

**Outside 4 Walls:
Quality Standards for Implementing
Detached and Outreach Youth Work**

**Eifion Williams, Liam Kealy
Wales Youth Agency 1999**

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ACKNOWLEDGEMENTS

The Wales Youth Agency would like to thank the following people and organisations who have contributed to the development of these guidelines and information pack.

Patrick Cahoon, Wrexham County Youth and Community Service.

Fred Derbyshire, Offa Community Council.

Juliet John, Neath & Port Talbot Community Education Service/Wrexham County Youth and Community Service.

Liam Kealy, Wales Youth Agency.

Jo Stallard, The City Centre Team, Cardiff County Council.

Eifion Williams, Denbighshire Youth & Community Service/Wales Youth Agency.

Prestatyn Town Council.

Edinburgh Streetwork Project.

Miriam Turner, Camden Youth Service for Guidelines on Structure and Induction.

John Sam Jones, Health Promotion Wales.

Darren Bird, Neath & Port Talbot Community Education Service.

Section 1

INTRODUCTION

1.1 Quality Standards

1.2 Detached & Outreach Youth Work provides organisations wishing to develop youth work with an effective way of working with Young People. Detached & Outreach Youth Workers take resources of expertise and services to the point of need and enable Young People to become engaged in the process of organising to meet their own needs.

1.3 However, Detached and Outreach Youth Work is often misunderstood. In order to be effective these styles of work need to be properly resourced and implemented. These quality standards are intended to support organisations in the development and implementation of Detached and Outreach Youth Work. They have been designed by practising Detached & Outreach Youth Workers with the support of the Wales Youth Agency.

1.4 These quality standards reflect best contemporary practice and provide a benchmark to which organisations should aspire in order to provide the best possible service to Young People and to support workers in the carrying out their duties.

1.5 We recommend that new projects adopt these standards prior to embarking upon the development of any initiative. Existing projects can use these standards to benchmark themselves in order to gain a measure of where there are.

Section 2

YOUTH WORK IN WALES

2.0 Youth Work Curriculum Statement for Wales

- 2.1 In Wales we are successful in offering a range of opportunities to all Young People. The statutory and voluntary youth services combine to provide a diverse range of opportunities to all Young People, who have a range of different needs.
- 2.2 Services to Young People are delivered by a range of agencies, including education departments, voluntary youth organisations, social services departments, housing associations, training agencies, further education providers, youth clubs, sport and leisure associations. Young People can therefore make choices about the forms of provision which appeal to them. Whether it is the structure of uniformed organisations, the informal association offered by the local youth club, the advice and support given by housing providers, or the development opportunities offered by training organisations.
- 2.3 Detached & Outreach Youth Work, describe a style of working with Young People and should be considered as an integral part of this spectrum of services to all Young People. They are not intended to replace other forms of provision. Rather, Detached and Outreach Youth Work are intended to complement other styles and offer opportunities to Young People for whom other services hold little appeal; or for Young People who may be unaware of what services are available; or for Young People who may not be able to access services for a variety of reasons (e.g. geography, disability etc.).

Section 3

DEFINITIONS OF DETACHED & OUTREACH YOUTH WORK

3.0 Detached Work

- 3.1 "Detached youth work" is a broad term used to describe an approach to working with Young People. Essentially it describes workers who are "detached" from a centre or building, in other words, the majority of their work is carried out on the street. The Young People (who may or may not access existing youth provision) with whom they seek to work are those who use public spaces, public settings and other public facilities and are in some way "detached" from conventional youth work services either because they reject these services, are excluded from them or are unaware of them.
- 3.1.1 Detached Youth Workers use their own personality and professional interest in all young people as a starting point. The worker is remote from the familiar trapping such as buildings, keys, pool tables, games halls, and so on. They are without those props that normally serve to attract and help to maintain relationships with Young People. That is not to say that they are unable to offer services and resources, for they do. But, at the first point of contact they cannot carry with them anything but their, knowledge, experience and concern for Young People.
- 3.1.2 Whilst the work is on Young People's own territories and mostly on their terms, like other youth workers, the primary role of the Detached youth worker is educational. The Detached Youth workers programme therefore starts with the needs and interests of Young People and develops educational opportunities and access to services to Young People who would otherwise miss out; to stimulate, challenge and empower them, to help them look at new options and make informed choices within their lives.

3.2 Outreach Work

- 3.2.1 "Outreach Youth Work" usually involves a predetermined service or resource which Young People may or may not have been involved in setting up. It involves taking offers of services or resources out to Young People who access public space, public settings and public services. Young People can then decide whether they wish to take them up.
- 3.2.2 Outreach Youth work is a two way process; it is effective in raising Young People's awareness of services that may be relevant or appropriate to them. Similarly Outreach Youth Work (and indeed Detached Youth Work) is an effective way of enabling services to tailor their delivery to the needs of their client groups.

Section 4

PRINCIPLES OF DETACHED & OUTREACH YOUTH WORK

- 4.1 Ownership:** Throughout every aspect of Detached & Outreach Youth Work it is important that all Young People have a level of ownership over any action taken in response to what they are saying. The Detached & Outreach Youth Worker's role is to allow Young People to develop the skills to seek their own solutions. The worker should be able to provide them the opportunity that will enable them to do this. As much of Detached & Outreach Youth Work is founded on the professional relationships that Youth Workers form with Young People, it is important that workers strive to be both reliable and consistent. Vulnerable Young People are easily discouraged when they feel they have been let down; where relationships are built up on the streets rather than in a project building, the worker may face great difficulty trying to re-establish contact with them.
- 4.2 Participation and Empowerment:** Detached and Outreach Youth Work, because of its participatory approach, is in a unique position to maximise youth participation by allowing Young People more control over where, when and what comes out of the relationship between themselves and the worker. Detached and Outreach Youth Work should be based on an equal and mutual relationship between Youth Workers and Young People. In line with the YWCSW, Detached and Outreach Youth Work is concerned to empower Young People and enable them to take control of their lives and actions.
- 4.2 Unconditional Positive Regard:** The underlying philosophy all Youth Work is to accept Young People as they are whilst offering them opportunities to review who they are and their role in society.
- 4.4 Inclusion:** Detached and Outreach Youth Work seeks to work with all Young People in ways which are supportive rather than oppressive, and provide opportunities for **all** Young People to explore prejudices, feelings and attitudes on a voluntary basis.

Section 5

WHY HAVE DETACHED AND OUTREACH YOUTH WORK?

- 5.0** Detached and Outreach Youth Work should be considered as an integral part of the spectrum of services for Young People. They are styles of Youth Work which are complementary to other approaches, for example, project work, centre based activities etc. They are not styles of work, which should replace other approaches, or be seen as a cheaper option.
- 5.1** Detached and Outreach Youth Work should be employed to address the needs of those Young People who are either not attracted to or serviced by existing provision. For example those Young People who use public spaces, settings or facilities; those Young People who have become lost to existing services by issues such as unemployment, homelessness or domestic responsibilities.
- 5.2** There are many reasons why Young People use public spaces. For some it is simply what they enjoy doing. For others it is because of a lack of relevant facilities or money, it may be that they are marginalised, barred or excluded in some way from their local youth club, leisure centre, pub, cinema, etc., or think these are boring or irrelevant.
- 5.3** A Detached or Outreach approach to working with such Young People can offer a variety of tangible outcomes. As well as undertaking our primary roles as Youth Workers, there are also a variety of secondary advantages that can complement particular needs within an entire community. These secondary benefits would include:
- *Crime Prevention & Reduction**
 - *Health Promotion**
 - *Improved Community Relationships**
 - *Promoting A Greater Awareness of Community Services**
 - *Access to Education, Training and Employment**
- 5.4** Working with Young People "Outside Four Walls" involves implementing a dual process of engagement. On the one hand, work on an individual basis with young people can encourage them to explore personal issues such as self-esteem & confidence. An outcome of this process could be the transition from social exclusion to social inclusion. Another beneficial element of this dual approach, is the function of promoting existing services to residents of communities. This process encourages developing an awareness of particular services and organisations that are available for individuals within communities. Sometimes, for a variety of reasons, Young People and other community members may not be aware of particular Community Services. Through implementing a Detached or Outreach programme, these services can be highlighted. As a result, it is then possible to address gaps in provision that can be major components of both marginalisation and disaffection.
- 5.5** Because of the value and benefit that Detached Youth Work can offer to both Young People and wider communities, it must be recognised that this approach to delivery is a significant and valuable tool for working with Young People, as well as a catalyst for effective Youth & Community Work practice.

Section 6

STARTING OUT IN DETACHED & OUTREACH YOUTH WORK

6.0 Structured Approach

6.1 Detached & Outreach Youth Work should take place within a structure and timescale that enables effective work with Young People. **It is not a quick fix solution. It is our experience that many projects fail because they do not adopt a structured approach to the work.** Research and experience proves that young people need time to develop trusting professional relationships with youth workers and this cannot be achieved by short term strategies.

6.2 A structured approach involves four main stages. Familiarisation, Making Contact, Intervention and Moving On.

6.3 Familiarisation

6.3.1 Familiarisation with and Needs Assessment of an area is essential to the success of a Detached or Outreach Work initiative. It is at this stage that Youth Workers should have the opportunity to build up a picture of the area without actually making contact with possible target groups.

6.3.2 Facilities such as local shops, sports centres, youth clubs, schools, cafes, pubs and other associated agencies should be visited. By going out at different times and different days of the week the workers should be able to see which groups and individuals meet where and when. If contact does occur no commitment should be made, until the workers have initiated the process of familiarisation and made proposals about priority targets. This process can take several months, an objective outlook is essential.

6.3.3 At the end of the familiarisation period the worker will have:

- Compiled a community profile including identifying where Young People are in the community and where they can be accessed and a mapping exercise which establishes the range of provision and facilities available in the area.
- Introduced themselves to the network of agencies operating in the area
- Established a system of communication and referral procedures to relevant organisations.
- Established a set of aims and objectives and priority areas of work.

6.4 Making Contact

6.4.1 Next, workers need to make contact with groups and individuals they have targeted and begin the process of befriending. Initially, workers may be met with a level of wariness and/or curiosity until trust has been established. Workers should be open about who they are and their reasons for being there. Undoubtedly, this will lead to further discussions about the work and negotiations around future contact. At first, workers will build relationships with the Young People.

- 6.4.2** Eventually, after boundaries have been discussed workers will offer individual support and information and enable Young People to take up other opportunities. It is important that workers are not tempted to 'buy' the trust of Young People by offering resources immediately as this does not lead to trusting relationships between workers and Young People and can often lead to Young People feeling let down.
- 6.4.3** The community profile will have established the range of settings in which workers can begin to make contact with Young People.
- 6.4.4** It should be acknowledged that making contact with Young People varies and includes:
- Observation
 - Routine acknowledgement
 - Neutral conversation
 - Personal conversation
 - Crisis Intervention
 - Maintaining relationships

However, these are not sequential stages in the development of relationships as a neutral conversation may lead to a crisis intervention.

6.5 Intervention/support

- 6.5.1** Once a trusting, working relationship is established, intervention can occur. This involves offering a particular course of action to Young People leading from an issue or concern they have raised with a Youth Worker. The Youth Workers will empower the group to explore their needs and assess the willingness of the group to proceed. There may be many areas that a group may decide they need support with, e.g. health education, accommodation, their rights, bullying etc. Workers may use a variety of tools to deliver the above such as:

- Conversation, discussion and debate
- Use of social education materials and games
- Visits to exhibitions, cinema, theatre
- Use of magazine, newspaper and book articles
- Diaries and recording
- Visual projects - video and photography
- Drama and dance
- Residential experiences

Through networking with other agencies such as Information Shops, Educational Social Workers, drugs and other day services.

6.6 Moving On

- 6.6.1** At some point in the process projects either finish and workers move onto work with other groups, or Young People may get to a point where they no longer need the relationship with the workers and move on. Contact does not usually end completely but the intensity or frequency of the contact will diminish. If workers still work in the same areas as they did previously, they may see individuals, or be contacted as an issue arises.

Section 7

THE WORKING ENVIRONMENT

7.0 In order for initiatives to be successful it is paramount that issues concerning the wellbeing of workers and Young People are addressed and that decisions are made about operational procedures. We recommend that the following issues are discussed and decided upon.

7.1 Teamwork

7.1.1 Detached and Outreach Youth Work is most effective when it is delivered by a team of workers. The value of the teamwork approach is that a group of people doing different jobs and sharing a variety of skills, bring different levels of experience and specialisms to the work. The establishment of a team of workers brings continuity to the work and the mutual support which colleagues can offer each other.

7.1.2 For these reasons we consider it essential that workers should operate in pairs in order to offer mutual support, co-work with individuals and groups of Young People and ensure the safety of their colleague.

7.1.3 We do not consider it appropriate for youth workers to be operating on their own.

7.2 Safety Issues

IT IS VITAL THAT ALL DETACHED & OUTREACH YOUTH WORKERS - AT THE VERY LEAST SHOULD CARRY A BASIC FIRST AID QUALIFICATION.

7.2.1 Detached and Outreach Youth Work can be a difficult task. Operating in public spaces raises a range of dilemmas for workers, and may present some risky situations. We consider that in the development of Detached and Outreach Youth Work, organisations should implement:

- (i) Procedures for starting and finishing work. Organisations should establish a system for logging on and logging off. Organisations should operate an "on call" system for workers to use when starting and finishing work, so that someone is responsible for logging workers on and off. Workers should provide details of where they are working, at what times and who they intend to work with.

For example the team of detached workers in Wrexham operate the following procedures:

Logging on: A pair of workers page the senior manager/line manager to inform them when they are starting work, where they will be and who they are likely to be working with.

Communications: Each pair of workers has a mobile phone, whilst undertaking detached work.

Logging Off: At the end of each session workers page or contact the senior worker/line manager to inform them when they have finished and of any details they wish to discuss.

- (ii) Organisations should inform the Police of the nature of their work.
- (iii) Workers should be issued with a means of identification, including a contact number to check their authenticity.
- (iv) Workers should be issued with personal attack alarms, which must be carried and ready for use at all times. Maintenance and testing of alarms should be undertaken regularly.
- (v) Workers should receive first aid training and a first aid kit should be carried in the street bag.
- (vi) Workers should be issued with a mobile phone, BT Chargecards.
- (vii) The worker on call should use a pager to remain in contact with colleagues.
- (viii) Organisations should offer Youth Workers a full medical examination including the provision of relevant inoculations.
- (ix) Organisations should ensure that workers are allowed the discretion to determine whether any situation is felt to be potentially hazardous and may lead to personal danger. Workers should be entitled to remove themselves from risk immediately.
- (x) In the event of such an incident the person on call should be contacted immediately. The safety of workers and colleagues is paramount. In line with this principle workers and line managers should determine the level of risk attached to particular pieces of work and make appropriate decisions.
- (xi) Organisations should implement procedures for reporting incidents and assaults.
- (xii) Organisations should implement provision for offering counselling to workers with emotions and feelings, which may arise out of the nature of the work, or from specific incidents.

7.3 Insurance

7.3.1 Organisations should ensure that they have proper insurance cover for employee liability, public liability and personal accident. The Wales Youth Agency and other national youth organisations can recommend insurance brokers.

7.4 Minibuses

7.4.1 We consider that the principles of working in pairs should apply to minibuses and that both workers should be able to drive the bus.

7.4.2 Organisations should ensure that they comply with DVLA regulations regarding the driving of minibuses. Workers should be offered training for driving minibuses and preferably a period of driving, prior to carrying Young People.

7.5 The Street Bag

7.5.1 Organisations should issue workers with a street bag containing, at a minimum:

- Information leaflets (on what is relevant to that area)
- Pens
- Note pad
- Pairs of pants
- Sanitary towels
- Contact numbers
- Freshen up pads
- First aid kit
- First aid kit checklist
- Condoms
- Disposable gloves
- Needle exchange box
- Torch
- Street map

7.5.2 The street bag and its contents is the responsibility of the Detached & Outreach Youth Worker. If equipment is used they should ensure its replacement immediately. Some of this equipment may be available from Health Centres, Family Planning Clinic's, Drug Agencies etc.

7.6 Issues:

7.6.1 The nature of Detached and Outreach Youth Work will cause dilemmas for organisations and workers, around issues such as Drugs and Alcohol.

7.6.2 We recommend that organisations should operate within the context of Forward Together, the Welsh Office strategy for combating drug and alcohol misuse. Organisations should engage in a multi agency approach, via Drug and Alcohol Forums, Local Action Teams and Health Promotion Units. (For further information see Forward Together, the Welsh Office Strategy for combating drug and alcohol misuse, available from the Welsh drug and Alcohol Unit. 01222 677766)

7.6.3 Detached and Outreach Youth Workers have a key role to play in this partnership, regarding the development of sustainable relationships with Young People and the implementation of harm reduction practices. The development of links with specialist agencies provides workers with a means of referring Young People for specialist advice and support.

7.6.4 Organisations should consider the following issues and provide clear operational guidelines for workers.

(i) Alcohol:

We recognise that alcohol is a significant issue for Young People and the wider community, and this will pose dilemmas for Youth Workers. We therefore urge organisations to implement policy which gives clear advice to workers as to how they approach this issue and work with Young People.

We recommend that workers operate within the boundaries of legislation and practice a harm reduction model approaching the use of alcohol as a Health Education issue.

(ii) Drugs:

We recognise that the use of illegal drugs is a significant issue for Young People and the wider community, and an inherent part of youth culture. We therefore urge organisations to implement policy, which gives clear advice to workers as to how they approach this issue and work with Young People.

Organisations should ensure that workers are protected and not compromised as a result of working with Young People on drug related issues.

(iii) Safer Sex:

We consider the task of promoting safer sex to be fundamental to good youth work practice. The spread of HIV and AIDS and Sexually transmitted infections clearly poses one of the biggest threats to the health of Young People in our society, and the number of accidental pregnancies amongst Young People is alarmingly high.

Condoms should be carried by detached and outreach youth workers and made available to Young People. Young People should be able to pick up condoms on the projects' premises without having to ask a worker.

Organisations should operate within the parameters of relevant legislation.

We recommend for guidance purposes

*Brook Advisory Centres - Under 16's the Law and Public Policy on Contraception and abortion in the United Kingdom.

July 1995 - Code G1

*Contact your local health authority or trust with reference to the Healthy Alliance Initiative.

7.7 Confidentiality:

7.7.1 Organisations should implement policies of confidentiality, disclosure and access to information which acknowledge the rights of young people and give clear guidelines to workers. Organisations would need to recognise the limits placed on their powers of confidentiality by legislation and the procedures of other agencies. For example:

- The Children Act 1989
- Data Protection Act 1984
- Access to Personal Files Act 1987

Section 8

MANAGEMENT AND SUPERVISION

8.1 Due to the very nature of Detached and Outreach Youth Work it is imperative that clear and concise line management and supervision structures are established. A recommended model will include:-

8.2 Managerial Supervision

8.2.1 Managerial supervision is concerned with the worker and the development of the work, and any developmental needs, which may arise from this. Effective management supervision will:

- Maintain and develop reflective practice.
- Offer guidance and direction
- Ensure that aims and objectives are being met.
- Empower workers to strive towards excellence.

8.2.2 Management supervision should be based on recording, monitoring and evaluation systems. Management supervision should be on a one to one basis between the worker and their line manager, and should be conducted in a comfortable, private and non-threatening environment.

8.2.3 Recordings of management supervision sessions should be made and all conclusions and agreements should be confirmed by both parties, signed and dated. Management supervision is not a confidential process. It is part of the system of managing workers and the work.

8.2.4 Management supervision should be a regular provision; it should be on a monthly basis, or weekly during an induction period for new workers. Management supervision should be conducted by suitable qualified workers and managers should receive training in the purpose and processes of management supervision.

8.2.5 For those embarking on supervision for the first time, this support structure can be franchised to an appropriate agency, i.e., youth services, YMCA, social services.

8.2.6 For example Wrexham County Borough Council and Community Councils in Wrexham have entered into a service level agreement to implement Detached and Outreach Youth Work throughout the community. Workers salaries are paid for by the Community Councils and the workers are managed, supervised and supported by the Wrexham County Borough Council Youth and Community Service.

8.2.7 It is always advisable to adopt a flexible approach to the process of management. As well as one to one management supervision, it is also beneficial to develop management systems, which involve a team approach.

8.3 Non-managerial supervision

8.3.1 Non-managerial supervision should be budgeted for and offered to the worker on a regular basis.

8.3.2 Non managerial supervision:

- Is personal supervision and personal choice.
- Is generally less job and more person centred.
- Should only be provided at the workers request and not imposed by the employer.
- Provides opportunities for employees to address issues, which may be of a personal or sensitive nature.
- The choice of the non-managerial supervisor is the employees.
- The supervisor must be a person with whom the worker can develop trust and rapport.
- The person chosen should be experienced and skilled in supervision and have an understanding of youth work. (For example Cheshire Youth Service have implemented a system for training youth workers in non-managerial supervision, and a list of trained people is made available to workers.)
- A contract should be agreed between the two parties, detailing the frequency and duration of the meetings, agendas and the nature of the relationship. The responsibility for deciding what is to be discussed lies with the worker.
- As far as possible meetings should take place in a quiet and comfortable environment.
- Frequency depends on the needs of the worker, but one session per month in work time would seem reasonable.

8.3.3 Managerial and non managerial supervision compliment each other in the process of enabling workers to develop and maintain effectiveness and reflect on their practice.

8.4 Induction

8.4.1 Induction is a process to familiarise new workers with the philosophy, ethos and systems of the organisation and the area. An appropriate induction process would focus on:

- The project and its geographical setting.
- The structure of the organisation.
- Aims and objectives.
- Policies and guidelines.
- Job descriptions and roles.
- Working practices.
- Administration procedures.
- Procedures for monitoring & evaluation.
- Procedures for health & safety.
- The range of agencies with whom to network.

8.5 Staff development and training.

8.5.1 Training and staff development should be a continuous process due to the changing demands on the role of the worker and the nature of work with Young People. The Wales Youth Agency is responsible for promoting standards for staff development and training for which policy guidelines are available.

8.5.2 Workers should be able to access appropriate and adequate training which reflects the needs of the individual and the organisations. Similarly they should have opportunity to

consider and reflect upon other working practices, to enable them to develop a philosophical base of the nature of Detached & Outreach Youth Work.

8.6 Terms and Conditions of Employment

8.6.1 Due to the rigorous and demanding nature of Detached and Outreach Youth Work it is strongly recommended that employers opt into the structure of the Joint Negotiating Committee for Youth & Community Workers (JNC). This provides a comprehensive framework for the employment of workers and will ensure the quality and calibre of the youth and community work practitioner.

8.6.2 It is also recommended that Detached and Outreach Youth Workers are employed at JNC Level 2, Scales 2-10, or above these levels depending on skills, experience, qualification and levels of responsibility. Details of the Joint Negotiating Committee terms and conditions can be obtained from the Wales Youth Agency.

8.7 Professional Associations and Unions

8.7.1 The National Federation of Detached Youth Workers provides a professional association for workers who may otherwise be isolated from colleagues. The Federation provides a forum for debate and convenes training events for detached youth workers. The Federation may be contacted at 36 Bolton Street, Liverpool L3 5LX. Tel: 0151 709 1060

8.7.2 A number of unions are represented on the JNC for Youth & Community Work. They are:

- The Community and Youth Workers Union (CYWU)
- The National Union of Teachers (NUT)
- The National Association of Teachers in Further and Higher Education (NATFHE)
- Unison

8.7.3 We recommend that Detached and Outreach Youth Workers are advised and encouraged to join a union.

8.8 Advisory Groups

8.8.1 In order to provide direction to work programmes and support for workers we consider that Detached & Outreach Youth Work projects should establish an advisory group, involving a range of agencies which work with Young People.

8.8.2 An advisory group would receive reports from Detached & Outreach Youth Workers, enable workers to access services, and provide advice regarding the direction of the work. The group can also act as an advocate for Young People within their own particular agencies regarding the development of policies concerning Young People.

8.9 Monitoring and Evaluation

8.9.1 We recommend that a national uniform method of recording, monitoring and evaluation be introduced and implemented as a mechanism to record Detached and Outreach Youth

Work practice. The purpose of recording, monitoring and evaluation has many benefits that include:

- Providing a framework for short-term objectives and long-term strategy development;
- Providing a developmental process for youth workers;
- Identifying key areas where young people and individuals congregate;
- Illustrating the diversity of contact that youth workers have with young people;
- Showing a seasonal variation of youth trends; and
- Serve to highlight the social issues and cultural needs of young people.
- Collecting a range of information about the young people with whom Detached and Outreach Workers work.

8.9.2 The information collected can be analysed for specific projects locally and nationally. In terms of effective practice recording, monitoring and evaluation are of cardinal importance to the youth work process.

8.9.3 A monitoring form that can be obtained from the Wales Youth Agency, has been proven as an effective tool for monitoring, recording and evaluation within the Detached and Outreach Youth Work spectrum. In order to develop a national data base of youth culture and trends we recommend that this model be implemented as a benchmark to demonstrate how future Youth Work practices can develop.

Appendix 1

SAMPLE BUDGET

It is recommended that Detached and Outreach Youth Work initiatives set a budget, which identifies headings for:

Running Costs including rent, rates, heating lighting etc.

Capital set up costs; eg. Computers, Mobile Phones, pagers etc.

Staffing Costs based on based on Joint Negotiating Committee for Youth & Community Workers

Specialist staffing. eg. Instructors

Protective Clothing

Non Managerial Supervision

Rental and call costs for mobile phones and pagers

Street bags and contents

Training

Activity Costs

Affiliations, Literature, Publicity

Transport

Administration and small equipment

Contingency

JOB DESCRIPTION & PERSON SPECIFICATION

Job descriptions and person specifications are considered to be generic to the geographical location of the project.

A range of professional standards apply to the framing of job descriptions and personal specifications.

These are available from the Wales Youth Agency and reference can be made to Doug Nicholls' book entitled Policies and Practice of Youth and Community Work. This is available from CYWU and may be loaned from the Wales Youth Agency.

CONTACT CODES

These codes help to describe the type of contact we are having with young people. By combining a *'letter'* with a *'number'* we can indicate both the stage of the relationship with the group / individual, as well as the type of interaction that has taken place.

STAGE OF RELATIONSHIP

TYPE OF INTERACTION

A INITIATING	B FAMILIARISING	C MAINTAINING	1 LOW KEY	2 INTERACTIVE	3 PRODUCTIVE
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ISSUE CODES

SESSION

Curriculum Codes - indicate the subject areas / issues being explored with young people on a *conversational* level, in relation to attitudes, knowledge, skills or options.

Encircled codes - indicate *active support* in order to help young people acquire the confidence knowledge and skills necessary to take fuller control of this issue for themselves. Often including the worker using *interagency* network to link the young person to relevant other services and groups.

Ensquared codes - indicate worker helping young people to manage a *crisis* around the issues.

PSE	P	Face to Face	F
Inter Agency	I	EOTAS	E
Drop In	DI	CHIPS	CH
Outreach	O	Course	CO
Detached	D	Residential	R
Info / Advice	IA	Trip	TR
Group Work	G	YPHS	Y
Tracking	T		
College Links	C		

ED EDUCATION	EM EMPLOYMENT	T TRAINING	EI ENVIRONMENT	EU EUROPE	FR FAMILY
HE HEALTH	H HOUSING	J JUSTICE & EQUALITY	M MONEY	SL SPORTS, LEISURE & TRAVEL	SX SEX
PG PEER GROUP	S SEXUALITY	BL BULLYING	A ALCOHOL	W WELSH CULTURE	PT PERSONAL TIME
SI SELF IMAGE	CR COMMUNITY RELATIONSHIP S	WO WORLD	CL COLLEGE	B BENEFITS	P PARENTING
BP BEHAVIOURAL PROBLEMS	R RELATIONSHIP S	TR TRAVEL	EG EDUCATION GRIEVANCE	AD ADVOCACY	SH SEXUAL HARASSMENT

SOCIAL INCLUSION MONITORING KEY TABLE.

AW ABUSE TOWARDS WOMEN	CR CRIME	CA CHILD ABUSE
B BULLYING	P PROSTITUTION	PI PIMPING
HL HOMELESSNESS	RS ROUGH SLEEPING	MH MENTAL HEALTH
ED EATING DISORDER	SNA SCHOOL NON-AT TENDER	SH SEXUAL HEALTH
DV DOMESTIC VIOLENCE	D DRUGS	DA DRUGS CLASS A
S SMOKING	SO SOLVENTS	DB DRUGS CLASS B
DC DRUGS CLASS C	DL DRUGS LEGAL	CP CHILD PROTECTION
R RACISM	EE EMPLOYMENT EXPLOITATION	SH SELF HARM
BR BEREAVEMENT	AM ABUSE TOWARDS MEN	A ALCOHOL
CC CLASSROOM CONFLICT	SC SUICIDE	PH POLICE HARASSMENT
MH MENTAL HEALTH	IH INSTITUTIONAL HARASSMENT	YC YOUNG CARER
FA FOSTERING & ADOPTION	AC ACCESS	PR PRISON
HP HOMOPHOBIA		

ACTION / FOLLOW UP RECORDINGS.

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COMMENTS.

SIGNATURE.