October 2025

Phoenix Youth Provision Volunteer Handbook

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Welcome to Team Phoenix

Volunteers form a valuable part of provision, and many activities could not take place without your support.

We have a statutory obligation to safeguard our young people; therefore, all our volunteers undergo a safer recruitment check. This ensures people who wish to cause harm do not obtain unsupervised access to our young people.

We thank you for supporting us and hope that you will be very happy working with us at Phoenix, but we do ask you abide by a few rules and attend our safeguarding training programme.

Thank you

Section 1 What's it all about?

Phoenix Youth Provision started to rise from the ashes in August 2021, as the local community became increasingly concerned about the impact of Covid on the young people aged 11-18 in Whittlesey, Eastrea, Coates, Turves and Pondersbridge.

Currently Whittlesey has extensive sports and specific interest groups running in the area. E.g.: - Football, Youth Radio. However generic, open access youth service provision has not been present for over 15 years.

At the end of August an initial survey was conducted during a summer community event to gather initial findings from the young people on what kind of youth provision they would like to see developed in Whittlesey; and where they would feel comfortable accessing.

It was agreed that provision would initially be set up in Whittlesey as it was felt this is the highest populated area of young people, but SSHCC is the feeder school for most young people in most of the villages.

This initial survey highlighted that the young people would like to see provision developed around the Manor Field site, in the style of a Drop In (Café, Pool, Informal Meeting Place).

In October 2022 Phoenix Youth Provision became a Community Interest Company (CIC.)

Directors

Our Directors are all volunteers, although some also have paid roles within the Organisation, and in the main give up their free time to bring their individual areas of expertise to PHOENIX YOUTH PROVISION.
The current directors for the provision are:

Robin Sutton - Director (Chair)

Bryonie Swift – Safeguarding Lead & Business Development Coordinator

Kim Kynaston – Director

Jo Phillips - Director

PHOENIX YOUTH PROVISION Directors are very approachable and actively encourage discussion and participation by all staff and volunteers.

Important Information

Phone: 07561 854880

Email: info@phoenixyouthprovision.org.uk

CIC number 14421802

Facebook https://www.facebook.com/PhoenixYouthProvision/

Website: Phoenixyouthprovision.org.uk

Registered Address: Youth and Community Centre, 15 Scaldgate, Whittlesey, Cambridgeshire, PE7 1SD

Organisational Values

All individuals are expected to follow our key values of:

- Allowing young people to choose to be involved, not least because they want to relax, meet friends and have fun
- To ensure our work builds from where young people are
- To operate on young people's own personal and recreational territory- within their geographical and interest communities
- To recognise that young people are active partners who can and should have opportunities and resources to shape their lives
- To be role models to young people and to represent PHOENIX YOUTH PROVISION with pride
- To work to high standards, with integrity, honesty and accountability
- To respect each other, our young people and other individuals we may come across in the course of our work
- To strive to excellence, ensuring our knowledge and skills are up to date with continuous CPD

Please ensure that you are also aware of our Code of Conduct.

Section 2 – About Youth Work

What is Youth Work?

Youth work contributes to young peoples' learning and development. The National Occupational Standards for Youth Work 2008 set out that the key purpose of youth work is to:

"Enable young people to develop holistically, working with them to facilitate their personal, social and educational development, to enable them to develop their voice, influence and place in society and to reach their full potential."

Youth groups, youth workers, leaders and staff apply this by:

- Building young people's self-esteem and self-confidence.
- Developing young people's ability to manage personal and social relationships.
- Creating learning opportunities for young people to develop new skills.
- Encouraging positive group atmospheres.
- Building the capacity of young people to consider risk, make reasoned decisions and take control.
- Helping young people to develop a 'world view' which widens horizons and invites social commitment.

Where does youth work take place?

Effective youth work takes place in a wide range of settings: youth clubs, uniformed and voluntary youth Organisations, youth counselling units, outreach and detached projects, youth cafes, youth arts groups, youth action and participation groups, drug and alcohol projects and other health education groups.

What are the values and principles of youth work?

- Young people choose to participate.
- The young person chooses to be involved, not least because they want to relax, meet friends and have fun.
- Youth work must build from where young people are.
- Youth work operates on young people's own personal and recreational territory – within both their geographic and interest communities.
- Youth work recognises the young person and the youth worker as partners in a learning process
- The young person is recognised as an active partner who can, and should, have opportunities and resources to shape their lives.

What Qualities Should a Volunteer With Us Have?

● Non-judgmental	● Caring	● Good Listener
● Sense of Humour	● Patient	● Committed
● Able to Motivate	● Good Communication Skills	● Supportive
● Respectful	● Warm	● Approachable
● Attention Giving		

Section 3 – Policies, Practices & Procedures

Expectations

As a volunteer of Phoenix Youth Provision, you will have an agreement with us, that sets out your role and our expectations of you.

You will be expected to:

- Attend your agreed sessions, unless ill or on holiday.
- Support the Lead in all aspects of their work, and follow any instructions given.
- Report all concerns to them.
- Help to set up and clear away all sessions.
- Stay at the end of each session to debrief.

Equality, Inclusion and Diversity

- PHOENIX YOUTH PROVISION is committed to the principle of equal opportunity in employment and volunteering.
- The terms equality, inclusion and diversity are a central theme that runs through our entire Organisation.
- Equality means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. Inclusion means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution. Diversity means the celebration of individual differences amongst the workforce.
- We will actively support diversity and inclusion and ensure that all our employees and volunteers are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential and value people as individuals with diverse opinions, cultures, lifestyles and circumstances.

Safeguarding

Safeguarding young people is our number one priority. Therefore, all staff and volunteers will be required to undertake a safer recruitment selection process. This is a mandatory requirement to ensure we can complete your satisfactory identification and police checks- in the same way we do with all our staff.

This involves your completion of an:

- Application form
- Interview
- Two written References
- Disclosure & barring checks
- Safeguarding training

You will not be permitted to work with us unsupervised until all of these checks have been completed.

You are not permitted to touch any young people or invade their space, and likewise that rule applies to them too. Please alert a staff member if this occurs.

The only exception to this is where you are in a situation where contact is allowed is one where the young person needs first aid, and only if you are a qualified first aider.

When working with young people, it is vital that we ensure that everyone is protected from harm. This includes the young people we work with, their families, staff, volunteers and directors. We have a safe culture where individuals can raise or discuss anything that may be concerning them.

Safeguarding is everyone's responsibility, please ensure you are familiar with our safeguarding policy which can be found on our website.

To contact Bryonie, our safeguarding lead, email Safeguarding@phoenixyouthprovision.org.uk or by ring 07561 854880/07940279621

Health and Safety

Your safety and wellbeing is a key priority therefore we ask that you familiarise yourself with these simple guidelines. These will keep you and others safe whilst you work with us.

Please also read our Health & Safety Policy and Lone Working Policy.

At PHOENIX YOUTH PROVISION our staff are valued members of the team.

You need to be informed about our policies and procedures. Please read the following policies:

- Safeguarding
- Equal Opportunities
- GDPR
- Confidentiality
- Bullying and Harassment
- Health and Safety
- Lone Working

Ten Top Tips for Safer Volunteering

- Do not work alone.
- Ensure you have relevant/appropriate information.
- Always tell someone where you are and what you are doing.
- Do not agree to meet out of expected hours.
- Do not offer young people a lift in your car if you are on your own.
- Do not give out your personal phone number.
- Do not accept social media requests and make sure your security settings are switched on.
- Do not lend young people anything, i.e., money.
- Avoid offering personal opinion as fact.
- If you have any concerns about anything, record the details and tell a staff member immediately.

Mobile Phones & Images

Do not use your personal mobile to contact young people.

Mobile phones should not be used during sessions, unless relevant (for example looking up a service for a young person, calling a colleague etc)

PHOTOGRAPHS SHOULD NEVER BE TAKEN OF YOUNG PEOPLE ON PERSONAL MOBILES.

If you are issued with a work phone, it must be looked after and used for the purposes of the organisation only.

Please refer to our Photography and Images Policy for more information.

Accidents and Injuries

- PHOENIX YOUTH PROVISION maintains a safe environment for all members of the community.
- If you see a potential hazard, please report it to your group lead, or one of the directors.
- Appropriate footwear is required at all times (closed toe shoes).
- If you require first aid, please see a first aider.
- It is necessary to report any accident or injury you incur whilst working for us.

Phoenix Youth Provision is covered by Public Liability Insurance with Markel.

Once you have completed induction checks you will be issued with a uniform and lanyard. This enables staff to easily identify you as a staff member who is cleared to work with our youth.

Unless previously agreed, uniform must be worn when working or representing PHOENIX YOUTH PROVISION.

Smoking, Vaping, Drinks and Drugs

Regardless of where you are volunteering, if you are representing PHOENIX YOUTH PROVISION you are not permitted to smoke, vape or have energy drinks. We should be demonstrating positive behaviours to the young people and also should look professional at all times.

In addition to this most sites we use are now non-smoking, and we could be breaking the law or damaging PHOENIX YOUTH PROVISION's reputation or public image.

This includes whilst wearing the uniform, even if not volunteering. We are role models at all times to young people.

No one can be involved in drugs at any time, volunteering or not.

Alcohol is not allowed to be consumed at the provision and individuals must not attend ANY provision or wear the uniform whilst under the influence of alcohol.

Convictions and Offences

Your volunteering is conditional upon the provision of a satisfactory Disclosure and Barring Certificate of a level appropriate to your post. You may be required to undertake subsequent criminal record checks from time to time during your volunteering as deemed appropriate by the Organisation. In the event that such certificate(s) are not supplied your volunteering with us will be terminated.

In addition, you are required to immediately report to the Organisation any convictions or offences with which you are charged, including traffic offences.

Dress Code

Casual Dress is expected whilst you are volunteering, but you must wear your uniform once provided. Clothing should be respectful and not cause offence. The requirements of particular faiths to wear specific types of clothing, or adjustments to clothing due to disability can be discussed with Bryonie Swift.

Food Safety

Food handling regulations also need to be adhered to.

In the event your role involves food preparation, you will be required to complete food safety induction course online as part of your induction

Good personal hygiene is essential to ensure that:

- Food is not contaminated with food-poisoning bacteria or other
- Matter such as foreign objects or chemicals.
- Hands and other parts of the body do not transfer food- poisoning bacteria to food.

Personal hygiene practices include:

- Hand washing - always wash hands thoroughly with soap and warm water:
    - before handling food and after visiting the toilet
    - coughing or sneezing
    - handling garbage
    - touching hair or other body parts or any other activity that
    - may carry bacteria to food.
- Personal cleanliness - when handling food:
    - Tie long hair back or cover it with a cap or other approved headwear.
    - Wear limited jewellery (a wedding ring only).
    - Wear clean protective clothing over normal clothing.
    - Store personal items and spare clothes away from any areas involving food handling.
    - Personal behaviour - do not smoke, chew gum or undertake any other unhygienic practice in food handling areas.
- Illness and injuries:
    - All wounds or cuts on hands or arms are to be completely covered with brightly coloured wound strip or bandage.
    - If the wound is on the hands, disposable gloves must be worn over the top of the wound strip. Both the wound strip and gloves must be changed at least hourly or sooner if there is a change in task.
    - Individuals suffering from diseases that can be transmitted through food must not handle food.

Use of equipment

There are times that equipment is required to be used, such as cooking with a young person, working with I-Pads etc. If you notice any equipment that is damaged or unsafe, (such as a frayed electrical cord), please report it to the group leader or directors immediately.

- Personal electrical equipment should not be brought to work.
- Be aware of HAZARDS:
- There are hazards around the premises to be aware of, these made include:
- Use of chemicals such as paint or cleaning fluids – all substances are controlled by COSHH.
- Ladder safety needs to be practised - ladders must not be used without a training course.
- Do not move heavy items.

Social Media

Social media used well has many benefits. PHOENIX YOUTH PROVISION accepts that many of our volunteers use social networks, and that our service users are also using social media.

PHOENIX YOUTH PROVISION requires employees and volunteers using social media sites to refrain from making any comments or engaging in discussions which would adversely affect the Organisation or our reputation, or that of our service users.

In addition, you must never engage in conversation with a service user via personal social media accounts.

Please also ensure that you follow the below:

- You must not breach discrimination legislation, or harass or bully a volunteer/employee, or damage working relationships between fellow volunteers or employees of the organisation.
- You must not share any confidential or sensitive Organisation information on social media.
  - If you make an error on social media, correct it immediately. If you are concerned, then contact the appropriate Manager for advice.
  - If you are contacted by a service user via social media you should not respond. You need to raise it immediately with your line manager
  - You are personally responsible for all content posted on your accounts. All passwords must remain secure, and you must never leave accounts open whilst you are away from your device or computer.
  - You are reminded that regardless of the social network used, or privacy settings activated, everything posted onto the internet has the potential to become public and widespread. All social media posts should therefore be carefully considered to ensure they fit with the image you and the Organisation want to share online.
  - Any information posted on the internet may result in disciplinary action up to and including dismissal if it breaches this policy or any other expected levels of conduct. This includes posts on a personal account with inappropriate privacy settings, posts made outside of working hours, and those posts made not using the Organisations computers or equipment. You may also be required to remove content created or shared by you, if PHOENIX YOUTH
  - PROVISION consider such posts to be a breach of this policy.
  - If you stop volunteering with PHOENIX YOUTH PROVISION you must update your social network profiles to reflect the Organisation as a former volunteer.
  - All Organisational rules and policies apply in respect of social media posts. This policy should be read in conjunction with all other policies, in particular your attention is drawn to the policies on equality and positive work environment.

Confidentiality

- Privacy of young people, staff and staff is to be respected at all times.
- Personal Data is stored in accordance with Data Protection Legislation.

- ALL addresses, phone numbers and email addresses are completely confidential and MUST NOT be given out to third parties.
- Discussions between staff members are also to be respected.
- If you need to contact a staff member via email, please use the info@phoenixyouthprovision.org.uk email address.
- Staff are not permitted to speak at any other events, or represent PHOENIX YOUTH PROVISION, such as at community meetings, without permission.

Please ensure that you refer to our Confidentiality Policy for more information

Emergency Evacuation/Lock Down

- Please familiarise yourself with the particular evacuation process for each building you attend.
- Please do not take the opportunity to go home as we would like to account for each person, as we would in any real emergency situation.

Timekeeping and Time Off

If you are unable to attend your volunteering role for any reason or are going to be late, please let your group leader and line manager know as soon as reasonably practicable, stating why you are absent or late and when you expect to arrive

If you have a need to leave work prior to your normal finishing time or to have time away during the normal working period, you must not leave without first obtaining permission

Due to working with young people, there is a requirement for us to have minimum levels of staff/volunteers in order to open sessions, so your cooperation in this matter is appreciated.

Expenses

PHOENIX YOUTH PROVISION will reimburse you for approved expenses wholly and necessarily incurred in the course of your work.

It is not the purpose of the payment for expenses to provide you with an incentive or reward for non-standard duties. The amount of any payment for expenses will be the additional costs incurred as a result of you undertaking a work assignment.

Expenses will be paid in accordance with the regulations and interpretation of HM Revenue & Customs or suspended, if necessary, at its instruction.

Any special ad hoc arrangements made to suit particular circumstances will not be considered to set any form of precedent.

You are expected to use the most cost-effective transport, methods, and routes when travelling to carry out your duties.

Payment of your expense claims will be delayed or withheld if you are unable to provide appropriate evidence of the cost incurred. Fraudulent claims may result in your dismissal**.**

Guidance on Car Use

Phoenix Youth Provision pays an allowance for the use of your vehicle for Phoenix related activities in accordance with the HMRC recommendations. This is currently set at 45p per mile on business related activities as explained in the following paragraphs. Although this guide is made in good faith based on current guidance you are strongly advised to speak with your car insurance company in the first instance.

The **45p per mile** (for the first 10,000 miles, and 25p per mile thereafter) that HMRC allows as a tax-deductible mileage allowance is designed to cover **all car-related expenses** for business travel. These expenses include:

- Fuel
- Maintenance and repairs
- Insurance
- Road tax
- Depreciation of the car
- MOT and servicing
- Breakdown cover
- Tires and other consumables

However, it’s important to note that this allowance only applies to **business mileage**, not personal use of the vehicle.

While the 45p rate is meant to provide an average figure for covering these costs, the actual expenses will vary depending on the vehicle type, fuel costs, and how efficiently you manage your car's upkeep. In some cases, it might not fully cover all expenses, particularly for larger or less fuel-efficient vehicles, but it is intended to be a reasonable average.

If your actual expenses exceed this rate, you're not able to claim the difference unless you're using the **actual cost method**—which involves claiming actual business-related costs (with accurate records of each expense) rather than using the mileage allowance.

The percentage of your car insurance that covers business use depends on the type of policy and how much you use the car for business purposes. Car insurance is typically split into three categories for private and business use:

1. Social, Domestic, and Pleasure (SDP): This covers regular personal use, such as commuting and leisure driving.

2. SDP and Commuting: This includes personal use and commuting to a single, fixed place of work.

3. Business Use: This covers driving between different locations for work purposes. There are usually three classes of business use:

- Class 1: Covers business use for the policyholder (e.g., visiting clients or driving between offices).
- Class 2: Extends Class 1 to additional named drivers.
- Class 3: Covers extensive business use (e.g., commercial traveling, salespersons driving long distances).

The additional cost for business insurance over personal insurance will vary based on:

- Your occupation
- The level of business use required (Class 1, 2, or 3)
- The insurance provider
- How frequently and far you drive for work

On average, business insurance can increase your premium by around 10-25% compared to a standard personal policy, but this can be higher depending on your specific circumstances. The insurer factors in the increased risk associated with driving for work, including more time spent on the road and potentially driving in unfamiliar areas.

Notification of Infectious Diseases

If you are unwell whilst undertaking, or soon after your volunteering role, you must notify PHOENIX YOUTH PROVISION if you are suffering from or have symptoms of a notifiable infectious disease, e.g. mumps, measles, or food poisoning, or where you have been in close contact with someone with such an illness. Where you have been off with this type of illness.

Personal Details

At the commencement of your volunteering, you will have provided us with various personal details. You must notify PHOENIX YOUTH PROVISION immediately of any change, e.g. name, address, telephone number, next of kin

It is in your interest to notify us of any such changes as we will not be responsible for any issues arising out of your failure to notify changes in your personal details.

Parking

Where parking facilities have been made available, you must ensure that you observe all traffic requirements and be mindful and respectful of neighbours parking needs. No liability is accepted for damage to private vehicles; however, it may be caused**.**

Behaviour whilst Volunteering

This sections should be read in conjunction with our Code of Conduct
You should behave with civility towards fellow volunteers, employees and directors, and no rudeness will be permitted towards service users or members of the public.

Objectionable or insulting behaviour, bad language or any behaviour that goes against our values or any involvement in activities which could be construed as bringing PHOENIX YOUTH PROVISION into disrepute will render you liable to disciplinary action. This disciplinary action could result in an oral, written, final written warning or termination of your volunteering..

You should use your best endeavours to promote the interests and values of PHOENIX YOUTH PROVISION and shall, during normal working hours, devote the whole of your time, attention and abilities to the Organisation and its affairs.

Company Property and Copyright

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your volunteering with us, is our property and, where appropriate, our copyright.

At the time of terminating your role as a volunteer, or at any other time upon demand, you shall return to us any such material in your possession and delete digital copies from all your personal electronic devices.

Statements to the Media

Any statements to reporters from newspapers, radio, television, etc. in relation to PHOENIX YOUTH PROVISION must be given only with Director approval

Maternity Risk Assessment

The Management of Health and Safety at Work Regulations 1999 (MHSWR) require employers (and those who have volunteers) to carry out suitable and sufficient risk assessments when considering the health and safety of all employees and volunteers, and then to take steps to ensure that those risks are avoided.

However, there are more specific regulations that need to be taken into account for new or expectant mothers. The purpose of an initial assessment is to identify:

- the presence of any females of potential child-bearing age (these females will usually be employees but may also be visitors, contractors (e.g. cleaners) or volunteers);
- which activities and/or areas of the workplace may pose a risk of harm to female employees/volunteers and therefore warrant a full risk assessment.

These activities, and any actions taken, should be recorded.

We are only required to take action specifically to protect a pregnant worker/volunteer when they have been advised in writing that the employee/volunteer is pregnant, has given birth in the last six months, or is breastfeeding.

Grievance, Disciplinary, & Termination

Disciplinary Procedure

We retain discretion in respect of the Disciplinary Procedure to take account of your length of voluntary service and to vary the procedures accordingly. If you have a short amount of voluntary service, you may not be in receipt of any warnings before dismissal.

If appropriate, informal action will be taken by PHOENIX YOUTH PROVISION to resolve problems relating to conduct, capability, or other circumstances.

Before considering a warning or dismissal, steps will be taken by PHOENIX YOUTH PROVISION to establish the facts.

At any stage of the Disciplinary Procedure, you may be suspended from volunteering whilst investigations are carried out. Suspension is a holding measure and is not to be taken as an indication that any allegations against you will be substantiated. In the event that you become unfit for volunteering or unable to attend any necessary meetings due to sickness during the period of suspension, PHOENIX YOUTH PROVISION will review the decision to keep you on suspension and, following this review, your suspension may be lifted.

If it is necessary for PHOENIX YOUTH PROVISION to take action under the Disciplinary Procedure you will be issued with a written statement setting out the nature of the conduct or other circumstances that may result in a disciplinary warning or dismissal. You will only be issued with a disciplinary warning or your volunteering terminated following a formal disciplinary meeting, at which you will have been given the right to be accompanied by a fellow volunteer, employee or an accredited trade union official. You should make every effort to attend the meeting.

Throughout the Disciplinary Procedure you will be given the opportunity to respond to any complaint before any decision on a disciplinary warning or termination of volunteering is taken.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include termination of volunteering for gross misconduct.

PHOENIX YOUTH PROVISION may commence the Disciplinary Procedure, depending on the circumstances, at any of the following levels:

Written warning

A written warning will be issued and a copy placed on your personnel file for 6 months after which it will be disregarded.

Final written warning

A final written warning will be issued and a copy placed on your personnel file for 12 months after which it will be disregarded.

Dismissal

Termination of your volunteering may be with or without notice, depending on the circumstances, and may occur whether or not warnings have been issued.

You will be entitled to appeal against any disciplinary or dismissal decision taken, such appeal being held in accordance with the Appeal Procedure, which is outlined below.

Leaving

If you wish to resign from your voluntary role, we would appreciate it if you could so in writing, giving us as much notice as possible.

Return of our Property

Upon leaving you must return all our property which is in your possession or for which you have responsibility. Failure to return such items may result in us attempting to recover the costs from you.

Grievance Procedure

Where you have a grievance relating to any aspect of your volunteering you should have no hesitation in raising the matter informally. Informal grievances should be raised in the first instance with your line manager. If you wish to make a formal grievance it must be set out in writing and sent to Bryonie Swift in order that a grievance manager can be appointed.

It is PHOENIX YOUTH PROVISION's intention to consider all grievances as soon as possible, and a meeting will be held usually within 5 days of you raising a grievance. The meeting will enable you to give full details of your grievance.

You are entitled to be accompanied by a fellow volunteer, employee or accredited trade union official at the grievance meeting.

After the meeting the Manager will inform you of their decision in writing in response to the grievance. You have the right to appeal against this decision.

If you wish to appeal, you must inform PHOENIX YOUTH PROVISION in writing within 5 working days. You will then be invited to attend another meeting, after which you will be informed of the final decision in writing.

It is not permissible to record, whether audio and/or visual, any meetings which take place as part of this procedure, without our express written authorisation. You should note that unauthorised recording may result in action under the Disciplinary Procedure, which may include dismissal for gross misconduct.

Public Interest Disclosure (Whistleblowing)

PHOENIX YOUTH PROVISION recognises that effective and honest communication is essential if concerns about breaches or failures are to be effectively dealt with.

This policy is designed to provide guidance to all those who work with or within PHOENIX YOUTH PROVISION, including volunteers, casual and temporary staff, who may from time to time feel that they need to raise certain issues relating to PHOENIX YOUTH PROVISION with someone in confidence.
Any person who in the public interest raises genuine concerns under this policy will not under any circumstances be subjected to any form of detriment or disadvantage as a result of having raised their concerns. The victimisation or harassment of an individual making a protected disclosure is a disciplinary offence.

This policy applies where you reasonably believe that one of the following sets of circumstances is occurring, has occurred, or may occur within PHOENIX YOUTH PROVISION and that your disclosure is in the public interest:

- a criminal offence has been committed, is being committed or is likely to be committed.
- a person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject.
- a miscarriage of justice has occurred, is occurring or is likely to occur.
- the health and safety of any individual has been, is being or is likely to be endangered.
- the environment has been, is being or is likely to be damaged.
- information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed.

It is not necessary that you prove the breach or failure that you are alleging has occurred or is likely to occur, you may simply raise a reasonable suspicion. However, you should note that you will not be protected from the consequences of making such a disclosure if, by doing so, you commit a criminal offence.

Procedure

If you believe that any of the above practices are happening in PHOENIX YOUTH PROVISION the following procedure should be followed:

- you should initially raise the issues with your line manager/group leader, who will treat the matter in confidence.
- if it is not appropriate to raise the issues with this person, you should raise the issue with a director
- it is likely that an investigation will be necessary, and you may be required to attend an investigatory meeting as a witness.
- at the investigation meeting you will need to explain fully the nature and extent of what you believe is the problem. You may bring a colleague to help you explain the situation more clearly if you wish.

Depending on the nature of your complaint, it may not be possible to find an immediate solution, but your concerns will be investigated as quickly as is reasonably possible, and, where possible, providing such disclosure does not breach confidentiality, you will be advised of the outcome of the investigation in due course. As a minimum you will be advised when any investigation has been completed and that appropriate action has been taken, although you may not be informed of the specific details of the action that has been taken.

Where it is necessary for your disclosure and the investigative meeting minutes to be supplied to an employee as part of the evidence supporting disciplinary action, appropriate steps will be taken to ensure that your working environment and/or working relationships are not prejudiced by the fact of the disclosure.

If you are dissatisfied with the outcome of this procedure you may raise the matter with Bryonie Swift. If you remain dissatisfied with the outcome you have the right to express your concerns to the relevant Prescribed Person designated by the Public Interest Disclosure (Prescribed Persons) Order 2014, or any statute or statutory instrument which subsequently supersedes this legislation.

If you reasonably believe that the relevant failure as listed in any of the above practices relates wholly or mainly to the conduct of a person other than someone in the Organisation, or any other matter for which a person other than the Organisation has legal responsibility, then you should make that disclosure to that other person.

Also, you may make such a disclosure to Protect, the leading authority on public interest whistleblowing, if you consider that it has an interest in the matter and, despite the best efforts of PHOENIX YOUTH PROVISION you believe that disclosure within the Organisation is inappropriate or as noted previously has been unsuccessful. Disclosures made to legal advisors in the course of obtaining legal advice will be protected.

If any disclosure concerns information which you do not substantially believe is true or is made in bad faith, for instance in order to cause disruption within PHOENIX YOUTH PROVISION, or indeed if the disclosure is made for personal gain, then you may become subject to action under the Disciplinary Procedure, which could include dismissal.

While the Organisation hopes that such disclosures will never be necessary, it also recognises that it may find itself in circumstances which are new to it. Each case will be treated on its own facts.

Message from the Directors

We trust your time at Phoenix is a rewarding experience. Everyone at PHOENIX YOUTH PROVISION is delighted that you are now part of our team working towards our vision for local young people.

A few simple practices will ensure your safety. Others rely on you to observe the guidelines and instil our beliefs. Together we can ensure success!

Thank you for your support.