

**DEVON & SOMERSET
FIRE & RESCUE
SERVICE**

**Community Safety - Prevention
Children & Young People
Service Policy Document**

Document Purpose:-

This document provides an overview of Phoenix as part of the Service's Children & Young Peoples Strategy. It outlines the purpose and main aims of the scheme providing guidance for personnel in all areas associated with its successful delivery

Document Status:-

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Area Manager – Community Safety
Group Manager – Community Safety
Children & Young People's Manager – Community Safety

Cross-References:-

Child Protection
Criminal Records Bureau checks
CSAT Policy
CS Prevention Training Strategy
DSFRS CYP Strategy

POLICY STATEMENT

This policy is based upon the service goals and objectives to maximise the work of Devon and Somerset Fire & Rescue Service with children and young people. It will achieve this through building and maintaining local partnerships.

Phoenix is a 6 month programme designed to provide an opportunity for young people, aged between 15 -18 years, to work with the Fire & Rescue Service and take part in a variety of challenges that help to build self-esteem, develop leadership, improve communication skills and increase their motivation as a stepping stone to future success, in doing this challenge issues surrounding arson, anti-social behaviour, employment and education.

COMPLIANCE STATEMENT

The Service will not discriminate against any persons in the application of this policy or any subordinate procedures.

This policy document has undergone an initial Equality Impact Assessment (EIA) screening and it has been agreed that any potential negative impact identified is not sufficiently adverse to warrant a full impact assessment on this occasion. An electronic copy of the initial screening is lodged with the policy and with the Equality & Diversity Unit and is available for inspection. The policy and EIA are due for review in June 2011.

This policy is OPEN under the Freedom of Information Act 2000.

The equality impact assessment will be available on request.

KEY INFORMATION

DSFRS recognises the value of working with Children and Young People.

Phoenix contributes to large elements of the DSFRS CYP Strategy by providing a 6 month engagement for Young People between the ages of 15 -18 years.

Information and guidance is provided on Health & Safety, Staff Payments, Child Protection and the Audit and Evaluation process.

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1. INTRODUCTION

The Service's Children and Young People Strategy seeks to reduce fire risk and fire crime through education by building on the core values of the service and in doing so improve the opportunities for young people by developing life long skills.

The Phoenix course provides an opportunity for young people to work with the Fire and Rescue Service and take part in a variety of challenges that help to build self-esteem, develop leadership, improve communication skills and increase their motivation as a stepping stone to future success. It provides an intensive work experience in a disciplined uniformed environment followed by a sequence of structured reviews and activity days during the 6 month period thereafter.

2. LEGISLATION AND GUIDANCE DOCUMENTS

Fire & Rescue Services Act 2004
Fire and Rescue National Framework Document
DSFRS Corporate Plan
Crime and Disorder Act 1998 (as revised)
The Children Act 2004
Every Child Matters

3. MANAGEMENT AND SUPPORT

Phoenix courses will be based at Devon & Somerset Fire & Rescue Service ("DSFRS") fire stations and will be managed, monitored and audited by the Children & Young People's Manager (Service Headquarters ("SHQ")).

The Children & Young People's Team (SHQ) will provide resources, guidance and support to managers and staff involved in the delivery of the scheme.

4. STAFF

DSFRS recognises the need for staff working with Children and Young People ("CYP") to be safe, competent and professional. The CYP Team (SHQ) will ensure, through the Community Safety Training Strategy, that development opportunities are made available to equip these staff for their roles.

As a minimum, all staff working with CYP must be vetted through the Criminal Records Bureau and cleared for CYP work by the Human Resources Department.

Additionally, as a minimum, at least one member of the accompanying DSFRS staff (for every session) must, and, where practicable, all other members of the accompanying DSFRS staff should, have completed Child Protection Introduction training, as recommended by the Local Safeguarding Children Board, and CYP Team-approved 'Working with Young People' training.

For every session, there should be a minimum of two accompanying DSFRS staff with the requisite skills for the Activity. Additional members of staff must be present when so dictated by the Risk Profile Card for the Activity and/or for every additional 8 participants when the number of participants exceeds 16.

These staffing ratios may be increased on a risk-assessed basis in circumstances where the CYP are likely to present moderate to intensive behavioural challenges.

Any accompanying Worker in Development will be considered to be supernumerary to these staffing ratios.

5. REMUNERATION

Staff wishing to be involved in the scheme should do so within their normal scheduled working hours. Where this is not practicable, Line Managers should consider allowing staff to adjust their work pattern to enable them to be involved. Where adjustment of the work pattern is not practicable, staff will be able to work within the [Community Safety Action Team SPD](#) and claim remuneration at 'CYP Lead Worker', 'Worker' or 'Worker in Development' rate as appropriate.

It is expected, excepting exigencies of the Service, that Line Managers will enable staff to participate in a minimum of one course per calendar year.

6. DELIVERY FORMAT

Students are selected to attend an intensive initial 5 day course at a suitable venue in terms of location and facilities. This is designed to promote self-confidence, self-esteem and self-discipline by working with others improving social awareness and communication skills.

Upon successful completion the students will, dependant upon their further performance, be invited back to participate in a number of activity days. These are currently set at 6, 12, 18, and 24 weeks after the initial 5 day course.

A 'Progress Meeting' will take place at 3 week intervals between the activity days providing an opportunity for instructors and students to re-visit the learning outcomes in the initial course. Where possible, a member from the appropriate referral agency will be present to reinforce the links between the Phoenix syllabus and their everyday environment.

The 'Constructive Leisure Activities' again enforce the learning outcomes from the initial course and progress meetings. These are based around activities designed to support and promote students understanding of how to apply the learning outcomes.

7. MARKETING

The CYP Team (SHQ) will be responsible for producing marketing materials for the scheme, which may include leaflets, posters, CD-ROMs, DVDs and pages on the DSFRS website.

The CYP Team will use these media to market the scheme to appropriate partners identified through the funding process and other local statutory and voluntary providers of children's services. The CYP Team will negotiate the provision of the scheme with these Referring Agencies and agree contractual terms, including a financial contribution to reasonably reflect the cost of equipping the participants with uniform and PPE and the provision of activities, meals and transportation.

8. ENROLMENT

Nominally, a Phoenix scheme will consist of 12 participants, but the number and ages of participants may vary depending on individual learning needs.

A CYP Manager will meet with the CYP co-ordinator and when appropriate the referral agency to discuss individual referrals.

The CYP Manager (SHQ) will have the responsibility for final selection of participants.

The CYP Team (SHQ) is responsible for ensuring that parents/carers give informed consent for their child to participate in the scheme and that personal, medical and next-of-kin information is collected (using standard CYP forms – available on the Service Intranet).

The CYP forms must be sent to and acknowledged by CYP Team before any CYP Activities can be participated in.

A copy of the personal, medical and next-of-kin information should be held securely at the venue and on board during vehicular journeys, to ensure availability in an emergency.

9. UNIFORM

The CYP Team (SHQ) will provide the following to participants:

- Navy Polo shirt with Phoenix logo

The CYP Team (SHQ) will provide the following to instructors:

- Instructor Navy Polo shirt with Phoenix logo
- Black safety boots

Items of uniform that are outgrown or reasonably damaged will be replaced. These items (as well as items no longer needed) should be returned to the CYP Team (SHQ) for recycling.

Participants who complete the scheme shall be allowed to keep their uniform; however, participants who exit part-way will be expected to return their uniform in good condition.

Uniformed DSFRS staff should wear their DSFRS uniform and role insignia.

10. CODE OF CONDUCT

During the participants' first session, the CYP Lead Worker should negotiate a Code of Conduct that will apply to all participants and staff. During this negotiation process, participants should have a reasonable opportunity to have their views heard and considered. The negotiated Code of Conduct should encompass the following as a minimum:

- Uniform should be clean and should be worn correctly and smartly.
- Participants should show respect towards each other, the premises and staff and members of the public.
- Participants should refrain from the use of offensive language, including obscenities or discriminatory remarks.
- Participants should not engage in physically or verbally violent or bullying behaviour or 'play fighting'.
- Smoking will not be permitted during Activities. Participants will be discouraged from smoking completely. However, staff, and participants for whom parents/carers consent in writing has been received, who wish to do so, may smoke, at the discretion of the CYP Lead Worker and in compliance with the DSFRS 'Smoke Free' policy.
- Alcohol or recreational drugs must not be possessed or consumed on DSFRS premises or during Offsite Activities.
- Participants must not be under the influence of, or suffering from the after effects of, alcohol or recreational drugs when attending DSFRS premises or during Offsite Activities.
- Jewellery (including rings, piercings and chains) should not be worn during Activities.
- Mobile phones and other electronic devices should be switched off during sessions and not carried during Activities.

The Code of Conduct should be produced in writing and should be signed by all participants and staff to indicate their agreement and intent to comply. The completed Code of Conduct should be kept in a place where participants can refer to it during sessions.

11. ALCOHOL AND RECREATIONAL DRUGS

Where it is identified that a participant is under the influence of, or in possession of, alcohol or recreational drugs, the following action will be taken:

UNDER THE INFLUENCE

- The participant must not take part in any CYP Activities.
- The participant should be kept safe until arrangements can be made for him/her to be removed from the premises.
- Arrangements should be made, as quickly as practicable, for the participant to:
 1. Be collected by the Referring Agency or parent/carer, or

2. Make their own way to the Referring Agency's premises, with their consent, or home, with parent/carer's consent, or
 3. Be transported to the Referring Agency's premises or home, by DSFRS staff.
- In deciding the course of action, the CYP Lead Worker must ensure the health, safety and welfare of the participant until the 'duty of care' can be transferred to the Referring Agency or parent/carer.

POSSESSION OF ALCOHOL, RECREATIONAL DRUGS OR RECREATIONAL DRUG-TAKING PARAPHERNALIA

- The participant should be asked to surrender the item(s) to the CYP Lead Worker.
- If the participant refuses to surrender the item(s), the CYP Lead Worker should arrange for removal of the participant as "Under the Influence" above and, in the event of refusal to surrender drugs and/or paraphernalia, a report should be made to the Police.
- If the participant chooses to surrender the item(s), he/she can be allowed to continue participation at the CYP Lead Worker's discretion.
- In the event of voluntary surrender of alcohol, the alcohol should be disposed of by pouring to waste.
- In the event of a voluntary surrender of drugs and/or paraphernalia, the item(s) should be placed in a sealed container and submitted to a Police Station at the earliest opportunity. This should be witnessed by a second member of staff and a Police receipt obtained and forwarded to the CYP Team (SHQ). Note, that the CYP Lead Worker has discretion not to disclose, to the Police, the name of a participant who voluntarily surrenders.
- In all cases, a report should be made to the Referring Agency of the possession and consequent actions.
- Additionally, in all cases, the CYP Team (SHQ) must be informed of the possession within 24 hours.

12. TRANSPORT

In circumstances where, for the effective running of the scheme, it is deemed necessary to transport participants, the following will apply:

- If, as part of the scheme, it is necessary for staff to travel to a destination different to their normal place of work, they should use DSFRS transport. In circumstances where appropriate DSFRS transport is not available, staff may use public transport or their private vehicles in accordance with the [Occupational Road Risk SPD](#). Pre-approval for reimbursement of travelling expenses should be sought from the CYP Manager (SHQ), to whom claims should also be submitted on form [FS15 F](#).
- Participants should, where possible, be carried in 'badged' DSFRS vehicles and not 'lease cars'.

- There should be two members of staff in vehicles carrying participants under the age of 18 years.
- Only in exceptional circumstances, and with the prior approval of the CYP Team (SHQ), may participants under the age of 18 years be carried by one member of staff alone. In such cases, the [Lone Working Health & Safety 35 SPD](#) shall be complied with.
- Drivers of vehicles with 6-9 seats (including the driver) must have satisfactorily completed DSFRS approved minibus driver assessment.
- Drivers of vehicles with 10-17 seats (including the driver) must:
 - Hold a full Passenger Carrying Vehicle licence (category D), or
 - Hold a full minibus licence (category D1) **not endorsed 101 “not for hire or reward”**, or
 - Hold a full minibus licence (category D1) **endorsed 101 “not for hire or reward”** and have satisfactorily completed DSFRS approved minibus driver assessment and the vehicle must display a valid ‘Section 19 Small Bus Permit’.
- Drivers of vehicles with 18 or more seats (including the driver) must hold a full Passenger Carrying Vehicle licence (category D).
- The vehicle must be checked in accordance with DSFRS vehicle routines procedures and have a correctly fitted and functioning fire extinguisher and first aid kit.

13. VENUES

CYP Activities will principally take place on DSFRS premises, but may take place at other venues. However, notwithstanding the legal ownership of any premises, it is the duty of DSFRS to ensure the health, safety and welfare of all participants in its schemes. To ensure that this can be achieved, the following will apply:

- Prior to a venue first being used and annually thereafter, the CYP Manager (SHQ) will be responsible for completing a Training Venue Risk Assessment (RA7b) and actioning any findings. A copy of the RA7b will be provided to the CYP Lead Worker, who will be responsible for reviewing it prior to the commencement of activities on each visit to the venue.
- Participants will be briefed on the fire routine for a venue during their first visit.

During activities on DSFRS premises, the senior DSFRS Manager with Health & Safety responsibility for the premises will (when present) retain overall responsibility. However, the CYP Workers are deemed specialists and liaison with the CYP Lead Worker should ensure that the duty DSFRS Manager is satisfied with the Health & Safety arrangements pertaining to the CYP Activities.

14. ACTIVITIES

All activities in which CYP participate will be taken from the DSFRS register of CYP Activities. This register will be available on the Service Intranet or in laminated hard

copy from the CYP Team (SHQ), and will indicate which activities are appropriate for inclusion in particular schemes.

Fire and Rescue Service-related, as well as other educational and cultural activities may be added to the Register from time to time. The CYP Team (SHQ) will consider any reasonable proposal for additions to the Register.

The CYP Manager (SHQ) will determine, in liaison with the Referring Agency, which activities will be included in the scheme to best meet the individual learning needs of the participants. The chosen activities will be formulated into a syllabus prior to commencement of the scheme.

It is the responsibility of the CYP Workers to familiarise themselves with the Method Statement and Risk Profile Card for every planned activity, and ensure that the control measures are put into place, before the activity commences.

At the commencement of every scheme, participants must complete “Recognise and use safety orders” (M1), “Knowledge of PPE” (M2) and “Demonstrate how to lift and handle correctly” (M3) before participation in any other activities.

15. EQUIPMENT

The CYP Team (SHQ) will hold a store of equipment that is maintained to a standard sufficient for CYP Activities. This equipment can be loaned, subject to availability, to CYP Lead Workers for use on Phoenix. All other equipment that is intended to be used during CYP Activities must be from the DSFRS operational inventory and maintained to operational standard.

Equipment that is out-of-test-date, damaged or modified must not be used by CYP.

16. PERSONAL PROTECTIVE EQUIPMENT

DSFRS is responsible for providing Personal Protective Equipment (“PPE”) appropriate to the risks posed by participation in CYP Activities.

The requisite PPE for all CYP Activities is identified on the relevant Risk Profile Card.

A stock of PPE for the scheme will be held centrally by the CYP Team (SHQ) (not DSFRS Stores) and they will be responsible for its fitness for purpose. The CYP Manager (SHQ) will be responsible for budgeting for replacements and testing and repair of the PPE stock.

At the commencement of the scheme, the participants and non-uniformed staff will be issued with a set of PPE comprising:

- Head protection
- Eye protection

- Debris gloves
- Fire coat
- Fire trousers
- Safety footwear

The CYP Lead Worker is responsible for ensuring that all PPE fits and is used correctly.

The PPE must remain at the Fire Station for the duration of the scheme; thereafter it should be returned to the CYP Team for re-use.

Any items of PPE that become damaged or are outgrown by the participant should be returned to the CYP Team for recycling, once a requested replacement has been received.

Items of CYP PPE that are similar to, and could be mistaken for, operational PPE will be clearly distinguished by labelling or embroidery with the scheme name or "YOUTH", for audit purposes, head and eye protection will be uniquely numbered.

Operational uniformed staff should wear their operational issue of PPE during CYP Activities.

For contracted Offsite Activities, the activity provider is responsible for providing PPE in line with National Governing Body guidance for the particular activity (Examples of National Governing Bodies: for canoeing/kayaking – the British Canoe Union; for rock climbing – Mountain Leader Training UK).

17. FIRST AID

The CYP Lead Worker will be responsible for ensuring that the DSFRS policy pertaining to provision of First Aid is complied with.

In addition, there must be at least one accompanying member of staff currently qualified to at least HSE 'First Aid at Work' per 20 participants and a readily available means of summoning the emergency services.

During the participants' first session at the venue, they should be briefed on the provision of First Aid, locations of First Aid Kits and emergency telephones and the procedure for reporting injuries and other safety events.

18. SAFETY EVENT REPORTING

Any safety event involving CYP should be recorded and reported in compliance with DSFRS policy (using the Phoenix Accident Book or the appropriate book for the station and Safety Event Reporting Form (ES9) if appropriate). Additionally, the Health and Safety Department (SHQ) will be responsible for providing the CYP Manager (SHQ) with a quarterly summary of safety events involving CYP.

Where a safety event occurs not on DSFRS premises, there may also be a need to report the event to the responsible person for the premises visited.

Following an injury to a participant resulting in hospitalisation, their parent/carer, the Referring Agency and the CYP Team (SHQ) must be informed immediately. For all other injuries, their parent/carer and the Referring Agency must be informed at the end of the session. In either case, a copy of the Accident Record should be provided to them both within seven days.

19. MEDICATION

Staff should not accept the responsibility of handling and dispensing medication to CYP. Medication can only be taken in cases where the parent or carer determines that the participant is mature enough to manage their own medication and self-administer.

Participants who need to consume prescribed or non-prescribed medications, may do so only if specific permission and instructions have been given by their parent/carer. Such permission and instructions should be in writing; however, where this is not practicable, staff may use the CYP Medication Monitoring form to record the instructions received verbally from the parent/carer. The written statement should be forwarded to the CYP Team (SHQ), with a copy kept at the venue, if necessary, to remind staff of the instructions.

The only exception to this is the analgesic 'PARACETAMOL'; which may be offered by DSFRS where the Lead Worker believes that the participants continuation in or enjoyment of the activities will be significantly benefited by the use of the medication.

Before 'PARACETAMOL' can be offered, the CYP Lead Worker must:

- Ensure that the participant's medical records do not indicate any adverse reaction to the medication, and
- A reasonable attempt is made to contact the parent/carer to obtain verbal permission on every occasion that 'PARACETAMOL' is offered.

20. CATERING

The CYP Manager (SHQ) will be responsible for arranging the provision of midday meals and refreshments for participants.

Catering arrangements should re-enforce the 'healthy lifestyle' message by:

- Offering a nutritionally balanced menu
- Offering fresh produce where practicable
- Offering organic produce where practicable

Catering will be provided with the following safeguards:

- No charge is made
- A member of staff supervising the catering has a Food Hygiene qualification
- Participants' medical records have been checked for food allergies and intolerances and these are safely managed.

21. FINANCIAL CONSIDERATIONS

It is a core principle of DSFRS that CYP's participation in the scheme is not limited by financial circumstances. Therefore, neither participants nor their parents nor carers must make payments to DSFRS.

The CYP Manager (SHQ) will be responsible, on an annual basis, for forecasting the cost of running the scheme, seeking financial support from partners and sponsors and managing the devolved budget.

22. AWARDS & CEREMONIES

A part of the ethos of DSFRS is to affirm young people by rewarding them for their endeavours and achievements.

Those participants who complete the course to the satisfaction of the CYP Manager (SHQ) will be entitled to:

- Participate in a Passing Out Parade,
- Receive a 'course completion certificate',
- Participate in additional developmental activities, subject to resources and at the discretion of the CYP Manager.

The Passing Out Parade will usually take place on the final day of the course and be attended and observed by members of the participants' families, Senior Officers of DSFRS and distinguished representatives from the Referring Agency and the local community.

23. AUDIT & EVALUATION

The CYP Manager (SHQ) is responsible for ensuring that an audit of the delivery of each individual course is carried out at least once, to include:

- Staff meet the minimum qualification
- Agreed syllabus is adhered to
- Participants are treated fairly and respectfully
- The Code of Conduct is adhered to

- Activities are delivered safely and effectively (the Method Statement and Risk Profile Card are adhered to)
- PPE is worn correctly

The CYP Team (SHQ) will be responsible for monitoring the quality and outcomes of the scheme.

The CYP Lead Worker should co-operate with the CYP Team (SHQ) in the gathering of data and other evidence to support evaluation of the scheme. The Youth Evaluation System must be updated after each engagement and forwarded to the relevant referral agent.

The themes that may be covered in the evaluation are:

- Participants technical learning
- Participants attitude change
- Changes in performance identified by Referring Agencies
- Changes in performance identified by parents/carers
- Cost of delivering the scheme
- Risks associated with delivering the scheme.

The evidence may be collected in the following formats:

- Participants self-evaluation
- Staff observations and assessments
- Referring Agencies observations
- Parent/carer's observation
- Auditing accidents / incident reports
- Monitoring participants future achievements