

This procedure look at the role of the panel members, the recruitment, the selection and the training process as well as the guidance and supervision arrangements which are available to all panel members.

This procedure also contains the following information in the form of appendices at the end of this document:

- Positive Volunteering Mission Statement (Appendix 1)
- Equal Opportunities Statement (Appendix 2)
- Volunteer Opportunity Advertisement (Appendix 3)
- Recruitment and Selection Process (Appendix 4)
- Volunteer Application Form (Appendix 5)
- Volunteer Personal Qualities (Appendix 6)
- A Copy of the letter sent to interested volunteers (Appendix 7)
- Acceptance Letter (Appendix 8)
- Volunteer Appraisal Form (Appendix 9)
- Panel Member Agreement (Appendix 10)

## **RECRUITMENT, SELECTION AND TRAINING**

The recruitment process is as follows:

- The Restorative Justice (RJ) Worker contacts Sutton Volunteer Centre who then sends an email to the RJ Worker with the details of those who have expressed an interest in becoming a panel member
- Any direct contact made with the Youth Justice Service (YJS), usually via email, in relation to volunteering opportunities are responded to and information given on training for panel members
- The RJ Worker will then make contact with the interested parties and let them know where the service is currently at in terms of recruitment.
- Any direct contact made with the YJS, usually via email, about volunteering opportunities will be responded to.

Sutton YJS is a small YJS, therefore the recruitment process is generally undertaken annually. There needs to be a minimum of eight volunteers in order to complete the Restorative Justice Conferencing element of the panel members training.

The RJ Worker advertises the panel member volunteering role through a number of different avenues, these include:

- Being shared across the council via email and the intranet
- Shared on community noticeboards such as the volunteer centre.

All interested parties are required to fill out the application form (appendix 5). This is often sent by email as this is the preferred method for most people; unless they express an alternative method. Other documentation that accompanies the application form include:

- The personal qualities description (appendix 6),
- A letter thanking them for showing an interest in volunteering with Sutton YJS (appendix 7) and
- A self-addressed paid envelope only when sent out via the post to return the relevant information.

The selection process is as follows:

- All application forms are looked at by the RJ Worker
- Those identified as suitable for the role will be invited to come to an interview with the RJ Worker and the Team Manager who supervises the RJ Worker
- All interviewees will be notified by telephone and a mutual time and date will be convened for interviews
- A follow up email is sent to the candidates outlining the date, time and venue of the interview. It is important to note that the interview is also used to establish the candidate's commitment
- The interview criteria is measured against the personal qualities document. When selecting candidates information gathered in the interview also includes availability, a requirement to complete all training, which normally takes place on weekends, and the expectation to attend quarterly meetings.
- If the candidate is successful they will be provisionally offered the panel member volunteering role subject to completing the training, satisfactory references and the Disclosure and Barring Service (DBS) clearance
- If a candidate is unsuccessful the RJ Worker will make contact to explain the reasons for this.

The training process is as follows:

- All panel members are required to complete four days comprehensive training. The training syllabus consists of:
  - Foundation training,
  - Restorative Justice Training
  - Panel Administration Training.

All panel members have access to Youth Justice Interactive Learning Space online training as it offers further training workshops. This is set up by the RJ Worker and then details cascaded accordingly to panel members

Once the panel member training has begun the RJ Worker will:

- Start to contact the referees provided by the volunteers
- Begin to process the DBS checks
- Send out an acceptance/offer letter (see appendix 8) with a copy of the panel member agreement (appendix 10)

Once panel members have completed all training and the relevant checks have come back with no issues, panel members are ready to undertake their role and shadow existing panel members.

Following the shadowing opportunity panel members are invited in to meet with the RJ Worker on a one to one basis for an appraisal to look at:

- How they have found the process to date
- How they are feeling about undertaking the role
- Whether or not they think any additional training such as another shadowing opportunity would be beneficial to them
- Their targets and what they would like to get out of the next year and any further training opportunities such as Court shadowing.

This is then typed up by the RJ Worker and sent to panel members to ensure there are no other amendments then sent to a manager for reference.

## **GUIDANCE AND SUPERVISION ARRANGEMENTS**

Guidance and supervision arrangements are as follows:

- All panel members receive an annual appraisal (see appendix 9) upon completion of the initial comprehensive training
- The RJ Worker operates an open and active line of communication with panel members in that regular contact is had both directly and indirectly.
- Panel members have open access to the RJ Worker both directly and indirectly and at panels have pre meetings and de-briefs to assist them in their role.

The RJ Worker will only hold one to one discussions formally with panel members if:

- They feel there was a risk to themselves or the young person or their family is known to them
- They have seen any unsafe practice that will need to be addressed as a matter of urgency.
- If a panel member requests a meeting.

Also available as part of ongoing supervision are the panel member Peer Supervision meetings which take place quarterly arranged by the RJ Worker. Panel members are expected to attend these sessions, which is made clear at the interview stage. These sessions offer the panel members the opportunity to discuss practice with each other as well as receiving any additional training that they may have highlighted in their appraisals or as the RJ Worker sees as appropriate to expand the learning opportunities for the panel member. These can include an RJ refresher, substance misuse awareness, speech and language awareness and any updates from the YJS.

As well as Referral Order panel meetings, panel members are required to complete Youth Conditional Caution (YCC) panels, this is covered in their training programme. An Out of Court disposal is similar to a mini Referral Order. The only difference is that a Police Officer sits on the panel of an YCC to administer the caution; there is no caution in relation to Referral Orders.

One of the roles of the RJ Worker is to act as the YJS Advisor at panel meetings. If the RJ Worker is on leave then a representative who is RJ trained will be required to undertake this role.

When the RJ Worker returns they will contact panel members involved in the panels in their absence to discuss how they went and to note any issues/concerns they may have had where appropriate. This informs part of the ongoing support available to panel members via the RJ Worker and the YJS.

Panel members are required to volunteer at least four hours' of their time per month where possible in the role. It is important to note that if a panel member can no longer commit to the agreed date that they are required to inform the RJ Worker as soon as possible so an alternative panel member can be identified to avoid cancelling the panel. It is the responsibility of the RJ Worker to find another panel member. Where no alternative can be found then a decision would need to be made whether or not the panel can go ahead. If not, the panel needs to be rescheduled. All parties need to be informed of the new date and the situation recorded on CVision.

## **MISSION STATEMENT**

### **Positive Volunteering**

Volunteering can make a positive difference to the community and to you. Volunteering is an activity where individuals decide, freely and by choice, to help achieve the aims of Sutton Youth Justice Service without expectations of financial or other rewards in kind. We understand that people volunteer for many reasons and we value their contribution, commitment and participation.

Their involvement complements the work of Sutton Youth Justice Service, but does not replace the work of paid staff members.

We believe that for volunteering to be successful, the needs of the volunteers must be met. We aim to ensure that the volunteers' needs are met through careful induction and selection procedures and annual monitoring and evaluation of the volunteering programme.

## EQUAL OPPORTUNITIES STATEMENT

The London Borough of Sutton's Youth Justice Service recognises and values the benefits that volunteering can bring to the delivery and development of our services, to the local communities in which we work, and to those who offer their time as volunteers.

### **Volunteers are valued because they:**

- Bring new and diverse experiences, skills and knowledge
- Add an informal touch to the service, the community and other professional staff
- Help to build links between services, the community and other professionals
- Add value and scope to the services delivered by staff by performing supportive, complementary and enriching roles

### **Sutton Youth Justice Service seeks to be inclusive in involving volunteers by:**

- Actively recruiting volunteers from a wide range of backgrounds
- Actively recruiting people facing social exclusion to volunteering
- Allowing them to explore and create opportunities for users of our services

### **Sutton Youth Justice Service aims to acknowledge the contributions of volunteers by providing**

- Relevant training, support and personal development opportunities
- A range of meaningful volunteering opportunities
- Opportunities to work alongside other professional staff
- Appropriate forms of recognition such as awards/certificates/celebrations

## VOLUNTEERING OPPORTUNITY

A volunteering opportunity has arisen within Sutton Youth Justice Service (YJS) for Referral Order Panel Members.

### **Referral Order Panel Members Description:**

Referral Order Panel Members will work alongside others to agree a contract for young offenders to repair the harm of their offending behaviour and engage in interventions to reduce their risk of reoffending. The contract is drawn up in line with the principles of restorative justice.

Referral Order Panel Members are supervised and supported by the Restorative Justice Worker.

### **Specific Tasks of a Referral Order Panel Member:**

- To attend panel meetings held in the community for a minimum of four hours a month and work alongside others to agree an appropriate Referral Order contract for the young person
- To chair Panel Meetings as directed by the Restorative Justice Worker.
- To read all relevant reports prepared by the YJS about the young person prior to a scheduled meeting
- To attend quarterly group supervision, yearly appraisals and undertake training as required (including four days initial training)
- To assist in the evaluation of the scheme by completing monitoring and evaluation forms provided by the Restorative Justice Worker and /or Youth Justice Board (as appropriate).

### **Skills and Qualifications:**

Volunteers will need to possess and be able to demonstrate the following qualities in order to become a volunteer Referral Order Panel Member:

- An awareness of issues affecting young people, in particular young offenders.
- An awareness of issues for people who are victims of crime.
- Be committed to providing opportunities for young people to take positive action in their lives.
- An ability to engage with young people.
- Ability to listen effectively.
- Ability to communicate effectively both orally and in writing.
- Ability to understand documents.
- Ability to keep sensitive personal information confidential.
- Ability to work effectively with others.
- Willingness to undertake the necessary training for the role.
- Willingness to attend regular support sessions.
- Willingness to listen to advice and to the views of others.
- Ability to manage time effectively.

- Ability to work in a non-judgemental manner.
- Be committed to Anti Discriminatory practices and adhere to the council's Equal Opportunities Policy.
- Willingness to commit to the voluntary placement for a minimum of one year.

Volunteers will be expected to undergo an enhanced DBS check prior to recruitment and provide two personal references.

Volunteers will also be expected to undertake the comprehensive training required to fulfil this role.

If you are interested in the above opportunity please contact Melissa Garner, Restorative Justice Worker either via email [melissa.garner@sutton.gov.uk](mailto:melissa.garner@sutton.gov.uk) or on 02087705754 to discuss further.



## VOLUNTEER RECRUITMENT

### Volunteer Recruitment and Selection Process

It is important that the selection process for all volunteers matches the level of their role. Some voluntary work, with little responsibility, e.g. volunteers who deliver newsletters, may only need an information discussion about the work involved and how particular tasks are carried out. Other volunteering roles i.e. working with children or handling money will have more responsibility and will require formal selection procedures.

The key elements of the selection process include:

- Application Forms
- Interviews
- References
- Disclosure and Barring Service checks
- Equal Opportunities
- Safeguarding checks

The selection process for volunteers aims to be

- **Fair** – transparent and consistent with London Borough of Sutton's Equal Opportunity Policy
- **Accessible** – extra support will be taken into consideration
- **Efficient** – aim to be completed within a specific time scale

Having a clearly written selection process will make recruitment smoother for volunteers and ensures the right volunteer is recruited into the right role. It makes sure volunteers understand the processes involved, what will be required of them and the approximate time it might take. This will include explaining why certain checks are being carried out and why all volunteers are required to complete an application for and participate within an interview.

#### **Process:**

It is important to manage the volunteer recruitment and selection process as quickly as possible. This process may be reflected by staff availability, resources, venues, etc. Once an application has been received the process work as follows:

- **Interview invitation**
- **Interview**
- **Decision**
- **Keep volunteer applicants informed**

**Sutton Youth Justice Service  
Application Form – Volunteer Panel Member (Referral Orders)**

**Personal details**

Title (Mr,Mrs,Miss,Ms): \_\_\_\_\_ First name: \_\_\_\_\_

Surname: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Email address: \_\_\_\_\_

Daytime Tel No: \_\_\_\_\_ Mobile Tel No: \_\_\_\_\_

**Education, training and/or employment**

Please give details below of any qualifications, training and/or employment (paid or unpaid) over the past ten years.

Occupation	Dates
_____	_____
_____	_____
_____	_____
_____	_____

**Why are you interested in becoming a panel member volunteer?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please give details of any experience of working with children or young people (including those in your own family)**

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**Criminal Convictions**

Please give details of any criminal convictions or cautions/ reprimands/ warnings that you have had and any appearance pending (this is an expected question under the Rehabilitation of Offenders Act 1974 and you must therefore give details of all convictions whether spent or unspent under that Act).

*Please note a criminal conviction will not automatically disqualify you. However, **failure to disclose** criminal convictions (spent or unspent) cautions, reprimands, warnings or any pending appearances will automatically disqualify you from volunteering within this organisation.*

<u>Offence</u>	<u>Penalty or order of the court</u>	<u>Court</u>	<u>Date of conviction</u>

**It is a condition of recruitment as a Volunteer Panel Member that a full criminal record check (which will include any spent convictions) is carried out prior to selection. Please sign & date below if you agree to this check being carried out.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please provide details of two people who know you well and will be able to comment on your ability to act as a panel member. You must have known them for at least five years, but they must not be relatives.

Name:	Name:
Address:	Address:
Tel No:	Tel No:
Capacity known to you:	Capacity known to you:

**Additional information:**

If you have made a previous application to become a panel member, please give details:

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To assist in future recruitment please state where you learnt about this volunteering opportunity:

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**Declaration**

Please check that you have answered all questions fully before signing the declaration below

- *I certify that the information given is true and complete to the best of my knowledge and belief.*
- *I give my consent to the information given being held on file and/or transferred to YJS computerised database.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please complete this form and send it to:

Restorative Justice Worker

Sutton Youth Justice Service, The Quad, Green Wrythe Lane, Carshalton, SM5 1JW

SUTTON YOUTH JUSTICE SERVICE  
EQUAL OPPORTUNITIES MONITORING FORM

This form will be held with your application form.

The information is confidential but to be effective, all sections should be answered in full. Thank you for your co-operation.

**Gender:** Female  Male

**Age Range:**

18-21  22-29  30-39   
40-49  50-59  60-65   
66-75  Over 75

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**Ethnic Group**

WHITE BRITISH

WHITE IRISH

ANY OTHER WHITE BACKGROUND

MIXED WHITE & BLACK CARIBBEAN

MIXED WHITE & BLACK AFRICAN

MIXED WHITE AND ASIAN

ANY OTHER MIXED BACKGROUND

ASIAN OR ASIAN BRITISH INDIAN

ASIAN OR ASIAN PAKISTANI

ASIAN OR ASIAN GB BANGLADESHI

ANY OTHER ASIAN BACKGROUND

BLACK OR BLACK BRITISH CARIBBEAN

BLACK OR BLACK BRITISH AFRICAN

ANY OTHER BLACK BACKGROUND

CHINESE

ANY OTHER ETHNIC GROUP

NOT STATED

## Occupation

Full time employed                       Part-time employed   
Self-employed                       Non-employed   
Unemployed                       Student   
Retired

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## Area of residence

Beddington                       Belmont   
Cheam                       Sutton   
Worcester Park                       Wallington   
Out of borough

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## Disabilities

Do you consider yourself to have a disability?

Yes                       No

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**Thank you for taking the time to complete Sutton Youth Justice Service's equal opportunities**

**Sutton Youth Justice Service  
Personal Qualities – Volunteer Panel Members (Referral Orders)**

The qualities below are those that volunteers will need to possess and be able to demonstrate in order to become a volunteer panel member.

- An awareness of issues affecting young people, in particular young offenders.
- An awareness of issues for people who are victims of crime.
- Be committed to providing opportunities for young people to take positive action in their lives.
- An ability to engage with young people.
- Ability to listen effectively
- Ability to communicate effectively both orally and in writing.
- Ability to understand documents.
- Ability to keep sensitive personal information confidential.
- Ability to work effectively with others.
- Willingness to undertake the necessary training for the role.
- Willingness to attend regular support sessions.
- Willingness to listen to advice and to the views of others.
- Ability to manage time effectively.
- Ability to work in a non-judgemental manner.
- Be committed to Anti Discriminatory Practices and adhere to the Council's Equal Opportunities Policy.
- Willingness to commit to the voluntary placement for one year.



Sutton Youth Justice Service

Your Ref:

Direct Line: 0208 770 5754

My Ref:

Date:

Please reply to:

Sutton YJS

The Quad

Green Wrythe Lane

Carshalton

SM5 1JW

**PRIVATE & CONFIDENTIAL**

Dear Prospective Volunteer,

Thank you for your interest in volunteering with Sutton Youth Justice Service, please find enclosed a role description and a personal qualities form that outlines the work and qualities expected of a Volunteer Panel Member. If after reading the enclosed information you are still interested in this particular opportunity please complete the application form and return in the envelope provided.

I will then contact you to arrange a mutually convenient time for an interview. The interview will be informal and you will be asked questions directly related to the personal qualities form.

All volunteers are required to undertake training for the role; a total of 4 days which may consist of evenings and Saturdays. After the training there is a minimum time commitment of at least 1 year and you will be required to undertake panels on a regular basis to ensure that good practice is maintained.

Volunteers are required to complete all training, provide two satisfactory references and a DBS Check.

If you have any questions regarding the role of volunteer panel member please do not hesitate to contact me on 020 8770 5754, otherwise I shall look forward to receiving your completed application form.

Once again thank you for your interest in this volunteer opportunity!

Yours sincerely

Melissa Garner

Restorative Justice Worker



## Early Help and Integrated Youth Justice Service

Sutton Youth Justice Service

Your Ref:

Direct Line: 0208 770 5754

My Ref:

Date:



**Sutton**

Please reply to:

Sutton YJS

The Quad

Green Wrythe Lane

Carshalton

SM5 1JW

### **PRIVATE & CONFIDENTIAL**

Dear

Further to your recent training, I am writing to confirm that you have been accepted as a volunteer panel member for the Sutton Youth Justice Service subject to satisfactory references and clearance by the Disclosure Barring Service (historically Criminal Records Bureau)

I would like to take this opportunity to formally welcome you to the Youth Youth Justice Service (YJS) as Referral Order Panel Members.

Please see enclosed a copy of the Panel Member Agreement. Please look through this document and sign. I will also sign on behalf of the YJS.

I would like to thank you for your commitment to date and look forward to working with you.

Going forward I would like to meet with you on a 1:1 basis to ascertain where you are at after the training, put in place dates for you to shadow panels as well as complete an appraisal. I will contact you by telephone w/c....

If you have any questions / queries then please so don't hesitate to contact me on the number above. Alternatively my direct line is: 02087704841 and my email address is [Melissa.garner@sutton.gov.uk](mailto:Melissa.garner@sutton.gov.uk).

With best wishes

Melissa Garner

Restorative Justice Worker

# Appraisal Record Form

## Sutton General Scheme

**Name:**

**Job Title:** Referral Order Panel Member - Volunteer

**Group:** CYPLD – ISYP – Youth Offending Team

**Appraiser:** Melissa Garner

**Job Title:** Restorative Justice Worker

### 1. Key Dates:

**Date of Appraisal Meeting:**

**Date of Mid Year Review:**

**Date of End of Year Review:**

### 2. Year End Review for

Note here the main points from the discussion, such as special achievements, work which isn't part of the targets, any changes etc.

Also rate the overall performance on the agreed objectives, using the following criteria: Met / Partially Met/ Not Met

### 3. Setting and reviewing targets for

Agreed targets (SMART)

Relevance to  
Business Plan

How will the targets be measured and what success criteria used?

### 4. Training, Development, Resource and Support Needs for

List any training, development, resource and support needs that are needed to help deliver the agreed objectives for

It may not be possible to meet all the development needs in the twelve-month period and therefore priority should be given to the things that link with the Business Plan and critical success factors.

1. To shadow a day at court
2. Child Protection
3. Panel Member Quarterly Meetings

Appraiser:

Date:

Employee:

Date

### 5. Additional Comments from Appraiser and Appraisee

I agree that all the comments made in this appraisal document are a true reflection of our discussions.

Appraiser:

Date:

Employee:

Date:

Countersigning Manager:

Date:

## Panel Member Agreement

This Panel Member Agreement provides the arrangement between \_\_\_\_\_ and Sutton Youth Justice Service. This Agreement outlines what is expected of you as a Panel Member and in return what you can expect from Sutton Youth Justice Service.

### You as a Panel Member agree to:

1. Sit as one of at least 3 representatives of a Youth Offender Panel
2. Help meet the responsibilities of the Referral Order Panel as follows:
  - a. Operate on Restorative Justice principles, enabling young people to take responsibility, partake in reparation directly / indirectly and achieve reintegration into the law abiding community
  - b. To provide a safe environment to allow the victims voice to be heard; taking into account their version of events
  - c. To draw up a contract with the young person and their parents / carer to deliver the intervention needed to address their offending and the factors associated with it
  - d. To meet the time commitments (4 hours a month) set out by Sutton Youth Justice Service; and ensure reasonable notice is given of any inability to attend panel meetings so that other arrangements can be made
  - e. To follow all policies, procedures and standards expected of a Panel Member as explained by Sutton Youth Justice Service.
  - f. To maintain the confidentiality of information at all times and to ensure that any information relating to the young person, victim and any other party is not disclosed to a third party in any circumstances
  - g. To remain professional at all times and refrain from disclosing / relaying any personal information. This includes talking about family members.
  - h. To treat all individuals fairly and not to discriminate on the basis of age, ethnic or racial origin, gender, sexual orientation, social background, religion, disability or any other irrelevant factor
  - i. To attend all supervision, training and support provided by Sutton Youth Justice Service
  - j. To notify Sutton Youth Justice Service of any relevant changes in circumstances (e.g. if arrested by the police for a criminal offence)

**Sutton Youth Justice Service agrees to:**

1. To provide through an induction; the role of the Panel Member and the training needed to undertake this role effectively and efficiently meeting the standards and requirements set out
2. To explain the expectations of a Panel Member and provide encouragement and support where needed to achieve and maintain them
3. To nominate a supervising member of the Youth Justice Service who will hold regular supervision / appraisal reviews and suggest retraining / refreshers as required
4. Reimburse expenses incurred by Panel Members following standard procedures
5. To provide adequate training in support of the Youth Justice Service's health and Safety policy
6. To treat all volunteers in accordance with the council's equal opportunities policy
7. To address any problems, complaints and difficulties raised by the Panel Member
8. To inform Panel Members of the agreed local termination and complaints procedure.

***This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be terminated at any time at the discretion of either party***

Signatures of both parties in agreement;

**Panel Member:**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

**Sutton Youth Justice Service**

Signature \_\_\_\_\_

Name \_\_\_\_\_

Job Title \_\_\_\_\_

Date \_\_\_\_\_