

PREVENTION & PROTECTION

Youth Engagement Framework 2016-2019



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



DRAFT

CONTENTS

Foreword	1
Introduction	2
Scope	3
Vision	4
Aims and Objectives	5
Background / Strategic Context	6
Delivery of Services	7
Our Objectives	8
1. Promoting Wellbeing	9
2. School and Community Based Learning	10
3. Youth Engagement Courses	11
4. Deliberate Firesetting	12
5. Partnership Working	13
6. Community Engagement	14
7. Our Heritage	15
8. Developing our Prevention and Protection Workforce	16
9. Recording and Reporting	17
Contacts	18
Appendix A - SFRS Youth Engagement Priorities	19

Foreword

As Director of Prevention and Protection (P&P) for the Scottish Fire and Rescue Service (SFRS) it gives me great pleasure to introduce this 'Youth Engagement' Framework.

SFRS has a distinguished and long standing involvement with children and young people, with particular strengths in supporting vulnerable and disadvantaged younger members of society. This framework sets out our intentions to continue our engagement with communities and partners to deliver services for this group, detailing our specific actions through main objectives.

The role of the Firefighter is widely viewed as a role model within our communities. We will develop this representation to ensure that our future engagement continues to promote safer communities and develop our young citizen's skills for life, learning and work; promoting fairness and equality through active participation and engagement opportunities.

This document provides a framework for the SFRS to actively engage with children and young people; to educate them in fire safety skills, become responsible citizens and divert them from fire crime and associated antisocial behaviour. At the heart of all of this activity will be close partnership working with key organisations both at a national and local level.

The delivery of this framework will contribute to the development of opportunities for children and young people across Scotland. The detailed "objectives" illustrate how we intend to do this through establishing policy, procedure and guidance which will ensure a consistent and equitable delivery of services.

Assistant Chief Officer Lewis Ramsay
Director, Prevention and Protection

Introduction

This framework details the SFRS priorities and actions to engage with children and young people to promote safety and develop skills and opportunities for lifelong learning, setting out our goals for the next three years.

Youth engagement is a key part of our overall strategy for improving lives and promoting safer communities. Our operational crews and wholtime stations play a key part in the delivery of our activities, interacting with children and young people at our Community Fire Stations or through visits to schools and community events. We also aim to involve Retained Duty System (RDS) and Volunteer Firefighters, where this meets the priorities of local areas.

This framework outlines the future direction for youth engagement for the period 2016 – 2019 and supports the SFRS Strategic Plan and Service priorities.



Scope

This framework is intended to support Local Senior Officers (LSOs) and local Prevention and Protection (P&P) Managers, working in partnership, to deliver services for children and young people across Scotland. It contributes to a range of social, cultural, economic and environmental priorities; complementing local community planning arrangements.

The framework is also aimed at everyone (partners and community members) concerned with the safety, education and wellbeing of children and young people, and with reducing the impact of fires and fire related anti social behaviour (ASB).



Vision

The SFRS has a vision of delivering services across three levels of service delivery which support Getting it Right for Every Child (GIRFEC). This approach helps us to effectively target resources:

- **Universal** – General fire safety advice, available to all children and young people. This will include exploring the use of social media and making resources available for teachers and others working with young people to deliver safety messages on our behalf.
- **Focused** – Engagement with identified target groups and working in hotspot areas across Scotland. This will include targeted schools and community based organisations, work with low risk firesetters and our youth engagement courses.
- **Bespoke** – Supporting the work of the Named Person Services where provision needs to be designed to meet the needs of an individual. This includes involvement with high risk firesetters, Early and Effective Intervention Panels and Child Protection Case Conferences.

Aims and Objectives

We aim to contribute to the development of opportunities for children and young people, to impact public agendas that focus on the safety and wellbeing of our communities, and to formally create a management tool for our delivery plans for the next three years.

Our objectives are to provide the conditions and supporting tools to allow the consistent delivery of services to children and young people across Scotland. This will be done by establishing policy, procedure, guidance and training materials which can support LSO Areas to provide services which are relevant to their local communities and address an identified need.

Our aims and objectives are detailed below, focusing on nine areas that provide strategic direction and deliverable actions:

1. PROMOTING WELLBEING

We will put in place plans and processes to ensure that we effectively safeguard and promote the wellbeing of children or young people that we engage with.

2. SCHOOL AND COMMUNITY BASED LEARNING

We will provide resources to support teachers and Community Learning and Development workers to directly deliver fire safety education. Training and guidance will be provided for our staff to complement these resources.

3. YOUTH ENGAGEMENT COURSES

We will provide a range of programmes to engage young people on community safety issues that will develop their skills for learning, life and employment.

4. DELIBERATE FIRESETTING

We will increase the capacity of the organisation to effectively engage with young people that have an unhealthy interest in fire.

5. PARTNERSHIP WORKING

We will explore and develop our links with key organisations both nationally and locally on a range of cross-cutting issues such as poverty, citizenship, ASB, employability, and equality.

6. COMMUNITY ENGAGEMENT

We will actively engage with communities across Scotland and seek new and innovative ways to involve them in the delivery of SFRS services.

7. OUR HERITAGE

We will work with young people to make our heritage relevant to them and use heritage to drive home key community messages.

8. DEVELOPING OUR PREVENTION AND PROTECTION WORKFORCE

We will provide appropriate training and support to enable our workforce to engage with young people safely and effectively.

9. RECORDING AND REPORTING

We will develop our recording and reporting systems to better assess the effectiveness of our activities and determine what and how things should be improved.

Background/Strategic Content

Youth work in Scotland makes an effective contribution to the Scottish Governments National Outcomes. It is centred on three essential features; where young people choose to participate, is based on their individual needs and recognises the young person and the youth worker as partners in a learning process¹. SFRS are committed to actively engaging with young people and work to ensure their needs are considered as part of our service development.

In line with the National Youth Work Strategy (Scotland) 2014 – 2019 we want to ensure that young people are supported to make positive choices about their future, helping them develop important practical skills and an understanding of risk.

In developing this framework we have considered a number of key policies and strategic documents. These include:

- Scottish Government National Outcomes
- The Fire and Rescue Framework for Scotland 2003
- The Protection of Vulnerable Groups (Scotland) Act 2007
- Commission on the Future Delivery of Public Services 2011
- The Police and Fire Reform (Scotland) Act 2012
- The Strategy for Justice Scotland 2012
- Local Government in Scotland Act 2013
- One Scotland - Programme for Government 2014-15
- National Youth Work Strategy (Scotland) 2014 – 2019
- Community Empowerment (Scotland) Bill 2014

In particular, the following three documents have significant links to our work:

The Commission on the Future Delivery of Public Services, 2011

Taking into account the findings and principle messages of this report, to ensure best use of resources, SFRS youth engagement will use a youth work approach to ensure that our services are designed with and for young people and communities. Furthermore we will continue to build relationships with public, private and voluntary sectors to reduce duplication by creating a joined up approach to service delivery.

Community Learning and Development (Scotland) Regulations, 2013

A Community Learning Development approach places learning at the centre of communities and is at the heart of our youth engagement through learning, personal development and active citizenship. Our programmes will seek to empower young people, individually and collectively, to make positive choices that make a real difference to their lives and their communities.

Children and Young People (Scotland) Act, 2014

The Children and Young People (Scotland) Act 2014 will bring a new dimension to SFRS youth engagement; the support provided by the Named Person Service and Getting it Right for Every Child will enhance our ability to safeguard the most vulnerable young people. In addition we will embrace our new role as corporate parents by building on the support we already provide to children and young people who are/have been looked after and/or accommodated.

¹ Adapted from YouthLink Scotland's Statement on the Nature and Purpose of Youth Work; YouthLink Scotland; 2009.

Delivery of Services

Through the delivery of this framework and the objectives contained within, we can detail how engagement will be achieved both national and locally.

At a national level, Community Safety Engagement personnel will develop policy, guidance and good practice to support and aid local implementation. Directorate staff will also liaise with relevant national partners to influence policy and establish collaborative working arrangements which can be disseminated to local colleagues.

LSOs are responsible for local service delivery, details of which are outlined in their respective Local Fire Plan. They have a duty to contribute to local community planning arrangements and support the priorities contained within Single Outcome Agreements (SOAs). All ambitions and activities relating to work focused on children and young people should therefore be reflected in these key documents and local partnership arrangements fostered to support delivery.

Local delivery will be aided by the use of Community Action Teams (CATs) and front-line firefighters. CATs comprise of Local Area Liaison Officers (LALOs), Community Firefighters (CFFs) and Community Safety Advocates (CSAs), who will be instrumental to understanding local issues and providing a direct method of engagement with partners and those individuals most at risk.

Operational firefighters provide the main methods of delivery at local level. This includes engagement with schools and community based organisations, along with attendance at community events. Community Fire Stations provide the location for many of our activities, including the delivery of youth engagement courses, station visits and Open Days.



Our Objectives

Through working with our key partners and community members we have set out an ambitious, yet realistic plan for SFRS's delivery of services for children and young people across Scotland. Nine areas of work have been identified as vital to the continued success and development of youth engagement within the SFRS. These are defined as:

1. Promoting Wellbeing
2. School and Community Based Learning
3. Youth Engagement Courses
4. Reducing Deliberate Firesetting
5. Partnership Working
6. Community Engagement
7. Our Heritage
8. Developing our Prevention and Protection Workforce
9. Recording and Reporting

For each of the nine areas we have detailed the actions we intent to undertake and the potential impact they will have for our communities and delivery of services.



1. Promoting wellbeing

The SFRS has a responsibility to ensure that the children and young people we come into contact with are safe from harm. In addition, the introduction of the Children and Young People (Scotland) Act 2014 places specific duties on the Service, along with other public sector partners; this includes supporting the work of the Named Person and fulfilling our role as Corporate Parents.

SFRS personnel delivering youth engagement programmes spend a significant amount of time working with children and young people, building trust and meaningful relationships. On occasion personnel may also be required to provide support to key partners dealing with complex issues of child wellbeing, especially in relation to firesetting. We want our personnel to feel supported and confident to raise a child wellbeing concern and ensure that information is reported and recorded effectively. This includes the introduction and rollout of the SFRS Safeguarding Policy and Procedures for the Protection of Children and Adults at Risk of Harm, and the recording and reporting of concerns regarding the wellbeing of children and young people.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Support the implementation of the Children and Young People (Scotland) Act 2014 with a focus on Corporate Parenting and GIRFEC. This will ensure front line personnel are aware of the requirements of the Children and Young People (Scotland) Act 2014.
- Develop Child Protection training for SFRS personnel as required by their position within the organisation. LSOs should also look to local partner agencies to supplement training and ensure effective communication systems are in place.
- Develop and plan national and local programmes around the needs of children and young people and where appropriate include them in the co-design and co-production.

2. School and community based learning

The Fire (Scotland) Act 2005 places a statutory duty on the SFRS to promote fire safety and we are recognised for the excellent work carried out in partnership with schools and community based learning providers.

Strong links with schools and community based learning is a crucial partnership approach in providing general fire safety advice from an early stage in a young person's life, as well as helping to supporting a reduction in fire activity at a local level.

To meet our commitment to provide fire safety education to all children in Scotland we have supported the development of Go Safe Scotland www.gosafescotland.com/. This online resource provides a range of fire safety lessons and materials, aligned to the Curriculum for Excellence, that can be delivered by schools and community based organisations.

We will further strengthen our relationships with schools and community based organisations to educate children and young people on the consequences of fire related ASB and encourage positive changes in behaviour.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Utilise local operational intelligence to ensure that services are carefully targeted and resources are directed towards schools in areas of high service demand.
- Explore new and innovative methods to engage with schools and community based learning to ensure community safety advice is available for all young people.

3. Youth engagement courses

SFRS can add value to Scotland's youth work landscape by providing structured youth engagement courses and activities which are not normally available through mainstream education. Learning from successful programmes delivered by fire services across the country, we will develop a range of tools and supporting guidance that will allow LSOs to deliver courses and activities that can be tailored to suit individual needs. These courses are intended to support children and young people to develop their skills for learning, life and employment, whilst also promoting the role of the fire service and raising awareness of the risks created by fire related ASB.

A series of modules will be developed, covering themes such as health and safety, drill ground activities and road safety; the latter forming part of SFRS's commitment to Scotland's Road Safety Framework. These modules can then be used locally to deliver courses from a half day to a full one week programme, allowing courses to be adapted to meet the needs of a diverse range of groups.

We will also work with recognised bodies to identify relevant qualifications and awards that can be gained through attendance on our courses. This will mean children and young people can gain formal recognition for their work, supporting opportunities for future education and employment.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Explore methods to recognise the wider achievement of young people participating on SFRS programmes including Scottish Qualification Authority, Scottish Credit and Qualifications Framework and other less formal opportunities.
- Create a standardised approach for youth engagement courses to support LSO delivery by providing a comprehensive suite of materials including operating procedures, modules, lesson plans, risk assessments, evaluation tools and training.
- Review our extended provision such as Young Fire Fighters and Phoenix programmes; making recommendations on future development.
- Where appropriate integrate road safety education into our courses. LSOs should consider road safety education in the context of their Local Fire Plans and priorities as determined by operational intelligence.

4. Deliberate firesetting

Deliberate firesetting is a huge burden on the SFRS, accounting for a large percentage of the incidents we attend. Without help and guidance, firesetting behaviour can increase and lead to serious consequences such as personal injury and damage to homes, schools and other property. The majority of deliberate firesetting incidents are considered criminal acts and can be linked to underlying social, economic and environmental challenges in communities.

SFRS will provide information to raise the awareness of the risks from deliberate firesetting on the Go Safe Scotland website for delivery in schools and community based organisation. In addition, where we recognise that there may be problems in particular geographic areas, we will address this in partnership through local joint tasking and community planning arrangements.

Where young people demonstrate an unsafe or concerning interest in fire, or fire related ASB and require additional support, we will provide specialist interventions which will be delivered by trained personnel (Firesetter Advisors). This will often be delivered in partnership with other service providers and may involve some of the most vulnerable people in our communities.

SFRS have a specific duty within the Children and Young People (Scotland) Act 2014 to support the work of the Named Person Service. This will provide an important support as we seek to deliver services in collaboration with partners and our work with firesetters will be designed to maximise the opportunities for joint working.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Create a standardised approach to working with young firesetters by providing a policy and procedure for Scotland that will support LSOs to effectively deliver firesetting interventions.
- Further develop our work with young firesetters to ensure that we fully incorporate the provisions of the Children and Young People (Scotland) Act 2014.

5. Partnership working

Working with partners and communities to coproduce and deliver services is the most effective way to engage with young people and deliver youth engagement activities. We share many cross-cutting issues with other Public and Third Sector organisations and local communities such as poverty, citizenship, ASB, employability, equality and risk taking. Through working in partnership we can design services that address these joint problems and reduce duplication.

At both national and local levels we are actively involved in networks and working groups that help to support this partnership working. This includes organisations with expertise and knowledge of working with young people, who may advocate on their behalf.

National Partnerships

Nationally, we will continue to develop strategic relationships with key partners from the Third Sector, Social Work, Education, Police Scotland, Community Learning and Development, and Health who share the same vision, strategic aims and intent to work together to deliver joint objectives. We will support local working through establishing joint working arrangements and commitments.

Local Partnerships

LSO Areas will continue engagement with relevant partners to support youth engagement activity via community planning arrangements. We will also work closely with agencies supporting youth participation to identify the best methods to include young people in the design and delivery of services.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Build links to local and national organisations that can advise and support us to further develop our work with children and young people.
- Support partners to deliver services for children and young people by making available appropriate SFRS resources; including property / facilities.

6. Community engagement

SFRS will engage with communities, supporting the principles set out in the Scottish Government Community Empowerment (Scotland) Bill. This will help to ensure communities are involved in identifying priorities and designing our services; building upon and strengthening the assets of local people and local workforces.

SFRS has strong local relationships and will build upon these through our partnerships, youth engagement courses, fire heritage and digital inclusion. Working closely with the Third Sector Interfaces (TSIs) we will develop relationships with some of the 45,000 national Third Sector organisations, many of which work with children and young people in sport and leisure, care and protection, employability, education, leaving care and criminal justice.

Volunteering, fire heritage and digital inclusion will provide tools for engagement with communities. Working with the SFRS Heritage Committee we will identify opportunities to use volunteering and our heritage to educate and interact with young people. To provide a similar hook to engagement we will explore digital engagement; looking at social media, web based tools and e-learning to provide scalable and engaging means to have two way communications with our young communities.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Seek to involve children and young people in the design and delivery of the services that they use.
- Explore the potential for SFRS to utilise volunteers within communities and methods to recognise and support personnel who currently volunteer.
- Seek to involve children and young people in SFRS Heritage Programs and Initiatives.
- Consider the use of digital engagement to increase the opportunities for young people to engage and volunteer.

7. Our Heritage

Our heritage underpins the modern values of SFRS. Our work with heritage focus on a wide range of people, such as children and young people; specifically where successful engagement can create meaningful change.

Working with partner organisations and our team of experienced and committed volunteers to utilise and share our collection, firefighting stories and history, enables us to share a new perspective on Fire and Rescue services.

Our heritage is made relevant to young people through their interests in a broad variety of mediums such as art, photography, drama, dance and digital media. Through these local and personal interactions we are able to successfully minimise barriers to engagement and promote learning and skills development.

Our heritage Projects incorporate:

- Museum development and collection management; learning about conservation and preservation, ensuring our museums align with contemporary standards and practices
- Participatory and interpretive programmes using a broad range of mediums and technologies to bring our history such as stories and events to life, engaging with wider audiences and increasing younger peoples understanding of and contact with the fire service.
- Memorial and remembrance; developing projects which use the rich history and heritage of the development of firefighting as a focal point for remembrance as well as education.
- Creating exhibitions and handling collections which enables us to communicate our history and legacy to others in an accessible and stimulating way.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Provide active participation opportunities for young people to share their knowledge and interests in relation to our heritage work
- Explore methods to incorporate heritage work within other aspects of youth engagement across the service
- Use our heritage programme as a mechanism and platform for young people to learn and develop their skills for life, work and learning.

8. Developing our Prevention and Protection workforce

Our staff are our greatest asset and it is vitally important that they have the skills to efficiently and effectively carry out the tasks required of them. The quality of our engagement activities, services and personnel are only as good as the support and training that we can provide for them.

SFRS personnel involved in youth engagement are spread across the organisation, both geographically and across Directorates. Youth engagement training will be reviewed to focus on developing competence through a combination of on-line learning, independent study, classroom based learning and reflective practice.

This blended approach will enable SFRS personnel to record a portfolio of experience which will assist in their personnel development by identifying individual training needs.

Potential training may include:

- Child Protection
- Managing Conflict
- Delivering Accreditation
- Fire Setter Intervention
- Youth Engagement for Managers
- Delivering Youth Engagement
- Contributing to Case Conferences
- Understanding Substance Misuse
- Understanding Antisocial Behaviour
- Road Safety

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Develop appropriate training for those involved in Youth Engagement to ensure that they have the competencies to effectively deliver youth engagement activities.
- Provide professional development events for personnel working with young people.

9. Recording and reporting

Both nationally and locally SFRS have a duty to report on our engagement activity. We continuously review and improve our youth engagement programmes to achieve best value as set out in our strategic aims. This includes reporting to Scottish Government, Community Planning Partnerships, and Local Scrutiny Committees. Additional duties for reporting are also set out by the Children and Young People (Scotland) Act 2014.

To facilitate our reporting mechanisms we are developing the Community Safety Engagement Toolkit (CSET) to incorporate all youth engagement activities, meeting the emerging needs of the Children and Young People (Scotland) Act 2014. This national resource provides an electronic means to manage our activity, gather information and consider performance. It enables the identification of risk and as such improves the targeting of local resources to the people and places that need them most.

We will also continue to work closely with the Chief Fire Officers Association (CFOA) to develop guidance and a set of national good practice indicators that promotes, supports and safeguards children's wellbeing. We are committed to continuing this work and developing similar tools for Firesetter Intervention and youth engagement courses enabling SFRS to benchmark our service provision to that of services across the country.

DURING THE LIFE OF THIS FRAMEWORK SFRS WILL:

- Develop a standardised approach to gathering youth information data across the service that complements CSET. This includes the development of CSET and identification of any additional reporting templates/tools.
- Continue to support the work of CFOA and learn from good practice elsewhere in the UK.

Contact

If you have something you would like to share with us, please do not hesitate to get in touch using any of the lines of communication below:

- Use the feedback form on our website to send an email.
- Contact your local community fire station - details are listed on our website or in your local telephone directory.
- Contact your local Area HQ - details are listed on our website or in your local telephone directory.

Or contact us at:

Scottish Fire and Rescue Service

Scottish Fire and Rescue Service Headquarters

Westburn Drive

Cambuslang

G72 7NA

Phone: 0141 646 4500/01

E-mail: SFRS.Youth@firescotland.gov.uk

Or alternatively visit our website at: www.firescotland.gov.uk/

APPENDIX A

– SFRS Youth Engagement Priorities

Support the implementation of the Children and Young People (Scotland) Act 2014 with a focus on Corporate Parenting and GIRFEC. This will ensure front line personnel are aware of the requirements of the Children and Young People (Scotland) Act 2014.

Develop Child Protection training for SFRS personnel as required by their position within the organisation. LSOs should also look to local partner agencies to supplement training and ensure effective communication systems are in place.

Develop and plan national and local programmes around the needs of children and young people and where appropriate include young people in the co-design and co-production.

Utilise local operational intelligence to ensure that services are carefully targeted and resources are directed towards schools in areas of high service demand.

Explore new and innovative methods to engage with schools and community based learning to ensure community safety advice is available for all young people.

Explore methods to recognise the wider achievement of young people participating on SFRS programmes including Scottish Qualification Authority, Scottish Credit and Qualifications Framework and other less formal opportunities.

Create a standardised approach for youth engagement courses to support LSO delivery by providing a comprehensive suite of materials including operating procedures, modules, lesson plans, risk assessments, evaluation tools and training.

Review our extended provision such as Young Fire Fighters and Phoenix programmes; making recommendations on future development.

Where appropriate integrate road safety education into our courses. LSOs should consider road safety education in the context of their Local Fire Plans and priorities as determined by operational intelligence.

Create a standardised approach to working with young firesetters by providing a policy and procedure for Scotland that will support LSOs to effectively deliver firesetting interventions.

Further develop our work with young firesetters to ensure that we fully incorporate the provisions of the Children and Young People (Scotland) Act 2014.

Build links to local and national organisations that can advise and support us to further develop our work with children and young people.

Support partners to deliver services for children and young people by making available appropriate SFRS resources, including property / facilities.

Seek to involve children and young people in the design and delivery of the services that they use.

Explore the potential for SFRS to utilise volunteers within communities and methods to recognise and support personnel who currently volunteer.

Seek to involve children and young people in SFRS Heritage Programs and Initiatives.

Consider the use of digital engagement to increase the opportunities for young people to engage and volunteer.

Provide active participation opportunities for young people to share their knowledge and interests in relation to our heritage work.

Explore methods to incorporate heritage work within other aspects of youth engagement across the service.

Use our heritage programme as a mechanism and platform for young people to learn and develop their skills for life, work and learning. Develop training for those involved in Youth Engagement to ensure that they have the competencies to effectively deliver youth engagement activities.

Provide professional development events for personnel working with young people.

Develop a standardised approach to gathering youth information data across the service that complements CSET.

Continue to support the work of CFOA and learn from good practice elsewhere in the UK.



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