



Detached and Outreach Working Guidelines

July 2004

The Detached and Outreach Youth Working Guidelines to be applied in accordance with Somerset County Youth Service Policy File



Welcome

Foreword

Detached Youth Work holds a unique place within the delivery of services to young people. These guidelines have been developed by a working party of practising youth workers using the National Detached Youth Work Guidelines 2004 as a template.

To explain detached youth work the working party has chosen from the following description from Mark K. Smith.

"A note on terms

There has been a good deal of dispute over how to label the work described here. The problem with notions such as 'Detached' is that it could still be seen as making the youth centre or traditional youth organisation the basic reference point. (These are what the workers are Detached from). Furthermore, the titling adds to the stereotypical view of Detached workers as 'mavericks' who float free of attachment. The reality of practice is that a central feature of the work is the process of becoming attached - to a neighbourhood, groups of young people, local community members and so on.

To this can be added the pretty pointless debate between 'Detached' and 'outreach' work. The latter, it is sometimes said, is mainly concerned with bringing people into existing organizations and activities; the former is about 'working with people where they are at'. In reality most 'Detached' workers have to use existing organizations, and have a range of activities that people can plug into. Some care is needed around this area.

The term 'street work' is one favoured by some European and North and South American workers. The obvious problem here is that much of the work may not take place on the street. Most Detached workers have some sort of office and base (with group rooms etc.) Furthermore their contact making may well be 'off the street' in schools, various commercial leisure environments, and in people's homes.

'Project work' can be seen as work of a limited duration with a specific purpose or remit."

Mark K. Smith – Working with Young People in Groups
<http://www.infored.org.uk>

The following document provides guidance on the delivery of high quality detached youth work within the policy framework of the County Youth Service particularly paying attention to any changes in legislation relating to Child Protection, Drugs or Community Safety.

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Appendix 1 Suggested Reconnaissance Checklist

Appendix 2 Area Profile Sheet

Appendix 3 Risk Assessment Pro Forma

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1. What is Detached Youth Work?

- 1.1 Detached youth work can happen anywhere, where there are young people.
- 1.2 Detached youth work provides SCYS with a vehicle for flexible and innovative youth work practice, enabling work with minority groups.
- 1.3 Addresses the needs of those young people who are unable or unprepared to use other existing provision, with a view to working with at risk or vulnerable young people.
- 1.4 Detached youth work works on the principles of good youth work practice, which are based on inclusion, participation, equal opportunities and a celebration of diversity.
- 1.5 Through informal education processes the work promotes active citizenship.
- 1.6 The work takes place in negotiation with young people based on identified needs.
- 1.7 Detached youth work relies on a mandate to youth workers given by young people for the workers to remain and interact with them on their terms.

2. Approach

“Detached work can happen anywhere where young people are”

It is important to ensure that an agreed method is in place for determining where detached workers will work.

As a guide the approach to any Detached work should adhere to the following: -

- i. Preparation
- ii. Research
- iii. Work Plan
- iv. Delivery
- v. Recording
- vi. Review / Reflection
- vii. Evaluation
- viii. Exit Strategy
- ix. Exit report

Each area team should have a system in place that ensures the following happens :-

- 2.1 **Reconnaissance**, know the area and the infra structure. Collect relevant statistical information. Please refer to the reconnaissance checklist and use as applicable [appendix 1 reconnaissance checklist; appendix 2 area profile sheet].
- 2.2 Make sure **aims are clear** before starting and agreed within broader area planning systems.
- 2.3 Use a **planned approach** and avoid ad hoc decisions about working in areas.

- 2.4 **Young people should be encouraged to retain ownership of the work** through effective consultation, participation and decision making processes.
- 2.5 Use **recording** sheets and take time to reflect on the information recorded.
- 2.6 If **targeting** a particular area or group of young people, gather enhanced information to inform the work being planned, e.g. additional census information, crime statistics.
- 2.7 **Profiling** the Area.
 - Agree with the line manager the length of time needed to conduct the profile.
 - Teams will be able to identify the needs of young people through this process and report on them.
 - From this report an assessment of the capacity of the team can be identified.
 - A programme of work is then agreed with the line manager.
- 2.8 Remember that **reconnaissance work is ongoing** within any piece of Detached work because circumstances and needs change.
- 2.9 Good youth work practice acknowledges “**move on**” by young people as a positive outcome. Ensure that the approach facilitates this process through establishing a culture of self-directed work, by young people and through building effective progression routes.
- 2.10 Detached work **doesn't happen in isolation**. Establishing effective networks amongst relevant agencies, local communities and within the Service, fosters the capacity for successful proactive work with young people.
- 2.11 The service needs to ensure that detached youth work is **not inappropriately used by communities** who may have different expectations. Staff need to ensure agencies and communities understand the areas of the detached work in the area of delivery.
- 2.12 The work has to be **reviewed and evaluated regularly** within the supervision cycle except in exceptional circumstances.

There may be occasions when work is redirected. This could be due to political or managerial influence, additional specific funding, or because an extraordinary event has taken place, which has created a need that affects the young people within the area. The work should still adhere to the Approach above.

Work should be planned within the team and in consultation young people and line management. The decision to set up a piece of work or target an area should always consider strategic objectives set out within the Area and in the Somerset County Youth Service Plans.

3. Models of Delivery

Either a team will offer an activity run by them that young people can access fairly early on in a relationship or a team will offer a consistent presence and allow the self-directed activity to emerge from themes generated by the group. Neither model is exclusive and both approaches may work together. Both approaches have value and both present opportunities and risks.

The offer of a structured activity provided by the youth workers has the advantage that young people may feel that youth workers can deliver. A sense of group cohesion may flow more quickly for a group that has been taken out of its usual environment and participated together in a structured activity.

The risk with this approach is that the group may feel dependent on workers to make things happen for them and might then be disappointed as workers try to steer the work towards a social action model.

The social action model has the advantage that the terms of future work are set very early on. This is a model, which is empowering from the outset.

The risk is that young people may find it hard to engage with workers who do not appear to have anything tangible to offer.

Consider where single gender work may be appropriate and pay due regard to the gender make up of the team. The greatest asset of the service is the skill of workers to build and maintain meaningful, developmental working relationships with young people

4. Group Maintenance and Progression

Detached work places a great deal of power in the hands of young people. Workers meet young people on their territory and, within limits, on their terms. This means that there will not always be a group to work with. Sometimes the group may not show up and at other times the group may make it plain that workers are not welcome. It is important to respect young peoples choices.

If working on projects with young people:-

- i. Negotiate times to meet regularly.
- ii. Make a commitment to meet a group at a certain place at a certain time.
- iii. Keep to that arrangement.
- iv. If unable to make a meeting, young people should be contacted, and give reasons for absence.

Consistency and consideration are the bedrock of a mutually trusting and respectful relationship with young people.

Workers need to be consistent and to create an environment of mutual trust and respect because many of the young people worked with may already feel let down by aspects of the adult world. It is important not to build up unrealistic expectations of what can be offered. Avoid the temptation to “over sell” what is on offer.

There will be times at which young people will feel let down, and they may break off contact or be overtly hostile. It is important to give space to young peoples’ feelings of anger or disappointment. Anything else will give young people the message that their feelings are unimportant.

5. Planning, Recording and Evaluation of Work

- 5.1 Detached work should be planned in conjunction with Area Plans, and in consultation with young people, the community and external agencies.
- 5.2 The work should incorporate a planned delivery of specified curriculum areas, which will be needs led.
- 5.3 Work should be assessed against SCYS Curriculum Development (CDM) outcomes.
- 5.4 Work should be evidenced through use of SCYS sessional recording sheets, and where possible, other methods including photographs. Record

keeping is essential and a vital reference for supervision, monitoring of work, evaluation and forward planning.

- 5.5 The work should be evaluated in consultation with young people. Evaluation should consider the aims for the work with reference to sessional recordings.
- 5.6 Questions to be addressed by evaluation;-
 - i. Have the aims been met
 - ii. What worked
 - iii. What didn't work
 - iv. What could be done differently
 - v. Background indicators
 - vi. Recommendations
 - vii. What has been learnt that requires an action
- 5.7 Teams are accountable for effective sessional recordings, and ensuring appropriate information is recorded on Youth Base.

6. Exit Strategy

6.1 Exit Strategy

Pieces of work should be time limited at the outset with an anticipated exit strategy planned in from the beginning.

Where additional time is needed, then this should be in agreement with line manager, partners and users.

Workers need to sensitively withdraw to avoid feelings of dependency or to create a vacuum in provision. This should be planned as part of the review process and may be completed in stages.

6.2 Exit Report

The exit report should recognise the work done by young people and should evaluate the effectiveness of the youth work interventions.

The production of the exit report offers time and space to reflect on work done and it's successful conclusion.

The exit report is part of the agreed project at the onset of the work. The report is a key part of the planning and line management process.

7. Additional Health and Safety considerations in Detached work

- 7.1 The primary concern of Somerset County Youth Service is to ensure that the service provided does not pose a risk to young people, staff or members of the community.
- 7.2 The Service has to anticipate possible hazards and to take steps to minimise the likelihood of them occurring. A risk assessment needs to be undertaken for each piece of work.
- 7.3 The Detached Youth Worker retains the right to withdraw from any situation. Co-workers must support their decision at the time. Debriefing with your manager later can address the appropriateness of the decision. Workers must never undermine each other's decisions in these situations.

8. Risk Assessment in various settings

All sessions must be risk assessed using the County Council standard form. (Please see attached risk assessment tool, Appendix 3)

It is clearly not possible to pre-empt new situations and to create a new written risk assessment for each occasion. Workers out on the street have to make dynamic risk assessments as the situation and the environment changes.

It is possible to imagine a wide range of scenarios that might occur and to consider the steps that need to be taken to minimise risks in those situations.

There are some steps that Detached Youth Workers can take to minimise a whole range of risks that come about simply because a worker is outside of a building or their normal setting.

These include:-

- 8.1 Carry a mobile phone.
- 8.2 Carry ID.
- 8.3 Operate within the Lone Working guidelines (see Code of Conduct).
- 8.4 Inform police, CCTV Operators and other relevant agencies that you are working in the area.
- 8.5 Keep the youth service duty officer number to hand.
- 8.6 Carry a personal alarm, available from your area office or the county office.
- 8.7 Carry a first aid kit (ensure staff have training).
- 8.8 Plan your route and tell colleagues of your planned route.
- 8.9 Build in regular worker time in the session to evaluate the situation.
- 8.10 Remain in visual contact with colleagues.
- 8.11 Wear appropriate clothes – tabards and armbands are available from area office. After sunset carry a torch and wear visible clothing.
- 8.12 Do proper reconnaissance during daylight hours in order to be aware of the layout of any specifically targeted area.
- 8.13 Other safeguards can be put in place to respond to specific situations. It is here that the process of assessing risk prior to the activity is of value to the team. So for example the team needs to establish its strategy if a young person presents with an offensive weapon.

Talking situations through as a team and generating a unique team based response that is agreed in advance is the most effective strategy for minimising risk.

A completed risk assessment pro forma is required to demonstrate that hazards have been identified and that the controls have been put in place to minimise risk. A copy of which is kept in the local office.

A copy of Somerset County Councils risk assessment forms and an explanatory note are included in the appendix [appendix 3]

If there is an incident relating to Health & Safety, racial issues or child protection the appropriate incident forms and procedures must be completed.

9. Information management and confidentiality

9.a Confidentiality

Workers responsibility with regard to confidentiality and disclosure are clearly defined within the SCYS Confidentiality Policy.

Be clear with young people about the confidential nature of discussions and the situations where information may be shared.

Explain this at the earliest appropriate opportunity.

9.b Sharing information across teams

In the developing culture of partnership, within the Service and with external agencies, the sharing of information across teams is becoming the norm. However, in this process the importance of young people's confidentiality should remain paramount.

Sometimes the need for confidentiality can feel at odds with the need for information for planning processes.

The Confidentiality Policy states:-

"A young person has chosen to confide in [a particular youth worker] as a particular individual and not as a representative of the County Youth Service".

It is therefore important to seek permission from the young person before confidential information about them is shared.

This needs to be borne in mind when teams meet to discuss future programmes. Rather than use identifiable individuals to illustrate particular issues, anonymous or fictional characters should be used. Where individuals are known across teams, it is particularly important to observe this discipline.

Please ensure that you refer to your **Confidentiality Policy, Data Protection Policy, Area Child Protection Handbook** as required.

9.c Referral for one to one work from Detached settings

Youth workers are not employed as counsellors. There are many agencies who provide this service and detached workers have to be aware and make referral as appropriate. However, there are occasions when it is beneficial for a young person to engage in one to one contact with a youth worker for a limited period of time. This one-to-one work needs some careful thought and planning before detached youth work begins to offer it as part of its core delivery menu.

This can be impractical when delivering to groups who are sometimes on the street. It is therefore advisable to have a system in place that can effectively respond to this need if you are going to offer it. It is difficult to

determine who and who should not be offered this provision but the following may inform practice.

- 9.1 Remember to ensure that you are working within the limitations of your capacity to support an individual. It may be that a more appropriate agency suited to the young persons needs is referred to with the permission of that young person.
- 9.2 One to one work should be time limited. This should be negotiated with the young person and agreed with your line manager according to need.
- 9.3 One to one contact should be dated, recorded, and kept secure. This will enable the worker to best support the young person and keep focused.
- 9.4 It is critical that the young person understands the limits of confidentiality and how and what information is held on them. This should be explained early in the relationship and prior, where possible, to any disclosure.
- 9.5 The one to one session should run for a set time and workers should ensure that they keep within the agreed time to enable the young person to develop confidence in the boundaries.
- 9.6 The contact should always take place in a suitable venue where other workers are available. If this is not possible then an agreement should be reached with your line manager as to what is acceptable and safe.
- 9.7 If engaged in one to one work it is vital that you have a space within your own supervision to discuss and reflect upon the work. It is important to create space to discuss worker's feelings generated by one to one work. Other forms of supervision could be considered here.

Delivery of one to one work must be agreed with your line manager to ensure adequate resources and support is in place.

Workers should observe lone working practices and procedures. It may be necessary in some cases other than one to one arrangements to do solo working, for example when a young person needs accompanying to an interagency meeting, clinical consultation or a court appearance. You must inform a colleague or line manager of your whereabouts and whom you are with. A system should be in place for checking in after the appointment has finished and workers are no longer with the young person.

The other issue that needs to be considered within this approach is the difficulty in demonstrating the time and intensity that goes in to this work and how that can be reflected within census and recording tools.

10. Interagency and partnership working

It will be of benefit when referring a young person to another agency, to be aware of the work that agency does and what their work ethos is. This would ensure that a young person is not referred, or passed on, to an agency that is not relevant to that young person.

Young people will be more at ease if they can be referred to someone who is known to their youth workers, a personal recommendation in a professional context, thus reducing the potential anxiety in such a situation.

Workers should:

- 10.1 Research effectively to ensure that referrals reflect young people's needs
- 10.2 It is advisable to ensure that other agencies working within the areas are made aware of your presence and projected work plans.
- 10.3 Be aware of issues around confidentiality.
- 10.4 Be aware of community issues and perspectives.
- 10.5 Partnership working has the potential to extend and enhance provision.
Good partnership work, like good teamwork, should be more than the sum of its parts.
- 10.6 Be clear about the purpose of your work with external agencies and ensure that there is clear agreement about roles, resourcing, responsibilities and delivery. You may want to consider a more formal agreement.

11. Boundaries

It is vital to establish boundaries with young people which are clear, consistent and adhered to. The establishing of boundaries is a key element in the effective delivery of good youth work. Working within Detached settings can present an added dimension to the work as it can be difficult to set boundaries. This takes skill, perseverance and a belief in the value and positive outcomes derived from clear boundaries. Boundaries can be negotiated with young people but it is important to be clear about what is negotiable and what is a condition of engagement. There are some key boundaries that detached workers must observe.

- 11.1 Never give or loan money to a young person without it being agreed with your line manager. There would be very few circumstances where this would be acceptable
- 11.2 Never buy, give or encourage the buying of cigarettes or alcohol on a young persons behalf.
- 11.3 It may be necessary to buy a soft drink or food for a young person as part of a piece of work. This should not be done unless there is prior agreement within teams for reimbursement through petty cash systems. This should be agreed with line manger.
- 11.4 Workers must not disclose their personal address, telephone number or email address or that of another worker. They must also never disclose a young person's details to another young person. If giving details to another agency or youth worker, the young person's permission must be obtained.
- 11.5 Personal disclosures by workers should be avoided although there may be occasions when it is beneficial to the young person. Workers need to consider the implications of what they are saying and if it is reasonable to expect a young person not to tell other young people what you have told them. Some disclosures may offer hope to a young person to overcome a similar difficulty but others may upset or distress the young person. Ensure that you have carefully thought through the consequences of what you are disclosing. Never attempt to disclose information and emotional trauma about yourself unless you are confident that you can manage your feelings around the subject and how it affected you. This is an area that is always useful to unpack within supervision or peer support structures.
- 11.6 Detached Youth Workers reserve the right to remove themselves from a situation. It is alright to say to a young person "If you do that – I cannot/will not work with you" and can resume contact at a more appropriate time. You should always ensure that young people are aware that you may need to do this. (Please refer to policies on 'Drugs', 'Health & Safety' & 'Lone Working' for further guidance as to when this action maybe required).

11.a Detached Youth work within buildings and host settings

There are situations where detached youth workers will be required to work within buildings. A separate risk assessment of the building will be required. It is important that all boundaries associated with that building or setting are adhered to. If there needs to be some changes to usual codes of conduct and boundaries then prior arrangement must be negotiated with the person responsible for that building. There must never be occasions when detached youth workers negate their responsibilities relating to the management of a building on the grounds that they are detached workers.

12. Code of conduct

- 12.1 **Be professional** – you are employees of Somerset County Youth Service. Although workers do have different styles, this should enhance rather than detract from the work.
- 12.2 **Dress appropriately** – appearance should not be such that it could be perceived as any kind of threat by young people, i.e. not jackets, ties or suits. In terms of personal safety, it is advised that all workers should suitably dress for the tasks. They need to consider issues related to warmth, protection and visibility.
- 12.3 **Communication** – should not be abusive, profane or too complex. Workers should be able to make themselves clearly understood, and to talk **with**, not to or at, people. Be aware of tone of voice, and non-verbal communication. Be attentive to the subject being discussed and consequent feelings.
- 12.4 **Approach** – do not come on too strong or attempt to be accepted by young people by trying to become one. Remember that you need to maintain professional boundaries.
- 12.6 **Confidentiality** – young people should be made aware of the exceptions to this rule on first contact or as soon as possible thereafter.
- 12.7 **Boundaries** – professional boundaries should be maintained. Do not make inappropriate personal disclosures or over-identify with individuals or groups, as this will affect future work. Empathise not sympathise. Respect confidentiality and do not discuss details with other contacts. Issues arising out of inappropriate identification should be discussed in supervision.
- 12.8 **Time keeping** – work should start promptly and finish equally as promptly at the agreed times. This shows respect for fellow workers, allows adequate planning prior to sessions, and gives workers enough time to record efficiently. Effective time keeping creates a framework for the work and reinforces boundaries for both workers and young people.
- 12.9 **The use of disagreement** – respect differing approaches to the work, differences of opinion are healthy. Do not inappropriately challenge co-workers in front of young people or professionals from other services. If there is an issue that needs to be discussed, do so as soon as possible, in private and in a suitable location. If an issue is not resolved, then line management should be informed. It should also be noted that, with care, the creative use of disagreement between staff members can be an effective means to model conflict resolution or negotiation to clients.

13. Working within the law

- 13.1 Good Detached work operates in partnership with other agencies, including the police.
- 13.2 Always act within the law. Do not by any means condone, promote or encourage any activity, action or omission that is illegal.
- 13.3 Be aware of laws covering highway obstruction, trespass, conspiring, technical possession of illegal drugs or stolen goods, obstruction etc.
- 13.4 Workers who identify too closely with young people and who are criminalized by their activities will attract the attention of the police.
- 13.5 Workers who are seen to work too closely with the police risk the further marginalisation of those hard to contact groups. When working with the police, it is important to be clear about the context within which the work takes place.
- 13.6 Workers have a statutory obligation to respond honestly to questions from the police. Young people should be made aware that workers are legally required to do this. Use of incident forms and sessional recording sheets should be considered in this context.
- 13.7 If workers believe an officer has acted unlawfully, a note should be made of time, date, incident and all collar numbers. Workers should ensure that they do not obstruct the police in any way at this point. The Duty Officer Scheme should be considered, and a Critical Incident form completed.

Detached Youth work teams should discuss their approach to working with young people using drugs and alcohol. Careful note should be made to the Somerset County Youth Service Drugs Policy (see SCYS Policy File).

14. Branding and identification

- 14.1 ID should be carried at all times and it should be accessible, and in some cases it may be necessary to be visible, to those in close proximity of the Detached worker. Young people's confidentiality needs to be considered in all contacts. Changing situations will require varying responses. Do a risk assessment to determine the most appropriate level of visibility for the situation.
- 14.2 There may be occasions when it is in young people's interest for youth workers to have a high level of visibility. The wearing of clothing that clearly identifies someone as a youth worker may be considered.
This approach should never replace the need to carry ID. Each area should consider how they could use public profile clothing if required.
- 14.3 All Detached and Outreach Teams should have SCYS street bags that contain resources and tools to assist in delivery. These resources should be locally applicable and should be incorporated in to any planning that takes place.
- 14.4 Detached teams should develop a calling card that clearly states what they do, how they do it, and how to contact the team, and when a response can be expected.
- 14.5 It may also be helpful to devise a leaflet for young people and the wider community that contains the information about what detached work can and cannot do. This approach aids in the setting of boundaries with young people it also creates the building blocks for managing expectations. The other advantage is a shared vision and team ownership of what we do and do not do.

14.6 All publicity and literature should be compliant with SCYS publicity and marketing requirements. All information contained must be supportive of area and county youth plans and objectives.

15. Induction and training for Detached workers

Detached youth workers, as with any new worker, will undergo induction. Youth workers new to detached work should receive additional training to prepare them for the role. This should include a comprehensive briefing of the objectives of the detached work. Training could cover: -

- 15.1 Reconnaissance
- 15.2 Cold contacts
- 15.3 Operating within Health and Safety and risk assessment guidelines
- 15.4 Relevant policies
- 15.5 Young people's rights
- 15.6 Social and Health related issues
- 15.7 Cultural diversity
- 15.8 First Aid
- 15.9 Managing conflict.

Induction must provide a space to explore values, attitudes and belief systems, as these will be regularly challenged on the streets.

16. Support and Supervision

SCYS already has in place a robust Staff Development Policy that applies to all staff. Please ensure that you take time to read and digest the key elements that apply to your support and supervision. This includes reference to non-line managerial support if required.

There is a management structure in place that should ensure that workers receive regular supervision time, the County standard is once every six weeks as a minimum. Any variation from this should be negotiated and recorded as to the rationale for change.

Support for a worker is an essential requirement. A worker must feel that they can safely discuss and reflect upon their practice. It is the manager's responsibility to ensure that a climate for support is nurtured and valued. It is the worker's responsibility to address issues that are of particular relevance to their practice and future development. The relationship should be both supportive and challenging and should facilitate opportunities for learning and greater understanding of youth work practice. A sessional Detached worker may need practical support to enable them to deliver and be operational e.g. when workers are mostly working nights they may need some information gathering done during the day or some phone calls or letters to support the work they are involved in. An effective detached manager should be able to offer this support as well as the analysis and direction.

The nature of detached work can sometimes feel isolating to workers it is therefore advisable to ensure that regular team meetings and planning sessions occur. This may require diverting face-to-face delivery time to enable this occur. Each team will have to carefully plan and decide what is most practical for their

needs. It must be noted however that to achieve quality youth work delivery you need effective communication and responsive and effective management.

Teams should pursue the opportunities for sharing good practice across the County.

RECONNAISSANCE CHECKLIST

Research and reconnaissance is essential. Workers need to understand the political and social context of Young Peoples' lives in the target area.

Why do it?

- A good reconnaissance process helps us to build a detailed picture of Young Peoples' lives
- To gain an understanding of the behaviours, roles and levels of involvement that Young People have within their communities
- To establish patterns between groups between how they relate and interact with each other
- For workers to gain insight into a community, the agencies working within it and their relationships with Young People
- To build a picture to inform, approach and what groups to prioritise

1 Checklist

Before:

- Be clear about who you are going to communicate with – **REMEMBER** some people have never heard of Detached Youth Work before! It's important that you are able to communicate with a range of people – not just Young People.
- Decide and commit yourself to a timescale for reconnaissance with a definite start and finish time
- A good reconnaissance period will depend upon size and location (rural/urban) of area
- Record all information – preferably on Area Profile Sheets, as this allows for careful evaluation of your findings
- Read and know the material for distribution

Getting Started:

- Its important people are aware of what you are doing at every level. So make sure that people know your plans. All reconnaissance work should be planned with your co-worker and Line Manager and be evidence-based
- Be very clear of your geographical boundaries within your patch
- Be sure to introduce yourself to all relevant people in the area, i.e.: inform the Police of your intent to work in an area, to alleviate any misunderstandings in future contacts with Young People (people managing CCTV camera in area should also be considered)
- Keep local shopkeepers and any other relevant people informed of your plans for work in area

Information you Need:

- Where Young People are
- Where Young People meet
- The make-up of groups (who, gender, age etc.)
- Their use of time

Appendix 1

- Consistency of groups
- Interests
- Issues, Needs & Concerns (judged by you and Young People)
- What other provision existing in the area for Young People/and if Young People use these facilities and why – and if not, Why Not?

Statistical Information:

You may want to gather the following background information to enhance your findings:

- Numbers of Young People in area that live within area (age/gender)
- Social Status/Cultural & Ethnic makeup of area
- Figures of Young People involved in crime / school exclusions
- Employment statistics and take-up of further education and training opportunities
- Socio-groups i.e.: Young Parents
- Levels of disruption
- Curriculum issues identified

What to Carry:

- **You must NEVER work without your official County ID being readily available. In some cases it may be useful to have it visible**
- Street Bag with resources and information locally applicable
- Hand-out cards and leaflets if/when available, be aware of age appropriateness and ensure knowledge of the content of the leaflet
- Map of the area and ensure appropriate dress for the task
- Attack Alarm – if after Risk Assessment, is deemed necessary
- Mobile Team Phone must always be carried or personal County phone
- Duty Officer number and relevant colleagues' numbers and any other numbers deemed necessary for your particular reconnaissance work

Doing It:

- Become familiar with your area – always record names of roads, significant places and groups of people. It is advisable to check out, in daylight, the area also
- Always try to – wherever possible – do your reconnaissance on foot although it may be necessary to drive to gain an understanding of the geographical layout of the area
- Introduce yourself to shopkeepers and other relevant proprietors, Parish Wardens, Police Beat Offices, and maintain those networks – please see attached list of possible contacts.

It is important to establish levels of local trends amongst Young People.

Reconnaissance is an ongoing theme in your work, and you may want to update reconnaissance on an as-needed basis.

Appendix 1

Some key people/places you are likely to contact as part of your reconnaissance will include:

- Young People
- Schools/Colleges
- Church reps
- Parish councillors
- Shopkeepers
- Pub/Club owners
- Café owners
- Garages
- Social workers
- Health visitors/CPN
- Sport/leisure complexes
- Housing officers/associations
- One
- Connexions
- Hostels
- Community centres
- Youth clubs/units
- Community associations
- Residents
- Children's' homes
- Police
 - Beat Officers
 - Area Beat Manager
- Drug & Alcohol Services – 'On the Level'
- Drop-in type venues
- District Council Officers
 - Community Development Officers
 - Community Safety Officers

For a full list of agencies working in your area, please contact your local area office.

Appendix 2

Contacts (young people spoken to)

	Under 13	13-15	16+	Total
Male				
Female				
Disability				
Ethnicity				

Feedback from young people.

Workers thoughts.

Completed by _____

YOUTH SERVICE SCREENED RISK ASSESSMENT RECORD

Generic / Specific* Assessment (* delete as appropriate)

Activity/Task/Activity Stage Description	Existing/Proposed Control Measures

1.1.1.1

		1.1.2 Danger Index (a x b) Risk Bands		
1.1.3 <u>Hazard Severity (a)</u>	1.1.3.1 <u>Likelihood of Occurrence (b)</u> (resulting in the hazard severity predicted)	Band 1 (1 to 4)	Band 2 (5 – 9)	Band 3 (10 and above)
)	Continue, but review periodically to ensure controls remain effective LOW RISK	Continue, but review regularly with a view to identifying improved controls MEDIUM RISK	STOP. Identify new controls. Activity must not proceed unless risk reduced to Band 2 HIGH RISK

Hazard(s) Identified	People Affected	Hazard Severity (a)	Likelihood (b)	Screened DI (a x b)	<u>Additional Controls leading to new likelihood (b₁)</u>	New DI (a x b ₁)	Assessor Signature & Date

IMPORTANT: This assessment will be invalid if there are any unforeseen safety complications or if the relevant control measures identified above cannot be fully and properly implemented. In either case, the line manager or approved delegate

		RISK LIKLIHOOD				
		Remote 1	Unlikely 2	Possible 3	Likely 4	V Likely 5
Hazard Severity	Trivial 1	1	2	3	4	5
	Minor 2	2	4	6	8	10
	Moderate 3	3	6	9	12	15
	Serious 4	4	8	12	16	20
	Fatal 5	5	10	15	20	25

DANGER INDEX = HAZARD SEVERITY X RISK LIKLIHOOD

Example: Minor injury (+2) that is likely to occur (+4)

$$\text{Danger Index} = 2 \times 4 = 8$$

This is in the middle band – medium risk;

Danger Index management actions

Risk Level	Danger Index	Management Level	Action
LOW	1 to 4	Manage Locally	Check existing controls and carry on
MEDIUM	5 to 9	Line Manager	Try to reduce by identifying new controls: check existing controls: carry on
HIGH	10 and above	Senior Manager	STOP: You must reduce the level of the Danger Index to at least Medium by identifying new Controls. If this cannot be achieved the activity must stop