

Policy and Sustainability Committee

10:00am, Thursday, 20 August 2020

Resumption of Youth Work Services

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 The Policy and Sustainability Committee is asked to:
- 1.1.1 Note the youth work that has taken place under lockdown to date and the further work which is proposed;
 - 1.1.2 Note the approach being adopted to resume safely City of Edinburgh Council youth work in outdoor spaces;
 - 1.1.3 Approve that further details on the resumption and prioritisation of wider youth work services are included in the action plans which will emerge from the Adaptation and Renewal workstream on Operations and Services;
 - 1.1.4 Note that preparations are underway for the resumption of indoor youth work once the Scottish Government Guidance permits this.
 - 1.1.5 Note that the P&S Committee has agreed that access to community centres for resources to support detached youth work provision, i.e. non-building based, can be approved.
 - 1.1.6 Note the work going on to encourage youthwork in schools given its important role in the education recovery process.

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Resumption of Youth Work Services

2. Executive Summary

- 2.1 The report outlines some of the challenges, risks and considerations which need to be taken into account in resuming youth work services.
- 2.2 It outlines some of the work undertaken during lockdown and sets out the next steps for resuming youth work services in outdoor spaces.
- 2.3 Further details on the plans for future CEC youth work services, including indoor activity, will be included in the wider action plans to emerge from the Adaptation and Renewal workstream on Operations and Services.

3. Background

- 3.1 In response to the Covid-19 pandemic, the Council took the decision to close all non-essential buildings, including all centres and venues offering youth work.
- 3.2 Youth work is an important educational service which makes a highly significant contribution to children and young people's learning, and personal and social development. It enhances their life chances and provides opportunities which are likely to enable them to become active citizens and effective contributors. In Edinburgh we use the nationally agreed outcomes and indicators for youth work, based on the practice, competences, ethics and values of the *CLD Standards Council for Scotland*. The outcomes are underpinned by the United Nations Convention on the Rights of the Child (UNCRC) and link directly to the national occupation standards for youth work. These outcomes continue to drive the development of youth work in Edinburgh and will support the introduction of our future youth work programmes.
- 3.3 Young people are:
 - 3.3.1 Confident, resilient and optimistic for the future.
 - 3.3.2 Able to manage personal, social and formal relationships.
 - 3.3.3 Able to create, describe and apply their learning and skills.
 - 3.3.4 Able to participate safely and effectively.

- 3.3.5 Able to consider risk, make reasoned decisions and take control.
 - 3.3.6 Able to express their voice, demonstrate social commitment and influence decision makers.
 - 3.3.7 Able to broaden their perspectives through new experiences.
- 3.4 Since current restrictions were put in place, Lifelong Learning youth work has: maintained contact, digitally or by phone, with vulnerable children, young people and their families; delivered food parcels; compiled a directory of, and provided, online activities and learning; created from scratch a new youth work website; staffed the key worker childcare hubs during holiday and term time; surveyed youth work staff on the effect of the lockdown and what support that they would welcome; distributed lockdown surveys for children and young people from Youthlink and the Children's Parliament and disseminated the findings to educational settings to inform planning.
- 3.5 The Council is planning for the resumption of its own youth work in outdoor spaces, in order to meet priority needs of children and young people. This will involve prioritising the safety of staff and young people whilst developing public access to services within available resources. Some third sector youth work providers have already begun to deliver outdoor youth work.

4. Main report

- 4.1 Edinburgh has been responding to the Covid-19 global pandemic. There are three drivers guiding the Council's approach:
- 4.1.1 Ensure the most vulnerable in our city and in our care are protected
 - 4.1.2 Minimise the risks to Council staff and volunteers
 - 4.1.3 Continue to provide services as best we can in challenging circumstances
- We will build from the Council's current priorities: poverty, sustainability and wellbeing
- 4.2 It is unlikely that the Council will see an immediate return to pre-Covid-19 ways of working, if at all. There will, though, be opportunities to do things differently and adapt new working models. The Council's [Adaptation and Renewal](#) programme sets out its approach to these and our plans for youth work need to be located within its Service Operations strand.
- 4.3 At its meeting on 6 August, Policy and Sustainability Committee regarded youth work as an essential service to be delivered in the re-opening of community centres and other indoor spaces.

Youth Work in Outdoor Spaces

- 4.4 On 13 July 2020, guidance developed by the Scottish Government, Public Health Scotland and the youth work sector was published to support a planned and informed approach to the gradual, phased return of face-to-face delivery, beginning with youth work outdoors. This guidance is available at [COVID-19: Guiding Framework to support gradual phased renewal of youth work services](#) This set out for the first time what was permitted and what measures had to be in place before the work could commence.
- 4.5 The guidance authorised, from 13 July, the resumption of youth work outdoors, including detached youth work. This sets out clear expectations which must be met before delivery can resume and detailed the kinds of youth work that can be delivered outdoors. The guidance states that ‘youth work providers should take a gradual, phased approach to the re-introduction of face-to-face youth work, scaling up and working towards full recommencement only once the Scottish Government advises it is safe to do so, and then only at the right pace and time for your context’.
- 4.6 The expectations to be met before delivery of any face-to-face youth work emphasise the need to demonstrate:
- that scientific and medical advice deems it safe to proceed;
 - ability to comply with Scottish Government and Public Health guidance;
 - a comprehensive risk assessment is in place;
 - measures for infection prevention and control are in place;
 - clear communication processes are set up so that staff, young people and parents understand the measures put in place.
- If we are unable to demonstrate that all of these are in place or feel that the situation cannot be managed in a safe way, the instruction is **not** to progress with the work. We have sought to comply strictly with this guidance.
- 4.7 With this in mind, a comprehensive risk assessment was quickly produced (Appendix 1), which includes measures for infection prevention and control. This has been submitted for approval which, once received, will allow Lifelong Learning youth workers to deliver outdoor youth work, including detached youth work, in each locality. This will be with groups of up to 15 people, including staff, until further guidance is issued.
- 4.8 No youth work is yet permitted in any indoor settings such as community centres. The only youth work indoors that the guidance permits until further notice is in Critical Childcare Hubs, where local authorities have already put in place appropriate procedures and protection measures. Work is underway to prepare for the return to indoor youth work as soon as permission for this is given. As from 7 August, the Government advice was *‘indoor activities for children and young people which are not overseen by a regulator should not start again until agreed guidance is in place. Unfortunately, back to school does not mean back to normality and, for now, ensuring that the transition back to school is successful is our top priority. For now,*

activities for children and young people under the age of 18 should continue online or outdoors in line with existing guidance’.

Digital Youth Work

- 4.9 For the foreseeable future, online at home is likely to be an important means for children and young people to take part in youth work. This will therefore require effective digital youth work to be available.
- 4.10 At the start of lockdown it was clear that online, digital youth work was a significant gap in youth work provided by many Scottish local authorities, including the Council. However, in response to this, a new website has been designed and developed, with the input of young people, from scratch. This has been achieved at minimal cost.
- 4.11 Our digital youth work provision has two parts, which complement each other. **YouthTalk Edinburgh** <https://youthtalkedinburgh.co.uk/> is our service-wide digital youth work web platform, providing information and activities. This is complemented by the digital youth work opportunities and social media pages that are managed by the Lifelong Learning staff.
- 4.12 The intention is to develop digital youth work in three main areas:
- i. As a tool to support the digitalisation of the youth work programme making it more accessible, up-to-date and relevant.
 - ii. As a learning and digital skills development activity programme. A focus for this area of work is to enable the young people participating to move from being a consumer to a creator.
 - iii. As a staff development resource providing up-to-date guidance, information and training on digital youth work practice.
- The site will also host a forum to encourage youth participation in decision-making.
- 4.13 A recently approved Data Privacy Impact Assessment will allow the site to go ‘live’ imminently. In addition, we have created a Digital Youth Work Operating Framework (Appendix 2) to support staff and young people in the safe use and delivery of online, digital youth work. Approval has also been given for a Youth Work Twitter feed which will go ‘live’ at the same time as the website. Additionally, staff have been encouraged to take part in digital, online youth work training delivered by Youthlink Scotland.
- 4.14 There have been two significant obstacles to arise so far regarding online youth work. The first of these is digital poverty (or digital inclusion). Access to a suitable device, availability and cost of broadband or WiFi, and limited availability of data will mean that some children and young people will struggle to take part in online youth work. This is an area that the Council’s programme to widen digital access will need to consider.
- 4.15 The City of Edinburgh Council is planning to develop means by which no child or young person is excluded from their learning through the lack of a digital device or access, through the provision of devices and connectivity to those who require it,

both through their allocation of a proportion of the funding from the Scottish Government programme to provide 25,000 laptops or tablets with internet access for disadvantaged children nationally, to support learning outside school and through other funding streams such as Pupil Equity Funding.

Additionally, the Council is co-ordinating the distribution of the 545 devices allocated to the authority through the Connecting Scotland funding which is for those who are clinically at high risk so they can access services and support and connect with friends and family during the pandemic.

- 4.16 A second issue is the range of digital platforms that staff are allowed to use to contact and engage with young people, as well as to take part in some training offered by third sector or national 'umbrella' organisations. Council staff are permitted to use Skype, Microsoft Teams and Google Pro. However, many young people, and some third sector/national organisations, prefer to use platforms such as Zoom, Instagram and TikTok, which do not provide the level of data security required to protect the Council IT network. This issue is being debated at a national level and Edinburgh is working with other local authority youth work providers to identify potential solutions. Officers will continue to work with young people and colleagues in IT to build on current developments that engage and take account of young people's experience of digital and online learning.
- 4.17 Officers will also explore opportunities to build on the YouthTalk approach and its potential to link interested young people digitally to Council committees or elected members. One suggestion might be that this take the form, for example, of a monthly Q&A or similar. The site could also be used to inform young people of committee decisions that might affect them.

Youth Work and Schools

- 4.18 Working with Youthlink Scotland and LAYC, we have created 'Youth Work and Schools' information (Appendix 3), which will be sent to head teachers in all schools by week beginning 18 August.
- 4.19 This outlines the contribution that youth work can make to education recovery, specifically in terms of closing the attainment gap as well as the positive effect on mental health and wellbeing. We anticipate that youth work in schools where it was offered before lockdown will start up again as soon as it is permitted. Schools which did not have youth work available will be encouraged to consider this as an option.
- 4.20 Youth work is delivered in schools across the city by both Council and third sector providers. Developing this work further in response to the pandemic is a priority for the Council and is seen by Elected Members as an essential part of the recovery process.

Work with Partners

- 4.21 Closer working with third sector youth work providers is a priority. Following the Third Party grant awards made earlier this year, we will approach youth work providers who were successful with their applications to discuss how they might

adapt their provision to the new, changed context whilst still achieving their stated outcomes. At the same time, the youth work provided by the third sector and Lifelong Learning should as far as possible complement each other.

5. Next Steps

- 5.1 We will continue to develop and implement the youth work outlined above in relation to outdoor provision, digital provision, work with schools, and developing closer working relationships with third sector youth work providers.

6. Financial impact

- 6.1 The work outlined above can currently be met from existing resources

7. Stakeholder/Community Impact

- 7.1 The Council will continue to engage with children, young people and staff on its plans for youth work.
- 7.2 The findings of national surveys of young people during lockdown have been taken into account in planning the resumption of youthwork. For example, young people are particularly concerned about the future, the impact of the lockdown on their schoolwork, and on their own and others mental health. Similarly, we have noted the findings of an 'in house' survey of youth work staff.

8. Background reading/external references

- 8.1 <https://www.youthlinkscotland.org/covid-19-guidance/youth-work-recovery-resources/>

9. Appendices

- 9.1 Appendix 1 Outdoor Youth Work Risk Assessment
- 9.2 Appendix 2 Digital Youth Work Operating Framework
- 9.3 Appendix 3 Education Recovery and Youth Work
- 9.4 Appendix 4 Community and Leisure Centres with Youth Work

Appendix 1 RISK ASSESSMENT - Exemplar

Department	Communities and Families	Unit/Section	Lifelong Learning – Youth Work
Date of assessment	3 August 2020	Assessor(s)	John Heywood
What is the activity?	Outdoor, including Detached, Youth Work	Where is the activity carried out?	Outdoors – street, park, open spaces

What are the hazards?	Who might be harmed and how?	What are you already doing?	What further action is necessary?	Action by whom?	Action by when?	Done
Ineffective infection control arrangements for COVID-19	Staff, participants, public	<p>Preparing for socially distanced patrols - no clipboards/paper</p> <p>Preparing for socially distanced engagement</p> <p>Providing PPE (masks, gloves, alcohol gel hand sanitiser)</p> <p>Preparing for youth work to operate in line with the restrictions outlined by the Scottish Government in the latest edition of Scotland's route map through and out of the crisis (13.07.20)</p> <p>Preparing to manage the number of young people engaged with at any one time</p>	<p>Ideally two members of staff. Staff travel to site on foot, on public transport or individually by car or bike</p> <p>Engage young people at a minimum two metre distance and ensure this is maintained and monitored at all times. Explain to young people why this and other safeguarding measures for infection prevention and control are necessary.</p> <p>Ensure that PPE (masks and gloves) are carried by staff and worn in compliance with latest Government advice. Hand sanitiser carried. Keep stocked up</p> <p>Outdoors up to 15 people in total, from five households, can meet up at one time. Young people aged 12-17 must continue to physically distance.</p> <p>Maximum of 15 people present (youth workers, children and young people) in any detached youth work interaction. Staff to note numbers of young people present. Be prepared to disengage if the group is too</p>	All staff and management – overseen by management.	Revisit and review this risk assessment in line with every Scottish Gov phase review. (three-weekly at present)	

		<p>Preparing response in case of:</p> <ul style="list-style-type: none"> • Young people not adhering to social distancing • A first aid incident <ul style="list-style-type: none"> • The need for staff to intervene to de-escalate a potentially volatile situation <p>Preparing response if staff or service users display COVID-19 symptoms during detached youth work interaction</p> <p>Preparing to communicate with staff, service users and parents to manage expectations and to ensure that they are aware of the measures put in place to manage risk.</p>	<p>big and arrange to meet smaller, breakaway groups. Explain why this is necessary.</p> <p>Remind of need to comply. If continued failure to observe, abandon the interaction.</p> <p>Staff must wear PPE (face masks and gloves). Depending on situation, minimise contact. Chest compressions in case of need to resuscitate (<i>Guidance for first responders and others in close contact with symptomatic people with potential Covid-19</i>). https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov</p> <p>Staff must wear PPE (face masks and gloves)</p> <p>Ensure that monitoring of staff/young people for symptoms continues at all times. End the session and explain requirement for immediate self-isolation to anyone displaying symptoms and those who have been in contact with them, who should go straight home wearing a face covering and not use public transport.</p> <p>Thoroughly brief staff in advance.</p> <p>Make information available on Council website and through local social media</p>			
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		<p>Following the advice below:</p> <p>https://www.youthlinkscotland.org/media/4697/youth-work-guidance-on-easing.pdf</p> <p>https://www.gov.scot/publications/coronavirus-covid-19-physical-distancing-in-education-and-childcare-settings/pages/education-provision/</p> <p>https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/</p> <p>Planning mitigation actions for lack of access to toilets or private spaces (e.g. for feminine hygiene) for outdoor youth work</p>	<p>channels to let service users (young people) and parents/carers know that this work is taking place in their area, its purpose and that measures to ensure physical distancing, personal hygiene and 'Test and Protect COVID-19 guidance' will be in place. Keep under review.</p> <p>Staff who are shielding or at higher risk should not undertake this work.</p> <p>Letter or message to children/young people, and their parents/carers, inviting them to take part will:</p> <ul style="list-style-type: none"> • Inform them that the session will be of shorter duration than normal (e.g. one hour max) • Tell them in advance that toilets are unlikely to be available • Ask parents to sign consent form in full knowledge of this • Fewer children/young people than usual will be invited to attend <p>Once locations for outdoor youth work are identified, a site-specific risk assessment will be prepared at the time to include safe access to any toilets available nearby. This will include provision of hand sanitizer and</p>			
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			wipes for young person so they are able to use toilet safely			
Extreme weather conditions	Staff and participants High temperatures – sunburn, fainting Heavy rain - wet and cold, slips and trips High winds – debris, avoid woodlands	Appropriate clothing, skin protection provided Weather checks prior to session. Sessions - 2 hours maximum Home base contact Two members of staff at all times	Dynamic risk assessment on the day to decide if the session is to be cancelled	All staff	On the day	
Traffic and busy roads	Staff, participants and public Fatality, serious injury	Assess, avoid hazards and work in safe spaces. Mobile phones charged & available with emergency contact numbers. Accident reporting procedure in place. Home base contact Two members of staff at all times	Emergency First Aid training provided where possible and first aid kits carried by staff.	All staff		
Threatening behaviour	Staff, participants and public	Avoid carrying personal possessions of value Advice to staff on keeping safe Staff must wear ID at all times Mobile phones charged and available with emergency contact numbers Home base contact. Keep activity log. Check in at start of activity and check out with base contact when finished. Two members of staff at all times Walking away and reducing any potential conflict	Up-to-date information and intelligence on the area (Detached work) Police and community liaison – advise police when and where work will be taking place (Detached work)	All staff		

		Individual assessment of staff's suitability to be involved in this work and/or go to a particular area based on previous conflict/harassment.				
Emotional Stress	Staff, participants and public Anxiety and depression	Planning, evaluation and action Home base contact Two members of staff at all times	Review and update as required			

Manager's name		Signature	
Date		Assessment review date	

Are other specific risk assessments required?

Asbestos
Electricity
Manual Handling
Personal Protective Equipment
Work Equipment

Control of Substances Hazardous to Health
Fire Safety
New and Expectant Mothers
Stress Management
Workplace Health, Safety and Welfare

Display Screen Equipment
Lone Working
Noise
Vibration
Working at Height



Digital Youth Work Operating Framework

CITY OF EDINBURGH COUNCIL

COMMUNITIES & FAMILIES

Lifelong Learning

JULY 2020

Introduction:

This framework sets out the vision and operating principles for the development of a high-quality digital youth work programme. It is intended that this programme development integrates with the existing youth work activities and groups that are delivered by the Lifelong Learning teams across the city.

It is evident through national research and good practice sharing that good quality youth work not only changes lives but leaves a positive and lasting impact on the lives of young people through the provision and development of challenging, engaging and stimulating opportunities. For many of the young people participating in youth work programmes and activities, the positive effects will be of lasting personal benefit. Good, high-quality youth work experiences promote achievements by young people through facilitating their personal, social and educational development and enabling them to gain a voice, influence and place in society.

We consider that the introduction of digital youth work activities as part of our overall youth work provision in Edinburgh will continue to have the same positive impacts on the young people and communities engaging in the activities, as our real-world opportunities do at present.

How we use digital youth work to support our real-world youth work provision will depend very much on the infrastructure we have in place, access to devices and data by the young people and staff competence to work confidently and expertly in a digital environment. This framework seeks to address these areas.

What is Digital Youth Work?

The term digital youth work is used to describe engagement and learning activity that is undertaken by youth work staff through online interactions with young people. These interactive sessions can take place in social and group settings as well as individual discussions. It is not restricted to only taking place online as it can be incorporated into real-world youth work sessions.

Digital youth work is based on the same existing youth work competences, principles and ethics as our real-world youth work delivery and is not a new pedagogical approach to youth work.

Digital youth work activity will be built around the proactive use of digital media platforms alongside new and creative technologies and can be part of a real-world project or developed and delivered as a stand-alone digital project.

Our Vision:

Young people in Edinburgh who are ***ambitious, inspiring, active, confident, knowledgeable and courageous in their actions and choices***. We believe that introducing digital youth work opportunities as part of our existing Lifelong Learning provision will enable us to continue to work towards realising this vision statement.

Our Outcomes for Digital Youth Work:

In Edinburgh we use the nationally agreed outcomes and indicators for youth work, based on the practice, competences, ethics and values of the *CLD Standards Council for Scotland*. The outcomes are underpinned by the United Nations Convention on the Rights of the Child (UNCRC) and link directly to the national occupation standards for youth work. These outcomes continue to drive the development of youth work in Edinburgh and will support the introduction of our digital youth work programmes.

Young people are:

1. Confident, resilient and optimistic for the future.
2. Able to manage personal, social and formal relationships (in digital settings).
3. Able to create, describe and apply their learning and skills (in digital, STEAM and Literacy contexts).
4. Able to participate safely and effectively.
5. Able to consider risk, make reasoned decisions and take control (of their digital identity).
6. Able to express their voice, demonstrate social commitment and influence decision makers (through digital activity).
7. Able to broaden their perspectives through new experiences (and opportunities to network, collaborate and participate in digital programmes).

Keeping Everyone Safe and Protected:

As with all youth work practice, it is important that we always continue to follow our agreed safety and protection arrangements across our youth work opportunities and programmes. This is no different for digital youth work opportunities, and in some ways may be more important for the protection and safeguarding of young people, volunteers and staff.

The UK ICO has produced a (draft) code of practice which is currently seeking Parliamentary approval. This will form a statutory process to ensure organisations providing online services likely to be accessed by children do so by taking into account the interests of children and recognise the need for special protection in how their personal data is used. In developing our digital provision, and with the likelihood of the code of practice being adopted, we are striving to do so alongside this practice and we will continue to review our model regularly.

Staff and volunteers delivering the sessions **MUST** remember that safeguarding and protection carries the same importance during an online activity as in the real-world. All aspects of the Council's child-protection, social media and IT policies are all applicable to the digital youth work context and environment.

Our responsibilities as a Council service are to:

- Appoint a designated service lead for public protection and safeguarding that staff can link in with when concerns are raised or identified. This is included as an area of responsibility for Lifelong Learning Service Managers and Strategic Managers.
- Provide clear and concise guidance for staff and volunteers around their online conduct and behaviours.

- Ensure compliance with the requirements of GDPR.
- Provide Child Protection Level 4 training to staff with responsibility for carrying out online engagement and for the supervision of sessional staff engaged in the same activity.
- Ensure staff undertaking the online engagement activity have PVG membership

Our staff teams engaging directly with young people in a digital context are responsible for:

- Developing and implementing an online safety agreement for use with young people and their parents/carers, including robust procedures around online safety and how we respond to incidents of inappropriate behaviour or contacts.
- Ensuring that young people engaging and interacting with others online do so in ways that keep them safe and show respect for others.
- Supporting and encouraging parents and carers to do what they can to understand, promote and ensure online safety messages and requirements.

When preparing to deliver digital youth work sessions, staff must complete and submit to their line manager a risk assessment and project plan in the same way as they would for a real-world youth work activity or group. Sessions should be recorded using the LL Management Information System (currently LOMIS)

Staff delivering digital sessions must adhere to the following guidance:

- Digital youth work sessions delivered by City of Edinburgh Council staff (permanent and tertiary) must be delivered through a City of Edinburgh Council-issued device, using a clearly identified City of Edinburgh Council profile and/or email address.
- A minimum of two staff members should be present to deliver the session. This can be a permanent member of staff and a tertiary staff member or two tertiary staff members. Both must have completed the child protection training and be fully aware of the Council policies on social media use and use of IT.
- Group agreements should be negotiated and agreed with the young people who will be participating in the group as part of the first session's activities. These should be shared with participants and available at each session. An agreement template is included at Appendix 1.
- Signed consent forms for all group participants, including permission for the young people to appear on web-cams, must be in place, as we would have for a real-world youth work project. Consent forms can be sent to the parental email address or home address for completion. Returned consent forms can be received through the post or from the parental email address as a photo attachment or a scanned document.
- Where a digital youth group will include young people under 13 years of age, parental approval should be sought by the youth work team to send invites to the young person to participate and the parents/carers notified that invites have been sent to the young person. The sending email address and name of the lead youth worker should be confirmed with the parent/carer when permission to invite the young person is given. Confirmation of approval for invites to be sent to the young person under 13 years of age, should be received from the parental email address or through the post.

- Parents/carers of young people under 13 years of age must ensure that the profiles their young people will use are restricted and can only accept calls or requests from known contacts.
- Links must be shared with young people and parents/carers about the platforms being used and the safety features of these platforms.
- Digital youth work sessions must be delivered through the use of digital platforms approved by the Council's IT service. Staff using these platforms should familiarise themselves with the privacy settings and safety features in advance. Access to such platforms must be approved and where any platform captures personal data, including IP addresses, a Data Privacy Impact Assessment must be completed.
- Youth work staff/tertiary staff must protect themselves from inappropriate contact with young people by only using the Council-approved online profile and should never use their personal social media profiles.
- When ending a digital youth work session, youth work staff/tertiary staff must remain in the 'room' until all young people have left. Staff must not leave young people to continue discussions or activities after the session has ended.
- A session recording sheet must be completed and submitted to the line manager after each session. This should provide an overview of the session content, any issues that arose and how they were dealt with, any achievements or successes to be celebrated, any onward referrals for support or safeguarding and future session ideas. The recording sheets are to be retained for a period of 12 months as per the Council file retention scheme.
- Staff must never accept or make friend requests through their personal social media platforms with young people they have met through their youth work role.
- All staff must report any suspected misuse or concern to their line manager and record online safety incidents using the service procedures for child protection and safeguarding.

Our Digital Youth Work Provision:

Our digital youth work provision has two parts, which complement each other. **YouthTalk Edinburgh** is our service-wide digital youth work web platform, providing information and activities. This is complemented by the digital youth work opportunities and social media pages that are managed by the Lifelong Learning staff.

The intention is to develop digital youth work in three main areas:

1. As a tool to support the digitalisation of the youth work offer making it more accessible, up to date and relevant.
2. As a learning and digital skills development activity programme. A focus for this area of work is to enable the young people participating to move from being a consumer to a creator.
3. As a staff development resource providing up to date guidance, information and training on digital youth work practice.

At an area level, youth work teams should:

- Develop a single point of contact web page on YouthTalk Edinburgh to promote local youth work opportunities, keep young people up to date on what is happening in their area and as a means of engaging with young people who are not in contact with our service through other ways.
- Consider localised YouthTalk Edinburgh twitter platforms to promote local activity and engage with young people.
- Work creatively with young people and the strategic team to develop digital opportunities as part of their existing weekly youth group or to develop new youth groups with creative and digital focus.

The Platforms We Use:

Discussions with the Council's Digital Learning team have begun. This section of the guidance will be updated as the discussions progress. As at Thursday 09 July 2020, the IT approved platforms for the digital activity are:

- Skype for Business
- Microsoft Teams

Approved software programmes that can be used through the council network to support digital activity are:

- Microsoft Products

Twitter and Google Duo have been approved for use. Business cases for the establishment of area social media platforms are to be submitted to the Digital Learning and Communications Team for use of the following social media platforms:

- Facebook
- Instagram
- Tik-Tok

Useful Links and Resources:

<https://ico.org.uk/for-organisations/guide-to-data-protection/key-data-protection-themes/age-appropriate-design-a-code-of-practice-for-online-services/>

<https://orb.edinburgh.gov.uk/data-protection/privacy-design-data-protection-impact-assessment?documentId=2795&categoryId=201219>

<https://orb.edinburgh.gov.uk/downloads/download/6398/ict-acceptable-use-policy>

<https://orb.edinburgh.gov.uk/downloads/download/3250/records-management-policy>

<https://orb.edinburgh.gov.uk/records-management/records-retention-schedules?documentId=1526&categoryId=201221>

<https://orb.edinburgh.gov.uk/downloads/download/9531/ict-security-protocols-and-procedures>

<https://orb.edinburgh.gov.uk/ict-security/social-networking-security?documentId=2447&categoryId=201184>

<https://orb.edinburgh.gov.uk/ict-guidance/digital-tools-council-colleagues-section%E2%80%A6issues-support-outlook-web-access-owa-skype-business-google-duo-microsoft-teams-use-microsoft-teams-set-team-microsoft-teams-roles-responsibilities-microsoft-teams-%E2%80%93?documentId=2983&categoryId=201176>

<https://orb.edinburgh.gov.uk/ict-security/report-ict-security-incident?documentId=2357&categoryId=201184>

Youth Work Support:

Young Scot – <https://young.scot>

YouthLink Scotland – www.youthlinkscotland.org

Youth Scotland – www.youthscotland.org.uk

Scottish Youth Parliament – www.syp.org.uk

Mental Health & Wellbeing Support:

Breathing Space - <https://breathingspace.scot/>

The Spark Scotland - www.thespark.org.uk

SAMH - www.samh.org.uk

Samaritans - <https://www.samaritans.org/>

Protection & Safeguarding:

Child Exploitation and Online Protection: www.ceop.police.uk

Think U Know: www.thinkuknow.co.uk

RespectMe – Scotland’s Anti-Bullying Project: www.respectme.org.uk

Safer Internet: www.saferinternet.org

Appendix 1 – Group Agreement Template:

Online Safety Agreement – Digital Youth Work {Insert Area Team/Project Name}

YOUNG PEOPLE AGREE TO:-

- Only share their personal information with the Lead Youth Worker.
- Use respectful and non – threatening language and behaviour.
- Post or share only material that is acceptable – this means no bullying or name-calling or using illegal or offensive material.
- Include everyone in the group in the chat.
- Not invite anyone who isn't part of the group to the chat.
- Leave the session at the agreed time.
- Use the settings on the platform to make their background as neutral as possible.
- Tell someone (parent or youth worker) if anything happens online that worries them – Youth Work staff can be contacted via private message, phone or email.

PARENTS/CARERS ARE EXPECTED TO:-

- Support and encourage young people to follow their online agreement.
- Ensure all online activity in their home meets required standards – e.g. adhering to age restrictions and to monitor this activity during the live sessions.
- Give permission for their young person to use both the audio and video function on the platform.
- Agree to the use of an email address which will be accessed for the purposes of the session.
- Provide an email address or phone number where they can be contacted by Youth Work staff should there be any concerns arising from the sessions.
- Contact Youth work staff should they be concerned about anything - Youth Work staff can be contacted via private message, phone or email.

YOUTH WORK STAFF WILL:-

- Follow all City of Edinburgh Council policies re Child Protection and Safeguarding.
- Remind young people of their online agreement at the beginning of the session.
- Make use of the waiting room facility to take a register for the session.
- Use an approved City of Edinburgh Council platform – currently Microsoft Teams or Skype.
- Comply with all GDPR requirements – only the Lead Youth Worker will have access to all email addresses.
- Remain in the session until all group members have left the session.
- Not make or accept friend requests through their own personal social media with young people they meet through youth work and will only contact young people at the agreed times of the session.
- Treat all group members with respect and to challenge and deal with any inappropriate behaviour.
- Deliver their session with an appropriate neutral background.
- Report any suspected misuse or concern to their Line manager and complete a Youth Worker recording sheet at the end of each session.

- Provide a method of contact for both parents/carers and young people.
- Follow up with any young person presenting challenging behaviour during the session.
- Offer support to any young person who may require this to continue to be part of the group.

SANCTIONS:-

1. Young person is reminded of inappropriate behaviour and that they signed online agreement.
2. Young person is asked to leave chat if behaviour continues.
3. The session is ended if young person refuses to leave.
4. Young person is contacted outside the session to discuss behaviour.
5. If suitable agreement is reached, young person can join further sessions. If not, home will be contacted to explain why.
6. If behaviour continues, home will be contacted.
7. If the behaviour is sexual or violent Police/Social Work will be contacted.



Youth Work and Schools in Edinburgh

Working together to address the impact of coronavirus on children and young people

Youth Work and Schools in Edinburgh

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[Covid-19 Education Recovery: Youth Work](#) explains how youth work, both in the voluntary and statutory sectors, can help tackle the impact of coronavirus in our schools.

This **Youth Work and Schools in Edinburgh** guide is for school leaders in primary and secondary schools. The intended purpose is to help schools consider where collaboration with youth work partners can help ensure children and young people receive the support they need in order to:

- **Address the impact of COVID-19 on health and wellbeing**
- **Close the poverty-related attainment gap**

What does youth work deliver?

Youth work partners in Edinburgh can provide a range of interventions that can be tailored to the particular challenges facing children and young people within your school community. These include:

Tailored group work programmes

Group work can be delivered on a small group basis or to a particular year group, through, for example, PSE sessions. Programmes can be developed around issues affecting children or young people in your school, such as transition, sexual health, communication skills, team working and relationships. Youth workers can also tailor group work to support pupils with identified needs, for example to support their transition/re-engagement with the school curriculum, develop confidence/self-esteem, improve relationships, build resilience (e.g. Seasons for Growth) or other needs as identified by the school.

One-to-one support

Youth workers can provide pupil support, either within school or in the community, working closely with Guidance to promote emotional wellbeing.

“One to one helped me through my young carer duties that is linked to my mum’s mental health condition. [It] also provided a safe place for me to come and talk about my issues.”

Youth awards/personal learning and achievement

Youth workers can provide opportunities for personal learning and achievement, both in school and in the wider community. This includes a range of youth awards for children and young people in primary and secondary schools. Youth awards can be a particularly good approach for those struggling to engage with the formal curriculum. They can help to improve wellbeing and provide an alternative approach to address learning loss as a result of COVID-19.

“They helped me catch up on school work as well when I was out of school and if I didn’t have that support, I would have struggled to go back to school.”

Parental engagement and family learning

Youth work partners are likely to have strong relationships with families in your school community, particularly those most affected by COVID-19. They can work with you to support parental engagement and deliver family learning opportunities to help mitigate the impact on learning and development.

Universal youth work

Universal youth work opportunities include youth clubs and groups which are not targeted at particular children or young people. [The Impact of Universal Youth Work](#) research identified the difference these opportunities make to children and young people's lives. Universal youth work opportunities can be delivered in school. This could include lunchtime groups, after school activities and groups, and health and wellbeing drop-ins. These will be useful in prevention and early intervention approaches as we move through the recovery phase.

“When I first came into contact with youth work I began to experience a new way of being educated, one which I felt suited my needs and taught me in a way I enjoyed.”

Outdoor learning

Outdoor learning opportunities can be delivered to improve physical and mental health and wellbeing. These can be targeted, for example, to address the attainment gap or to support re-engagement in learning. Outdoor learning can be used alongside youth awards to recognise achievement.

“They are always there for us. When we are sad, they are there. There has never been one time that they have not been there to help.”

Developing the Young Workforce

Youth work is a key partner in Developing the Young Workforce. It provides opportunities for children and young people to develop skills for learning, skills for life and skills for work. In the senior phase, this includes delivering No One Left Behind employability support, including opportunities for those who face multiple barriers to employment. Young people receive tailored support and learning, through one-to-one sessions, group activities and supported work experience. They develop skills, build confidence and gain qualifications to take the next step towards a positive destination.



“I’m a more confident person because of coming here and I feel I have made better life choices”

School holiday provision

Youth work delivers school holiday provision to children and young people. This summer youth work has delivered a blended model of online and face-to-face activities, including those to support transition, tackle food insecurity, address learning loss and support health and wellbeing.

Learner Participation

Youth work can support children and young people to engage with learning, express their voice and be part of decisions that affect them. This can include pupil councils, youth forums and approaches to participatory budgeting.

“My involvement in youth work gave me the skills, encouragement, self-belief and platform which showed me how you can stand up for what you believe in and make things better.”

What should I do next?

City of Edinburgh Council Lifelong Learning and Lothian Association of Youth Clubs (LAYC) are working with YouthLink Scotland, as part of the Scottish Attainment Challenge, to help schools develop collaboration with youth work.

For more information about how youth work could support education recovery in your school community, please contact

Marielle Bruce,

Youth Work & Schools Partnerships Manager
mbruce@youthlinkscotland.org

tel: 07766 721 515.

You can also contact:

John Heywood,

Lifelong Learning Strategic Development Officer, City of Edinburgh Council

john.heywood.2@edinburgh.gov.uk

tel: 07712 540110

Laurene Edgar,

Director of LAYC

laurene@layc.org.uk

LAYC (Lothian Association of Youth Clubs) is a network of 117 community-based youth and children’s organisations across East, Mid, West Lothian and the City of Edinburgh, providing services for 19,551 children and young people through 2,109 staff and volunteers.



For more information about how youth work could support education recovery in your school community, please contact

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◆ EDINBURGH ◆
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Appendix 4

Community and Leisure Centres which offer or host youth work

North West Rosebury Hall South Queensferry CC Kirkliston Rannoch West Pilton Royston Wardieburn	South West Ratho Pentland Gate 55 Clovenstone Carrickvale Juniper Green Gorgie Memorial
North East Sandy's Jack Kane CC Magdalene Craigentinny Northfield & Willowbrae Leith Leith Fort Portobello	South East Goodtrees Gilmerton Valleypark Canmore Inch Tollcross Southside Southbridge Braidwood

Leisure Centres (Open All Hours youth provision)

Royal Commonwealth Pool

Warrender Swim Centre

Gracemount Leisure Centre

Ainsley Park LC

Drumbrae LC

Kirkliston

WHEC

Craiglockhart

Portobello Swim Centre

