



KEYNSHAM TOWN COUNCIL

DETACHED / OUTREACH YOUTH WORK POLICY & GUIDELINES

Policy Adopted: 20 January 2026¹ Town Council
Review Date: 20 January 2028

1) Introduction

- Detached/Outreach Youth work in Keynsham is part of youth service provision for young people aged 11-25 years, which focuses on those aged between 13-19 years.
- Detached/Outreach Youth work is carried out with young people on the streets or in other public spaces.
- Detached work is youth work with the purpose to operate on the streets with young people.
- Outreach work may operate in the same way; however the overall purpose is to encourage young people to engage with street based youth work activities and/or attend other provision.
- Whilst there are differences in approaches, detached/outreach work core purpose, principles and values remain the same as all other youth provision offered by Keynsham Town Council.
- Detached/Outreach work offers a wide range of informal activities in the community which provide young people with opportunities for their personal and social development.
- Detached work/outreach work are interchangeable in this document.

2) Detached/Outreach Youth Work

Detached/Outreach youth work is a planned and committed approach to engaging young people in developmental projects and programmes – initiated, sustained and informed by ongoing contact on the streets. Among other things, this approach is characterised by its:

- Flexibility to assess and target groups most in need or at risk
- Capacity to develop a response independent of other provision
- Encourages young people to get involved in any local youth or community building based provision
- Work with local neighbourhoods to support the needs of young people

Detached/Outreach youth work can be beneficial in engaging young people who are not currently involved in youth provision with the community.

These young people may be at risk of engaging in anti-social behaviour or criminal activity, whilst on 'the street'.

3) The Value of Detached/Outreach Work

Assessing Need

Detached/Outreach youth workers can assess, analyse and prioritise the needs of different groups in the Community and be clear about who they are going to work with and why. Staff need to make sure their work does not duplicate what other people are already doing.

Targeting

Detached/Outreach staff workers can target individuals and groups especially those hardest to reach within an area that may be more 'in need' and/or at risk. Youth workers must gain explicit or implicit consent from young people to be there.

Flexibility

Detached/Outreach youth workers can provide a programme of informal activities that are not reliant on being centre based. These activities can be spontaneous, dynamic and flexible to meet the needs of the young people.

For example, Detached/Outreach youth workers can use community centres for ad-hoc sessions which better link young people with services/facilities.

Improving inclusion

Detached/Outreach youth workers may target young people who are not engaged in local youth services. These young people may not to attend formal/centre-based provision, could be at risk of exclusion or may not be in education, employment or training (NEET). Youth workers must gain explicit or implicit consent from young people to be there.

Providing information and signposting

Detached/Outreach youth work staff may carry a variety of resources which can enable them to provide information, advice and support on a range of issues.

Signposting to services is a key youth work resource to enable Young People to access the correct support by bridging the gap between services. This can be done via sharing online resources with young people via a work tablet or on their phones.

Active Participants

Detached/Outreach youth workers can support young people to become active participants in the community. This can be achieved through strong and positive relationship building and encouragement. For example, supporting local fundraising in the community such as new park equipment/skate park areas.

Safeguarding

Detached/Outreach youth work can be a valuable resource in safeguarding young people with vulnerabilities who may be at risk of harms. Staff will be clear about their role and the boundaries of it and ensure young people are aware of safeguarding policies and procedures including the confidentiality policy.

4) Staffing

Detached/Outreach youth work has a duty of care to safeguard staff as well as young people. Detached/Outreach youth work shall therefore operate on a minimum of two paid staff members from Keynsham Town Council, including one session lead. It is important that staff do not lone work when undertaking Detached/Outreach work.

Detached/Outreach youth work may be supported by other workers from services/stakeholders that support young people and strive towards the detach/outreach aims and objectives. E.g. B&NES Youth Connect

5) Approach

Detached/Outreach youth work must have a clear time frame, be guided by the aims and objectives of the project and work in line with local policies.

Detached/Outreach based youth work has an informal style of delivery however it should always strive to achieve the outcomes and be proactive not reactive.

This work can then be viewed in stages with natural cycles e.g. getting to know, working with and moving on.

The work will be underpinned by values and principles of youth work ; active participation & empowerment , non formal and in formal learning, voluntary engagement and Equality, Diversity and Inclusion.

Preparation

- Detached/outreach youth work must have clear aims, objectives, timeframes and outcomes.
- Detached/outreach youth work must have an approved budget for the project.
- Detached/outreach youth workers must undertake a mapping exercise to identify areas in which to deliver the project.
- Detached/outreach work must have a valid and dynamic risk assessment which is reviewed in line with KTC policy.
- Ensure any expectations associated with external funding are compatible with the work's purpose, principles and values.
- Ensure resources and information are from reliable sources. Paper publications where possible carry the information standard and are within three years of publication.
- Inform the local Police/PCSO's of the detached/outreach youth work project's aims and objects. Seek knowledge, support and advice to ensure the safety of young people and youth workers.
- Network and promote the detached/outreach youth work to partner agencies. Work in partnership where this supports the outcomes of the project.
- Detached/Outreach youth workers must familiarise themselves with services to effectively signpost young people.

Operation

- Ensure adequate time is allocated before and after sessions for briefings and debriefings. A minimum of 15minutes should be allocated to ensure all policies and procedures are followed and recording is accurate.
- Detached rucksack must be carried at all times and include essential first aid kit. Suitable PPE will be supplied by Keynsham Town Council.
- During session visually assess any additional risks that may have presented since last session.
- Work mobile phone to be charged and carried during detached sessions, with check ins at each location and check out on completed detached sessions.
- Complete sessional recording sheet during debriefing and include areas, times, weather and young people engaged.

- Carryout bi monthly team meetings to reassess risks, collate information, contact local agencies and to plan any additional activities relevant to outreach.
- Carryout quarterly update meetings with youth leader and town clerk.

Detached/Outreach Toolkit

This should contain:

- Identity card
- KTC Mobile phone with camera (charged and containing list of emergency contact numbers, plus the BANES duty social care number)
- Torch
- Pen and paper
- Mobile Tablet
- Safe Scheme pick up packs and paperwork.
- Water
- Small petty cash float (£5)
- First Aid Kit

6) Completion and Exit Strategy

There may be many reasons why you decide to end the work, the project has come to natural end, you haven't been able to engage young people, funding has ended, demands of another area.

It's important that young people understand the time scales from the start, so that endings do not come as a surprise and so the young people have an opportunity to celebrate their participation and achievements.

If the piece of work is time limited, for instance due to funding, workers need to have a clear exit strategy. This will include making sure that young people are aware that the work will finish at a specific time. The strategy should be clear and understood by all staff and needs to be in place well before the work comes to an end.

Young people should be made aware of the reasons for the end of the work and they should be involved in evaluating it and a report produced.

The exit strategy should ensure that young people have information about other relevant provision in their area, and relevant service providers should be informed that the work is coming to an end.

7) Data Collection and Evaluation

Producing quantitate evidence may prove difficult particularly if there are issues of trust and confidence. Detached/Outreach youth workers need to develop strategies to explain to young people why the information is needed and what it will be used for, and subsequently develop relationships based on trust and co-operation.

Basic quantitate information will be collated on the session recording sheet which will include but may not be limited to; Gender, Age, First Name

As the project develops there may become a time when further information may be needed. This information can be recorded using a registration form for detached work. Detached youth workers will need the full consent of the young person and their primary care giver.

Policy and procedures will need to be in place and adhered to, in order to comply with data protection and information governance. The Town Council operates in compliance with the Data Protection Act and the new General Data Protection Regulations that are replacing the old Act. Personal data is kept confidential and hard copy data is stored in a locked safe in the Town Clerk's office. Electronic data will be stored in restricted-access, password-protected directories on the Town Council's server. The number of people having access to this data will be limited to the Town Clerk, the Youth Team leader and the Outreach Youth Workers. The collection of personal data will be accompanied by a privacy notice containing opt-in clauses that will require the person's (and primary care giver's) signed consent.

8) Health & Safety

Detached/Outreach youth workers must follow health and safety policies and procedures.

Street based sessions will require up to date risk assessments for the areas in which detached youth work operates.

Detached/Outreach youth workers will visually assess risks which may present in addition to those highlighted on the initial risk assessment.

On the streets workers do not have the same kind of authority and may not always be able to prevent young people putting themselves in risky situations.

9) Threatening Situations

It is common for Detached/Outreach workers to find themselves in positions where their personal safety is threatened. There are measures that workers and managers can take to reduce the threat of incidents:

- Never lone work and ensure your manager knows your working times and likely geographical area.
- Always carry fully charged mobile phone
- Always research the area in daylight to start with and ask local people about the area
- Undertake risk assessments for all activities and regularly update them especially when circumstances or conditions change
- As part of the session evaluation and debrief it is important to reflect on what happened and ensure the learning is taken forward to the next session
- Walk away from situations if you, or a colleague, feel threatened

- Staff should receive appropriate training re deescalating situations and dealing with challenging behaviour

Detached/Outreach work and the law

At all times staff must operate within the law.

It is important that young people understand that detached/outreach youth workers are bound by confidentiality, safeguarding and the law. They must be made aware that if you are a witness to an incident which involves criminal activity you must report to the police. Alongside this, safeguarding issues/incidents will also be reported to local safeguarding lead.

Detached/Outreach youth workers must not condone risky or illegal behaviour by young people. This may require workers explaining and negotiating with young people about when they can and can't work with them. This will include, for example, not being present when illegal activities are taking place such as drug dealing etc.

Sharing information could lead to an undermining of your relationship with the young person however at times it may be appropriate to disclose information. Before sharing information discuss with Youth Team Leader and the Town Clerk.

a) Alcohol and Drugs

Detached/Outreach youth workers may encounter young people consuming alcohol or taking drugs. The workers should disassociate themselves from the young people taking part in the consumption.

It is important that when workers disengage, they record how they have positively challenged the use of potentially harmful substances by young people. Support for Young People regarding substance misuse is available from Project 28.

b) Anti-Social behaviour

Detached/Outreach youth workers may encounter young people who are undertaking activities which could be considered anti social. Detached workers should disengage with young people and where/when appropriate report incident to local police.

c) Disorderly Behaviour

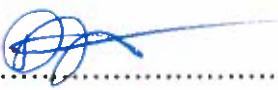
The use of threatening or abusive language and being drunk and disorderly are offences. This is serious if it is racially or religiously aggravated and you must report this to the police.

d) Safeguarding

Detached/Outreach youth workers should adhere to Keynsham town council policy on safeguarding.

Signed (Chair of Town Council): 
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Date: 20/1/26

Signed (Town Clerk): 
.....

Date: 20/1/26

Appendix 1 Detached/Outreach Youth Work Risk Assessment

Activity to be Assessed	Assessment Number								
Detached/Outreach Youth Worker									
Persons undertaking or affected by the activity									
Youth Workers									
Young People									
General Public									
Identified hazards and the associated risks									
1	<table border="1"> <tr> <td>Violence and aggressive behaviour by general public, staff and/or young people.</td> <td>Likelihood</td> <td>Severity</td> <td>Risk Level</td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>Low/Medium</td> </tr> </table>	Violence and aggressive behaviour by general public, staff and/or young people.	Likelihood	Severity	Risk Level	1	2	3	Low/Medium
Violence and aggressive behaviour by general public, staff and/or young people.	Likelihood	Severity	Risk Level						
1	2	3	Low/Medium						
1 Accident, injury or death to youth workers, young people and/or general public.									
Existing Control Measures / Additional Control Measures Required									
Youth workers to carry work mobile phone with them (charged).									
Prior to session, youth workers inform line manager of route / area they are working.									
Youth workers to check-in and check-out at the start and finish of the session.									
Police/PSCOs informed of youth workers working in areas. Youth workers to call designated police/PSCOs if behaviours are displayed.									
Youth workers to work with a minimum of two staff during detached work, follow staffing ratio and policies									
Always carry ID/encourage others to phone up admin base/council and establish legitimacy of worker									



Identified hazards and the associated risks		Likelihood	Severity	Risk Level
2	Street based work (including night-time working)	2	3	Low/Medium
2	Accident, injury and/or death to youth workers and/or young people.			
Existing Control Measures / Additional Control Measures Required				
Youth workers to carry work mobile phones (both charged)				
Youth workers to be issued with reflective clothing, torches and street-work essential kit.				
Youth workers brief young people on highway code and acceptable behaviour if session involves movement in an area.				
A designated first aider to always be on a session.				
Youth workers to map area, prior to starting face to face detached/outreach to identify areas of deprivation, areas of working and potentials risks associated with working in these areas.				
Youth worker to contact key community groups and organisations to identify areas of risk.				
Prior to session, youth workers inform line manager of route / area they are working. Detached youth workers to check-in and check-out at the start and finish of the session.				
Youth workers to visually risk assess, at the beginning of session, in each area.				
Youth workers to work with a minimum of two staff during detached work.				
Young people briefed about appropriate behaviour when engaging in detached/outreach youth work.				



Identified hazards and the associated risks			Likelihood	Severity	Risk Level
			2	3	Low
5	Aggressive Animals	Accident, injury and/or death of youth workers and/or young people			
Existing Control Measures / Additional Control Measures Required					
Have team codes to communicate with staff if the situation feels unsafe. Safely walk away, contact appropriate council service and/or police.					
Reassessment of Activity Hazards			Likelihood	Severity	Risk Level
1					
2					
3					
4					
5					
6					
Author:		Signed:	Date:		
Position:		Signed:	Date:		
Town Clerk		Key			
Reviews		Likelihood	Severity	5	25
Review Date :		1 very	1	5Y	25
Reviewed by:		unlikely	nuisance	4	25
Review Date :		2 unlikely		3	25
Reviewed by:		3 likely	2 minor	2	15
Review Date :		4 very	3 medical	1	15
Reviewed by:		likely	treatment	0	5
Review Date :		5 certainty	4 major	1	5
Reviewed by:			5 fatal	2	5
			Severity of Injury		
			High Risk		
			Medium Risk		
			Low Risk		



Identified hazards and the associated risks		Likelihood	Severity	Risk Level
3	Risky and/or unlawful behaviour carried out by young people and/or general public.	3	3	Medium
3	Accident, injury and/or death to youth workers, young people and/or general public.			
Existing Control Measures / Additional Control Measures Required				
Young people briefed on boundaries of youth work role and how these relate to the law & explain they are not able to work with young people when illegal activity is taking place, including the use of alcohol and illegal substances.				
Youth workers to make the decision to disengage and withdraw from young people, if they deem it necessary and establish contact with police if the situation is escalating and someone is likely to come to harm.				
Youth workers to contact police using 999 when witnessing unlawful behaviour by general public.				
Youth workers to call 999 and contact fire, police, ambulance services when there is an immediate risk to youth workers, young people and/or general public.				
Identified hazards and the associated risks		Likelihood	Severity	Risk Level
4	Extreme weather conditions	2	2	Low
4	Accident, injury and/or death of youth workers and/or young people			
Existing Control Measures / Additional Control Measures Required				
Detached youth workers will be provided with suitable outdoor clothing.				
If Met. Office release extreme weather warnings youth workers will not carry out detached/outreach session. Alternative office based work can be carried out.				
Detached youth workers to make the decision on cancelling the session if weather is deemed unworkable. Youth workers to inform line manager of change to work, either carrying out office based work or working out of a suitable community base.				
Young people briefed on what to do if extreme weather conditions occur.				

