



CRAWLEY



COMMUNITY



YOUTH



SERVICE



**ENJOY
BEING
YOUNG**

Additional Policies

Issue 01/2012

Details of additional policies relating to service delivery, work and accounting practises,

Registered Company Number 07628290 Charity Registration 1142923

Additional Policies

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1. APPENDIX - ADDITIONAL POLICIES

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Staff Development	September 2012
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Financial Reserves

Review Date

September 2012

Purpose

CCYS receives income from a variety of sources. There is no guarantee that any of this income will continue. To provide adequate financial stability, avoid closure and to ensure that commitments to staff, partners and young people are met if closing down the business, CCYS will operate this policy on Financial Reserves.

Scope

To be considered by Directors in reviewing income and expenditure.

Related Policies and Procedures

Internal Financial Controls

Operating the Procedure

The main concerns of the Directors are to ensure that:

- Staff can continue working to secure new funding
- Young people are supported in moving to other services if closure is necessary

Reserves will need to be set that allow CCYS to meet all of its routine expenditure on staff salaries, payments to suppliers, utilities and providing youth sessions for six months from the financial year end. The level of reserves will therefore be 50% of the annual expenditure on all routine items.

The level of reserves required will be calculated and monitored every financial quarter by the Treasurer. The reserves will be built up from the unrestricted (earned) income.

Reserves will be invested in a 90-day business account with our bankers. This will be reviewed annually to ensure that reserves are accessible and safe from losses incurred by financial markets.

Handling Complaints

Review Date

September 2012

Purpose

CCYS aims to provide an effective and efficient standard of service. We welcome comments and suggestions about the service we provide. Young people, parents and partners should know how to lodge a complaint about any aspect of our service.

Scope

To be displayed wherever CCYS operates a session or activity.

Related Policies and Procedures

None

Operating the Procedure

Statements about the CCYS Complaints Procedure will be displayed visibly on notice-boards wherever sessions or activities are operated. Complaints should be made by email to info@CCYS.org.uk or in writing to our registered office.

CCYS will respond in writing to acknowledge the complaint within 7 days. The details of this complaint circulated to all Directors. The Directors will appoint a person to investigate the complaint and consider a response. The Chair will respond to complaints in writing within one month of the acknowledgement being sent with details of the investigation undertaken and the actions that may be necessary to correct any issues with our service.

Statement for Display

Crawley Community Youth Service aims to provide an effective and efficient standard of service. We welcome comments and suggestions about the service we provide. Please contact us by email to info@CCYS.org.uk or writing to Chair of Directors, Crawley Community Youth Service, c/o Ifield Parish Office, 1 Lychgate Cottage, Ifield Street, Ifield, Crawley RH11 0NN.

To help us deal with your complaint more effectively please tell us: what your complaint is about; when it happened; who you dealt with in CCYS; what you would like us to do to put things right. Please keep a note of any conversations and keep a copy of any letters you send or receive.

Confidentiality

Review Date

September 2012

Purpose

CCYS believes in the right of a young person to self-determination and confidentiality. There will be situations where we are either be legally required or perhaps it is in the best interests of the young person for us to inform and involve other agencies.

Scope

To apply to all staff, volunteers and Directors.

Related Policies and Procedures

None

Operating the Procedure

What we offer young people

A Confidentiality Statement will be available with the session logs on the Club File. This statement should be explained to young people when they join a club and then reminded if they intend to tell staff something confidential.

Young people should be able to discuss things that matter to them however no young person can be offered unconditional, absolute confidentiality. Under most circumstances a youth worker will not discuss a young person, or their situation with anyone else, unless the young person asks you to do so. Youth workers will not normally tell anyone else that a young person has talked with them privately, unless they give their consent. The following exception applies:

- A youth worker is given information which leads them to think that the young person, or someone else, might be at risk of serious harm. The worker should seek advice from their line manager and consult the Safeguarding Guidelines. The young person must be informed that we cannot keep this information confidential – be open and honest with the young person and work out a plan of action with them.

Confidentiality Statement

We want young people to make their own choices about the information they share with our staff and volunteers. We will keep anything you tell us in confidence except when:

- We are concerned about a threat to your life or someone else's
- you or someone else are in need of urgent medical treatment
- Where serious criminal offences are involved
- An inquest, tribunal or a court requires information as evidence
- you or someone you know is being abused or at risk of abuse
- where you or someone you know is abusing others

We will let you know when we have to inform others and explain who needs to know and why.