

# COVID-19 Service Delivery Action Plan

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## 1. The Youth Adventure Trust

The Youth Adventure Trust is a registered youth development charity working with vulnerable young people aged 11 to 16 years old across Wiltshire and Swindon. On the Youth Adventure Programme young people take part in a series of residential adventure camps and day activities. Our Mentoring Scheme is an additional offer to those who have finished the main programme but are identified as needing some further more individualised support.

The programme helps to develop young people's confidence, self-esteem, communication and social skills. Young people are encouraged to take ownership of their decisions, responsibility for their behaviour and demonstrate an increasing self-reliance. We aim to inspire young people, build their resilience and develop their life skills to help them fulfil their potential and lead more positive lives.

## 2. Context of this document

This document sets out the Youth adventure Trust's plans in respect of resuming services following the COVID-19 pandemic. The Trust's aim is to resume face to face work with young people at the earliest opportunity, taking into account the law, government guidance, best practice and the safety of its staff, volunteers and young people. This decision-making process will be guided by the law, restrictions and advice at the time of any planned activity. The reintroduction of any direct delivery service will be planned and risk assessment in accordance with the National Youth Association guidance "Managing youth sector activities and spaces during COVID-10" ([www.nya.org.uk/wp-content/uploads/2020/08/NYA-Guidance-version-2.pdf](http://www.nya.org.uk/wp-content/uploads/2020/08/NYA-Guidance-version-2.pdf)) which was prepared in consultation with Public Health England (PHE), the Health and Safety Executive (HSE), and the Department for Digital, Culture, Media and Sport.

The NYA is the Professional, Statutory and Regulatory Body (PSRB) for youth work in England and as such is the national partner for the government, the Local Government Association and non-governmental bodies, and with relevant bodies in related professions.

## 3. The NYA Youth sector readiness framework

The NYA readiness framework aligns with the NYA's published readiness level, which is updated on a weekly basis in line with government guidance and is available on the NYA's website. The readiness

level will change as and when government advice changes. For this reason, the Youth Adventure Trust will monitor the readiness level on a weekly basis and cross reference this level with the guidance provided on the permitted youth sector activity. If the readiness level falls down the scale, this will signal that more face-to-face youth sector activity will be recommended. If the readiness level goes up the scale (due to increased levels of the virus), youth sector activity will be recommended to reduce in line with the framework and changes to the law.

The objective of the NYA’s readiness level is to enable as much youth sector activity as possible to take place at each level as and when it is safe to do so and to allow youth sector leaders to make plans in accordance with the status of COVID-19 in the community. Key parts of these measures are underpinned by law, which sets out clearly what you must and must not do – every person in the country must continue to comply with this.

**The NYA Youth sector readiness framework**

<b>Readiness Level</b>	<b>Permitted Activity Expected</b>
<b>RED</b>	<ul style="list-style-type: none"> <li>• Online and digital youth services</li> <li>• Detached/outdoor local youth services</li> <li>• 1-2-1 sessions with high-need young people (indoors)</li> </ul>
<b>AMBER</b>	<ul style="list-style-type: none"> <li>• Online and digital youth services</li> <li>• Detached/outdoor local youth services (consistent with social distancing guidelines)</li> <li>• 1-2-1 sessions</li> <li>• Small group sessions delivered indoors (consistent with social distancing guidelines)</li> </ul>
<b>YELLOW</b>	<ul style="list-style-type: none"> <li>• Online and digital youth services</li> <li>• Detached/outdoor local youth services (consistent with social distancing guidelines)</li> <li>• 1-2-1 sessions with high-need young people</li> <li>• Small group sessions delivered indoors (consistent with social distancing guidelines)</li> <li>• Camping overnight (see section 8.0)</li> </ul>
<b>GREEN</b>	<ul style="list-style-type: none"> <li>• All services open as per normal yearly operations</li> <li>• Overnight trips and visits</li> <li>• International travel allowed within Foreign and Commonwealth Office advice</li> </ul>

#### 4. Our plan

In response to the above framework, the Youth Adventure Trust plan for delivery is:

##### **At readiness level Red:**

We will deliver services through remote platforms, this will include video call, telephone and email contact. Parental, young person and volunteer/staff consent agreements must be in place and the YAT Safeguarding and Child Protection Policy followed in order for any direct communication with a young person to take place.

1:1 mentoring sessions between a volunteer mentor and young person will be permitted. Sessions will take place outside wherever possible, but on some occasions an indoor community space may be used following the necessary COVID-secure processes and risk assessment. Mentors and young people must agree to follow specified protocol shared with them by the Youth Adventure Trust in advance of any sessions. This may change as guidance and regulations change, in which case the updated version will be shared with mentors and young people to be agreed before any further sessions take place. The agreement will cover stipulations which must be followed such as social distancing, hygiene and cleaning, travel, face coverings, use of equipment and what to do if they develop COVID-19 symptoms.

##### **At readiness level Amber:**

We will deliver face to face 1:1 mentoring sessions with a volunteer mentor and young person. Sessions will take place outdoors or in hospitality venues following COVID-secure practices. Requests to use any other venue, such as a community space or leisure facility, must have prior approval from the Mentoring Manager. Mentors and young people must agree to follow specified protocol shared with them by the Youth Adventure Trust in advance of any sessions. This may change as guidance and regulations change, in which case the updated version will be shared with mentors and young people to be agreed before any further sessions take place. The agreement will cover stipulations which must be followed such as social distancing, hygiene and cleaning, travel, face coverings, use of equipment and what to do if they develop COVID-19 symptoms.

We will also deliver single day group sessions in line with the permitted 'bubble' size at the time of the event. These sessions will take place outdoors apart from using indoor toilet facilities, unless there are extreme adverse weather conditions, in which case an indoor space can be used following the protocol set out in this action plan and with specific risk assessments in place. Clear and thorough action plans and risk assessments will be in place for all activities and venues in advance of the sessions taking place, and these will be shared with young people, parents, staff, volunteers and providers.

We will also continue to deliver online mentoring sessions where these are deemed necessary due to the young person's need and vulnerability.

##### **At readiness level Yellow:**

We will continue to deliver face to face 1:1 mentoring sessions with a volunteer mentor and young person. We would expect that these sessions can take place in a wide variety of locations, following the usual Mentoring Scheme guidelines and advice, without the requirement to check with the Mentoring Manager first, but this will be subject to review at the time due to the uncertainty around future developments with the virus.

We will deliver single day group sessions in line with the permitted 'bubble' size at the time of the event. These sessions can take place indoors or outside in line with the NYA guidance at the time.

We will review the possibility of delivering group camping residentials in line with the NYA guidelines at the time.

We will review the need for remote mentoring sessions, recognising that these sessions have been beneficial for some young people with additional needs or requiring extra support, who may still benefit from this delivery model.

### **At readiness level Green:**

We would expect all our programme to be running as usual including group camping residentials, single day activities and face to face mentoring.

## **5. Our procedures**

In planning this phased return to face to face delivery, we need to consider how to minimise and manage risk as well as being mindful of the particular needs of different groups of individuals. We will be using the NYA guidance, along with up to date government advice and regulations, to make these informed decisions.

For each activity we will consider the venue, transport arrangements, the staff, volunteers and facilitators involved in the delivery, the young people and their parents, then create a risk assessment and working procedures that must be followed. The situation is continually changing, and as such we will regularly monitor the changes in the guidance issued by the government and the NYA, and adapt our plans and risk assessments accordingly.

### **Managing Risk**

It is everyone's responsibility to ensure they are aware of the current guidelines and procedures and adhere to them. This means considering the risks and doing everything that is reasonably practicable to minimise them, recognising it is not possible to completely eliminate the risk of COVID-19. We will consider the concerns expressed by any staff member asked to deliver services who considers themselves to be at higher risk, which may include those from vulnerable groups or those from ethnic minorities, and we will continue to pay special attention to and support all those with protected characteristics.

We will work with all those involved in our delivery; young people, parents, staff, volunteers, providers, drivers and venues, so everyone's health and safety is protected. We will take measures to reduce the risk to the lowest reasonably practicable level by taking preventative measures as outlined below:

### **Health questionnaire**

In advance of attending any activity all young people, staff, volunteers and providers will be asked to complete the following health questionnaire:

At any point in the last 7 days have you had:

- A fever?
- A new, continuous cough?
- Any loss or change to your sense of taste or smell?
- Has any member of your household or someone that you have been in contact with reported any of the above symptoms in the last 14 days?

- Has any member of your household or someone that you have been in contact with tested positive for Covid-19 in the last 14 days?
- Have you been notified by the NHS Track & Trace system that you have been in close contact with someone with Covid-19 in the last 14 days?

If they answer 'yes' to any of the above, they must not attend the session.

### **Increased and thorough hand washing**

We will:

- Increase the frequency of handwashing.
- Where handwashing facilities are not available, provide hand sanitiser.
- Advise all attendees they must wash hands thoroughly for 20 seconds with soap and running water, or use hand sanitiser, before arrival, on departure, before and after using the toilet facilities and before and after eating.
- Provide regular reminders and signage to maintain hygiene standards.
- Set clear use guidance for toilets to ensure they are kept clean and that social distancing is achieved as much as possible.

### **Good respiratory and personal hygiene**

Attendees will be asked to:

- Catch any cough or sneeze and dispose of used tissues in the bins provided.
- Wash their hands thoroughly after they have handled tissues or sneezed/coughed.
- Avoid touching their eyes, nose and mouth.

### **Thorough cleaning**

In locations where there are the relevant facilities we will:

- Frequently clean regularly touched surfaces such door handles and any shared equipment with standard cleaning products.
- Clean toilet and kitchen areas before and after use.
- Ensure all waste from bins is emptied into a bin bag, tied up and placed in the outside bin after each session.

### **Minimised contact and mixing**

We will:

- Comply with the social distancing guidelines set out by the government. The only exception will be in an emergency situation.
- Reduce the number of people each person has contact with by using fixed teams or partnering, so each person works with only a few others.
- Deliver activities outdoors wherever possible, whilst preparing premises for COVID-secure use should they be required.
- Avoid sharing equipment wherever possible, and where equipment must be shared use hand sanitiser before and after handling and use appropriate products to clean the items.

### **Group Sizes**

The Youth Adventure Trust will follow the NYA requirements regarding the permitted group size for any activity.

In addition to ensure that participants remain safe, strict adherence to the following measures will be required:

- Young people will be divided into 'bubbles' of the appropriate group size and remain in that group for the duration of the activity. They will not mix with any other bubbles.

- Members of each bubble must adhere to the current social distancing requirements.
- Upon arrival/departure, all attendees must wash their hands or use hand sanitiser.
- Should any member of a bubble become unwell, all members of the bubble should contact NHS Test and Trace. All members of the bubble (including leaders/visitors) should also be suspended from attendance and requested to self-isolate for 14 days.
- The Youth Adventure Trust will seek information about any attendees who are clinically vulnerable, or live with someone who is clinically vulnerable, and will prepare our risk assessment accordingly.

### **COVID-19 secure venues**

The Youth Adventure Trust will follow the NYA guidance in regard to Covid-19 secure venues.

- We will only use indoor venues which are large enough to accommodate the bubble size. Multiple bubbles will only run at the same time where a venue is large enough to have multiple distinct spaces for each bubble. Bubbles will not be permitted to mix at any time.
- As the risk of transmission is lower outdoors, activities will take place outdoors as often as possible and when it is safe to do so.
- If we run a session for multiple bubbles wherever possible they will enter and exit through different doors, otherwise we will stagger their arrival and departure times.
- Young people will be told to only arrive with members of their bubble and that they should not mingle before and after sessions.
- Shared spaces will be deep cleaned thoroughly between use if different bubbles are to use them on the same day.
- Spaces will not be used at the same time by more than one bubble.
- We will carry out enhanced regular cleaning of commonly used surfaces, such as equipment and door handles.
- The number of users in the toilet area at any one time will be limited. Hand sanitiser must be used on entry and exit.

### **Face Coverings**

The Youth Adventure Trust will follow government regulations and NYA guidance around the usage of face coverings.

There may be some circumstances where we require all staff, volunteers and young people to wear face coverings for the safety of all and therefore we ask that all young people have their own face covering with them for activity sessions.

If travelling in a taxi, young people must wear a face covering for the duration of the journey (see Travel section).

If there is a need to administer first aid to an individual, a fluid resistant surgical mask, along with disposable gloves and apron will be worn and will be included in all YAT first aid kits.

Young people, staff and volunteers will be advised that when wearing a face covering they should:

- Ensure it fits well and is worn properly, covering both mouth and nose.
- Wash their hands before putting it on and taking it off.
- Avoid touching their face or face covering as they could contaminate it with germs from their hands.
- Change their face covering if it becomes damp or if they have touched it after putting on.

## **Travel**

Young people will be encouraged to walk, cycle or be transported to the activity by members of their household wherever possible. Where this is not possible, the Youth Adventure Trust will arrange transport in taxis or with a volunteer under the following procedures:

- Only one young person will be permitted to travel in a taxi/car at a time.
- A face covering must be worn by the young person and the driver for the duration of the journey, unless exempt for health, disability or other reasons, in which case the Youth Adventure Trust must be informed of this in advance of any journey taking place.
- Social distancing must be maintained between the young person and the driver.
- The young person should sit behind the driver. Both should avoid loud talking or singing.
- Hands must be washed or sanitised before entering and on leaving the vehicle.
- Young people and volunteers will be advised to avoid touching their face and to cover their mouth and nose with a tissue or the inside of their elbow when coughing or sneezing.
- Young people and volunteers should not eat or drink whilst in the vehicle.

Young people will be told not to travel at all if they are:

- experiencing any coronavirus symptom
- self-isolating as a result of coronavirus symptoms or sharing a household or support bubble with somebody with symptoms
- clinically extremely vulnerable
- have been advised by the NHS test and trace service that they should self-isolate

## **NHS Test and Trace**

In order to support the NHS Test and Trace system to prevent the further spread of COVID-19, The Youth Adventure Trust will capture the following information for all young people, staff, volunteers and providers in attendance at any activity:

1. Name
2. Phone number of next of kin, or the individual if over 16
3. Email address for next of kin, or the individual if over 16
4. Date and time of entrance and exit

In the case of a positive COVID-19 test from an individual in attendance we may need to pass this information on to the Test and Trace service.

Visitors who do not remain onsite for more than fifteen minutes do not need to be recorded.

This information will be kept securely in line with our usual Data Protection protocols.

## **6. Communication and Review**

It is important that our plans, risk assessments and operating procedures are communicated to all young people, parents/carers, volunteers, staff and providers to ensure everyone is working together to help us minimise risk. This action plan and our COVID-19 risk assessment will be published on our website and sent to all young people, parents/carers, staff, volunteers and providers.

Our action plan, risk assessment and operating procedures will be kept in constant review in line with changes to government restrictions, regulations and guidance, and with adherence to the NYA readiness framework and 'Guidance on managing youth sector activities and spaces'.

# COVID-19 Risk Assessment



Risk Assessment for: October Activity and Pathway Days			
Name: Tessa Woodrow		Organisation: Youth Adventure Trust	
Assessment undertaken:	Signed: <i>T Woodrow</i>	Date: 05/11/20	<b>Review Date:</b> Constant review in line with The NYA Youth sector readiness framework and any update to government advice and regulations

Hazards	Who is at risk	Control measures	Review Date
Someone already infected with COVID-19 attending an activity day or session and transmitting the virus	Staff, young people, volunteers, families and providers	<ul style="list-style-type: none"> <li>In advance of attending any activity all young people, staff, volunteers and providers will be asked to complete a health questionnaire.</li> <li>We will communicate with families, volunteers, providers and staff shortly before any planned day to ask if anyone in their household has COVID-19 symptoms and, if they do, ask that they do not attend the day.</li> </ul> <p>Young people, volunteers, providers and staff will be told not to attend if they are:</p> <ol style="list-style-type: none"> <li>Experiencing any coronavirus symptom</li> <li>Self-isolating as a result of coronavirus symptoms or sharing a household or support bubble with somebody with symptoms</li> <li>Clinically extremely vulnerable</li> </ol>	Constant review in line with The NYA Youth sector readiness framework and any update to government advice and regulations



		4. Have been advised by the NHS test and trace service that they should self-isolate	
Transmission of COVID-19 during transport to the event	Staff, young people, volunteers, families, providers and transport providers	<ul style="list-style-type: none"> <li>Young people will be encouraged to walk, cycle or be transported to the activity by members of their household wherever possible.</li> <li>Where this is not possible a taxi or volunteer may transport under the following guidelines; <ol style="list-style-type: none"> <li>Only one young person will be permitting in the car at any one time</li> <li>A face covering must be worn for the entirety of the journey</li> <li>Social distancing must be maintained between the young person and the driver</li> <li>The young person should sit in the back seat, behind the driver</li> <li>Hands must be washed or sanitized before entering and on leaving the vehicle</li> <li>Young people and volunteers should not eat or drink whilst in the vehicle.</li> </ol> </li> <li>Upon arrival/departure, all attendees must wash their hands or use hand sanitiser</li> </ul>	Constant review in line with The NYA Youth sector readiness framework and any update to government advice and regulations
Transmitting/Contracting of COVID-19 during an activity day or session due to lack of social distancing / group or activity management	Staff, young people, volunteers, families and providers	<ul style="list-style-type: none"> <li>Keep group sizes within the maximum permitted in government guidance</li> <li>Young people and volunteers will be divided into 'bubbles' of the appropriate group size and remain in that group for</li> </ul>	Constant review in line with The NYA Youth sector readiness

		<p>the duration of the activity. They will not mix with any other bubbles. Members of each bubble must adhere to the current social distancing requirements.</p> <ul style="list-style-type: none"> <li>• When operating 2 or more 'bubbles' these will be run in completely separate spaces</li> <li>• Should any member of a bubble become unwell all members of the bubble (including staff/volunteers) will be suspended from attendance and requested to self-isolate for 14 days. They will also be advised to contact NHS Test and Trace.</li> <li>• Comply with the social distancing guidelines set out by the government; 2m or 1m+ where 2m is not possible. The only exception will be in an emergency situation.</li> <li>• Reduce the number of people each person has contact with by using fixed teams or partnering, so each person works with only a few others.</li> <li>• Deliver activities outdoors wherever possible, whilst preparing premises for COVID-secure use should they be required.</li> <li>• All activities and venues will be individually risk assessed and additional control measures will be put in place where necessary. YAT staff will work with external facilitators where they are used to share risk assessment procedures and ensure cohesiveness.</li> <li>• Risk assessment procedures will be sent to volunteers, young people, parents and staff in advance of the day with the requirement to adhere to them.</li> <li>• Risk assessment procedures will be clearly explained by</li> </ul>	<p>framework and any update to government advice and regulations</p>
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		staff to young people and volunteers on their arrival at the start of the day or session, and with reminders throughout the day where necessary.	
Transmitting/Contracting of COVID-19 during an activity day or session due to poor hygiene	Staff, young people, volunteers, families and providers	<ul style="list-style-type: none"> <li>• Increase the frequency of handwashing</li> <li>• Where handwashing facilities are not available, provide hand sanitiser</li> <li>• Advise all attendees they must wash hands thoroughly for 20 seconds with soap and running water, or use hand sanitiser, before arrival, on departure, before and after using the toilet facilities and before and after eating</li> <li>• Provide regular reminders and/or signage to maintain hygiene standards.</li> <li>• Set clear use guidance for toilets to ensure they are kept clean and that social distancing is achieved as much as possible.</li> </ul> <p>Attendees will be asked to:</p> <ul style="list-style-type: none"> <li>• Catch any cough or sneeze and dispose of used tissues in the bins provided</li> <li>• Wash their hands thoroughly after they have handled tissues or sneezed/coughed</li> <li>• Avoid touching their eyes, nose, and mouth</li> </ul>	Constant review in line with The NYA Youth sector readiness framework and any update to government advice and regulations
Transmitting/Contracting of COVID-19 during an activity day or session due to lack of cleaning	Staff, young people, volunteers, families and providers	<ul style="list-style-type: none"> <li>• Activities will take place outdoors as often as possible and when it is safe to do so</li> <li>• Staff will come equipped with appropriate cleaning materials to clean all surfaces</li> </ul>	Constant review in line with The NYA Youth sector readiness

		<ul style="list-style-type: none"> <li>• Avoid sharing equipment wherever possible, and where equipment must be shared use hand sanitiser before and after handling and use appropriate products to clean the items.</li> <li>• Shared spaces will be deep cleaned thoroughly between use if different bubbles are to use them on the same day</li> <li>• Carry out enhanced regular cleaning of commonly used surfaces, such as equipment and door handles.</li> <li>• The number of users in the toilet area at any one time will be limited. Hand sanitiser must be used on entry and exit.</li> </ul> <p>In locations where there are the relevant facilities we will:</p> <ul style="list-style-type: none"> <li>• Clean toilet and kitchen areas before and after use.</li> <li>• Ensure all waste from bins is emptied into a bin bag, double bagged, tied up and placed in the outside bin after each session</li> </ul>	framework and any update to government advice and regulations
Transmitting/Contracting of COVID-19 during an activity day or session inside a venue	Staff, young people, volunteers, families and providers	<ul style="list-style-type: none"> <li>• Activities will take place outdoors as often as possible and when it is safe to do so</li> <li>• Only use indoor venues which are large enough to accommodate the bubble size</li> <li>• Indoor spaces will not be used at the same time by more than one bubble</li> <li>• Shared spaces will be deep cleaned thoroughly between use if different bubbles are to use them on the same day</li> <li>• We will carry out enhanced regular cleaning of commonly used surfaces, such as equipment and door handles.</li> <li>• The number of users in the toilet area at any one time will be limited. Hand sanitiser must be used on entry and exit.</li> </ul>	Constant review in line with The NYA Youth sector readiness framework and any update to government advice and regulations

		<p>In locations where there are the relevant facilities we will:</p> <ul style="list-style-type: none"> <li>• Clean toilet and kitchen areas before and after use.</li> <li>• Ensure all waste from bins is emptied into a bin bag, double bagged, tied up and placed in the outside bin after each session</li> </ul>	
Transmitting/Contracting of COVID-19 in the wider community	Wider community	<ul style="list-style-type: none"> <li>• In order to support the NHS Test and Trace system to prevent the further spread of COVID-19 The Youth Adventure Trust will capture the following information for all young people, staff, volunteers and providers in attendance at any activity:</li> </ul> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Phone number of next of kin, or the individual if over 16</li> <li>3. Email address for next of kin, or the individual if over 16</li> <li>4. Date and time of entrance and exit</li> </ol>	Reviewed in line with government advice and regulations
Member of public accessing venue during an activity day and transmitting or contracting COVID-19	Staff, young people, volunteers, families, providers and public	<p>Where a venue we use is open to the public;</p> <ul style="list-style-type: none"> <li>• We will ensure that members of the public keep a safe distance from our staff, young people and providers at all times.</li> <li>• Remain aware of other visitors to the site and mitigate the potential for them to interact with our group.</li> </ul>	Constant review
Risk of transmission of COVID-19 during an activity day or session when dealing with a sick or injured young person, volunteer or staff member	Staff, young people, volunteers, families and providers	<ul style="list-style-type: none"> <li>• First aiders advised to follow HSE guidelines – keeping a safe distance for as long as possible.</li> <li>• First aid kits now include additional PPE and these items</li> </ul>	Reviewed in line with HSE and government advice and regulations

		<p>should be used when treating any person during this time.</p> <ul style="list-style-type: none"><li>• If a member of the group or individual is displaying COVID-19 symptoms, they should be isolated away from the group with an adult who is wearing PPE at a minimum 2m distance. The parent/carer should be contacted to collect the individual and advised to follow the government guidelines regarding self-isolating and contacting NHS Test and Trace.</li><li>• Any used PPE or first aid equipment will be doubled bagged and disposed off in an outdoor bin.</li></ul>	
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