

# Volunteer Handbook



Braintree Youth Project Charity

**“A Christian Organisation, creating a caring and safe environment  
in which young people are respected, valued  
and offered opportunities”**

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## **Introduction**

Welcome to Braintree Youth Project Charity (BYPC) and thank you for offering your time to volunteer with us. We hope you will enjoy your work with us and become a valued member of a fantastic team. Volunteers, such as yourself, are essential for the charity, since without volunteers there would be no sessions, trips or events for young people to attend and enjoy. You play a vital role in offering opportunities to young people.

We ask all of our volunteers for a minimum commitment of 2½ hours a month, which is the equivalent of one ordinary session. Together with this, every volunteer must undergo a minimum of 2½ hours training to cover essential subjects, such as safety and child protection. We believe that it's not much to ask and it prepares volunteers to do the work that they do well, for the sake of the young people we serve.

## **What is BYPC and what do we do?**

Braintree Youth Project Charity was founded in 2010 to provide a drop-in centre for young people aged between 11 and 18 years. We offer a place where they are able to enjoy food and drink, have a chance to relax with their friends in safety and find support when the need arises.

We offer young people the opportunity to join in with a variety of activities at 'The Hut' (the BYPC premises) such as cooking, art, crafts, sport, board games, movie nights and more, as well as education and training. Sometimes there are opportunities for the young people to enjoy days out and special activities, such as Stubber's Adventure Centre, the cinema, bowling, laser tag, etc. We also try to make opportunities to take the young people on residential trips to places like Wales or the Lake District, where they can do lots of outdoor activities and perhaps learn new things about themselves and their capabilities.

BYPC is a Christian charity. We believe that God created and values all human beings as precious and wonderful. As followers of Christ, we are called to take every opportunity to show people just how valuable and precious they are to God and, through the work of BYPC, we partner with organisations and friends, whether they share our faith or not, to help young people know that they are cared for, respected, valued and worthwhile so that they can make the most of good opportunities.

While volunteers are not required to hold a Christian faith, it is expected that they share in the aims, ethos and vision of the charity

## **Our Vision**

Braintree Youth Project Charity is...

*“A Christian Organisation, creating a caring and safe community in which young people are respected, valued and offered opportunities.”*

As a volunteer for BYPC, we ask that you agree with the aspiration of the vision and want to work with us to see it become a reality.

## **The BYPC Culture**

In everything we do, we want the following aspects to be clearly evident so the young people we serve know that they are respected, valued and able to make the most of their opportunities.

**Hospitality** -We want every volunteer who works with us to be openly hospitable towards everyone, extending a warm welcome and genuine friendship.

**Safety** - Everyone who comes into contact with BYPC must be safe, so that they can enjoy and make the most of every opportunity. There are a number of policies in place that allow BYPC, as a charity, to ensure the safety of everyone we work with. Every volunteer will, as far as is possible, help people feel safe.

**Nurture** - In an atmosphere that seeks to nurture them, young people will develop the qualities of respect, care, empathy, courage, responsibility and resilience in their lives. Every volunteer will endeavour to put the needs of the young people and other volunteers and visitors to BYPC above their own. When we all do so, we will all feel and find the nurture we need to grow and develop.

**Be like Jesus** - As a Christian charity, we hold that Jesus is the example of perfect humanity. We want all of our volunteers to demonstrate to others the same love and attitude that Jesus has shown in the Bible. If you are unsure what that means, then please talk to the Centre Manager, Youth Worker or a member of the Board.

Each volunteer, whether Christian or not, will do their best to love the people they come into contact with to the best of their ability. At some times this will be harder than at others, but in an atmosphere of love and acceptance, people thrive. We want the young people we serve, the volunteers we serve with and the visitors we have to thrive and grow as people.

## The BYPC Values

**Welcome** - All people are warmly welcomed at The Hut, regardless of gender, race, religion, sexual orientation, social class or background.

**Honour** - All people should be honoured and uplifted by the things we say and the way we treat them. We will show young people and our fellow volunteers that we honour and value them by the things we say and do.

**Friendliness** - We value and encourage friendliness in all of our interactions and will treat everyone, as far as is possible, in a friendly manner.

**Generosity** - BYPC wants to take every opportunity to be generous with young people. We will always give more than expected whenever we can. It is true that, as volunteers, you are already being generous with your time and energy and we are very grateful for that.

**Honesty** - We value the truth, even when it's hard to hear. If you have a problem or something happens, we would like to know sooner rather than later so things can be put right. If someone is choosing to be honest with you, be prepared to listen and think about what is being said. If it is untrue, let it go, if it is true and helpful, let it grow.

At the same time, be gentle and humble. Honesty still requires wisdom, so if you are unsure about how to approach a situation without hurting another person then talk to a leader or the Centre Manager or the Youth Worker or a Board member and ask for help.

**Courage** - For many volunteers, attending the Hut is in itself an act of courage, as it can be for some of the young people. We appreciate that it is not always easy volunteering and challenges might arise which can be quite scary. Courage is not the absence of fear, but the refusal to let fear win and stop us doing something that we believe to be right.

**Community** - BYPC is not simply a charity, we are a community. We value the fact that we are a community of individuals, held together by a common vision. That is why we often refer to the 'BYPC family'.

We want to celebrate, encourage and enjoy our community and the members of it. As a volunteer, you are a part of our community and we welcome you.

## **What happens at a session?**

Volunteers are asked to dress in suitable clothing and wear their identity badge and their BYPC polo shirt at sessions (you'll be given one of those), where possible. Volunteers are asked to come to sessions at least 15 minutes prior to the start time.

- Before each session the team must fill in the opening health and safety checklist, this is to highlight any issues that may need rectifying before the start of a session to ensure that everything is safe for our young people.
- Prepare for any activities that are planned (setting up equipment, getting out snacks and simply making ready to welcome the young people).
- Pray. The prayer will normally be led by the session leader. If a volunteer is not a believing Christian, they are requested to attend the prayer even if they do not participate.

During each session...

- Everyone, including volunteers and staff, must sign the attendance book when entering and leaving the premises. This is done for health and safety purposes, in case of fire or an emergency.
- Challenging behaviour from the young people is possible, but rare. Training is given during the initial volunteer training session for best practice in behaviour management and further training is available. The 'Managing Challenging Behaviour Policy', which is available online and on request from the office, will give more detailed guidance.
- Volunteers are required to follow the instructions of the session leader.
- Volunteers are encouraged to use their initiative, noticing things that might need doing and quietly getting on with them without having to be asked.
- Have fun! It's vital that volunteers enjoy their work with the BYPC family and if you find that you're not doing so please talk to someone about it. We want to enjoy our life together!
- If, for an exceptional reason, you need to leave the session early, please inform the session leader that you are leaving and sign out in the usual way.

After each session...

- We make every effort to finish each session at its advertised time.
- Fill in the closing health and safety checklist. This will include tidying up, to ensure that the premises are ready for the next session. (The young people might help with this too before they leave).

- Volunteers are asked not to leave until they are released to do so by the session leader.
- Please make sure that everyone is signed out and that doors are locked if you are the last person to leave the premises.

## **Policies**

As a legally registered charity, BYPC must have a variety of up to date policies and procedures which set out how we approach different issues. They are developed, written and regularly reviewed, to enable the smooth and safe running of the charity and to protect the young people, the volunteers and the charity itself.

The Charities Commission expect that all volunteers and staff in a charity have read the policies that are in force, to familiarise themselves with the running of the charity. Our policies are listed below and can be found on our website, for you to read at your leisure. A paper copy can also be seen in the office

## **Safeguarding**

Safeguarding is SO important for our work that all volunteers are provided with regular sessions for training in Safeguarding, to encourage and ensure best practice and to update them on changes which have been passed down through legislation from government.

Further, the BYPC Safeguarding Policy explains what a volunteer or staff member should do if they believe that a young person might be in danger or at risk.

In a nutshell, they might be helpfully summarised as:

- Avoid being alone with young people and keep all interactions public.
- Avoid any physical contact that might be taken in the wrong way. Young people may give you a spontaneous hug – but it must always come from them.
- Young people are entitled to determine the degree of physical contact with others, except in exceptional circumstances (such as in an emergency or for First Aid).

- Don't leave your fellow team members unsupported or alone with young people. (In the current premises where there are so many rooms this can be a problem, but a sensible approach should be taken where doors are left open and volunteers can call on one another for support or feel free to leave a room where they might feel vulnerable or uncomfortable).
- If you find yourself in a situation alone with a young person, be polite, but open and honest, about wanting another volunteer to be in sight.
- You can walk away, but explain why.
- Don't let your sense of feeling special over-ride your common sense.

If you're in a situation where a young person discloses a safeguarding issue to you, here are some guidelines to help you know what to do.

- If they want to talk to you in private, for example in the office, ask if it is okay for another adult to be present. This is to safeguard the young person and yourself.
- Always explain to the young person that what they tell you will be confidential but that, if it puts them or someone else at risk, you will need to refer the matter to the appropriate responsible person (e.g. The Youth Worker or the Safeguarding Coordinator).
- If they are at immediate risk (i.e. In fear of returning home due to abuse), you must immediately refer the issue to the session leader, unless it is the case that they themselves are the reason for the complaint. In which case, the Lead Safeguarding Co-ordinator must be contacted immediately. Their name and contact details are displayed in the living room in cottage 2.
- Be aware of how you are reacting and of your own responses – try not to appear to be shocked by anything you hear, or to disbelieve it, since it might discourage the young person and they might not wish to continue.
- Write it down. Get permission from the young person to write notes (if you need to) and, after your meeting, write a report. Your report should be factual and you should keep your opinions to yourself. The report is for the Lead Safeguarding Coordinator.
- Repeat back to them what you are being told so you can confirm what's being said and avoid misunderstanding.
- Be careful how you ask questions. Don't use leading questions that might be considered to 'coach' a particular response. (e.g. 'Did that make you feel bad?' is a leading question telling the young person how they might have felt, whereas 'how did that make you feel?' is asking them to answer in their own words.)
- Be aware of personal space.

- Always report any concerns to the Session Leader (if appropriate) and the Lead Safeguarding Co-ordinator.

If you follow these simple steps, you do not need to feel worried about dealing with safeguarding issues, they are very rare. The reason that this policy is in place is to ensure that your response to Safeguarding issues, if they arise, is as simple and straightforward as possible, so that the young person is protected and any help that might be necessary is made available as quickly as possible.

## **Challenging behaviour**

Supporting young people is a long term project that is made most effective when there's a positive rapport between young person and volunteer. Such relationships are built over time, but there are also ways to ensure that things are positive from the first time you meet. Be kind, speak respectfully, talk in an even and calm manner, be nice and act positive with yourself and the young person.

There are times, however, when volunteers and staff will encounter challenging behaviour from young people. Whilst we do our best to always show grace to those young people who can be facing difficult challenges in their lives, at no time is it acceptable for a young person to verbally or physically abuse a volunteer, a member of staff or another young person. In the case of such an event it must be reported immediately to the Session Leader, who will deal with the problem appropriately.

It's always best to avoid escalation in difficult situations, since it will only make matters worse. Here are some common sense suggestions for calming things down if you suspect that trouble is brewing:

- Remember - You are an adult and the potential trouble maker is a child/young person.
- Try to encourage the young person to move away from their audience. Speak to them in a place with more privacy, and less audience, but do not go with them by yourself into a different room.
- Be very aware of your own body language, avoiding crossed arms, clenched fists or other aggressive postures. Try always to be visibly calm and relaxed.
- Respect their personal space. Don't try to dominate an individual who may be causing problems through your physical presence.
- Always keep your temper and remain calm. If you can't, move away and hand the situation over to another volunteer or the Session Leader.

- Think before you speak. Always use appropriate language and don't get personal (i.e. no swearing or name calling).
- Be aware of the pitch and tone of your voice.
- Do NOT shout (unless in an extreme circumstance where someone is in immediate danger if they are not alerted or warned).
- Be consistent - Don't have one set of rules for one young person and a different set for another (even if you are related to the young person in question). To do so only causes conflict.

If you follow these simple guidelines there will almost never be a situation that can't be diffused or made better. But remember, you are a part of a team and you are not alone. Volunteers and staff... help one another and be kind.

### **The Young Person's Behavioural Agreement**

When a young person chooses to come to The Hut or a BYPC event they are required to complete a registration form containing personal information and emergency contact details. They're also given a list of rules for the Hut which they are required to sign, agreeing to abide by them. We call this the Young Person's Behavioural Agreement. (A copy of this agreement can be found in Appendix 1 at the end of the handbook).

Should significant behavioural issues arise, the behavioural agreement allows us to take appropriate action in an open and honest manner.

The BYPC 'Managing Challenging Behaviour Policy' clearly explains what types of behaviour are unacceptable and gives a sliding scale of suggested responses, depending on what has been done or said. All volunteers should read this policy as soon as they can and ask the Centre Manager, Youth Worker or a member of the Board to explain anything that's unclear.

During each session the Session Leader is the only team member who is allowed to apply sanctions. Other than this, sanctions may only be imposed on young people by members of staff or a relevant Board member.

A young person might be asked to leave the Hut or given a 3 week ban by the Session Leader, member of staff or relevant Board Member if they are found to be:

- Misusing the premises, the Charity's equipment or food.
- Bullying.
- Assaulting.

- Verbally abusing.
- Continually swearing after being politely asked to stop.
- Suspected of being under the influence of drugs and/or alcohol (If, as a result, they appear to be unwell, their parent or guardian must be informed immediately).
- In possession of any offensive weapon.
- Persistently disrespectful to staff or volunteers.

Young people are responsible for their own behaviour and, whilst we seek always to treat them with kindness, respect and grace, in certain situations it is clearly appropriate to enforce sanctions.

### **The Young Person's Contact Form**

BYPC is a drop in centre, but it's important that each young person fills out a Contact form which contains emergency contact details and any details of any health issues or allergies they may have. It is vital that every young person fills in this form in case a safeguarding issue is raised.

We ask that all young people fill these forms in at their first visit to The Hut. If the young person does not fill out a form after their first visit, they are asked to stop attending until they do. This might sound harsh, but it is a necessary rule to help ensure we have all the information we need to keep the young people safe.

As a volunteer, you might well be asked to gather this information and we would suggest that, rather than simply giving a form to the young person to fill in themselves, you sit down with them and fill it in together. It will help to build relationship, offer an opportunity for conversation and make sure it happens.

A copy of the form is attached under Appendix 2.

### **Confidentiality**

At times you might have access to information about a young person or volunteer that could be deemed to be personal (e.g. medical information or dietary requirements of young people on a trip). Such information must remain confidential. It can only be passed to affiliated groups when sharing

events where such information is relevant (e.g. a joint camp) or in circumstances that might be deemed an emergency (e.g. a medical emergency).

Among volunteers and staff it is expected that confidentiality is treated seriously. This means that when there are issues of concern or privacy that need to be shared we can be confident that they will be treated with the proper respect and confidentiality. You can be assured that it is safe to bring concerns and confidential issues to the attention of the Centre Manager, the Youth Worker or a member of the Board without fear.

If a young person asks to speak to you confidentially, make sure that they're aware that there are some issues that you simply ARE NOT allowed to be confidential about (e.g. Child protection issues, drugs, abuse, etc.). Do not promise to keep secrets that you simply aren't allowed to keep.

If a young person tells you something that you know must be passed on to the relevant person in authority (i.e. The Youth Worker, Centre Manager or a Board member) or that you are unsure about, be entirely open and clear about it with them. Explain your reasons to the young person, assure them it will be OK and make sure they know that there is a strict policy in place to, as far as possible, protect confidentiality.

The BYPC 'Confidentiality Policy' can be found on our website. We strongly recommend that you read it.

## **Fire Procedures**

If you find yourself in a situation where there is a fire, the procedure is very simple. The Session Leader will act as Fire Marshall and volunteers must assist them as calmly and helpfully as possible. Please ensure that you are familiar with the location of Fire Exits and the designated assembly point. Details are on display in the entrance hall of cottage 2.

Whilst the Hut has smoke detectors, it does not have a fire alarm. If you discover a fire DO NOT put yourself in danger. Raise the alarm and ensure that everyone is safe.

### **When there is a fire you MUST;**

- Stay calm.
- Make sure that no one is in danger and, when everyone is evacuated from the room where the fire has broken out, shut the door to that room.
- Shout 'FIRE' to alert everyone that there is a fire.
- If you can safely do so, take the signing in book to the assembly point.
- Make your way immediately to the designated assembly point, taking people with you as you are able. (The designated assembly point is outside the large wooden gates to The Leahurst Hostel courtyard on the High Street.)
- Phone 999 as soon as possible.
- Tick off names from the signing in book to check that everyone is accounted for.
- Wait for the all clear to be given by the Fire Marshall or a responsible person, or to be given instruction on what to do next.

### **When there is a fire you must NOT;**

- Attempt to tackle the fire yourself.
- Stop or return to collect personal belongings.
- Attempt to stay in the building to finish what you are doing.
- Block the exits.
- Go back into the building until it is safe to do so.

## **Drugs, Alcohol & Offensive Weapons**

On very rare occasions drugs, alcohol or offensive weapons might be an issue at sessions. Needless to say, all of these are forbidden at all BYPC sessions and activities.

Anyone found to be under the influence, or in possession, of drugs or alcohol, or to have an offensive weapon in their possession, must be reported to the Session Leader as soon as possible. An offensive weapon is defined as, “any article made or adapted for use to cause injury to a person.” If you’re in doubt, please ask the Session Leader for advice. It’s better to be safe than sorry.

Do not try to confiscate drugs, alcohol or a dangerous weapon.

Detailed information on how to deal with difficult or challenging behaviour can be found in the BYPC ‘Managing Challenging Behaviour Policy’. The BYPC ‘Drugs and Alcohol Policy’ might also be of help

## **Smoking**

The Hut is a no smoking and no vape area.

Any smoking of cigarettes or vaporisers by the young people is positively discouraged on the grounds of health, but if they wish to smoke we ask to do so at some distance from the building.

We request that volunteers and staff do not smoke cigarettes or vaporisers in the presence of young people. We also ask volunteers to refrain from smoking cigarettes or vaporisers whilst they are actively volunteering at the hut.

## **First Aid**

Every BYPC session will have at least one qualified First-aider in attendance. Please find out who they are before the session starts. Often, the qualified First-aider will be the Session Leader, but this might not always be the case.

In the event of an accident or injury the First-aider and the Session Leader must be informed immediately. Any incident will be dealt with immediately and must be recorded in the accident book, which is kept with the First Aid box in the office. There a first aid box in both buildings and you should know where they’re kept.

In the event of an emergency requiring a paramedic, the Session Leader, or a delegated person, will dial 999 as soon as possible. They will then contact the injured person's parent or guardian to explain the situation to them and then act in accordance with best practice.

### **Disciplinary procedures:**

Where misconduct by a volunteer arises, these procedures will come into effect. Staff disciplinary procedures are covered in the Staff Handbook.

Minor misconduct (e.g failure to follow procedures) will be addressed with the volunteer by the Centre Manager or Youth Worker.

More serious misconduct will be reported to the Chair and Board immediately. In that event they will:

- Confirm the concerns in writing to the volunteer;
- discuss with them what needs to be 'put right';
- agree a time scale within which there will be evidence of that having happened;
- and prescribe any necessary training or support.

Where the above does not lead to a satisfactory outcome, it may be necessary to discuss the termination of a volunteer agreement or suspension until the required improvements are achieved.

Where concern remains, a formal review will be undertaken to assess suitability to continue in the role as a volunteer.

In the event of an allegation of serious misconduct, it may be necessary to terminate the volunteering agreement, pending investigation. The nature of the investigation will depend upon the nature of the misconduct/allegation and could involve an appropriate Authority or Police.

Gross misconduct may justify termination of the volunteer agreement (e.g. physical violence or theft).

## **Volunteer Rotas**

Volunteer rotas are usually produced at least three months in advance so that the Charity and volunteers can plan in advance for sessions. A paper copy of the rota is on display in the Hut office and sent to each volunteer in a format which they can easily access, such as via whatsapp or email. A printed copy can also be produced upon request.

If there are too few volunteers at a session, the session cannot go ahead and the young people must be turned away. It is therefore expected that all volunteers will take responsibility for their slots on the rota, ensuring that clashes and/or sessions for which they are unavailable are addressed and resolved as early as possible.

Since the rota is usually available 3 months in advance, volunteers are expected to raise any issues they have in plenty of time to find replacements for sessions where they are unable to attend. If you are unable to attend a session, please arrange a swap with another volunteer, but you should make sure that the Centre Manager or Youth Worker is aware of the change. If volunteers have made an effort and are unable to make their own arrangements, they should let the Centre Manager or Youth Worker know as soon as possible, so that a replacement can be found. Volunteers who cannot make a session at short notice for exceptional reasons should please get in touch with the Session Leader as soon as possible.

Please ensure that the Centre Manager has your most up to date contact details and knows what method is the best way to keep in touch. ESPECIALLY be aware that when you change your mobile phone you need to let us know if you have a new number.

Contact details for volunteers are confidential, but it's helpful for volunteers to know how to contact one another. All volunteers are asked to fill in an availability form. On this form there is an opt-in section, where volunteers can choose to allow us to share their contact details with other volunteers. Only volunteers who choose to share their contact details, will have access to other volunteers contact details. We would ask that volunteers respect one

another's privacy and don't share one another's contact details without first asking permission.

## **Trips**

At times volunteers might be asked to accompany young people on special trips. Such trips are entirely voluntary and are not an expectation. We would, however, encourage all volunteers to consider helping out because they are great fun and a superb opportunity to build relationships.

Every trip requires adequate adult supervision to ensure the safety and wellbeing of the young people.

Travel arrangement will vary, but might be by minibus, train or bus. On occasion, volunteers might be asked to help transport young people in their own cars. At these times volunteers must prove that they and their car are suitable to transport the young people safely by producing driver documentation in advance (i.e. driver's licence, MOT and car insurance to including Business use). The Charity must gather evidence to prove proper precautions to protect both driver and passengers have been undertaken.

BYPC will reimburse travel expenses upon request. Expense forms are available from the office and should be returned to the Centre Manager upon completion.

In the event of an outside trip, specific plans will be made on a trip by trip basis. There will be a Trip Leader, in much the same way as there is a Session Leader, and roles will be specified according to necessity.

If you want to organise a trip, or have any good ideas, please talk to the Centre Manager, Youth Worker or a Session Leader.

## **Social Media**

We try to make good use of Social Media to support the work of BYPC, publicise the charity and keep in touch with young people and volunteers. We encourage every volunteer to read the BYPC 'Social Media Policy' as soon as possible.

As outlined in the 'Social Media Policy' we ask that volunteers do not have personal contact and friendship through social media with service members. This is for the protection of both the young person and the volunteer. There are some exceptions to this rule, (i.e relations or close family friends), but this should be divulged to and checked with the Youth Worker and or Centre Manager.

Our Social Media Policy strongly discourages all adult volunteers from sharing, either on their personal social media profiles or on the BYPC pages, photographs or videos from sessions/trips/events which might include young people. We ask that only those with administrative responsibility post photographs and videos to the BYPC website or social media profiles. This will help ensure that parental consent has been received to allow images to be used to promote the charity and its work. If adult volunteers interact with these posts (liking and sharing) it will be very helpful to widen our social media reach.

## **Making suggestions and raising issues**

Thank you so much for reading the Volunteers Handbook. We hope it's been full of useful information to help you make the most of your time as a volunteer with BYPC. We also hope that you have great fun and enjoyment volunteering with us.

The thoughts, ideas and issues that volunteers raise are extremely important to BYPC and we welcome your comments and suggestions about any subject. Please feed back to us.

To raise issues, make comments or share ideas, you can get in touch with...

- The Centre Manager or Youth Worker at any time: face to face, via text, telephone call, Facebook message or email.
- Your Session Leader, who will pass it on to the appropriate person.
- Email: [Contact@braintreeyouth.org.uk](mailto:Contact@braintreeyouth.org.uk)

- A Board member directly, including the Chair (you can find their contact details on display in the office).

If there is something that you are concerned about, don't understand or simply want to ask, DON'T LET IT SLIDE. Ask!

## **Contacting BYPC**

### **Address-**

The Hut,  
2 St Michael's Road,  
Braintree  
Essex  
CM7 1EX

### **Phone -**

01376 323764

**email** – [contact@braintreeyouth.org.uk](mailto:contact@braintreeyouth.org.uk)  
or send private message via our Facebook profile.

### **Braintree Youth Project Charity**

Registered in England no. 7437568

Registered with the Charity Commission no. 1139014

Registered Office. 2 St Michael's Road, Braintree, Essex, CM7 1EX

## **Appendix 1: The Young Person's Behavioural Agreement**

### **Braintree Youth Project Charity**

#### **Behaviour Code**

1. Welcome to our club!
2. Respect each other, the staff, volunteers and building.
3. Put all litter in bins provided and help to look after all the equipment.
4. No smoking on the premises. No drugs, no alcohol and no weapons are allowed.
5. Bullying is not tolerated, whether this is in person or cyber bullying. Treat other people with respect, even if you don't like them.
6. Swearing, especially towards staff, volunteers and other young people will not be tolerated.
7. Sign in when you arrive at a session and sign out when you leave – this is our record book for sessions and also how we know who is in the building if there is a fire.
8. Have fun and enjoy yourself!

## Appendix 2: The Young Person's Contact Form

### Braintree Youth Project Charity: Contact Form

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If you need help filling out this form, please ask one of the volunteers. As an attendee, you must promise to abide by the behaviour code.

#### Individual Details:

<b>First name</b>	
<b>Surname</b>	
<b>Address</b>	
<b>Date of birth</b>	
<b>School Attended</b>	
<b>Gender</b>	Male <input type="checkbox"/> Female <input type="checkbox"/>
<b>Ethnicity*</b>	Black British <input type="checkbox"/> Black Other <input type="checkbox"/> White British <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Irish <input type="checkbox"/> Mixed <input type="checkbox"/> Pakistani <input type="checkbox"/> Other <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
<b>Usual method of travel to the club*</b>	On foot <input type="checkbox"/> By bicycle <input type="checkbox"/> By car <input type="checkbox"/> By bus <input type="checkbox"/>

	By train <input type="checkbox"/>
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*\*It is not compulsory to provide this information. However, the club may be able to better suit your child's needs if we do. It may also help the club comply with its obligations under equal opportunities legislation such as the Disability Discrimination Act.*

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## Emergency Contacts:

***Please provide the details of two people that we could contact in an emergency.***

<b>1.</b>	
<b>First name</b>	
<b>Surname</b>	
<b>Relationship to you</b>	
<b>Home telephone number</b>	
<b>Mobile telephone number</b>	
<b>Address</b>	
<b>Email Address</b>	
<b>2.</b>	
<b>First name</b>	
<b>Surname</b>	

<b>Relationship to you</b>	
<b>Home telephone number</b>	
<b>Mobile telephone number</b>	
<b>Address</b>	
<b>Email Address</b>	

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**Medical Details:**

<b>Physical disability (if known)*</b>	
<b>Mental health issue or learning disability? (if known)*</b>	
<b>Please give details of any significant health/dietary issues that club leaders need to be aware of (e.g. nut allergy, asthma)</b>	

*\* It is not compulsory to provide this information. However, the club may be able to better suit your child's needs if we do. It may also help the club comply with its obligations under equal opportunities legislation such as the Disability Discrimination Act.*

**Young Person's Agreement:**

I have read/been read and understood the Braintree Youth Project Charity Code of Behaviour and I agree to follow it. I understand that if I break the code, I may be suspended from attending sessions.	
<b>Your name</b>	
<b>Signature</b>	
<b>Date</b>	

*Braintree Youth Project Charity is committed to the principles of data protection with a view to ensuring the individual's rights to confidentiality. Information contained in member records will be maintained in a confidential manner at all times, in line with relevant data protection legislation*

**Appendix 3:** The follow up letter on initial contact with parents/gaurdians.

Dear...

Further to our recent telephone conversation, ..... recently attended one of our sessions at Braintree Youth Project Charity (BYPC). When a young person attends one of our sessions we ask them to complete an information form which contains details about them, an emergency contact and any medical requirements they might have. It is for that reason that we have your details.

General Data Protection Regulations (GDPR) require us to obtain permission from the responsible person for us to keep this data on file. Full details on our GDPR policy and data storage arrangements can be found on our website.

The information we have from the information form regarding your child is their name, address, date of birth, education (i.e. school), gender, ethnicity, travel arrangements, medical needs and dietary requirements. The information we have for their parent/carer is name, relationship to child, address, email, home telephone and mobile phone.

Please would you confirm by ticking and signing the box on the tear off sheet below that you are happy for us to hold this information for the safety and safeguarding of your young person.

Would you also confirm below if you are willing for us to include your young person in incidental photos on behalf of BYPC which might be used responsibly on the website or in publicity materials for the benefit of the charity (including print and digital media).

Our current session's are:

**Tuesday's 4:30-6:00pm @ Chapel Hill Youth Centre**

**Thursday's 4:30-6:00pm @ The Hut, St Michaels Road**

**Friday's 7:00-9:00pm @ The Hut, St Michaels Road**

Thank you so much for taking the time to respond and please do not hesitate to contact us if you would like more information about our sessions or anything else in this letter.

Yours sincerely,

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**I consent to my child being photographed while involved in Braintree Youth Project Charity activities.**

**Parent/carer's name**

**Parent/carer's signature**

**Date**