



EMPOWERING YOUNG PEOPLE AFFECTED BY VIOLENCE TO KEEP THEMSELVES AND OTHERS SAFE

PARTNERSHIP AGREEMENT 2021/22

For StreetDoctors to deliver a package of **X** sessions for **[Partner]** between **[date]** and **[date]**, which has the unique package reference number **XXX0**.

This will include continued regular delivery of sessions at a time and place to be mutually agreed. It will be a package of **[digital / remote / socially distanced face to face]** sessions via **[Zoom / MS Teams]**. All delivery must comply with National Youth Association and Government COVID-19 rules, as well as those of StreetDoctors and the partners and universities involved. All parties agree to abide by the Terms and Conditions and safeguarding requirements contained therein.

Expected outcomes

- **[≥ ≤ ±] X** young people at risk participate in a StreetDoctors session;
- Increased awareness of the medical consequences of violence for those attending;
- Increased knowledge of what to do when someone is bleeding and/or unconscious for those attending;
- Increased willingness to act in a medical emergency for those attending.

Breakdown of costs

X sessions @ £00.00 per session = £00.00

This will cover delivery by StreetDoctors healthcare volunteers of:

- X** 'What to do if someone is bleeding' sessions
- X** 'What to do if someone is knocked out' sessions
- X** Joint sessions (which count as two sessions for costs and impact reporting)

Plus:

- A dedicated Liaison Officer within the local StreetDoctors team to act as a key point of contact;
- Continued support from StreetDoctors HQ, including research and evaluation, quality assurance, safeguarding, and legal compliance.

We will review this agreement jointly each quarter, or at the end of the life of this agreement, whichever is soonest.

StreetDoctors contact email(s): [\[sarah@streetdoctors.org\]](mailto:sarah@streetdoctors.org), [\[edward@streetdoctors.org\]](mailto:edward@streetdoctors.org), [\[finance@streetdoctors.org\]](mailto:finance@streetdoctors.org)

Signed on behalf of StreetDoctors:

Date:

Name and position:

[Partner] contact email(s):

Signed on behalf of [Partner]:

Date:

Name and position:

Name of [Partner] safeguarding lead:

Phone:

STREETDOCTORS TERMS & CONDITIONS

When you book a session with StreetDoctors, you agree to the terms and conditions set out below. These will ensure the safety and wellbeing of young people, and our StreetDoctors volunteers.

1. Safeguarding & Data Protection

1.1 The following requirements apply to all training sessions:

- a) By booking a StreetDoctors [SD] session you agree to adhere to the SD Requirements for Delivery document and are responsible for keeping young people and SD volunteers safe during the session, while they are in the venue and while they are in an online meeting space, as outlined below:
 - i) Your organisation will confirm at the time of booking that it has a Safeguarding Policy. In the absence of a Safeguarding Policy, SD will review the safeguarding measures you propose to put in place for the session via a delivery risk assessment, and reserves the right to decline your booking if it deems these measures to be inadequate;
 - ii) Your organisation will carry out a risk assessment of venues for our training sessions and will share this with your SD staff contact no less than 7 days before delivery. SD reserves the right to request adjustments and cancel your booking if these are not made;
 - iii) Your organisation will lead on consideration and risk assessment of group dynamics and the risks involved in bringing young people together, and will share this with your SD staff contact no less than 7 days before delivery. SD reserves the right to request adjustments and cancel your booking if these arrangements are not met;
 - iv) All SD volunteers and staff working with young people during a SD session are required to have an enhanced DBS certificate, or be on the PVG scheme for the volunteers based in Scotland. SD will ensure that each volunteer has a DBS/PVG check. It is your responsibility to carry out DBS/PVG checks for your staff members or volunteers, and attendance at a SD session by non-compliant staff is at your own risk
 - v) In the event of a safeguarding incident during the session, you will follow your organisation's Safeguarding Policy, or the measures agreed under 1.1 a) i) of this document. SD volunteers will adhere to the SD Safeguarding Policy [<https://streetdoctors.org/safeguarding-policy/>] and will share concerns as appropriate and in the manner required by the policy.
- b) SD volunteers may decline to deliver the session if any of the following requirements are not adhered to, and you will be charged for the session in full:
 - i) A minimum of 2 SD volunteers and 1 staff member from your organisation will be present throughout the session;
 - ii) No more than 15 young people may participate in any SD session (12 in the case of socially distanced face to face delivery);
 - iii) SD volunteers reserve the right to request that young people are removed from sessions if their behaviour is such that it seriously disrupts a safe and constructive learning environment for all. In exceptional circumstances, if volunteers feel there are significant safety or safeguarding concerns or that the group is not at a stage where they are receptive to the training, they may choose to terminate the session early.

1.2 The following additional requirements apply to digital delivery:

- a) Delivery partners make the following commitments:
 - i) Include only young people who are participating in the sessions;
 - ii) Have a member of staff present in sessions at all times;
 - iii) Ensure your staff are logged into a session before young people join to ensure that they know who is attending from their organisation and that no one is present in a session who has not been invited by the delivery partner;
- b) SD makes the following commitments:
 - i) Delivery by 2 SD volunteers who are aware of the safeguarding risks associated with the delivery of digital sessions and have received safeguarding training;
 - ii) SD volunteers use their personal devices for delivery. To ensure the security of all participants, including our volunteers, all training sessions are set up centrally by SD staff, and volunteers log in to deliver the sessions;

- iii) Video display of all attendees apart from SD volunteers, plus record and private chat functions, are disabled at all times during the session. We recommend that audio is also turned off, but can turn it on at the delivery partner's request;
- iv) SD volunteers share group rules with young people at the start of the session, and offer signposting support to delivery partners before and after the session;
- v) SD volunteers use trauma-informed approaches during the session, and your SD staff contact will send you a trauma-informed Partner Toolkit with your booking confirmation for you to use to support your young people;
- vi) Outside our sessions, SD staff and volunteers only communicate with delivery partners and never directly with young people, and will only use authorised organisational social media channels and email accounts.

1.3 The following additional requirements apply to socially distanced delivery:

- a) Delivery partners make the following commitments:
 - i) Follow National Youth Agency [NYA] Covid-19 Guidance [<https://nya.org.uk/guidance/>] for safe delivery of face to face sessions;
 - ii) Ensure young people adhere to the NYA Covid-19 Guidance.
- b) SD makes the following commitments:
 - i) Follow the NYA Covid-19 Guidance for safe delivery of face to face sessions. This means that SD volunteers will comply with all government and other guidance on social distancing, travel, hygiene and other measures currently in force;
 - ii) Volunteers may decline to deliver a face to face session if they feel that the NYA Covid-19 Guidance has not been appropriately adhered to. If so, you will be charged for the session in full.

2. Cancellations & Changes

- 2.1 Delivery partners should let SD know no less than 48 hours (2 working days) before the session is due to take place if it cannot go ahead, and SD will work with you to reschedule the session. If less than 48 hours' notice is given, we cannot guarantee that we will be able to reschedule, no refunds will be given and you will be charged for the session in full.
- 2.2 SD will always try to give you at least 48 hours' notice if we have to cancel a session, and we undertake to reschedule as quickly as possible.
- 2.3 If a session is cancelled at short notice due to unforeseen circumstances beyond anyone's control, e.g. accident, illness or the sudden enforcement of lockdown by local or national government, SD will work with you to reschedule the session.
- 2.4 SD cannot guarantee that a rescheduled session will be available via the delivery method specified in your original booking, and reserve the right to substitute an alternative if necessary, e.g. where socially distanced delivery is not possible, SD volunteers will run a digital session for you instead. No discounts or refunds will apply.
- 2.5 SD volunteers will wait up to 15 minutes for young people to join the session before starting delivery. If there are no young people present at this point, the session will be considered cancelled without notice, and you will be charged for it in full.

3. Complaints & Feedback

- 3.1 Whilst we endeavour to do our very best, we welcome feedback on any aspect of SD which is under the control of the Charity, its staff or volunteers. We will use feedback to keep the quality of our sessions and organisation high. All complaints will be investigated and responded to as quickly and fully as possible.
- 3.2 We also welcome positive feedback, which supports the staff and volunteers in recognising the value of our services and may help us to secure funding or support for the future.
- 3.3 Further details can be found in the SD Complaints Policy & Procedure [<https://streetdoctors.org/wp-content/uploads/sites/3/2021/08/23.0-Complaints-and-Compliments-Policy-Procedure-APPROVED-August-2020.docx>].