

Britain Yearly Meeting Children and Young People's Work

Event & Activity Management Policy Procedures & Guidance 8



(This policy applies to all Britain Yearly Meeting centrally managed work with children and young people - see www.quaker.org.uk/event-and-activity-management)

Pastoral care at Quaker Life children and young people's events

What is pastoral care?

Pastoral care is what we do to look after participants' mental, physical, social and spiritual well being and particular needs at events. Pastoral care is about what is said and observed, it is also about what is sensed. Pastoral care is the skill of noticing, hearing what is being said as well as being aware of non-verbal communication.

Every participant will have pastoral care needs but these will vary greatly. Some of these will be taken care of within the overall frameworks of pastoral care and awareness that each event provides, while others will need specific consideration. Some participants will require a low but still essential level of support, and others will have more complex needs that teams will be aware of before an event or that emerge at an event.

Pastoral care is about well-being in connection to relationships; a young person's relationship with themselves, with their peers, with their family and their community. At Quaker events pastoral care is about nurturing positive relationships between peers and also with adult volunteers. This includes consideration of the environment and how the programme is structured as well as the role of staff, adult volunteers and peer facilitators. Pastoral care of participants is taken seriously at Quaker events, this includes how particular needs are supported appropriately.

Managing pastoral care

Pastoral care is managed by careful preparation in advance of an event. This is underpinned by and managed through relationships during events. These are the relationships between participants (children or young people), between the participants and the event team (volunteers and staff) and within the event team (volunteers and staff). These procedures and guidelines set out the framework to establish the basic atmosphere and culture within which good pastoral care can flourish, detailing specific ways that relationships are shaped so that pastoral care can be modelled and delivered.

At events where participants are 4 – 18 years old, participant's pastoral care is primarily provided through the small groups in which participants are placed. These groups each have a team member as leader or facilitator, this may be a young person who is supported in this role by an adult. At events where participants are 0 – 3 years old, a higher ratio of team members provides for closer individual awareness and support.

Both staff members and team members have key tasks to undertake within their roles to ensure that appropriate pastoral care is provided. The roles of team members and CYP staff members have a shared purpose but are very different in detail, application and responsibility. These roles are set out separately within this paper and include details of the role before, during and after an event.

Staff members and pastoral care

The staff member responsible for each programme has oversight of pastoral care in the lead up to, during the event and for any ongoing contact with agencies or those responsible for the participant.

Before an event

Staff members will:

- Monitor the participant information that is provided on the initial booking forms about participant needs (see Events-and-activities-procedures-and-guidance-9).
- Where necessary follow this up with one or more of the four Special Educational Needs forms requesting more information (see Events-and-activities-procedures-and-guidance-9a).
- Identify participants needing particular support, if possible prior to preparation meetings.
- Follow up if necessary by telephoning participants (or their parents/guardians) to discuss individual needs; seeking to involve participants and their parents/guardians as much as possible in decisions that affect them.
- Discuss which volunteers it might be appropriate to ask to be a 'watching brief' for particular participants and devise the small groups carefully with this in mind.
- Ensure that there are opportunities for team members to explore, reflect on and find out more about participant's needs.
- Provide information about participant needs as appropriate for event teams.

Every reasonable effort will be made so that all participants are accepted onto events. Before accepting participants onto events, staff should identify the team's ability to manage any identified needs, and should weigh up the possible impact on the wider event and team and any reasonable adjustments that might be made to further participation.

Young people and children on residential events are expected to sign boundaries for the event that make clear the expectations of them in relation to the community. Much of the content of the boundaries is about ensuring that the needs of all participants are managed sensitively, this includes appropriate games, clear bedtimes, sensitivity when discussing beliefs, and being clear that sex, drugs and alcohol are not permitted at these events.

At an event

The staff role is to support the team members who are providing pastoral care directly with participants. This engagement will depend on the event and the different ways that teams are structured, planned and prepared. The safety of participants and team members is paramount.

At some events there will be a staff member with designated responsibility for participant pastoral care. This person and their role should be clearly identified to participants and team members. This person will be available to talk with participants however, wherever possible, they should manage situations using the team member(s) responsible for leading the small group that the young person is in. The staff member with responsibility for pastoral care should appropriately brief the rest of the staff team about pastoral care issues.

Staff will:

- Oversee the small groups to ensure that these are functioning in ways to provide care for each participant.
- Facilitate team meetings where pastoral care issues will routinely be discussed.
- Support team members being available for informal conversations about concerns, particularly checking in with team members who have 'watching briefs'.
- Follow up on conversations ensuring that team members have the support that they need and have completed the pastoral concern form if necessary (see page 8).

- Keep an oversight of the pastoral care forms and incident/accident/concern forms (see Events-and-activities-procedures-and-guidance-10) following up with team members if necessary, ensuring these forms are stored safely and securely in an appropriate place.
- Make decisions about the appropriateness of informing the rest of the event team about the issues and possible implications of these in the context of the event.
- Take responsibility for assessing risks and responding appropriately (see the Safeguarding policy for details), particularly considering whether the participant is at risk of harm to themselves, to others or to the wider event.

For details of what happens when pastoral care becomes a safeguarding issue (referrals) see page 6. For contact details of external organisations see page 7.

After an event

- Staff members are responsible for the management of records of participant information, including booking information and pastoral care records. This includes the archiving of records. The archived records have to be kept securely for 75 years – a life time. This is a safeguarding and insurance requirement.
- If a referral has been made to an external organisation there may be some ongoing involvement with an agency. There may, in very rare circumstances, be some short term involvement in the post-event pastoral care of a participant.

Events that take place as part of wider events

Where a Children and Young People's Programme takes place as part of a wider event (for example at Yearly Meeting) CYP staff and team members are only responsible for providing pastoral care for participants during CYP Programmes session times. At other times pastoral care for children and young people is the responsibility of those who have responsibility for this area at the event as a whole (e.g. Yearly Meeting Overseers, Yearly Meeting Gathering Pastoral Care subgroup). CYP staff will be available to provide advice if required.

It is crucial that YM Overseers/YMG pastoral care subgroup report any pastoral care issues with children and young people to the staff member responsible for linking between the committee and the CYP programme. It is the responsibility of the staff member who is the link between the responsible committee and the CYP Programme to ensure a process for reporting this is in place.

Team members and pastoral care

The role outlines for team members will state that the role includes a responsibility for providing pastoral care to participants.

Before an event

Team members will:

- Receive information in preparation for the event with opportunities to explore, reflect on and find out more about the pastoral care role and information. The information will be about the role, its application and the needs of participants.
- Attend planning and preparation meetings where training in providing pastoral care may be given by CYP staff or others in relation to the particular event. Time will be given to looking at and considering information that has been received about participants particular needs – this is an essential part of the planning and provision of pastoral care. It is important that volunteers ask questions at this stage about their role or the needs of participants.
- Be updated if further information is received in relation to the pastoral care of participants that affects their planning for the event.

At an event

Most team members will have a role with a small group of participants. This is the primary place to ensure that each participant is befriended, looked out for and cared for. Pastoral care is about how participants' needs are managed appropriately and supportively, ensuring that both the participant, and those working with them, are supported. Pastoral concerns will be raised either through conversation initiated by a participant, or through observation of their behaviour / body language and the team member initiating a response. Team members should feel able to ask staff members for support throughout this process.

Team members should:

- Recognise that participants often find Quaker events a safe space and may bring their needs into interactions with those at the event with whom they have a significant relationship.
- Be aware that people's awareness of their own pastoral needs will vary, from having no recognition of having a need, to having some awareness or being fully aware. It is likely that some needs of participants will not have been disclosed. Check out if unsure, either sensitively with the participant or through a conversation with the staff member.
- Respond to pastoral care needs and keep staff members informed through informal conversations and recording concerns on a pastoral concern form (see page 8).
- Check the pastoral concern record (see page 8) so that they are kept aware of issues that relate to those participants that they are supporting.
- Be willing to take on a watching brief, providing specific support to a participant. This is usually identified before the event, however in some cases a team member may be asked to take this role on at the event. Being a watching brief may involve gentle checking out through to more intensive support, this will depend on the situation, the participant and their needs. The watching brief may also aid other team members in supporting the participant concerned.
- Provide active listening to participants (this means reflecting back their thoughts and feelings and supporting their response to their needs).
- Be able to recognise they may not be the most appropriate person to provide support for a participant and communicate this. Where one has experience of an issue it can be hard to separate responding to the participant and meeting one's own unconscious needs. Team members should feel able to say "I don't think I'm the best person to help you but you can talk to... about this". It may be best for the participant's watching brief (if they have one) to be the person that provides the support needed.

- Use the safe space (as detailed on the safeguarding card) if a participant requires a confidential conversation or another suitable space as chosen by the participant. The team member should inform a staff member or another team member what is happening and where. It is the responsibility of all to ensure that a participant is not placed in a vulnerable position (e.g. alone with an adult in an isolated space). This may mean a team member checking in on them. Team members are expected to take the initiative. If they are concerned a participant is in a vulnerable position they should check with fellow team members and if a system of checking is not in place, they should ensure this happens.
- Complete a pastoral concern form following a one-to-one conversation as soon as possible after the conversation (avoid leaving this overnight). See page 8.
- Communicate to a staff member where they encounter complex or difficult pastoral care issues. If unsure about whether an issue needs to be communicated, team members should discuss the issue with a staff member or in the case of peer facilitators, with their adult volunteer support.
- If agreed in the conversation (above), fill out an incident/accident/concern form (see Events-and-activities-procedures-and-guidance-10) where a more complex issue has been dealt with, noting on the participant's pastoral concern record that this form had been filled in.
- De-brief with a staff member where a more complex issue has been dealt with, this will include exploring the participants' level of need, whether a referral is necessary, what support is now needed for the participant and the team member, and what information should be shared with other team members.

After an event

After an event team members have no ongoing responsibility for pastoral care. Many team members working with participants at Quaker events find themselves in an environment in which the participants feel safe and trust those around them. This is part of the value of these events for the participants. It is in the nature of these events that friendships will form between participants and team members.

It is also recognised that for some participants their primary contact with Quakers is through events and they may not have supportive relationships with Quakers on a local level or in their meeting. Team members at events may find themselves in an informal supportive/mentoring role. However it is recommended that following events volunteers do not maintain contact with participants outside the context of events, particularly in a pastoral care role. If the participant is known to them from their community they should exercise judgement and caution as to how the relationship may be perceived by the participant and others.

Team members must remember that their first responsibility is to the well-being of participants but also ensure that they safeguard themselves. Once participants are too old to attend events, team members should exercise discretion in forming friendships with them.

Limitations

Team members (including staff) should be clear with participants and themselves about the boundaries of their role. Providing in-depth counselling and/or ongoing support outside the event is not appropriate and it is important that team members do not promise participants a level of support which they are unable to provide. It should also be recognised that team members may not have the necessary skills, knowledge or training to deal with some of the issues which they face. The role of team members in supporting participant needs is limited to that particular event. Team members should not offer ongoing support following an event, even where their professional knowledge and skills equip them to do so. In such instances team members should discuss with staff any need for referral or providing young people with other forms of support. All referrals to voluntary or statutory agencies within the participant's local area should be made by the staff member with responsibility for pastoral care.

Where pastoral care becomes a safeguarding issue (referrals):

- The staff role can also involve taking pastoral care oversight into the area of safeguarding responsibility. The staff role then moves beyond support of volunteers and into the protection of the individual participant. This may involve referrals to an external agency or, be about getting further professional advice from external agencies where there are complex needs or a participant is thought to have been harmed or to be at risk of harm. The pastoral care may then coincide with other areas of event management policy (see *Safeguarding and Children and Young People's Work Disclosure Procedures and Guidance*).
- Although staff may involve volunteers in considering whether to make a referral, it is the responsibility of staff to identify appropriate support systems and to make referrals.
- Any referral should be made with the informed consent of the participant for any information sharing. There is no requirement to seek consent where to do so would put that participant or others at increased risk of significant harm or an adult at risk of serious harm or where it may interfere with a current or potential investigation.
- Participants should be encouraged to communicate issues to the person with parental responsibility. Staff should consider the implications of informing parents or otherwise and may seek advice and support from external agencies (e.g. NSPCC, CCPAS).
- If necessary staff may consider it appropriate to act as an intermediary between participants and those with parental responsibility. Any such action should take place with the informed consent of the participant.
- Where ongoing support outside the event is already in place the staff member responsible for pastoral care should communicate any key issues to the organisation providing support.
- Where no support is currently in place staff member responsible for pastoral care should make appropriate referrals to relevant organisations (this may be a local authority/ children's social care/ statutory agency/police).
- It is the responsibility of staff to ensure that any communication or referral should be recorded on incident/accident/concern form and made using the current government guidelines. <http://www.dcsf.gov.uk/everychildmatters/strategy/delivering-services1/caf/cafframework/>
- Staff should request referral feedback from statutory agencies for BYM's event records. This feedback should be kept with the relevant incident/accident/concern form and stored securely.

Staff may convene or participate in safeguarding meetings that are, necessarily, outside of the event teams that include event safeguarding

Contact details for external organisations:

Churches Child Protection Advisory Service

0845 120 4550

An independent Christian charity that provides professional training, resources, advice and support in all areas of child protection and good working practice. Their services are used by churches across the denominational spectrum, and other faith groups and secular organisations.

Connexions Direct

080 800 13219

Connexions is the Government's support service for all young people aged 13 to 19 in England. It also provides support up to the age of 25 for young people who have learning difficulties or disabilities (or both). This phone number is a confidential advice line for 13 to 19 year olds.

Childline

0800 1111

ChildLine is the free helpline for children and young people in the UK. Children and young people can call to talk about any problem – counsellors are available.

Child Exploitation and Online Protection Centre (CEOP)

0870 000 3344

Website: www.ceop.gov.uk

Email: enquiries@ceop.gov.uk

CEOP provides internet safety advice for young people, parents and carers and a virtual police station for reporting abuse on the internet.

NSPCC

0808 800 5000

The NSPCC Child Protection Helpline offers advice and support to anyone concerned about the welfare of a child. The Helpline is open 24 hours a day, seven days a week.

Samaritans

08457 90 90 90

Website <http://www.samaritans.org>

Email: jo@samaritans.org

Samaritans provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide

Youth Access

Website: www.youthaccess.org.uk

020 8772 9900

Youth Access is the national membership organisation for young people's information, advice, counselling and support services – and should be able to refer you to a support worker in the participants area. They cannot give advice directly to young people via the phone number above but the website gives information about location participation workers.

(Updated February 2015)

Pastoral Concern Form

Event..... Participant Name.....

Date and time	Details of concern	Action taken	Other team members informed/ staff referred to	Have you completed an incident or disclosure form for this participant?	Name of Team Member and role at event

This form is for recording concerns relating to the pastoral care of participants in order to ensure that the team at an event is aware of any such issues – there are separate forms for logging incidents/accidents and disclosures (if you complete a separate disclosure or incident/accident form please note this in the appropriate column).

This form should be stored confidentially at all times.