



Department of Education Sport and Culture

ISLE OF MAN YOUTH SERVICE

CLUB HANDBOOK

Guidance for working in a Youth Club



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ABOUT THE HANDBOOK

Thank you for taking a moment to read this handbook and importantly; for the work you do in supporting our young people on our Island.

This handbook has been kept as short as possible and it is intended to be a useful reference document to support you and your team deliver a great experience for young people and make work as enjoyable, safe and efficient as possible.

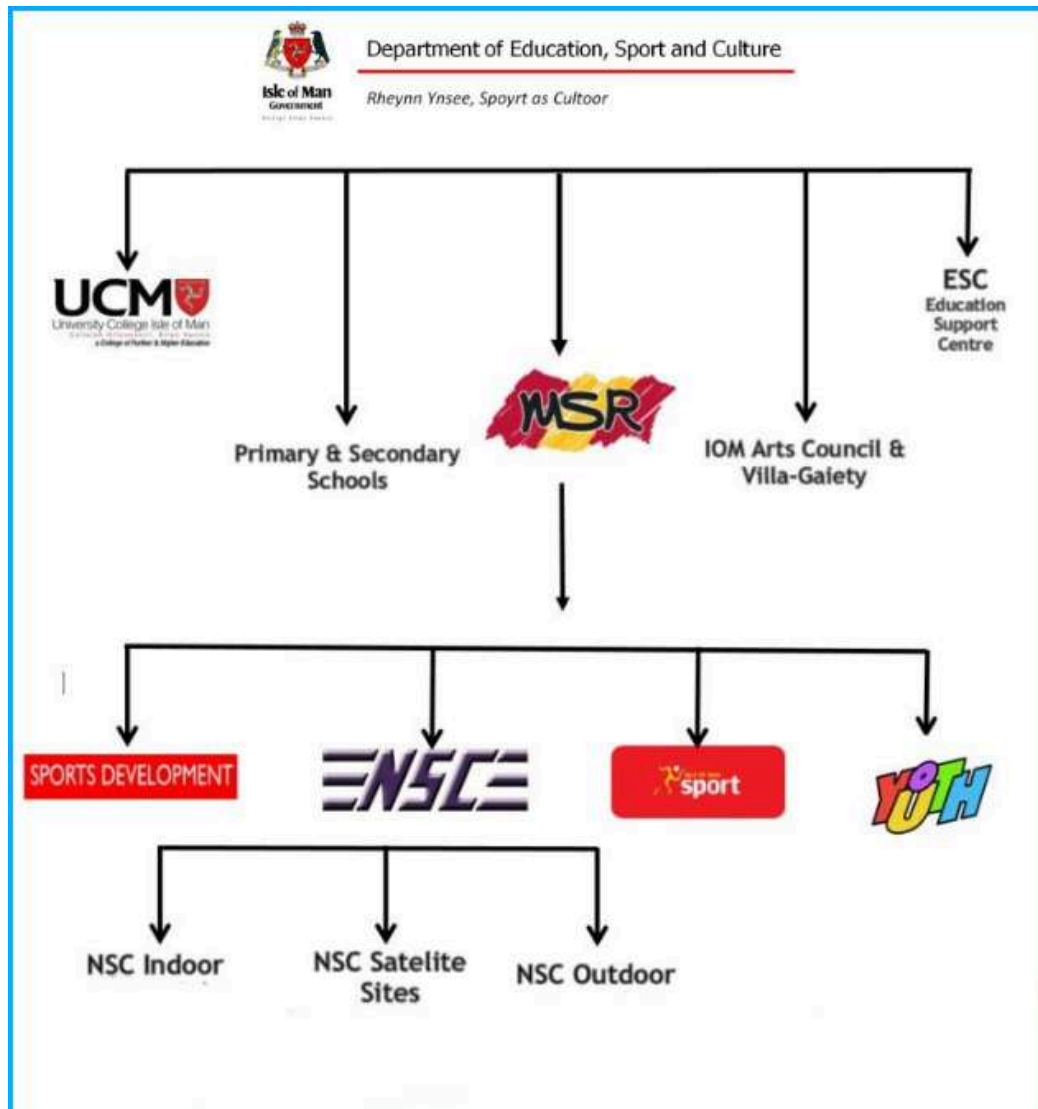
The handbook has been developed by Area workers with input from Youth Workers and feedback is welcomed. Please share ideas and amendments with your Area Worker.

On The first few pages you will find general information and context of the Youth Service. At the end are FAQs which we hope cover the most common questions and issues you may encounter. These take the form Standard Operating Procedures (SOPS) which will be reviewed yearly. This handbook is a 'live' document that will change and so please refer to the latest version on the Youth Service website and our Social Media presence.



The Department of Education, Sport and Culture

The Youth Service is a part of the Manx Sport, Recreation and Youth Division of the Department of Education, Sport and Culture.



The Isle of Man Youth Service exists to give young people **somewhere to go, something to do and someone to talk to**; supporting them to discover themselves, their aspirations and find their place in their community. Through our work we hope to make the Island a place where all young people feel that they belong, where they are meaningfully engaged and reach their full potential. Our Youth Strategy 2023-2033 sets out our plans for our work and can be accessed via our website www.youth.sch.im

Principal Youth Officer
NIGEL HOWARD
nigel.howard3@gov.im / 431669
Strategic direction, Overall staffing, Budget and Service development

Youth Officer
GILES CRELLIN
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Operational responsibility & line management for Area workers, sessional workers and Youth Clubs.

Youth Service Administration Team
NEIL ROBB / HEATHER DAVIES
Neil.rob3@gov.im / 686057
heather.davies@gov.im / 686076

Area Worker
EMMA MACAULAY
Emma.macaulay2@gov.im / 450626
Area: Kenyons Cafe, Laxey, CYB, Onchan, Willaston, Kensington Staffing and Club support.

Finance
JANE LEECE
jane.leece@gov.im / 686077

Area Worker
VAL GOLDIE
Val.goldie2@gov.im / 450627
Area: Peel, St. Johns, Kirk Michael, Ballaugh, Foxdale, PHAB Staffing and Club support.

Youth Officer
GREG STALKER
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Operational responsibility & line management of OLC.

Area Worker
SOPHIE LORD
Area: Ramsey, Jurby, Auldyn, Ballaugh, Andreas Staffing and Club support.

Instructor
ADAM HENDERSON
adam.henderson@gov.im
Outdoor Learning Mountain Biking

Duke of Edinburgh's Award Co-ordinator
ALISON BARNES
Alison.Barnes@doe.gov.im 321706
OLC bookings and targeted provision of Duke of Edinburgh's Award

Instructor
HARRY SPONG
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Outdoor Learning Bushcraft & Wilderness Education

(P/T)Sports Development Officer
SAM CAINE
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Targeted provision – Secondary Coaching & mentoring

Area Worker
SUZIE GARDNER
Suzanne.gardner@gov.im / 241427
Area: Douglas, Café Laare, Pulrose, Henry Bloom Noble, Ballacottier Staffing and Club support.

Instructor
KHERREE GOLDIE
kherree.goldie@gov.im
Outdoor Learning Wellness & Creativity

Area Worker
MILLICENT WRIGHT
Millie.wright@gov.im / 201765
Area: Castletown, Rushen, Ballasalla Staffing and Club support.

Youth Worker (Part-time)
LOUISE MCKINLEY
Louise.mckinley2@gov.im
Area worker support

Part time contracted and supply youth workers
YOUTH CLUBS, PROJECTS AND EVENTS

The Basics

YOUTH SERVICE
Sports Development
Unit
National Sports Centre
Groves Road
Douglas
TEL:686057

Operational Hours

Office hours:

- Monday to Friday from 8.30pm – 5pm

Club Hours:

- Each club has its own opening time and sessions, which are designed to meet the needs of their community. Currently, We have clubs running afternoon and evenings from Monday to Saturday. A list of clubs and opening times is available on our website. www.youth.sch.im

Roles

All club sessions will consist of a Youth Worker In Charge (YWIC) and a number of Assistant Youth Workers (AYW) depending on the needs of the club. Volunteers may also be present.

The YWIC is responsible for planning, leading and resourcing the session as well as paperwork regarding the session. YWIC will need to have completed the YWIC training. The role requires work outside of the session time. The payrate reflects this out of session work.

The AYW is responsible to deliver activities and work as directed by the YWIC. AYW will have completed their onboarding within 6 months of joining the Youth Service.

Volunteers cannot work alone and so must accompany either YWIC or AYW. Volunteers will work within the agreement of their Volunteer handbook.

One Area Worker (AW) is assigned to each club. Your Area Worker is an experienced Youth Worker whose role is to support clubs by primarily working closely with YWIC to improve the offer for Young People. The Area worker will be involved in coaching, training and some project work.

Contracted or Supply

Some staff have contracts for the hours that they do. The Youth Service will offer these for established clubs and staff where appropriate. We also have a large Supply staff pool who are crucial to the good running of our service and may choose this option for personal reasons and/or where a project/club is not yet ready to have contracts assigned.

The Basics

Being paid

All hours worked should be logged on the club session log accurately. Payment is dependent on staff completing accurate records and timely submission to the Youth Office for processing.

Youth Staff are paid similarly to the rest of government; with wages paid directly into your bank account on the 25th day of each month. Should the 25th fall on a non-banking day, you will be credited on the previous banking day. For example if the 25th falls on a Sunday you will be paid on the Friday 23rd. Note Supply staff receive their wages one month in arrears of submission to payroll.

The Admin team set a cut off date for processing pay claims (usually the 20th of the month). If claims come in late this can result in pay being delayed by up to one month. If there is a change to submission dates and/or pay date this will be communicated by the Office to the YWIC. Please also refer to Submitting pay claim FAQ for more information.

Pay increments:

Pay is determined by the Public Service Commission and it includes an additional amount in lieu of holiday. It is worth noting that If you have a contract your pay will move up the spine points of the pay band annually. Your relief role will mirror this. If you just have a relief role this will not increment annually.

Sickness and absences

From time to time, there may be situations when our staff are unwell and / or unable to attend session that they were due to work. The member of staff unavailable to work must report this to the YWIC as soon as possible so cover can be sourced.

It is important that the type of sickness is recorded as failure to do so may result in sickness pay not being paid. Let your IC and/or Area worker know so they can log it.

Whilst rare, it's not always possible to find staff to cover sessions, and clubs may need to close. Before this decision is made the YWIC must discuss this with their Area Worker and timely notice given to members and the team. Please refer to Absence FAQ.

Human Resource Items



IOM Government HR Team

As a Division within the Isle of Man Government many of our HR matters are dealt with by the Central Government HR team. It is advisable to visit the HR website to familiarise yourself with these policies and procedures:

www.gov.im/hr



PiP (People Information Programme)

PiP is the electronic HR and Payroll system for all Isle of Man Government employees. In the **PiP For Me** application you can:

- Log a sickness absence (open / close)
- See your employment information
- Access your payslips
- Update and amend your own personal details

All Youth staff are required to register with PiP so that they can access the above information.

If you already work for the IOM Government and have PiP, you will be able to use your existing login to access PiP. For all other staff you will be required to contact the PiP Helpdesk to set yourself up with an account. You will be required to have an email address for this process.

The PiP Helpdesk contact details are askpip@gov.im / 685999

Disclosure & Barring Service (DBS) check

All staff are required to hold a current up to date DBS check. This check will need to be undertaken every 3 years. You are required to provide details of your DBS to the Youth Office on request. It is recommended that you sign up for automatic renewal updates within 3 months of receiving your DBS certificate

Staff Training and Development

Staff Induction

When you first start your role with the Youth Service you will be invited to take part in various relevant learning opportunities to enable you to successfully fulfil your role as a Youth Worker in our clubs. This will typically involve a mixture of coaching when you work at a club, along with mandatory courses (subject to change) as below.

MANDATORY COURSES

Safeguarding

In line with Youth Service Safeguarding & Protecting Children Policy, all staff are required to hold an up to date Safeguarding & Protecting Children qualification. At present this qualification is valid for 3 years. All new staff will be directed by their Area Worker to the next available course. Staff should take responsibility in informing their Area Worker when their qualification has expired.

It is important to be vigilant as a Youth Worker, and report any safeguarding concerns you may have regarding service users immediately, using the relevant channels. See FAQ on safeguarding concern.

First Aid

The Youth Service will invite you to maintain a First Aid qualification, that again is valid for 3 years.

Role/ Activity Courses

Dependent on your role and the activities you undertake you maybe required to complete additional courses such as:

1. Risk assessment (Evolve) training.
2. De-escalation training.
3. Youth Worker In Charge Certification.
4. Detached Youth Work Training.

Public Service Commission Courses

There are additional course that are driven by Central Government that all employees need to complete although not necessarily critical to working in a youth club. These do change but currently include:

1. Financial Regulations
2. Equality and Diversity
3. General Data Protection Regulation (GDPR)

Communication

Emails / Social Media Platform

Unfortunately, you will not be issued with a government email, The youth service will have to contact you via your personal mail and telephone. We recommend that you do not give this information to the Public.

We encourage each club to have its own Facebook page in order to advertise clubs and update parents/carers on what we are doing. We ask that you avoid creating groups for your club, as management of this can be time consuming.

Your Area Worker will create closed groups for you to join so that they can keep in contact with you and other staff in the Area that make up the team.

There is also a main IOM Youth Staff page on Facebook that we would recommend you join as it is a good resource for opportunities and connection with colleagues.

Your Area Worker will support regarding communication with the Public.

Meetings

As a dispersed and mainly part time work organisation, we try to keep meetings to a minimum and keep our staff involved and up to date using the communication channels available to us.

You may be asked by your Area Worker to attend meetings or a training session for which you will be paid at AYW rate. Some of these meetings will be optional but others maybe mandatory.



Health and Safety



Health & Safety Policy.

Staff should familiarise themselves with the Department of Education, Sports and Culture (DESC) Health & Safety Policy to ensure they are comfortable with their responsibilities in this area:

<https://www.gov.im/media/1380160/health-and-safety-policy-final.pdf>

Your responsibilities in general are:

1. Taking reasonable care for your own health and safety and the safety of other people.
2. Co-operation with their employer on health and safety and the implementation of safe working practices.
3. Not to misuse or interfere with anything provided for your health, safety and welfare.
4. Report any personal accident at work or industrial disease to their immediate supervisor, and ensure that any accident details are recorded in the accident book at their place of work.

Accident Reporting

As part of our commitment to Health and Safety, all accidents which happen in Youth facilities or during an off-site activity, are to be recorded and returned to the Youth Office using the accident form provided to all clubs. Generally, if an accident causes an injury that requires first aid treatment (even just a cold compress) an accident form must be completed to record the event and the actions taken by the member of staff.

If you are involved in any first aid treatment, it is important that someone witnesses your actions and that you record them on the accident form. This could be another staff member, a team mate or even a parent or teacher of the injured person.

Risk Management / Evolve

Before we embark on any activities outside of our normal Youth Club offering or venue, the Youth Worker In Charge must log on and complete an Evolve form (an online Risk Assessment portal used by DESC). This has to be submitted at least 5 working days before the activity and for it to be approved by your Area Worker and Youth Officer. All staff involved in the activity must have read and understood this risk assessment.

Health and Safety

Fault Reporting

It is important that all staff are vigilant in reporting any faults, defects or incorrect standards that are found across the facility. Examples include: broken equipment, failed lights, incorrect water temperatures in taps. Whatever the issue, it is important that it is reported immediately to potentially prevent an accident or injury occurring to a staff member or service user.

For Government owned sites, the YWIC would raise a ticket to DOI ESShelpdesk.DOI@gov.im copying in their Area Worker, then make a note on the session log that they have done so.

For repairs and issues that are urgent the YWIC should contact the Out of Hours works team 493870 / 493871

Fire Safety

All the staff should make themselves familiar with the building that they work in, to ensure that they know whereabouts of the fire exit and mustering station, fire extinguishers, fire alert system.

Each club should practice the fire drill once a year with members.

In facilities managed by the Youth Service there will be a nominated member of staff who is responsible for ensuring the following checks are carried out and recorded accurately in the Fire Safety Log at times when club is not running :

- Fire extinguisher check (monthly)
- Fire alarm test (weekly)
- Visual inspections of emergency lighting (weekly)
- Visual inspections of fire doors (monthly)

Dealing with an incident whilst running a session

Should you come across an issue on your session that is outside of your control, it may be necessary for you to contact police, ambulance or out of hours social worker for support.

Within this Handbook, those contact details have been provided for you for ease of reference. Please refer to the FAQs for more information.

Frequently Asked Questions

Below you will find step by step guides on how to approach some of the most frequent questions and issues staff may face. These take the form of Standard Operating Procedures (SOPs). These will be updated over time and are also held centrally. If you do not find your answer here, please contact your Area Worker.

1. [Useful Numbers and Contacts](#)
2. [Club Finances](#)
3. [Communication with Parents and Community.](#)
4. [Safeguarding.](#)
5. [Club Membership.](#)
6. [Incidents.](#)
7. [Staffing.](#)
8. [Club Resources.](#)
9. [Session Log.](#)
10. [Banking.](#)
11. [Challenging Behaviours.](#)
12. [Facebook and Social Media.](#)
13. [Young People under the influence of Alcohol or other Substance.](#)
14. [Opening and Closing Club.](#)
15. [Trips and Off Site Activities.](#)
16. [Session Roles and Responsibilities.](#)
17. [Planning a session.](#)
18. [Volunteers](#)

Useful Numbers & Contacts

Your Area Worker

North	Sophie.Lord
East Onchan/Laxey	Emma.macaulay@gov.im / 450626
East Douglas	Suzanne.gardner@gov.im / 241427
South	Millie.Wright@gov.im / 201765
West	Val.goldie@gov.im / 450627

Youth Officer

Giles Crellin giles.crellin2@gov.im / 458031

Principal Youth Officer

Nigel Howard Nigel.howard3@gov.im / 431669

ADMIN

Neil Robb Neil.robb3@gov.im / 686057
Heather Davies heather.davies@gov.im / 686076
Jane Leece jane.leece@gov.im/686077

Emergency numbers

Police / Emergency Services 999
Out of hours Social Worker 631212
Out of hours Works Division 493870 / 493871
General Police Switchboard 631212

Other useful numbers

KC Foods 622233
Agrimark 623121
Manx FunBarn 679399
ApeMann / LaserBlast 494252
Outdoor Learning Centre 853711
Home of Rest for old Horses 463198
Matrix Arena 334676
Palace Cinema 682773
Broadway Cinema 600555
Isle of Man Boat Trips 209807
Shona's boat trips 322765
PepsiMax Bowling 812444

Club Finances

Each club has its own pot of money that has been made up of subs (small fee members give to attend, usually £1) and tuck-shop sales. Over time, especially for a busy club, the amount can be healthy. [HN1] The Youth Office finance team keep your accounts up to date, paying your bills, expenses claim forms.

The Youth Service keeps accounts for all clubs and records what is spent and how it has been authorised in order to meet financial regulations.

The money in your account is solely for the benefit of the club / members and therefore any purchase made should only benefit the club and its members.

If you would like an up to date balance on your club account, please contact the Youth Office on **686057**.

What sort of purchases are appropriate?

- Tuck shop replenish.
- Paying to take the members on a trip.
- Buying games, arts and craft equipment, cooking provisions.
- Booking someone to come in for a session to deliver an activity or experience.
- Buying TV, gaming console for the club.
- Anything appropriate asked for by members. This should be recorded on the yellow so that a paper trail can be kept. Discuss with your Area worker if you are unsure.

What is not appropriate use of club funds

- Buying coffee for staff.
- Buying a leaving gift for staff (unless members have asked you to do so).
- To make a donation to a charity (unless the request has come directly from the members)

What else may come out of club funds

- Club uniform.
- Certain large projects such as holiday clubs, celebrations etc.

How do you make a purchase

- You can make the purchase yourself and complete an Expenses Claim Form to claim the funds back. ***If you plan to spend more than £50 confirm with your area worker before you make the purchase.***
- You can ask the Youth Office to send you a Government Purchase Order (some shops such as Promenade T-shirt Shop) will take a GPO which is a guarantee of payment. This is the best way to make large purchases.
- You can ask your Area Worker to make a purchase on your behalf using their charge-card.

Communication with Parents/Carers and Community



Youth clubs need the support and buy-in of parents and carers. Youth clubs thrive with the support and involvement of parents and carers. We offer valuable services and opportunities for young people that benefit the entire community. Our goal is for families to engage positively and actively with the clubs, rather than viewing them merely as childcare services. Therefore, it is essential to welcome parents and keep them informed about club activities, fostering a genuine connection with the club.

Below are tips on how to keep parents/carers on side and also what to do when things can become more challenging:

1. Communication - Most issues come around when Parents do not feel they know what is happening. Use facebook or whatsapp and give plenty of warning around trips or changes. Do not rely on members to tell their parents.
2. Treat all parents the same, avoid being perceived as clique, or part of a group that might be perceived to exclude others.
3. Do not share personal information or gossip. In small communities this will readily return to those being discussed.
4. Celebrate Young people for good things/ their efforts and let their parents know.
5. Have a system for start and end of session regarding how parents can drop off and pick up their children. A good idea is to allow the YWIC to be at the door greeting and sending off young people.
6. Clubs are busy and at times we maybe stretched and parents may want to talk with you. Try to give them 5 min at the end of the session but ensure they understand that you need to get everyone home first.
7. Do make the distinction that you are not full time and this is not same as school but that you do want to engage. If you find you have a challenging parent get in touch with your Area Worker for support. Expectation setting is important and so do remind parents of their responsibilities when it comes to pick ups, trips etc.
8. If a parent has a complaint, the best advice is to first just listen and if they have a valid concern try to address it at the time. It might be that you may need to get advice and so do let a parent know if you need to get support and input from you Area worker. However, if a parent is aggressive or unreasonable you can warn them to change their approach as you are not expected to deal with such behaviour; If they are unable to do this, you can share with them that there is a complaints procedure available on our website under policies and for them to kindly follow this. Let your Area worker know and it may come to the Youth Officer to deal with.

Safeguarding

Working with young people, we have a duty of care to recognise when they are at risk and have the training, knowledge, and confidence to be able to report appropriately to enable their safety.

Safeguard training should be undertaken every 3 years.

If you have not received training, or are due training, please contact your Area Worker as a matter of priority.

If a young person tells you something whilst you are working which highlights that they are at risk, you **MUST** take action.

**** Remember – Always be honest with a young person, let them know that you would need to pass on what they tell you, if you think that they, or someone else, is at risk****

Is the young person at immediate risk?

If the answer is **YES** – Contact police headquarters **631212** and relay to the officer:

1. Your name, your position (Youth Work in Charge) and your location
2. Who the young person is (name and age)
3. What the young person has disclosed to you
4. Why you feel the young person is at immediate risk

Once you have passed on these details, the police officer will instruct you on what you should do next. It is likely that they will ask that you keep the young person with you, and they will send someone to your location.

If the answer is **NO**

1. Make clear notes (using the young person's words) around what the young person told you.
2. Email your concerns to your Youth Officer.

If you are ever unsure as to the level of risk to the young person, always make the call to Police Headquarters and seek their advice.

Membership and Membership forms

Below is some guidance on completion and use of membership forms:

1. Every young person in your club needs to be a member and have a completed membership form.
2. This form acts to provide important information in an emergency but also to help you communicate with home around opportunities. Lastly the Young person is involved in the form and is an informal 'contract' with the club and so use this as an opportunity to lay out expectations and understanding of what is on offer and expected of them.
3. Membership forms need to be checked that they are correct and fully completed. A name with no address is not valid.
4. Membership needs to be filed and accessible on request.
5. Memberships need to be destroyed at the end of the year and new ones completed at start of new year.

Youth Clubs should emulate any other club/association we have in society and it is good to remind Young People and staff of this in sessions, the membership form can be used as a reference to have these conversations. Attending a club is optional and when a young person joins, it should be joining a group and it is a 'we' as opposed to a 'you/I' mentality. This can be challenging as YP and colleagues may sometimes forget this and can be particularly difficult to draw this distinction when the club is in the school. A great indicator of how well a club is running is when staff and members are proud of their club and identify with the club wanting it to succeed.



Incidents

Sometimes when running a session an incident can occur. This could range from a burst pipe, damage to the building, behaviour issues through to an emergency.

The below aim to guide you as to:

1. When to take action.
2. What to do following the incident.
3. Who to contact.

Types of incidents that can occur (non exhaustive list)

- Damage to the external of building
- Damage to the internal of building
- Fire Alarms triggered
- Power cut
- Faulty equipment
- Leak
- Fight between members
- Injury to member
- Injury to members or staff
- Poor behaviour (members)
- Poor behaviour (staff)
- Police / emergency services interventions
- Safeguard issue
- Having to close the club

Some of our buildings are based on school grounds and therefore mostly managed by an onsite caretaker, others are independent and will need to be managed slightly differently.

Building issues – when based in a school

Damage to external of building - report to onsite caretaker

Damage to interior of building - report to onsite caretaker

Fire Alarms triggered - Exit building with all members and staff and await Fire Service before re-entering the building. Fire department will issue a report. Report via session log.

Power cut - report to onsite caretaker

Leak - report to onsite caretaker

Faulty equipment - If owned by the school, report to onsite caretaker. If owned by club, report on session log and source new where applicable.

Incidents

Building issues – when based in a building with no caretaker

Damage to external of building - If this means the building is unsecure and/or poses a health & Safety issue, contact Works out of hours.

Damage to the interior of building - If this means the building is unsecure and/or poses a health & Safety issue, contact Works out of hours.

Fire Alarms triggered - Exit building with all members and staff and await Fire Service before re-entering the building. Fire department will issue a report. Report via session log. You will need to show the fire brigade the alarm system if required.

Power cut - Contact Works out of hours.

Leak - Contact Works out of hours.

Faulty equipment Assess safety, turn off if connected to the mains, report on session log.

Injury to Young Person:

- Assess inline with First Aid Training
- Contact parents
- Complete accident form and send into office with session paperwork

Injury to Staff:

- Assess inline with your First Aid Training (treat or call 999 if serious)
- Complete injury paper work
- Send copy of injury paper work into office with session paperwork

Poor behaviour (members):

- You should always have boundaries / rules for your club, which are communicated to all members (via membership form and face to face)
- Have a system in place so that members know consequences of actions
- Contact parents, keep good communication open
- Report on session logs.
- If behaviour was very poor, contact your Area worker to discuss next steps and support.

Poor behaviour (staff):

- As YWIC you are responsible for your staff and so are expected to remind staff of their responsibilities and conduct.
- You can refer to the roles and responsibilities section and PSC code of conduct.
- Speak with your Area Worker or Youth Officer for support and next steps if behaviour does not improve.
- If you feel that staff behaviour was grossly inappropriate report as soon as possible.

Incidents

Police / emergency services interventions:

- If Police or emergency service attend on an evening, please make sure you send an email to your Area Worker / Youth Officer to let them know what happened (bullet point incident report)
- Your Area Worker / Youth Officer will contact you to offer you support, to talk things through and any next steps.

Having to close the club:

- Sometimes based on an issue; be it environmental or behaviour of some members putting others at risk. It maybe necessary to close early. If this happens please:
- Contact all parent to let them know that the club is closing early.
- Stay on site (if safe to do so) to ensure YP are picked up and/or have made way home.
- Make a note on the session log.
- Send a quick email outlining reasons to Area Worker / Youth Officer.

Contact numbers

Works Division Emergency: 493870 / 493871
Police / Fire: 999 emergency
Out of Hours Social Worker: 631212

Staffing

Sessions & onsite staffing:

- Each session has one in-charge worker and working alongside them: Assistants Youth Workers.
- We may also have Support workers (aged 16-18yrs) or Volunteers (who work alongside DBS checked staff, but never working alone).
- Each club is different and depending on the club, the numbers of staff may vary, but will typically be 2-3 staff each session.
- As a general guide ratios we would work to 1:8 for junior aged clubs and 1:10 for senior aged clubs. However, we would also take into consideration the site that we are working in (does it have a sports hall / are there lots of rooms that need supervising, particular needs of the group etc).
- From time to time we may also increase staff numbers should behaviours of members become challenging.
- Some, but not all of our posts are contracted, which means there will always be the same member of staff each week (unless sickness occurs).
- In some of our clubs, we work on a supply basis throughout.
- It is the responsibility of the In-charge Youth Worker to secure staffing. If you are struggling to find staff please contact your Area Worker as soon as possible so they can help.

Securing staff:

- The In-charge worker should secure their staffing for the term.
- In clubs where contracts are in place, the above would not apply, unless notice from a contracted member for absence has been given and approved.
- If the In-charge worker is aware of gaps they should work through the following process:
 - *Contact preferred / most appropriate staff directly.*
 - *Post on the area supply Facebook group.*
 - *Post of the main supply Facebook group.*
 - *Contact the area youth workers or youth officer for support in locating staff.*
- Staff must not make a decision to close a session due to staffing or otherwise without discussing with the Area Worker first.

Staffing

Important to note:

- All staff must be confirmed by HR prior to working on a session – this means that they would have successfully submitted their clean DBS, and show on the Payment system to allow us to pay them – If you are not sure, contact the office and ask for a member of staff to check the staff database.
- Whilst we can accommodate volunteers, please remember that they must not be left alone with any of our young people at any time through the entirety of the session.



Resources, tuck and equipment

You can order resources and tuck for your club. These should always be age appropriate and you have a responsibility to ensure that you are making a good purchase that meets the needs of the club members whilst also being prudent regarding your clubs bank balance.

If a purchase is made above £50 you should record that the YP have been involved in the decision as all purchases will be charged back to the Youth Club account. As we are handling money on behalf of the Youth Club we also need to follow financial regulations and be able to demonstrate value for money. Therefore any purchase over £250 will need your Area Worker to be aware and sign off by the Youth Officer.

To order a resource you have a few options:

1. You can make the purchase yourself and claim back using an expense form. We do not recommend this for high value items.
2. You can ask your area worker to make the purchase using their government purchase card.
3. Your club should have an account with one of the wholesalers on the Island and so ordering tuck/food replacements should be made via them. If you do not know who your wholesaler is , contact your Area Worker.
4. Online orders from Amazon, Baker Ross etc can be made via the Admin team or your Area worker.

When ordering a resource check it is age suitable and consider the value and benefits to members. We encourage healthy tuck options if possible and some guidance on nutritional information for tuck is given below.

Stock Take

Twice a year you will be directed to complete and return a stock take to the Youth Officer who will send out instructions, form and deadline. If you are unsure on how to complete this please contact your Area Worker.

Youth Club Tuck

You will have autonomy in the pricing for your tuck-shop items, but the goal is to make a profit, which goes back into the club and supports other purchases for the club, and trips. We do have a responsibility to try and encourage healthier behaviours and so below is some information regarding nutritional content of typical products. We would encourage setting a limit to how much members can buy if they are primary age.

Resources, tuck and equipment

CHOCOLATE

Recommendation is that we should only look to sell small bars, which do not exceed a sugar content of 10g

Recommendations to purchase:

BAR	SIZE	SUGAR CONTENT	SPOONS OF SUGAR
Kinder Bueno Milk	43g	8.9g	2.2
Small Dairy Milk	18g	10g	2.5
Snacks	20g	7g	1.8
Chomp	21.2g	10g	2.5
Freddo	18g	10g	2.5
Freddo Caramel	18g	10g	2.5

CRISPS

Consider cheaper and possibly healthier tuck items such as toast, pancakes and fruit
These items have ability to harbour a greater level of profit

Recommendations to purchase:

CRISP	SIZE	SALT	SATURATED FATS
Walkers French Fries	18g	0.45g	0.3g
Pomm Bears	13g	0.18g	0.4g
Prawn Cocktail Skips	13.1g	0.29g	0.4g
Cheesy Wotsits	16.5	0.26g	0.5g
Walkers Squares	22g	0.48g	0.3g
Monster Munch	20g	0.31g	0.4g
Space Raiders	13g	0.43g	0.3g

Resources, tuck and equipment

DRINKS

Recommendations to purchase:

DRINK	SIZE	SUGAR CONTENT	SPOONS OF SUGAR
Water	All	-	-
Ribena box (no added sugar)	250ml	1.3g	-
Capri Sun (no added sugar)	200ml	2.6g	-
Diet Coke	330ml	-	-
Coke Zero	330ml	-	-
Dr. Pepper Zero	330ml	-	-
Vimto Sugar free	330ml	1g	-
Sugar free Tango	330ml	-	-
Fanta Zero	330ml	1.7g	-
Pepsi Max No sugar	330ml	-	-
Sugar free Sprite	330ml	-	-
Fruit Shoot	200ml	1.6g	-
Big T	200ml	-	-

Session Log

The session log acts as both a record of the session and banking but also as a timesheet. If you wish to claim for additional hours above the assigned session time this must be first cleared with your Area Worker and Youth Officer who will share the best way for this to be recorded. In rare circumstances this might not be possible to do in advance, but **as a rule claims without prior authorisation will not be processed.**

The Youth Worker In charge must complete a session log at the end of each session and Assistants must also sign the sheet.

The session logs have duplicates, which have different functions

White copy – To be sent to the office along with your Banking paperwork.

This allows our finance department to complete the administration of banking submissions.

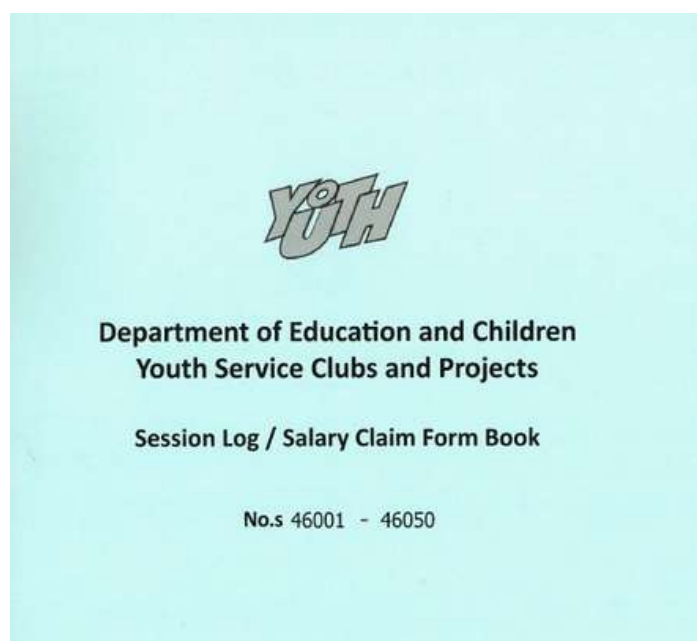
Yellow copy – This needs to be sent to the Office at the end of every session (or at your earliest convenience).

This ensures that you, and your staff are paid for the session that you work. And that anyone who may be contracted, but did not work, can have that pay adjusted.

This is also a recording of the session, and allows you to request items for your club.

Pink or Blue copy – This stays in the book

This is just for your reference, should you ever need to have a look back over any sessions



Session Log

Completing the session log

1. Basic details:

Club/Project: _____ (please state)

Age Range: (please tick)

Junior	Youth	Mixed	Senior	Detached
--------	-------	-------	--------	----------



Session Date: _____ Start Time: _____ Finish Time: _____

Club / Project - State the club that you work at, so that the office are aware of what session was run, and where.

Ages:

Junior – This is Primary School aged young people

Mixed – This is where ages are mixed

Youth – School Yr7 – 9

Senior – School Yr10+

Detached – When the session is not based in a club, but in the community where young people are gathering.

Session date and time – Please be accurate for recorded keeping purposes

2. Member numbers and takings:

Attendance		Monies taken		Notes - see below
Males		Subs		
Females		Canteen		
Other		Other		
TOTAL		TOTAL		

Who attended – Add data by gender and total

Subs – How much money taken, relates to admission subs (most clubs charge £1 submission)

Canteen – If you have a tuc-shop, how much did you take on the session

Notes section – It may be that a member didn't have any money to pay themselves in, or you gave away some of your tuc-shop as prizes. Add details like this to the notes, in order for our finance team to understand discrepancies in any numbers.

Session Log

3. Session Staffing:

Worker in Charge this session: Please print and sign.

Print	Signature	Hrs	Post	Supply
			I/C	

Post Key:

i/c- YW in-charge

A - Assistant YW

Sp - Support YW

V - Volunteer

Adults working this session, including volunteers, please print and sign.

Remember to state the post (please refer to the key →).

Print	Signature	Hrs	Post	Supply

I/c MUST
initial in
supply box to
authorise any
supply hrs.

Contracted staff absent this session who would normally work

If acting-up as i/c please remember
to record absent as AYW.

It is important that ALL adults participating in the session, are logged.

Print – Make sure the name is clear to enable our finance team to pay the worker.

Hrs – Ensure to detail how many hours each person worked.

Supply – If you or your assistant do not have a contract for the session, YOU MUST as YWIC initial the Supply box in order to authorize payment. If you do not initial, then you or your assistant, may not be paid.

If your staff are contract, please leave the Supply column blank

Post - I/C – A – Sp – V – Please ensure that the correct role is indicated to enable our finance team to pay the correct rate.

Contracted staff section allow you as YWIC to notify any absences, to allow our finance team to adjust payment.

If a contracted AYW is acting-up as YWIC, then they must (in this section) notify their absence from AYW on that evening, and address themselves as Supply YWIC.

Session Log

3. General Information:

Tell us about the session - how do you feel it went?/What planning is required for next session?

Any other info, i.e funding requests/decisions made with members, info/queries for your Youth Officer?



Banking

You will need at hand:

- White part of the Session logs
- Bank Deposit Record Book (BDR) in duplicate white & yellow
- Credit paying-in Book
- Plastic bank coin bags
- Bank plastic business deposit envelope
- Youth Service pre-paid envelope
- The money to be banked

Take white part of the Session logs and arrange in date order.

With the BDR book make sure a hard card is underneath the yellow copy so that you are able to write on the white to be duplicated on to the yellow sheet.

Start at the top of page transfer information onto the Bank Deposit Record Book

- Name of Club / Project
- Your name
- Today's date

Complete each line as listed in order, noting the session log reference number & date corresponds with each line on the Bank Deposit Record book

Write the total at the bottom of each column.

Add each column total to get the overall total and write this on corresponding line.

The total amount of money should match all columns when added together.

Put each coin with matching denomination into separate bank bags, making sure the matching coin type and amounts shown on each small plastic bag is not exceeded

- Remember to keep UK £1 coins separate to Manx £1 coin.

Complete the Youth Service bank paying-in slip:

- Date – today's date
- Reference - write the club name / project & BDR number
- Amount - write correct denominations in the cash box on the slip

Remember to fill in the corresponding copy that remains in the paying in book (this is on the left hand side) with date and amount

Follow instructions on the Bank Business plastic envelope for placing the money and slip inside the bag. There will be two separate compartments so read carefully and place accordingly.

Attach the white session log sheets to the BDR white copy and place in Youth Service prepaid envelope

Seal envelope and post to Youth Office.

Remember to bank either once every 4 weeks and/or if you have more than £200 (whichever is sooner).

Challenging Young People's Behaviour

All young people will present challenges at some time. When thinking about behaviour it is important to remember that:

1. *Unlike school; where young people may have to adhere to rules/ways of being that they may struggle or do not agree with, Young People are not required to attend club. This is an important distinction and similar to all other clubs set ups in society, in that the Young person is becoming a member and is opting into the rules and culture. This should be the starting point when considering behaviour and any consequences.*
 2. *The basic rule is respect your peers, the club and the staff.*
 3. *When working with young people; can you distinguish between one-off behaviours or trends/attitudes behind the behaviour.*
- Think about your expectation as a YWIC and how you would like your club to run, we would also advise that you involve your team in this so there is a joint position which will make your delivery of behaviour management more effective.
 - Consider the rules that are already in place, are they appropriate?
 - It is important to ensure that rules are clear and that new members understand these. A suggested process could be:
 1. *Quick sit down at the start of session to tell everyone what the rules are until these have embedded in the group.*
 2. *Always include the members in finalising the rules, ask the members if they would like to add anymore that they feel are important.*
 3. *Get the rules up on the wall, so everyone can clearly see them.*
 4. *Consider if they need to be rules or values (values can sometimes be a more gentle way to set boundries (We are kind to each other / We are honest).*
 5. *Put them up on the Facebook page so parents can see them.*
 - Be consistent when challenging behaviour.
 - Decide what you will do if the rules are broken or values not upheld, and clearly communicate this to the members so that they know what the consequences are, for example: Do you want to use a card system (3 red cards and it's a call home to parents) or Consider a short-term ban for very poor behaviour.

Share your ideas with your Area worker who can be really helpful in this space and can support in seeing your ideas turned into action.

Some poor behaviours, scenarios and consideration of consequences;

As a rule **Bullying, Violence and Vandalism** all indicate a lack of respect or understanding of the club and so should receive a ban unless there are strong mitigating reasons. If a ban is given or you feel is appropriate, inform your Area worker so they can support.

Challenging Young People's Behaviour

Fighting - Supporting each member involved is important. Phoning parent to come along and pick them up to remove them from the club, to cool off may be a good action to take. Talking it through with parent is key too, as they are likely to disclose whether this behaviour is normal. There is usually one person who initiates a fight typically after another has goaded the other. You may consider a ban for both involved with a longer ban for the one who actually initiated physical violence.

Bullying - We have a zero tolerance to bullying, and it may well be that you are able to deal with the situation in club by addressing the behaviours upfront. For Junior clubs this is easier, for Senior drop-in club, it may be more appropriate to ask the bully to leave for the evening, then reiterating the rules when they next return.

Violence against other members - for a Senior club, we would need to contact parents of both members, and police may need to be involved. For Junior clubs, we would call the parent and ask them to come and collect their child, asking that they exercise a cooling off period from club for the remainder of the term.

Damage to club / club property - Sometimes silly behaviour does see things getting broken and we account for that. However, if it has been done intentionally and we have the proof, then we would be in our rights to contact parents and decide on a proportionate consequence. Vandalism we can ask the family to contribute to repair/replacement.

Swearing - There should be no swearing in a Junior club what-so-ever and this should be addressed as soon as it happens, maybe a warning (card system would work for this) and maybe on 3rd card, you inform member that you will speak with parents.

In a Senior club swearing should be discouraged, but there will be, by nature of their age, some use of colourful language. Call it out if it is too much, too often, too loud or used aggressively towards others. Be empathetic if it is used when a member is experiencing distress. On no accounts should any member swear or be disrespectful to staff.

As a general rule if things have escalated and you are worried about the safety of other club members or yourself then you can call the Police as a last resort.

Keep in regular contact with your Area worker and they will be happy to listen to any experiences and provide advice and support.

Facebook and Social Media

Facebook currently remains the most effective platform for promoting our clubs and allowing us to communicate with parents.

As YWIC you will not be issued with a government phone or laptop, and we do not recommend that you make contact with parents using your personal telephone number / email address. Which is why having a Facebook page for the club is a good communication channel.

You will have the ability to post on your page as the club and reply to message as the club too, which means that no-one will link this to your personal Facebook profile.

Most clubs already have a Facebook page set up, if this is the case, please ask to be added as an administrator, to allow you to be the main manager of the page. You may give your AYW access too, should they want to be involved in posting content. However, it is the responsibility of the YWIC to respond to messages. Your Area Worker will also be an Administrator of the page and can help to manage members etc but they will not typically be responding or posting messages.

- Always set up a Page; It allows people to like and follow at their leisure
- **Photos** - Only post photos that have members in them, if you have permission from parents to do so (our membership forms will ask permission)
- **Post commenting** - Consider whether you would like commenting turned on, on your posts. Commenting are a good way of communicating, and can allow parents to be part of the youth club community. If you find that this is not a good experience (negative comments etc) report to your Area Worker, and turn off the ability to comment.
- **Share Button** - We would recommend that you do not have a share button on your posts.
- **What to communicate** - Show off activities that the members are doing, so that parents know what happens at Youth Club. Share information on upcoming events and activities etc
- **Messaging** - Set an auto-message for when parents message club, to manage their expectation of when they will receive a reply.

If in doubt, please ask your Area Worker

Young People under the Influence of substances

You may come across Young People under the influence of Alcohol or other substances. Our first concern is YP welfare and safety. Under no circumstances can a YP bring substances or Alcohol into a club. Where YP are taking substances and popping in and out of the club raise this with your Area worker who will support to address the issue.

1. If you believe a young person to be under the influence, firstly check if they are ok. If you have concern for the immediate safety contact 999, follow first aid process and try to keep them safe.
2. Talk with the YP, ideally away from the main group and perhaps with a friend to ascertain how much and what they have been taking.
3. Contact parent/carer to ask them to come and collect their YP. Share the information around what they have taken with the parent. You do not need to share more information regarding where and with whom they may have been drinking etc.
4. Keep an eye on the YP whilst waiting for ambulance or parent/carer.
5. The incident needs to be recorded in the log book and reported to the Area worker. Typically this can result in sharing of information for the wellbeing of the Young Person particularly where this is a recurrent event.

Opening and Closing club

Opening Youth Club

To make sure each session of Youth Club runs as effectively as possible, all workers must arrive before the “official” opening time so as to :

- Check the building generally, noting any damage or risks.
- Check fire precautions.
- Prepare and set up equipment.

Have ready:

- Register (paper or online).
- Subs float (if members pay by cash).
- Tuck float (if members pay by cash).
- 1st Aid box / bag with book / sheets.

Once a Young Person has signed into the building, or signed up to participate in organised activities with Youth Club, they become the responsibility of the Youth Workers. As such they should not leave the premises or wander away from the activity unless:

- Young Person has signed out/signed off (senior / drop in club).
- We have record of Parent / Guardian having given prior permission for them to leave (junior club).
- Parent / Guardian has arrived to collect (Tea-Time / Junior Club).

Closing Youth Club

At the end of the session, all Youth Workers are responsible for:

- Ensuring Young People leave the building / venue quietly and in a reasonable manner.
- Ensuring each member is collected by the correct parent/guardian (Tea-Time Club).
- Checking 1st Aid kit for any replenishment required.
- Checking tuck for any items to be ordered before the next session.
- Switching off all electrical equipment and put away according to that particular Club.
- Cleaning and tidying the areas used.
- To wash-up and clean cooking area (if there is one).
- Checking the building/venue thoroughly, ensuring that windows, fire exits etc. are secure.
- Noting any damage and reporting it to the owners of the building at the earliest opportunity.

The Youth Worker In-charge to send details of any incidents or damage reporting by email and copy in the Area Worker. The Youth Worker In-charge must ensure the session log is completed accordingly and signed by all workers present at that session (include Volunteers). The Youth Worker In-charge lock up & set alarm in accordance with the premises you are using.

Trips and off-site activity

Once you have decided where the trip will take place, discuss with your Team an appropriate date.

Contact the venue to make booking, consider the following:

- Is your chosen date available.
- The cost for your group.
- Their capacity for your group numbers (min / max numbers).
- Accessibility for wheelchair user (if within your group).
- Do they provide transport, if so what is their cost.

Ask the Venue to send to you by email a copy of their latest Risk Assessment. You will need this to add to your Evolve for this trip.

Consider if this trip is covered under your membership Offsite Low level activity or do you need to use a separate consent form. Your Area Worker will be able to advise.

Once decided on the date, advise the parents of the trip. It would be best to have a cut-off date for confirmation from parents so you can have all your numbers in advance in order to complete Risk Assessments and get the Evolve agreed in time for the trip (10 days prior to event). Your Area Worker can help if you are unsure.

Include as much as possible in your initial letter to parents about the trip:

- Name / what is the trip.
- Date it will be happening.
- Start Time the children will need to be there.
- Finish time of activity / children to be collected.
- Cost / amount parents will need to contribute.
- Where / venue / place trip will be taking place.
- Type of clothing or footwear to be worn or brought to event.
- Transport how will the members get to venue. State if the Club will be providing transport or if parents need to drop-off / pickup.
- Drop-off & pick point off.
- Closing date for consent.

Trips and offsite activity

Three weeks before

- a) Revisit / check membership forms and obtain (if not already held) the required permission from parent / guardian for this trip.
- b) Complete a Trip Risk Assessments for your trip considering the following:-
 - Venue is it suitable for your group.
 - Are all consent forms completed appropriately.
 - Do you need additional consent from parents.
 - Any special consideration for members in your group, such as accessibility needs.
 - Adult to child ratio for activity – do you have enough adults.
 - Is there enough First Aid qualified staff for this activity.
 - Do you need to organise transport.
- c) Complete Risk assessment for Transport.
 - Hired self-drive transport: do make sure the driver is fully registered with appropriate Midas & PPV licence.
 - Hired Minibus with driver Check Company is registered.
 - Hired Coach with driver Check Company is registered.
 - Hired Bus Vannin.
 - Public Bus make contact with Bus Vannin to advise which bus stops you will be using and the bus number your group will be travelling on.
 - If using a taxi Company check it is registered.
- d) Share your plans and Risk Assessments with your Team.
- e) Complete Evolve for your trip and gain authorisation.



Session Roles and Responsibilities

In addition to your Job Description the below is useful reference regarding expectations of staff during a session:

Youth Worker in Charge:

1. Has a plan and vision for what the session. Who is doing what? What will the YP get from it?
2. Has informed each Assistant of what is expected of them at the session/what activity they are working on.
3. Has ensured resources are ready for planned activity.
4. Ensure Stock of tuck, drinks etc is available and suitable.
5. Greets YP/ Parents at start of session and is present/ sends young people on their way at end of session.
6. Is visibly present and accessible to staff during the session.
7. Troubleshoots during the session. Has overview of how the session is progressing and makes dynamic changes to session as required.
8. Responds to staff needs and provides support as required.
9. Leads response on health and safety, first aid and safeguarding.
10. Engages with Parents/Carers as 'face' of the club.
11. Completes Yellow sheet and banking.

Assistant Youth Worker:

1. Ready and prepared to deliver assigned activity.
2. Clear on their role and expectations of the YWIC.
3. Flexible to change activity based on YWIC direction.
4. Support YWIC and colleagues to ensure plan and vision for the session is delivered.
5. Will spend most of time working directly with young people.
6. Helps tidy up at end of session.
7. Signs yellow session log



Planning sessions/activities

Discuss with your members what they would like to do, making a note of their ideas.

According to member requests, decide with the Team if:

1. A purchase is needed.
2. The item or game suitable for the age range within the club
3. It is safe for your members to use / do
4. Add your Team ideas for more activities

With the Team, decide when the best time of year to do the requested activities is. Some activities are weather dependant or at specific time of year i.e. Christmas. Once you have a list of different activities check your own resource already held. Order resource if not already held. Ask Area Worker for help if unsure. They can help with ideas & budgeting. Make contact with external bodies if activities will be needed to be carried out by a qualified person/company, at an external venue i.e. skating, tree climbing, some sports, fishing etc. With your team agree dates in-line with the chosen activities.

Check venues, equipment and resource as required. Share with your Area Worker your plans as they will help with any Risk Assessment that may be needed for certain activities. Check the correct qualification required is held for activity. With the Team agree roles in order to deliver the activity. Check member's forms and obtain (if not already held) the required permission from parent/guardian for certain activities. Complete an Evolve for each activity that will be away from the regular meeting place. This will need to be done at least 10 days prior to the event so, the earlier the better. Ask your Area Worker if you are unsure of anything. Once approved good to go.

Once you have all in place for your sessions complete a final checklist:

- Dates
- Venue
- Staff team
- Resource
- Equipment
- Additional permission (if required)

Volunteers

Volunteers can provide a great source of support for your club and we do want to engage positively with the community. However, our primary focus is on the welfare of our members and the good running of the club. The below is in place to allow you to use volunteers:

1. Adult Volunteers must be known to staff and come recommended. We do not advertise or run an open volunteer service. Volunteers will have a link to the club either through members or staff.
2. Permission for a volunteer to start work must be sorted from the Area worker and office in advance. Details of the volunteer must be obtained as below:
 - Full name, email and address of the volunteer
 - How the volunteer is known to the staff and why they want to volunteer.
 - That the volunteer has read and signed volunteer guidance.
 - These details are recorded by Admin.
3. The volunteer must never be left alone and so should work alongside a staff member.
4. When a volunteer works, this must be recorded on a session log.
5. An individual wishing to volunteer must be given the volunteer guidance and sign it. The completed guidance must be seen by the Area worker before they start helping.
6. The Volunteer must complete level 1 safeguarding *BEFORE* they work in club. This should be confirmed to the area worker who will inform Admin.
7. Volunteers who support for more than a term will be required to undertake a DBS check.

Note- Volunteers do not have a right to work in club and the Youth Worker in Charge or Area Worker can deem that their help is no longer needed.

YOUTH



Department of Education Sport and Culture