

Dear Liz and Alison.

The LYN met last night and discussed the proposals. We invited the parent group to come along as well to input. They have a number of clarification questions.

- **Up to 25 not 18 age range-** you asked this and there was discussion over setting up an older group themselves, but on balance they want to start it with 12-25.

Our current clubs are for young people aged between 13-25 years so we are aware of the risks and challenges this may present but the staff are equipped to deal with it.

- **Qualifications of the staff?** They would like to know what experience the play leaders would have and what qualifications.

Barnardo's services in Wiltshire are managed by Liz James , Children's Services Manager who is a qualified social worker with over 30 years experience in children's services including 20 years working for Wiltshire council in a management role..

Alison Lawrence who is the service Coordinator for Wiltshire short breaks has worked for Barnardo's for 5 years in a range of roles. She has previously worked for Wiltshire council in day care and educational provision for young people with additional needs.

The Co-ordinator is qualified to Level 6 and his day time job is managing a service for Adults who have a learning disability. He oversees the planning for the club activities and ensures appropriate levels of staffing. He is available to troubleshoot as necessary and provides support and consultation to the play leaders / workers. He will attend the clubs himself as necessary to ensure quality of service is maintained.

In addition senior staff are available by telephone during the evenings should there be any emergencies.

The Play Leaders who would be delivering this club have a range of skills and qualifications (Level 3 qualified), for example we have staff who work in special needs schools, Outreach support in Children's centres and a manager from the Traveller Liaison service.

We also employ a number of play workers aged from 16-70 with a wide range of experience and expertise. Most of these have worked for us for several years and also work in our short breaks clubs where they provide 1:1 care for children with significant levels of need. Given that there will only be 2 paid staff at the Calne club we would ensure that both staff have the experience necessary to ensure the safety and well being of the young people. This could mean that clubs are run by 2 play leaders or on occasions one play leader and one experienced play worker.

In addition to paid staff we also recruit volunteers to support us in our clubs. We have a dedicated volunteer coordinator for our locality who recruits and trains volunteers for all our services. All volunteers receive the same induction training

as our paid staff. Our coordinator is already aware of the possible need to identify volunteers for a club in Calne and I understand one person has already been identified. We also have volunteers in our Chippenham club who may be able to work in Calne too. If we are successful in our bid we would prioritise the recruitment of more volunteers to this service.

We encourage all our staff to complete Paediatric First Aid and Team Teach training. At least one member of staff who is first aid trained will attend each club. We offer other training opportunities throughout the year, e.g. we have Autism training in October. All staff complete basic training in Equality and Diversity, Health and Safety, Safeguarding, Data protection and information sharing. We also have access to expert advice such as Health and safety and Safeguarding through Barnardo's senior management team.

- **Propose helping decide who would be a volunteer**, one of the parents or more could be on the interview panel? This suggestion came because the parents would be involved in keeping this club sustainable long term, they wanted to start relationships with volunteers early and help with recruitment, there may be some training needs in this suggestion, but would you be open to it? Like having a service user on an interview?

Penny Woods our Volunteer Co-ordinator interviews the prospective volunteers when they first contact the organisation. She is responsible for advertising specific vacancies for volunteers. She has an initial telephone interview with interested people and then organises an information day about the opportunities available. At this point a parent could attend the information day and speak to the volunteers there to start building relationships.

We would welcome parents to take part in interviewing for any additional staff.

- **How are they coming across the volunteers?** They feel that volunteers will be key to growing the club so want to know if there's a strategy

We have a volunteer co-ordination for the South West region who recruits all of our volunteers we liaise with her to identify the clubs where we require support. Each volunteer will have to go through an induction process, including training on Safeguarding, Health and Safety, Data Protection. We would not accept any volunteer without references and a valid DBS.

- **Issues over venue;** They are not keen on Beversbrook. safety, glass, too many doors, not a discreet space. No other venues being considered in Calne? If you are set on Beversbrook they would like to see how you are discussing overcoming some of the safety issues at beversbrook.

We have contacted both John Bentley School and Springfields without success, we would be happy to look at other venues however if we did use Beversbrook then we would risk assess the venue and identify any policies that would need to be put into place to ensure the safety and well-being of the young people attending and the staff and volunteers.

- **Safeguarding concerns;** this is a possible misunderstanding. I said that all staff members will be trained to the right standard but they were thrown by the management statement. Can you confirm what level safeguarding the play workers will have?

All staff complete online Safeguarding training before they do any work for the service. Play workers/Play leaders have to undertake our Face to Face Core 1 Safeguarding training within 6 months of starting work with us. Play co-ordinators do Core 2 and more senior staff do Core 3.. Staff are given the telephone contacts for the service coordinator and childrens services manager to contact in the evening if there are Safeguarding concerns or any issues they need immediate support with.

The service co-ordinator will have regular individual supervision meetings with the play coordinators who will in turn have supervision sessions with the play leaders / workers.. Once a month there is a group supervision for the workers together to review how the club is progressing and to raise any concerns or issues. Safeguarding is an agenda item on all these meetings.

- **Personal care; assisting with appearance? Clarification.** This question comes from a personal incident. Please could you tell us where the line is drawn?

In the event of an unexpected need for personal care then we would always offer support, our priority would be maintain the self-respect and dignity of the person. Staff employed in the team undertake personal care at other clubs so are experienced in undertaking it and have a policy to follow.

- **Peer mentors?** They said they would like some volunteers to be younger people, the LYN young people also suggested they might want to volunteer. Would you be open to peer mentors? Providing the same volunteer training?

We would welcome young people as volunteers and they would go through the same process as our other volunteers. We would also be flexible about when to other training to work around their education.

- **More than 2 main staff?** They are concerned this may not be enough and would like to know if you are going to recruit volunteers before it starts?

We have a volunteer who has just started with us who lives in Calne and would be happy to support at the group. We will start recruiting for volunteers when we know we have been asked to deliver.