

KEEPING YOUNG PEOPLE SAFE AT THE WAY



A Guide for Parents and Carers



Together, we will create a **safe, positive** and **supportive** atmosphere for all. We ask all our young people to follow our simple code of conduct.

WWW.THEWAYYOUTHZONE.ORG

What they can expect from us

- The **safety** of our young people will always be our priority
- We will always **listen**
- We embrace **equality** and welcome **diversity**
- We will not accept any **behaviour** that puts the safety or wellbeing of them or others at risk
- We will manage any situation **calmly** and with **care**
- We have extensive CCTV throughout the building to keep them safe

What we expect from our members

- Please treat each other and our Youth Zone with **respect**.
- Once they have paid for their session, they must **stay in the building**. If they leave, their session ends and we'll see them next time.
- **No food** is to be brought into or delivered to the youth zone. Hot and cold food and snacks are available in our café.
- Seniors – a **wand scanner** will always be in operation on arrival, as well as regular bag searches. Juniors – we may carry out random searches.

How we keep young people safe at The Way

Our building

- We have extensive CCTV throughout the building to ensure the safety of our young people.
- Young people in every activity area of The Way are supervised. Any rooms without a member of staff will be locked.
- If equipment is damaged or broken, it will be removed or made safe to prevent risk of injury.

Security

- On Senior sessions, a wand scanner will be in operation on arrival, as well as regular bag searches, to ensure no items are brought into our Youth Zone which may put our young people at risk. On Juniors, we may carry out random searches.
- The front door is remotely operated from the front desk so that we can control access into and exit from our Youth Zone. In order to manage this process, we do not allow young people to come and go through the front or back door during a session.



Our team

- All staff and volunteers have had enhanced DBS checks and receive safeguarding training before working with young people. No visitors, unless DBS checked, will be unsupervised in the building.
- Members of our team receive regular training updates and we have built partnerships with local organisations to ensure we understand the issues and challenges specific to young people in Wolverhampton and the surrounding areas.
- We have staff who are trained in first aid at every session.
- There will always be one member of staff for every ten young people in the building.

Personal details

- When a young person becomes a member, we will ask for details about them and you. All details will be kept confidential on a secure system and only a limited number of staff have access to the information.
- We may need to contact you from time to time, so please ensure that your details are kept up to date on our system.
- When a young person becomes a member, you will have the opportunity to decide whether we can include them in photos and video that could be used to promote our Youth Zone.
- Young people are only allowed to leave unaccompanied if we have received consent from their parent or carer in advance.

Behaviour

- We have a simple code of conduct that we ask every young person to sign up to so that they understand that this is their Youth Zone and we need to work together to ensure it is a fun and safe atmosphere for everyone.
- We want each young person to be the best person they can be and from time to time we may need to remind them of our code of conduct. If they are struggling to keep within our code, it might be necessary to have a cooling off period from the youth zone. We will help them to understand the issue and we will work with you to make sure we can make steps towards welcoming them back to The Way.

Food

- We have a fantastic café within The Way which serves nutritionally balanced hot meals for just £1. We also sell snacks and drinks to keep our young people fuelled for the whole session.
- We do not allow food to be brought in or delivered to our Youth Zone.
- When a young person becomes a member, we will ask about any allergies. We can cater for most food allergies but each young person must mention this when they are purchasing their food. If you think they may forget, please let staff know.

Personal belongings

- We do not accept responsibility if personal belongings are lost or damaged within our Youth Zone.
- Lockers are available to store personal belongings.
- Young people are allowed to use their mobile phones while they are at The Way, however they must not take photos and videos of any young person or member of staff.

Any concerns?

If you are concerned about anything or have any questions, you can contact us by:



youthworker@thewayyouthzone.org



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