan andyj@youthinitiatives.com

Chairperson

Tony Silcock tony@youthinitiatives.com

Appendix C

Safe Guarding Incident Report Form

Please download this form and complete it.

This form should be completed for any safe guarding disclosures, incidents with young people or first aid/ injuries. It is your duty to complete this form as soon as possible after the incident and as accurately as possible. Please print off and pass to a designated officer for them to sign and keep on record.

Suicidal disclosures and self-harming disclosures should be discussed with a designated officer as should any abuse disclosures so the appropriate action can be taken in line with our policies and procedures.

Name of Staff member/ Volunteer dealing with incident/ disclosure:	
Location of incident/ disclosure:	
Date & Time of Incident/ Disclosure:	
Name/s of individual/s involved	
Description of incident/ disclosure:	
Outline of action taken	
Follow up plan for young person	
Any further action to be taken (by designated officer)	

Date form passed onto:	
Designated Officer:	
Signature of Staff / Volunteer:	
Signature of Designated Officer:	

Appendix D

Contact Log

Staff Name			
Date of Contact			
Time begins		Time Ends	
Other Staff Present			
Medium for contact			
Participant Names			
Purpose of Contact			
Evaluation of Contact			
Any Issues			
Any follow up			

Authorised by supervisor	Name:	Date: