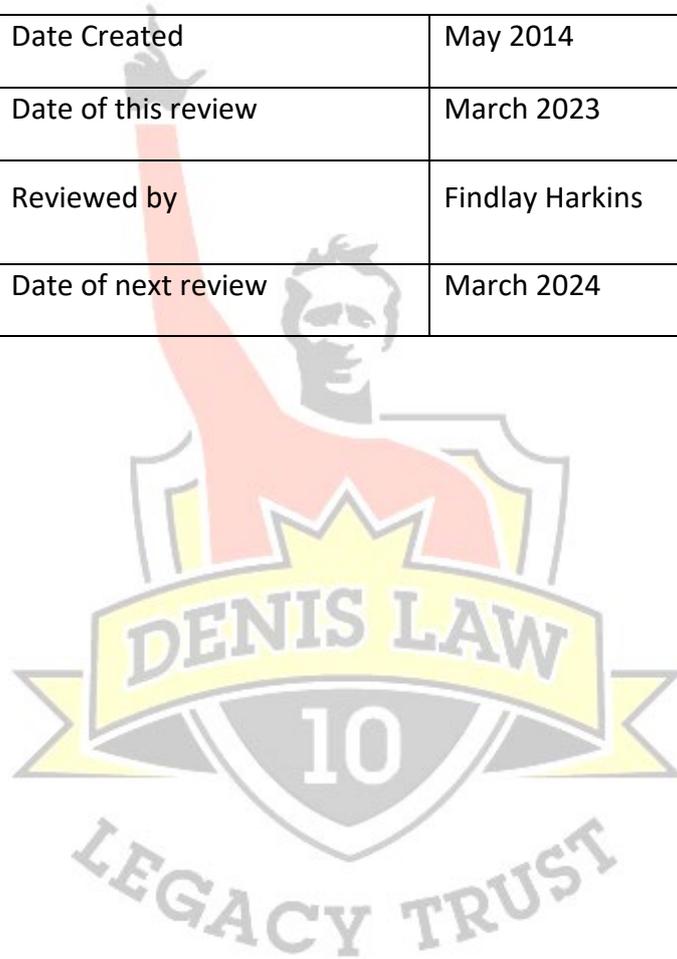


Streetsport Volunteer Policy

Date Created	May 2014
Date of this review	March 2023
Reviewed by	Findlay Harkins
Date of next review	March 2024



Denis Law

Streetsport

Streetsport is a diversionary tactics initiative in Aberdeen and the flagship programme of Denis Law Legacy Trust, delivered in partnership with Robert Gordon University. Established in 2006, its aims have remained constant: to reduce instances of youth crime and anti-social behaviour; to improve health and wellbeing; and to encourage inclusivity through sport, physical activity, and creative endeavour.

To achieve this, the programme uses a Sport for Good model and is present throughout the city 50 weeks of the year. Working in targeted areas of Aberdeen and taking activities directly to young people, Streetsport supports and empowers participants to be confident, capable, independent and responsible citizens within their own communities.

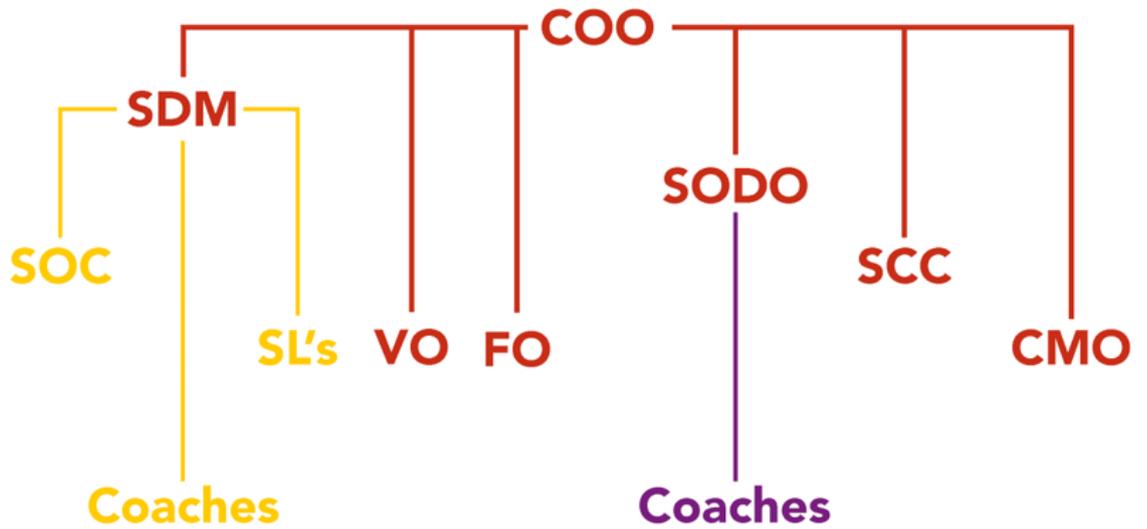
Volunteers may offer their help in a variety of ways, including but not limited to:

- Regular support in the delivery of community-based activity
- Support at tournaments and other one-off events
- Involvement in the consultation and development of new programming/initiatives
- Fundraising
- Communication, marketing and design

Objectives of Streetsport

1. To provide community-based events and activities that are free of charge and accessible to all.
2. To promote participation, social inclusion and integration.
3. To motivate and empower young people through prevention, intervention & diversionary activities.
4. To promote respect, civic values and social responsibility within communities and help reduce instances of youth crime and anti-social behaviour.
5. To promote health and well-being and discourage the misuse of substances, drugs and alcohol.
6. To promote education and creativity and the development of self-confidence, initiative and interpersonal skills.
7. To support and reconnect disaffected young people by providing alternative activities and opportunities for achievement.
8. To provide a platform for positive transformation.
9. To provide volunteers with opportunities to engage with and pursue personal development activities and qualifications.
10. To work in partnership and collaborate with all parties who share our common objectives for the benefit of communities and young people.

Organisational Structure



Line Managed by COO
Line Managed by SDM
Line Managed by SODO

COO: Chief Operating Officer
SDM: Streetsport Development Manager
SODO: Streetsport Outreach Development Officer
SOC: Streetsport Operations Coordinator
SCC: Streetsport Community Coordinator

VO: Volunteer Officer
CMO: Communications and Marketing Officer
SL: Session Leads
FO: Funding Officer
Coaches: Streetsport Coaches

The operational team can be seen in full online [here](#).

Denisha

Volunteers

Recruitment and Selection

Denis Law Legacy Trust recognises the enormous value that volunteers bring to the charity. They offer direct representation of our target demographic, provide local knowledge and wide-ranging skills as well as cultural diversity. The recruitment methods which seek to ensure the ongoing value of volunteers are set out in the organisation's strategy document - Volunteer Vision.

Recruitment Procedure

- Prospective volunteers will get in touch via a range of methods (incl. phone, email, social media)
- They'll then be signposted to the Volunteer Application.
- An informal meeting will be arranged to go over the Streetsport programme, roles, responsibilities, and benefits of becoming a volunteer.
- References would not normally be necessary; however, this is up to the discretion of the COO.
- If happy to proceed with becoming a volunteer, then a Volunteer Agreement will be arranged and signed.
- From here, a taster session will be arranged for the volunteer to attend.
- Unregulated volunteering can then commence under supervision.
- Once a PVG (see below) has returned with no considerations regulated, volunteering can commence.
- Finally, they'll be added to regulated volunteer communication groups.

Screening

Volunteers over the age of 16 will be asked to join the PVG Scheme. The application process involves gathering criminal record and other relevant information. This will be shared with Denis Law Legacy Trust unless the person applies to have a conviction removed from their PVG Scheme record. If the information shows the applicant might be unsuitable for regulated work, they'll be referred for further investigation as part of the 'consideration process'. More information about the Protection of Vulnerable Groups Scheme can be found [here](#).

Volunteers will receive instructions from the Volunteer Officer on how to apply and which type of application is required. ID must be provided to confirm your identity and address as part of the process. The VO will advise on which form of ID is acceptable. More information on this can be seen in full online [here](#).

Health and Safety

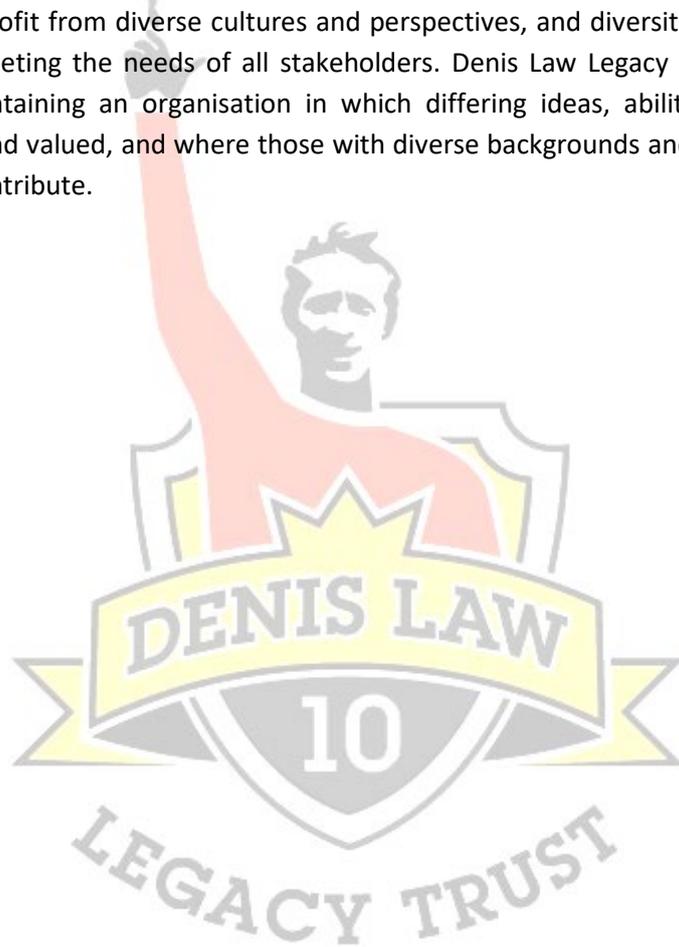
Streetsport will comply with Section 3 of the Health and Safety at Work Act 1974, and the Management of Health and safety at Work Regulations 1999. Appropriate risk assessments have been carried out for any equipment set ups, various locations and levels of risk will be assessed by the coordinator or session leads at the start of each session regarding weather and pitch conditions.

Streetsport will also comply with Robert Gordon University's own health and safety policy.

Equal opportunities and diversity

Streetsport is committed to promoting equality, valuing diversity, creating an inclusive environment, and combating unfair treatment. Equality of opportunity and freedom from discrimination is a fundamental human right and we will exercise leadership and commitment in promoting this right.

In addition, Denis Law Legacy Trust is firmly committed to diversity in all areas of its work and ensuring that our organisation and partners is representative of the county and local area. There is much to learn and profit from diverse cultures and perspectives, and diversity will the organisation more effective in meeting the needs of all stakeholders. Denis Law Legacy Trust is committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.



Denis Law

Being a Volunteer

Support and Supervision

Denis Law Legacy Trust will support all volunteers to fulfil their role, outlined in the [Volunteer Agreement](#), within the charity. The Volunteer Officer will offer support to volunteers and be responsible for shaping each volunteer's activities. Supervision may also be provided by Streetsport Assistants and the Streetsport Development Manager. Regular communication between volunteers and the Volunteer Officer will exist to discuss any problems or issues that may arise.

Streetsport Session Roles and Responsibilities

Play

Help set up activities for the session. Not sure what to set up? Ask staff, ask other volunteers, ask the young people what they would like to do.

Join in. Be mindful of the group and try to get as many participants involved as possible. Remember it doesn't always have to be a sport. Like dancing? Ask if they want to make a TikTok. Creative? See what's in the van be imaginative.

Got a unique skill set or interest? **Tell us!** We would love to see different games, sports and hobbies at sessions so let Nikki know and we can buy some kit or equipment if needed.

Help tidy up and finish the session with a smile, saying bye to participants.

Engage

Ask questions and be **interested**. "How was your day?", "What's your interests?", "What plans have you got for after school?".

Listen and care about what the participants have to say and respond appropriately.

Take notice. A conversation from the last session; a sports team they might be trying to join; exams they had at school; even remembering a name from week to week can make a big difference to a participant's enjoyment and relationship.

Pass it on. Not sure what to do with information given to you by a young person? Let the session lead know, especially if you are concerned.

Promote

Be a role model. We all wear the same uniform and we're all part of the same team, no matter the role, and your behaviour when representing Streetsport affects the entire charity. Everyone involved is expected to have an unconditional positive regard for young people and follow the basics when volunteering: absolutely no smoking; no vaping and no drinking alcohol.

Reduce harm. Feel free to use personal experience when conversing with young people. We're not there to judge and we were all young people once ourselves. It's very normal to experiment with drinking and smoking, for example, when growing up so be on hand to offer advice on different topics if you feel comfortable doing so.

Challenge. We want our sessions to be safe and inclusive environments for all, therefore, challenging discrimination and negative behaviour is imperative. Again, if you don't feel comfortable doing this yourself then ask a staff member to help, it's what they are there for.

Training

All prospective volunteers will be subject to an information session prior to attending Streetsport sessions. Denis Law Legacy Trust has a commitment to provide training to better equip volunteers to fulfil their role within the charity and make them feel more comfortable and adept in their role. Both internal and external training and development opportunities will be available to volunteers throughout their time volunteering.

Resolving problems

In the event of any difficulties arising during volunteering, the Volunteer Officer should be informed and will, if required, consult with a line manager to seek a remedy.

1. A meeting with the VO will be arranged to hear and consider any volunteer concerns and offer any initial support.
2. If this does not resolve the concern, then a second meeting will be called to include the SDM.
3. If the matter still cannot be resolved, then the COO will have the final say on whether further support or actions can be taken or if the Volunteer Agreement is to be terminated.

Additional DLLT roles

Any additional role within Denis Law Legacy Trust is subject to the commitments outlined in the individual's volunteer agreement, set out by appropriate staff members. Example Roles:

- Volunteer Fundraisers
- Media and Marketing
- Programme Development Volunteers
- Trustees
- Mentor

Expenses

- There should be no need for volunteers to claim for expenses as there should be no cost involved for their participation. If they were to have any queries about possible expenses, they should be directed to the VO prior to anything being spent.

Policy and Procedure

The following policies reflect Denis Law Legacy Trust's commitment and ambition to provide a healthy and safe environment for all associated with the charity. The exerts from the following policies detail the volunteer's individual responsibilities. The full version of each policy can be found online, [here](#).

Equality and diversity

- Treat everyone with respect
- Where comfortable, challenge discrimination and ensure to report instances of discrimination to Session eads
- Promote good relations across all: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation
- Be able to freely report any concern regarding equality and diversity to the Volunteer Officer

Protection of children and young people

If you have a concern, suspicion or you have heard an allegation regarding the safety of a young person then this must be discussed immediately with a staff member. You may be asked to record an eyewitness account. This must be done in a timely and accurate manner detailing discussion and highlighting key facts.

Protecting yourself

- Avoid being alone with young people
- Do not give lifts home to young people without permission
- Do not take young people to your home
- Do not make inappropriate contact with young people
- Do not show favouritism to young people
- Do not give or accept gifts to/from young people. Small items such as sweets/birthday cards may be acceptable when appropriate, but volunteers must not give or receive substantial items to/from young people
- Do not give out personal addresses or phone numbers to young people, including your own and other people's
- Think about how your actions could be seen as from others

Dealing with aggressive and challenging behaviour

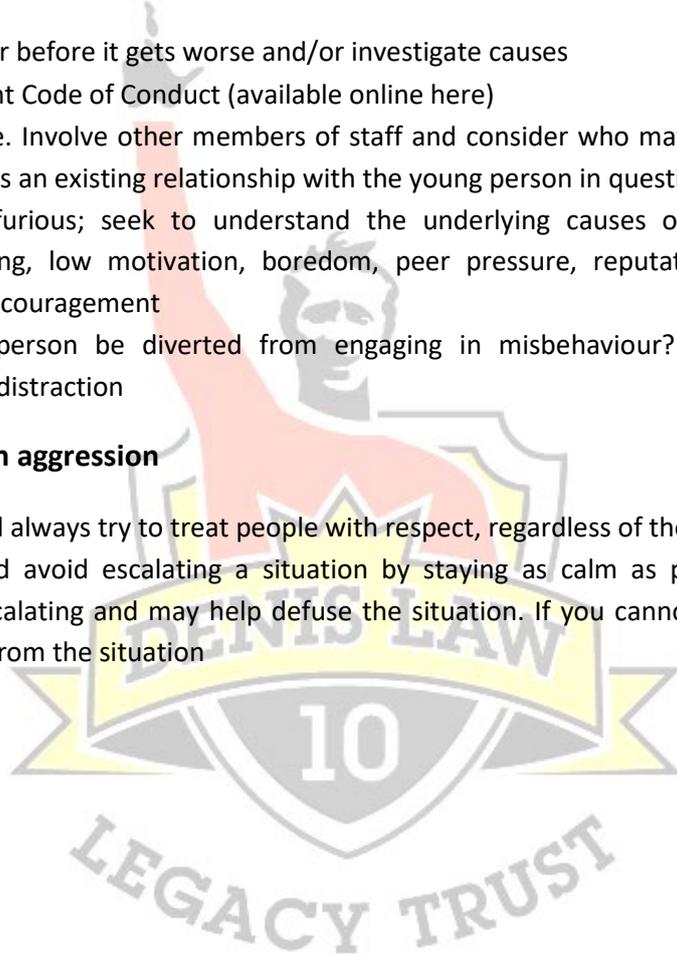
Due to the nature and environment of Streetsport sessions there will be times when volunteers will need to address challenging behaviour from, primarily but not exclusively, young people.

Responding to challenging behaviour

- Address behaviour before it gets worse and/or investigate causes
- Use the Participant Code of Conduct (available online here)
- You are not alone. Involve other members of staff and consider who may be best to deal with individuals i.e., has an existing relationship with the young person in question
- Be curious not furious; seek to understand the underlying causes of the behaviour e.g., connection seeking, low motivation, boredom, peer pressure, reputation, lack of parental control, lack of encouragement
- Can the young person be diverted from engaging in misbehaviour? Encourage play and engagement as a distraction

Tips for dealing with aggression

- Volunteers should always try to treat people with respect, regardless of their behaviour and age
- Volunteers should avoid escalating a situation by staying as calm as possible - it can keep tensions from escalating and may help defuse the situation. If you cannot stay calm you must remove yourself from the situation



Denis Law

APPENDIX 1

Volunteer Agreement

This Volunteer Agreement describes the arrangement between Denis Law Legacy Trust and you and should be read in conjunction with Denis Law Legacy Trust’s Volunteers Policy.

Agreement

Denis Law Legacy Trust (DLLT) has agreed that you will undertake a volunteer position starting on and ending on

Your Volunteer Officer during this period will be Nikki Fyfe. However, on arrival at your first session a different member of staff may be running the session. Nikki will let you know who to meet and they will know to expect you.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

By signing below, you agree to, while volunteering, uphold the Streetsport Session Roles & Responsibilities as outlined in DLLT volunteer policy and explained by the Volunteer Officer at information session.

Acceptance of Terms of Agreement

Name of volunteer.....

Signature of volunteer.....

Signature of Volunteer Officer

Date.....