

Exodus Safeguarding Policy



exodus

Contents

Exodus Safeguarding Statement	2
Rationale, Roles and Responsibilities	3
Recruitment	5
Training, Management & Oversight	7
Code of Conduct	9
Recognising & Responding to Safeguarding Concerns	17
Information & Communication	21

Additional Resources

Safeguarding Incident / Concern Form	23
Accident / Incident Form	25
Useful Contacts	27
Process for Reporting Concerns	28
Identifying and Sharing Significant Information	31
Responding to a Concern Involving Self Harm	33
Responding to a Concern or Emergency Call from a Team	34

Exodus Trust is a company registered in Northern Ireland (Company No. NI065788) and a registered charity (Charity No. NIC102463), registered office: 29 Railway Street, Lisburn, BT28 1XP

Exodus Safeguarding Statement

We believe that every individual is made in the image of God and is of unique and significant value; worthy of the highest standards of care.

As staff and volunteers, it is both our delight and our duty to create a safe and enjoyable environment for all children and young people we serve. Therefore, we are committed to practice that promotes their welfare & wellbeing, and protects them from harm.

Together we will endeavour to do this by:

- 1) Adopting and maintaining a Safeguarding Policy
 We recognise that safeguarding is a **shared responsibility** that we each play a role in. This policy will seek to ensure that Exodus provides a safe environment for every child or young person we connect with and serve, alongside **effective procedures** for dealing with any concerns or disclosures should they arise.
- 2) Promoting excellence in safeguarding practice and environments
 We will **clearly communicate good safeguarding practice** with young people, parents, volunteers, trustees and staff and set a culture where individuals are valued and cared for.
- 3) Recruiting well
 We will be **rigorous in the safe recruitment and selection** of staff and volunteers through appropriate job descriptions, applications, referencing, interviews, criminal record checks and probationary periods.
- 4) Providing appropriate training
 We will ensure that staff and volunteers receive **adequate and appropriate training** for their role.
- 5) Providing effective oversight and support to deliver on expectations
 We will **maintain structures of supervision and accountability** for safeguarding from board level through to staff and volunteer management.
- 6) Giving clear procedures for recognising and dealing with concerns
 We will ensure that everyone working with young people **knows how to recognise different forms of abuse** and is **clear on our expectations** for dealing with incidents, concerns and disclosures including: responding, recording, reporting, involving statutory agencies and following up.

Policy Written By:	Jose Cummings	Policy Reviewed On:	24th November 2021
Approved By:	Exodus Trustees	Effective From:	18th January 2022
For the Attention of and Action By:	Members of the board of trustees, staff, interns, volunteers; children and young people, parents, carers and visitors.		
Review Due on:	20th November 2023		
Designated Officers	Jose Cummings (Lead) jose@exodusonline.org.uk 02892 661220 Helen McKay (Deputy) helen@exodusonline.org.uk 02892 661220	Jo McCormick (Deputy) South & East jo@exodusonline.org.uk 02892 661220	Andy Lamberton (Deputy) North & West andy@exodusonline.org.uk 02871 266749

Policy and supporting materials available at: www.exodusonline.org.uk/safeguarding

Rationale, Roles and Responsibilities

We recognise that safeguarding is a shared responsibility that we each play a role in. This policy will seek to ensure Exodus provides a safe environment for every child or young person we connect with and serve, alongside effective procedures for dealing with any concerns or disclosures should they arise.

Policy Basis

This policy builds on and incorporates legislation, government expectations and other best practice guides for safeguarding including:

- The Children (NI) Order 1995,
- [Co-operating to Safeguard Children and Young People in Northern Ireland \(2016\)](#)
- [Keeping Children Safe: Our Duty to Care \(2017\)](#)
- Safeguarding Vulnerable Groups (NI) Order 2007
- Protection of Freedoms Act 2012
- [SBNI Child Safeguarding: Learning and Development Strategy and Framework 2015 - 2018](#)
- [ACCESSNI Checks: Working with children in the charity/voluntary sector](#)
- [No Harm Done: Recognising and responding to self-harm](#)
- [National Vetting Bureau \(Children and Vulnerable Persons\) Act 2012](#)

It will be reviewed every two years and approved by the Board of Trustees.

Board of Trustees

The promotion and oversight of excellence in safeguarding within Exodus by ensuring adherence to and updating of this policy in line with current legislation and best practice.

Peter Lynas will act as the Lead Trustee for Safeguarding.

Designated Safeguarding Officers (Lead and Deputies)

To lead the key aspects in safeguarding with Exodus including:

- **Advising** the trustees and wider organisation of safeguarding matters, staying knowledgeable about safeguarding issues and undertaking training relevant to the role.
- **Promoting** safeguarding principles and practice within Exodus.
- **Managing** people and processes to ensure the organisation's safeguarding policy and procedures are followed.
- Ensuring appropriate **training** for all staff and volunteers.
- **Responding** to incidents or concerns and ensuring appropriate response, record keeping and reporting
- **Liaising** with the local Gateway team and other agencies, as appropriate.

The **Deputy Designated officers** provide the primary point of first contact for incidents and the **lead officer** is responsible for coordinating and managing responses, providing advice to officers and the board and ensuring safeguarding delivery in Exodus.

All Staff and Volunteers

Anyone with supervising responsibility of a young person including but not limited to: employed staff, interns, team leaders, mentors and other supervisors.

To deliver excellence in safeguarding by:

- **Promoting** the welfare of all young people in your care.
- **Preventing** harm by keeping in line with the good practice guidelines
- **Protecting** young people who may be at risk from harm by following the necessary responding steps.

Operations Team

To manage key safeguarding processes including:

- **Completion** of necessary checks and references during recruitment.
- **Maintaining a record** of safeguarding training.
- **Oversight** of relevant **Risk Assessment**
- **Confidential storage** of paperwork relating to safeguarding incidents or concerns and other accident/incident forms.

Partners and Independent Organisations

Placement Hosts

- Commitment to ensure **the safety and well being** of all young people they receive through Exodus **in line with this policy**.

Team Partners such as churches and schools

- **Ensuring an appropriate standard of care** for young people and following their **internal procedures** during team preparation. (**Exodus can provide safeguarding support** or advice to partners.)
- Abiding by the **code of conduct set out by this policy** while serving on placement.

Other Partnerships

- For other **events or initiatives** organised in partnership, Exodus should ensure:
 - The partners have a **suitable commitment** to safeguarding.
 - There is clarity on **where the responsibility for safeguarding** lies.

Independent Organisations using the Residential Centre or Renting the Venue

- Ensuring an **appropriate standard of care** for young people and following any localised health and safety procedures.
- Consideration should be given by Exodus to the risk posed by any shared usage of buildings or centres.

Recruitment

We will seek to ensure safe recruitment and selection of staff and volunteers through appropriate job descriptions, applications, referencing, interviews, criminal record checks and probationary periods.

The following steps will be applied to the recruitment of all individuals with supervising responsibility for young people in Exodus.

1. Description:
 - A **clear role description** indicating the nature of the work, the expectations for the applicant and whether the post constitutes a regulated activity and will require an ACCESSNI or Garda vetting check.

2. Application - To include:
 - Link to **safeguarding policy**
 - **Assurance of confidentiality**
 - **Declaration** of previous criminal history and that there is no known reason why they would not be suitable to work with children or young people.
 - **Consent** for ACCESSNI / Garda Vetting check as required.
 - **Request for 2 references** at least one of whom has knowledge of previous contact or work with young people.

3. Interview - Appropriate to the role:
 - With **at least 2 representatives** from Exodus.
 - **Assessment of appropriateness** for the role including the individual's ability to meet the safeguarding expectations of Exodus.
 - A **check of ID** in line with ACCESSNI / Garda Vetting requirements.

4. References:
 - References should be sought **in writing** from at least 2 people aged 21+ who are not family members or Exodus staff and ideally at least one who has first hand knowledge of the individual's previous contact or work with young people.
 - References should **specifically ask for confirmation that there are no concerns** about the individual working with children or young people.

5. Vetting:
 - All those seeking to work under **Exodus Trust (UK/ Northern Ireland)** whose work is likely to include **regulated activities** are required to apply for an Enhanced Disclosure and barred list check from ACCESSNI.
 - **Regulated Activities relevant to Exodus are defined as:**
 - Unsupervised activities: Regularly teaching, training, instructing, caring for or supervising children, or providing advice/guidance on well-being, or driving a vehicle only for children.
 - Regular means carried out by the same person **frequently** (once a week or more often) or on four or more days in a 30 day period or overnight.
 - The day-to-day **line manager/supervisor** of an individual in regulated activity is also in regulated activity.
 - Exodus will **not** involve a barred person in a regulated activity.

- All those seeking to work under **Exodus Ireland (ROI)** whose work is likely to include **relevant work or activities (as defined by the Children and Vulnerable Persons Act 2012)** are subject to Garda Vetting.
 - **Relevant Work/Activities in relation to Exodus are as below:**
 - Any work or activity as a minister or priest or any other person engaged in the advancement of any religious beliefs
 - Any work or activity which consists of the provision of advice, guidance or developmental services (including by means of electronic interactive communications) to children unless the provision of the advice, guidance or developmental service is merely incidental to the provision of those services to persons who are not children.
 - Any work or activity which consists of care or supervision of children unless the care or supervision is merely incidental to the care or supervision of persons who are not children.

For more Guidance visit:

- [ACCESSNI Checks: Working with children in the charity/voluntary sector](#)
- [GARDA Vetting Procedure: NATIONAL VETTING BUREAU \(CHILDREN AND VULNERABLE PERSONS\) ACT 2012](#)

6. Approval

- A member of the UK/ Ireland leadership team **signs off on all appointments** for individuals working with Under 18s.

Additional Recruitment Considerations

Partners

- Partners (such as team hosts) who will have oversight or involvement in work with under 18s will be required to confirm their commitment **in writing** to work according to Exodus Safeguarding Policies and procedures.
- The confirmation of this commitment will be **renewed every three years**.

Renewal

- Individuals are required to apply for **enhanced** disclosure and barred list checks (or Garda Vetting in Republic Of Ireland) during recruitment and then:
 - **Every four years after** For Staff & Trustees
 - **Every two years after** All Others
- References are only required for **new applicants** or where there is a **significant increase in responsibility** such as becoming an intern or staff member having previously volunteered as a leader or mentor.

Training, Management & Oversight

We will ensure that staff and volunteers receive adequate and appropriate training for their role. We will maintain structures of supervision and accountability for safeguarding from board level through to staff and volunteer management.

Trustees

- Potential Trustees of Exodus Trust are required to apply for an Enhanced Disclosure and barred list check from ACCESSNI. Potential Trustees of Exodus Ireland (in the Republic of Ireland) are required to be Garda Vetted (as their position on the Board would carry responsibility for Child Protection and the oversight of mission work - relating to the advancement of religious beliefs).
- Safeguarding will appear as a standing item **on all trustee meetings** and include a summary of incidents arising or ongoing.
- Lead Trustee for Safeguarding to be **involved in all significant safeguarding incidents or issues as they arise**.

Induction

All staff and volunteers will receive adequate induction to prepare them for their new role within Exodus. This will cover:

- Overview of Exodus - vision, history, values, personnel and structures.
- The Role & relevant expectations **including safeguarding**
- Support structures and processes.
- Practical Information & Systems e.g. claiming expenses.

Probation

- All new staff will have to complete a **satisfactory probationary period** of at least 6 months before a full contract is confirmed. Completion of this will include a review.
- New volunteers will be viewed as being in an **informal trial** period for their first 2 months.

Training

- All staff and volunteers **will receive particular skills and safeguarding training appropriate to their job or role**. This should include:
 - o An awareness and understanding of safeguarding issues
 - o Recognising the possibility of abuse
 - o Responding to and reporting concerns, disclosures or allegations,
 - o Dealing with issues such as confidentiality and code of behaviour.
 - o Exodus's own safeguarding children and young people policies, procedures and guidelines.
- Designated Officers should **receive their own specific training** in line with the required outcomes identified in the [SBNI Child Safeguarding: Learning and Development Strategy and Framework 2015 - 2018](#)
- **Update training will take place at least every three years** in order to keep skills and knowledge relevant.
- A **record** of all training including safeguarding will be kept for all staff and volunteers.

Line Management & Supervision

- All staff and volunteers will be **provided with a line manager** or supervisor with whom they can discuss their role at regular intervals. As well as covering support and encouragement for ongoing ministry this should also **ensure the delivery of excellence in safeguarding**.
- All staff will receive an **annual appraisal** and volunteers working with young people will have the opportunity to give feedback and review their involvement at least once a year. These will all include an opportunity to raise issues around safeguarding.

Code of Conduct

All Exodus staff and volunteers have a responsibility to promote excellence in safeguarding practice and environments.

They should follow and communicate good safeguarding practice with young people, parents, staff and volunteers and set a culture where individuals are valued and cared for.

General Standards

All contact with children and young people should reflect their value as individuals made in the image of God.

Aim for Excellence

Anyone working with children or young people should strive to:

- Be **supportive**, approachable and reassuring.
- Show **patience and respect** of their unique identity and need for privacy.
- Be **consistent and fair**.

Activities to Avoid

In order to protect young people, staff and volunteers from potentially abusive situations or false allegations, anyone working with young people should avoid:

- Spending **excessive amounts of time alone** with a child or young person away from others.
- Taking children or young people **alone on car journeys**, however short.
- Taking children or young people to **your home without another** adult who has been approved by Exodus.

If it is unavoidable that these things do happen, they should only occur with the full knowledge and consent of a member of the **Exodus senior leadership** team **and** the **child or young person's parent/ guardian**.

Unacceptable Behaviour

Certain behaviours are unacceptable for staff or volunteers and will never be permitted these include but are not limited to:

- Engaging in **rough physical games** including horseplay - apart from structured sports activities.
- Engaging in **sexually provocative** or inappropriate games.
- Allowing or engaging in **inappropriate touching** of any form.
- Allowing children or young people to use **inappropriate language** unchallenged.
- Making **sexually suggestive comments** about or to a child or young person even in fun.
- Letting **allegations** a child or young person makes go unchallenged or unrecorded.
- Tolerating, ignoring or encouraging any form of **bullying**.
- Doing things of a **personal nature** for children that they can do themselves.
- Promising to keep **secrets**.
- **Sharing or showing of media - (music, photographs videos etc.)** with inappropriate content such as nudity, swearing, violence or discrimination.

Residential

Being away with a group on a residential or ministry trip is a vital part of disciple making youth ministry.

In order to provide the best possible experience, the group leader should ensure:

- **Parents'/carers'** consent has been obtained and they have clear details of timings, locations and activities.
- Groups **adhere to the rules, regulations and schedule** of the location they stay in and respect the property of one another and their hosts.
- **The accommodation**
 - o Has **suitable facilities** for their groups' particular needs and activities.
 - o An individual leader should not sleep in the same room as one individual who is under 18, but may share a room if there is more than one young person. If one team member has to stay alone in a room, the leader must be nearby so as to monitor activity in the sleeping quarters.
 - o **Male and Female sleeping facilities** are segregated, with clear rules as to when, if ever, males can be in the female rooms, and vice versa.
 - o **Toilets and washing facilities** should be segregated for male and female group members. If this is not possible, separate times should be established for washing.
- They have considered any **hazards or risks** and all activities are in line with the general health and safety guidelines.
- Group members are briefed on what to do in the **case of a fire or emergency**.
- There is to be **no smoking** in the accommodation at any time and no group member should consume any alcohol or narcotic substances at any point.
- A **record of sleeping arrangements** is kept detailing the names of children and leaders who stayed over and where they slept.
- The entire group is in the **accommodation** at the end of the day.
- Any **activities 'off site'** are carried out in groups of 3 or more.

Teams staying with families

When groups stay with a host family, the Exodus partner should ensure they:

- Are **committed Christians, members of a local church** and in sympathy with the ethos and values of Exodus.
- Have **been recommended** by their local church and will care well for the young people.
- Never **drink alcohol** around team members or offer them alcohol regardless of age.
- Will contact the placement host if they have any concerns about team members or their behaviour and call the local emergency services if there is an emergency.

Transport

When young people are transported for Exodus activities, the organiser, all drivers and any hired transport firms must keep safety as a priority at all times.

Drivers must:

- Be **suitably competent and qualified** for the vehicle they are using. Giving particular care to:
 - o Check before hiring self-drive vehicles with more than 8 seats.
 - o Avoid using inexperienced drivers in international settings.
- Ensure the vehicle is in a **road-worthy condition** before use. If in doubt, the vehicle should not be driven.
- Know what to do in the event of a **breakdown or accident**.

- Ensure that they have **adequate and up to date insurance** cover to carry children in their car.
 - **Drive carefully** and within National speed limits.
 - Ensure passengers **wear seatbelts**.
- Vehicles:
- Should provide a **single seat** and seat belt for each child/young person.
 - On **public transport** leaders should sit among the young people and be dispersed in the vehicle; aiming to keep group members in sight of a leader at all times.

Dealing with Difficulties

The behaviour of the young people we serve may not always meet our expectations. Some issues staff or volunteers may encounter include:

- **Not attending** or not **communicating** if they won't be able to attend.
- **Not committing or following through** with agreed responsibilities e.g. Bible readings or fundraising.
- **Speaking** to leaders, or others, without appropriate respect.
- Stepping **outside agreed behavioural boundaries** e.g. the Team Lifestyle Agreement.

In these situations, staff and volunteers should remember that our aim is to create a positive and safe environment for all and so **issued should be addressed early** with **fairness, gentleness and the desire for growth**. For **minor incidents** the first step should be for the **staff member or volunteer to raise the issue clearly yet informally** with the individual giving the opportunity for explanation whilst explaining the expectations that have been missed and what is now expected.

Disciplinary Procedure

For behaviour that is more serious or persistently challenging, the staff member or volunteer in charge of the group should follow these steps::

- **STEP ONE - ASSESS**
Prayerfully **talk through the challenge with a more senior colleague** (unless you are part of the Exodus leadership team when a co-worker is appropriate) to **identify the issues and agree a plan**.
 - **STEP TWO - MEET**
Arrange a meeting **with the individual, a parent/ guardian** and an additional staff member/ volunteer, making clear what the meeting is about.
Within the meeting the **behaviour should be discussed** with time given to, reminding the individual of any specific incidents or informal correction and giving the **opportunity for explanation**.
- Outcomes at this stage may include:**
- **Marking the matter closed** either because the explanation given is accepted or the individual apologies and it is agreed that the behaviour has ceased.
 - **Communicating** a sanction.
 - **Informing the individual** that you will **need to review things** with Exodus before communicating a decision at a final meeting.
 - **Communicating any implications** if the behaviour continues or is repeated.
- **STEP THREE - FOLLOW UP**
Depending on the outcome of stage two you may need to:
 - Find ways to **encourage the individual or rebuild a relationship**.
 - Continue to **monitor behaviour**.
 - **Communicate a sanction** or decision in person, in writing or over the phone.
 - Act on the **implications when behaviour is repeated** or continues.

Additional Guidance for Dealing With Difficulties

- **Pray** for wisdom and patience throughout, (if possible with the individual(s) involved).
- **Do not conduct a formal disciplinary meeting one-to-one.**
 - There should always be **another staff member or volunteer present** (at least one of the same gender as the young person) as well as a **parent or guardian** of any individual who is under 18.
 - If on a **team placement**, parents should be informed and involved in the conversation via telephone. Those over 18 should be encouraged to have someone with them.
- **Keep others** (staff, designated person) informed and involved.
- **Never use force, 'put-downs' or humiliation** or threaten actions that will not be approved by Exodus, or followed through.
- **Record** any disciplinary events, meetings and actions.

Physical Restraint

Sometimes restraint may need to be applied to a child in order to protect him/her from harming themselves or others, or seriously damaging property. The priority at all times must be to protect all children from harm.

- Only the **minimum force** necessary to prevent injury or damage should be applied.
- Leaders should never try to restrain a young person on their own; **another leader** may act as an assistant or as a witness.
- Restraint should be an act of **care, not punishment**.
- Following an incident when restraint has been used, a **report** should be inserted in an accident/incident report form and parents/carers should be notified.

Theological Sensitivity

Exodus subscribes to the [Evangelical Alliance statement of faith](#) as the basis for our work and as a non-denominational organisation working with a wide range of churches and young people, our staff and volunteers are expected to **respect the diversity of the Body of Christ** and value the backgrounds of each individual.

Guidelines on how to approach two specific issues are outlined below:

- Baptism (particularly for team members while away)
If any team member, including a member of the leadership, wishes to be baptised they must **wait until they come home**. This enables them to discuss it with their family and church leaders, and for those closest to them to be able to attend.
- Spiritual Gifts
We recognise that there are a variety of views on the practice of spiritual gifts. It is therefore important that leaders:
 - **Only bring** young people into situations that they feel are appropriate for them.
 - **Prepare** the group by listening to their existing experiences, discussing different positions on spiritual gifts and describing the likely scenario they will encounter.
 - **Enable group members to leave** a situation if they feel uncomfortable (one of the leaders and other young people should go with them).
 - **Review** by discussing how the group felt about the experience, taking time with any individuals who may have struggled and encouraging young people to chat to a mentor or church leader.

Media & Communication

Communication

Staff and volunteers should avoid exclusive or intensive one-to-one private messaging or correspondence and should only have mobile numbers of under 18s if the nature of their involvement requires them to phone or text them.

- **Parents** will be informed within the consent form as to how Exodus and its staff or volunteers will contact young people directly as part of the programme they are involved in.
- Use **group communication** (group texts, e-mails, facebook groups) as much as possible.
- **If using direct texts, email or social media for specific reminders or encouragements** leaders should:
 - Keep a full record of all correspondence.
 - Avoid moving from **communication to conversation**.
 - A leader can suggest discussing the subject further at the next event or, if they are concerned about the young person arrange to meet up to talk further (within the safeguarding parameters).

Digital Discipleship

Connecting with young people using video calls provides an excellent opportunity for discipling in a different setting. It requires staff and volunteers to be appointed using the same standards as face-to-face contact and should **only take place when:**

- There is never a **one-to-one** setting between a leader/mentor and one young person aged under 18.
- If there are more than 10 young people, there should ideally be at least 2 supervisors.
- **Consent** has been given by parents/ guardians of under 18's specifically for video communication.
- **Call security is a priority**
 - The link to the call is **not accessible to the public**.
 - Passwords or waiting rooms are used where possible.
 - The leader **hosts the call**.

Leaders should also:

- Be wise in regards to what will appear in the **background of their call**. Young people under 18 should be encouraged not to take the video call **alone**. Ideally it should take place in an open space, such as their living room, or kitchen.
- Ensure behaviour online should be **in line with the Exodus code of conduct**, as with a face to face meeting; concerns about any young person should be followed up in line with the reporting procedure.

Photographs & Video

Exodus and its leaders may from time to time use photographs or videos which include young people to celebrate or highlight opportunities within the organisation.

If doing so the following guidelines should be followed:

- Permission must be sought from **both a child and their parent for photographs** to be used.
- If using photographs of children and young people, it is preferable to **use group pictures**.
- **Children** and young people should **not be identified** by name or other personal details.
- Carefully consider **location and pose** to avoid any embarrassment.
- **Do not insist** that a child participates.

Leaders should encourage young people to be sensible when taking photos or videoing each other. They should let peers know if their intention is to post photographs online, giving them the opportunity to object.

Social Networking

Staff and Volunteers should:

- Think carefully **before adding a child or young person in Exodus, as a friend** or follower on a personal social networking site.
 - Only for young people who have joined an Exodus programme and have parental permission for communication.
 - Only be for the purpose of communication about the opportunity (rather than friendship)
- **Delete or 'untag' any photos** in which they are depicted, in what could possibly be construed as, compromising situations.
- **Not post photographs** of young people, anywhere on the internet, unless they have written **parental consent**.
- **Consider comments online** the same as if they were made in a public place.

If a child discloses something to a leader via a social networking site, then the disclosure must be dealt with by following the normal reporting process.

Health and Safety

Health and safety is a primary concern for Exodus. Activities should be planned and run in a way so as to minimise the opportunity for young people to suffer harm.

At All Times

Leaders in supervisory roles should always be **vigilant** for good health and safety and should:

- Be aware of **who** (or in the case of drop-in opportunities; **how many** young people) they are responsible for.
- Have **medical and contact details available** for each young person they are responsible for.
- Have access to a **mobile phone** and be aware of the **local emergency services number**.

Accidents & Incidents

If a young person is **hurt or there is a "Near-miss"** during an activity the leader in charge should:

- **Ensure the young person is out of harm.** This may include accessing help from a first aider or calling the emergency services.
 - o If a child needs professional medical attention every effort should be made to **contact a parent or carer immediately.**
- Speak to their **supervising** member of staff to make them aware of the incident and agree a plan for communicating with parents.
- Record the incident using the **Accident / Incident Report Form** within **24 hours**.

The supervising staff member will then ensure that:

- The incident is communicated to a parent / carer.
- The **Accident / Incident Report Form** is signed by a parent and returned to the **Operations Manager**.

The **Operations Manager** will review and make recommendations based on the incident and store the form in line with the Data Protection policy.

See also [Additional resources - Accident/Incident Form](#)

Fire

- All leaders should be aware of fire exits and evacuation procedures for the locations where they are with young people.
- **Every Exodus Centre should**
 - o Have adequate fire alarms which are **tested weekly**.
 - o Carry out an **annual fire drill**.
 - o Ensure appropriate annual checks are carried out on all fire **safety equipment** including fire fighting equipment and emergency lighting.

First Aid

- Each **Exodus Centre** should have at least one nominated and adequately trained first aider. The name(s) of these people should be **clearly displayed** in their relevant centres.
- Each **Exodus event** should have an nominated trained first aider.
- Every **Exodus centre** will have an **appropriately stocked** and up to date first aid kit and users of the centre should know where this is kept and be able to retrieve it as needed.
- Every **Exodus team** will be provided with a **basic First aid kit**.
- Any **first aid treatment** should be recorded and reported using the accident/incident procedure.

Heights

Young people should not be permitted to carry out any activity where their feet will be above head height unless additional professional safety procedures are in place and permission has been granted by the Exodus operations manager.

Insurance

Exodus will provide **comprehensive cover** for its activities including public liability, employers liability, tour company liability and travel insurance. This provides cover for “normal” Exodus activities such as group work, parties, mentoring, teams travelling, basic practical work, training etc.

Should staff or volunteers wish to carry out unusual or high risk activities they must first communicate these with Exodus and **wait for approval**.

Practical Work

Exodus encourages young people to get involved in practical service in local and international communities. These activities must be **appropriate** for the individual’s skill and experience and should not include power tools.

Risk

Individuals overseeing activities for young people should seek to identify and minimise the risk posed by:

- The **physical space** being used.
- The **nature** of the activities.
- The **people** involved.

Supervision

Young people in Exodus activities should be appropriately supervised at all times. The number of adults required will be dependent on the nature of the activities, the location and the individual needs of group members.

The Standard Recommended Ratios for various ages are:

- **0-2 years** 1 adult to 3 children
- **2-3 years** 1 adult to 4 children
- **4-8 years** 1 adult to 6 children
- **9-12 years** 1 adult to 8 children
- **13-18 years** 1 adult to 10 children

For groups with young people of both sexes, it is ideal to have gender balanced supervision. In the case of teams any single gender leadership pairs for mixed groups must be approved by the teams coordinator.

Swimming

Swimming should only take place in designated swimming areas with a trained lifeguard present.

Recognising & Responding to Safeguarding Concerns

We will ensure that everyone working with young people knows how to recognise different forms of abuse and is clear on our expectations for dealing with incidents, concerns and disclosures including: responding, recording, reporting, involving statutory agencies and following up.

Recognising Risk

Harm from abuse is not always straightforward to identify and so the following section is designed to help staff and volunteers in Exodus understand:

- The reality that abuse exists
- The importance of our role in identifying and highlighting young people of concern
- The types of abuse we may have concerns around.

A Child in need of protection

A child in need of protection is a child who is **at risk of, or likely to suffer, significant harm** which can be attributed to a person or persons or organisation, either by an act of **commission** or **omission**; or **a child who has suffered or is suffering significant harm**.

The Childrens' Order defines 'harm' as **ill-treatment or the impairment of health or development**. The Order states that 'ill-treatment' includes **sexual abuse**, forms of ill-treatment which are **physical** and forms of ill-treatment which are not physical; 'health' means physical and / or mental health; and 'development' means physical, intellectual, emotional, social or behavioural development.

Types & Signs of Abuse

Physical abuse – deliberately physically hurting a child.

Potential Signs or Symptoms

- Unexplained injuries, such as bruises, fractures, or burns
- Injuries that don't match the given explanation
- Untreated medical or dental problems

Sexual abuse – when others use and exploit children sexually for their own gratification or gain or the gratification of others.

Potential Signs or Symptoms

- Sexual behaviour, language or knowledge that is inappropriate for the child's age
- Pregnancy or a sexually transmitted infection
- Statements that he or she was sexually abused
- Trouble walking or sitting or complaints of genital pain
- Abuse of other children sexually

Emotional abuse – the persistent emotional maltreatment of a child.

Potential Signs or Symptoms

- Delayed or inappropriate emotional development
- Loss of self-confidence or self-esteem
- Socially withdrawal or a loss of interest or enthusiasm
- Depression
- Headaches or stomach aches with no medical cause
- Avoidance of certain situations, such as refusing to go to school or use the bus or attend groups
- Desperately seeks affection
- A decrease in school performance or loss of interest in school
- Loss of previously acquired developmental skills

Neglect – the failure to provide for a child’s basic needs, likely to result in the serious impairment of a child’s health or development.

Potential Signs or Symptoms

- Poor growth or weight gain
- Poor hygiene
- Lack of clothing or supplies to meet physical needs
- Taking food or money without permission
- Eating a lot in one sitting or hiding food for later
- Poor record of school attendance
- Lack of appropriate attention for medical, dental or psychological problems or lack of necessary follow-up care
- Emotional swings that are inappropriate or out of context to the situation
- Indifference

Exploitation – the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain.

Potential Signs or Symptoms

- Going missing from home, care or education
- Involvement in abusive relationships, intimidated and fearful of certain people or situations
- Hanging out with groups of older people, or antisocial groups, or with other vulnerable peers
- Associating with other young people involved in sexual exploitation.
- Involvement in gangs, gang fights, gang membership
- Having older boyfriends or girlfriends
- Spending time at places of concern, such as hotels or known brothels
- Not knowing where they are, because they have been moved around the country
- Involvement in petty crime such as shoplifting
- Having unexplained physical injuries;
- Having a changed physical appearance, for example lost weight.

Bullying – although bullying is not defined as abuse, in its more extreme forms it could be regarded as abuse. It can take many forms, including emotional, physical, racist, sexual, homophobic, verbal and cyber. Bullying can leave children with feelings of worthlessness and self hatred, they can feel lonely and isolated. At its worst, bullying can result in a child or young person self-harming and even attempting suicide.

Self Harm describes any way in which a young person might harm themselves or put themselves at risk in order to cope with difficult thoughts, feelings or experiences. It affects up to 1 in 5 young people and spans the divides of gender, class, age and ethnicity. **It should never be ignored or passed over.**

[See Also - Additional Resources: Responding to Self Harm Concerns](#)

Identifying Concerns

There are a number of ways that you could be alerted that a child or young person is suffering harm:

- **The child** may disclose to you.
- **Someone else** may tell you that the child has disclosed abuse, or they strongly believe the child has been abused
- The child may **show some signs** of physical injury or a behavioural change for which there appears to be no satisfactory explanation.
- Awareness of, or suspicion about, abuse may come about as a result of something disclosed to you as a **third party (parent, friend, co-worker) who suspects** or has been told of abuse.
- Something in the **behaviour of one of the workers** or in the way a worker relates to the child alerts you or makes you feel uncomfortable.

Dealing with Concerns

All allegations, concerns or disclosures about abuse must be based on the fundamental principle that the welfare of the child is paramount and so the following section is designed to help staff and volunteers in Exodus know what to do.

This process and the associated forms should be easily accessible to all working with young people in Exodus.

Respond

- Listen, hear and accept what is said.
- **Stay** calm.
- **Give** time for the child to say what they want.
- **Reassure** them that they have done the right thing in speaking to you.
- Make sure there is no **immediate danger**.
- **Do Not**
 - **Ask Leading questions**
 - **Promise** to keep **secrets**
 - **Enquire or investigate** yourself.
 - **Make the child repeat** unnecessarily

Record

- Ideally using the **Safeguarding Incident/ concern form**. (See [Additional Resources](#) and exodusonline.org.uk/safeguarding)
 - o If you are unable to access this form please type or write key information of dates, facts and individuals.
- Additional notes on your conversation with the Designated Officer.
- Keep secure and confidential and pass on to the the **local designated officer**.
- Stay clear and **factual - if you wish to** give an explanation for your concern this should be clearly marked as an opinion.

Report

- To the **local designated officer within 24 hours**

Jo McCormick (Deputy) South & East jo@exodusonline.org.uk 02892 661220	Andy Lamberton (Deputy) North & West andy@exodusonline.org.uk 02871 266749
--	--

- **Do not** speak to anyone else including a co-worker, parent or other member of Exodus staff.

Designated Officer Responsibilities

It is the responsibility of the local designated officer to follow up concerns and ensure appropriate communication and support for the individual reporting by:

- Following the **reporting procedures** as set out in the guidelines.
- **Consulting** with the other Designated Officers
- Keeping a “**case file**” for each incident or concern.
- Ensuring appropriate **communication** with parents or carers.
 - o This should be done within the advice from the Gateway Team.
 - o Parents / Carers of U18s should be informed of concerns unless there is a risk it will do more harm than good.
- **Identifying and ensuring pastoral support** is provided for the young people and staff/ volunteer involved.
 - o Again depending on the nature of the situation any support should be given with advice from the Gateway team.
- If a concern has been reported to the Gateway team, the Designated officer should then **remain available** to the Gateway Team or PSNI as the investigation is underway.

Accountability

If an individual feels the Designated officer has not dealt sufficiently with a concern they should speak first to the officer concerned, then raise it with another deputy or lead designated officer or with the Lead Trustee for Safeguarding.

If an individual has a concern relating to harm caused by a designated officer or the organisation as a whole, Exodus acknowledges the importance of giving them the process and support to raise this. If appropriate it should be raised with the Lead Trustee for Safeguarding and if not - then the **Local Health & Social Care Gateway Team**.

In these situations - confidentiality will be respected where possible, and both maliciously made false allegations and victimising of individuals with bona fide concerns, are disciplinary matters.

See also: Additional Resources

[Safeguarding Incident / Concern Form](#)

[Process for Responding to Concerns](#)

[Responding to Self Harm Concerns](#)

[Useful Contacts](#)

[Allegations against Staff Members or Volunteers](#)

Information & Communication

We will clearly communicate good safeguarding practice with young people, parents, staff and volunteers, and set a culture where individuals are valued and cared for. We will collect and handle personal information appropriately.

Promoting Safeguarding

- We will keep parents, young people and staff aware of Exodus commitment to safeguarding and the key information that relates to them by:
 - o Keeping this **Safeguarding Policy and Associated forms** available on the **Exodus website**.
 - o **Clearly displaying** safeguarding information in our **centres**.
 - o Communicating simple important messages through **leaflets and cards**.

Personal Information & Data

- We will collect information **relevant** to ensuring the health, safety and wellbeing for all programme participants including:
 - o Parental names, address and contact details including in an emergency.
 - o Additional needs - health or dietary
- **Our Principles for Data Collection and Handling as set out in our Data Protection Policy:**
 - o We care about privacy and are committed to operating lawfully and within the General Data Protection Regulation (the GDPR).
 - o We only collect what is needed
 - o We do not keep or use data any longer than is necessary
 - o We prioritise security
- All of our safeguarding practice should be carried out in line with the [Exodus Data Protection Policy](#) including:
 - o All details and disclosures retrieved during a recruitment process will be treated with confidentiality
 - o Personal Information will be held and passed on, on a **need-to-know** basis.
 - o Any staff member or volunteer with access to personal information relating to young people they are working with is required to keep that secure and confidential.
- For more information please visit www.exodusonline.org.uk/privacy-policy

Consent forms

- A **parental consent form** should be completed when a child enrolls in any team, mentoring opportunity, residential, one off activity or other ongoing program.
- **The form should cover:**
 - o The expected programme/activities.
 - o The level of supervision and the names of leaders/helpers and a contact number.
 - o Any expectations on the young people and what they might need to bring.

Complaints

Complaints or concerns should be raised with the Operations Manager in the Lisburn office, info@exodusonline.org.uk, 29 Railway Street Lisburn BT28 1XP, 02892 661220. They will then be followed up by the Exodus leadership team and if necessary the board of trustees.

Additional Resources

<u>Safeguarding Incident / Concern Form</u>	<u>23</u>
<u>Accident / Incident Form</u>	<u>25</u>
<u>Useful Contacts</u>	<u>27</u>
<u>Process for Reporting Concerns</u>	<u>28</u>
<u>Identifying and Sharing Significant Information</u>	<u>31</u>
<u>Responding to a Concern Involving Self Harm</u>	<u>32</u>
<u>Responding to a Concern or Emergency Call from a Team</u>	<u>33</u>

Safeguarding Incident / Concern Form

This form should be completed and passed to the Local Deputy Designated Officer as quickly as possible. All concerns should be reported within 24 hours of arising. Fill in all the information you know but do not worry if you cannot complete all sections.

Your Details

Name		Role	
------	--	------	--

Person at Risk Details

Name		Age / DOB	
Address		Parents Names	
Specific Needs	e.g. communication	Gender	

Summary of Concern

What is the nature of the concern?

Disclosure

Incident

When & where was the disclosure / incident? (Date and Time, activity & location)

Who was the disclosure to or who witnessed the incident?

Disclosures - What did the young person actually say?

Describe any signs or indicators of abuse (with times and dates)

Did the child indicate that any particular person is the abuser?

If so, record details including their relationship to the young person.

Details of any immediate Action Taken

E.g. First Aid, involvement of external agency

Any additional comments

This may include a summary of why you are concerned but will be treated as an opinion

Person Reporting

Signature		Date	
------------------	--	-------------	--

Designated Officer

Name		Date Received	
Summary & Explanation of Initial Actions inc Dates	e.g. referral to Gateway team, contact external agencies, consulting with other designated officers		

Accident / Incident Report Form

This form should be completed and passed to your line manager as quickly as possible. All accidents or incidents should be reported within 24 hours of arising. Fill in all the information you know but do not worry if you cannot complete all sections.

Your Details

Name		Role	
------	--	------	--

Person Involved Details

Name		Age / DOB	
Address		Parents Names	
Specific Needs	e.g. communication	Gender	

Summary

When & where was the accident/ incident? (Date and Time, activity & location)

Describe the incident/accident

(i.e. what preceded the incident, what happened, what injuries were sustained)

What aid was given, if any?

(e.g. First Aid, emergency services,etc)

Who was informed?

When Informed Time & Date	Name	Their Role e.g. Staff Member	Notes Informed by / Outcome or action from that

Person Reporting

Signature		Date	
------------------	--	-------------	--

Witness 1

The information given on this form are, as far as I know, true

Name & Role		Address	
Phone No.		Signature	

Witness 2

The information given on this form are, as far as I know, true

Name & Role		Address	
Phone No.		Signature	

Line Manager

Name		Date Received	
Summary & Explanation of Initial Actions inc Dates	e.g.		

Useful Contacts

Lead and Deputy Designated Officers

Jose Cummings (Lead)
jose@exodusonline.org.uk
02892 661220

Jo McCormick(Deputy - South and East)
jo@exodusonline.org.uk
02892 661220

Andy Lamberton(Deputy - North and West)
andy@exodusonline.org.uk
02871 266749

Helen McKay (Deputy)
helen@exodusonline.org.uk
02892 661 220

Exodus CEO

To be contacted if there is a concern related to the Designated or deputy designated officers.

Jim Brown
jim@exodusonline.org.uk
00447780572853

Exodus Centres

Exodus Lisburn
29 Railway Street
Lisburn
BT28 1 XP
www.exodusonline.org.uk

Exodus North East
36 Long Commons
Coleraine
BT52 1LH
info@exodusonline.org.uk

Exodus North West
2 Patrick Street
Derry
BT48 7EL

Childline

Free, 24 hr confidential advice & support for anyone under 19
www.childline.org.uk **0800 1111**

Self Harm UK

SelfharmUK is a project dedicated to supporting young people impacted by self-harm, providing a safe space to talk, ask any questions and be honest about what's going on in your life.
www.selfharm.co.uk

NSPCC Helpline

Support and advice for leaders and Designated Officers to help them support young people
www.nspcc.org.uk/preventing-abuse/our-services/nspcc-helpline/ **0808 800 5000**

Gateway

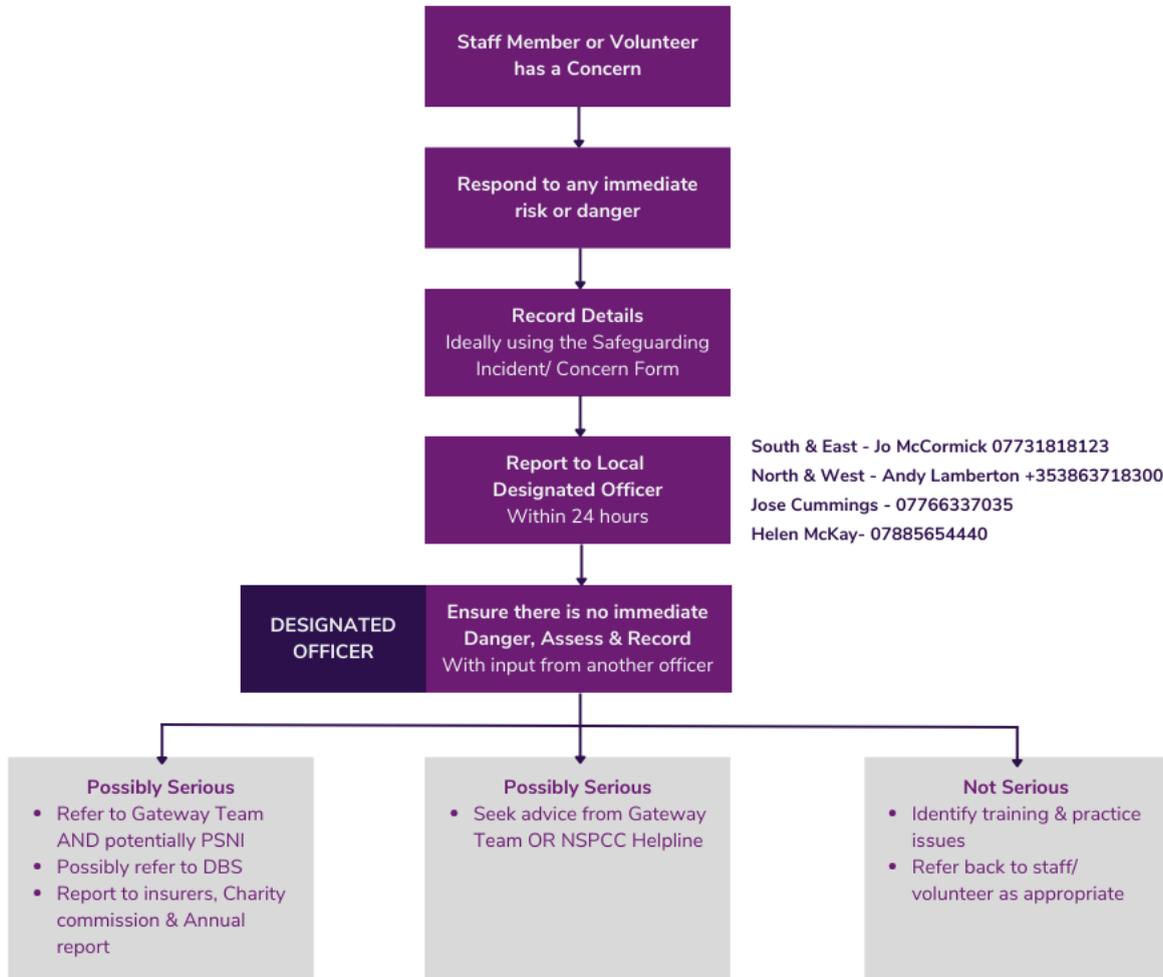
If there is a concern that a child or young person under the age of 18 years is being abused or neglected, the Designated Person should contact the Gateway team in the local Health and Social Care Trust as soon as they can and before the situation gets any worse.

Belfast HSC Trust - 028 9050 7000
South Eastern HSC Trust - 0300 1000 300
Western HSC Trust - 028 7131 4090

Northern HSC Trust - 0300 1234 333
Southern HSC Trust - 0800 7837 745

Process for Responding to Concerns

This process should be followed by any staff member or volunteer with a concern about a young person and then carried through by the designated officer.



Designated Officer Responsibilities

- Keeping a “**case file**” for each incident or concern.
- Ensuring **communication** with parents or carers.
 - o This should be done within the advice from the Gateway Team.
 - o Parents / Carers of U18s should be informed of concerns unless there is a risk it will do more harm than good.
- **Identifying and ensuring pastoral support** is provided for the young people and staff/ volunteer involved.
 - o Again depending on the nature of the situation any support should be given with advice from the Gateway team.
- If a concern has been reported to the Gateway team, the Designated officer should then **remain available** to the Gateway Team or PSNI as the investigation is underway.

Allegations against Staff or Volunteers

In the instance of an allegation of abuse against a member of staff or volunteer, Exodus has a dual responsibility to both the young person and the individual being accused and so both safeguarding and discipline procedures should occur in parallel.

Designated Officer

1. Record allegation in writing and pass to the Exodus CEO.
2. Follow the process for reporting concerns.

Exodus CEO acting without delay

1. **Inform the individual of the allegation** (with one other person)
 - a. Offer an opportunity to respond
 - b. Ensure their response is recorded
2. **Consults with the relevant statutory authorities**, and then **confirms what further action** needs to be taken. In cases where a criminal investigation is instigated by the police, Exodus should not conduct its own internal investigation or gather further evidence that could prejudice the criminal investigation.
3. **Take all protective measures** necessary to ensure that no child is exposed to unnecessary risk. This may involve transferring the individual to another post without contact with children and young people, or suspension 'without prejudice', as there should be no assumption of guilt during a period of investigation. These measures should not unreasonably penalise the staff member or volunteer unless to protect a child or young person. If it is necessary to suspend a staff member or volunteer, the allegation should be dealt with as quickly as possible.
4. **Record all information** at each stage regardless of whether or not a referral has been made to statutory services. If it is decided that no referral will be made at this point, the decision not to refer should be recorded and the reasons for this decision, including a record of any discussions with Health and Social Care Gateway Team staff. In all circumstances, the situation should be monitored so that a referral can be made if the situation deteriorates.
5. **Progress the internal investigation** sensitively and quickly through to completion ensuring that anxieties expressed or demonstrated by children, young people, parents or any other member of staff or volunteer are acknowledged and addressed.

As a result of the investigation there are 4 possible investigation outcomes

- 1) **Allegation of harm/risk of harm substantiated – the individual is removed from regulated activity.**

If the investigation finds that an allegation has been substantiated - that is, harm or risk of harm to a child or young person has occurred and the individual is removed from regulated activity - Exodus is then under a **statutory duty to refer to the Disclosure and Barring Service (DBS)** under the SVG (NI) Order 2007, as amended by the Protection of Freedoms Act 2012.

Referral to the DBS should be at the point that Exodus determines that harm/risk of harm has occurred and there has been a decision made to permanently remove the staff member or volunteer from regulated activity. This may happen at any stage during the disciplinary process and not necessarily when the process concludes. If the staff member or volunteer resigns or retires at any point during the investigation process, the investigation should still be concluded and a referral made to the DBS if it is found that harm or risk of harm to a child or young person has occurred.

- 2) **Allegation of harm/risk of harm substantiated – the individual is reinstated to regulated activity.**

It is possible that the investigation finds that the allegation is substantiated, but the circumstances of the case are such that the individual can be reinstated to their job/role subject to appropriate disciplinary sanctions, training and support and supervision arrangements being implemented. Despite the finding that harm/risk of harm has occurred, **the decision to return the individual to the post/role means that referral to the DBS is not required.**

3) Allegation of harm/risk of harm unsubstantiated – but there are ongoing concerns.

In a situation where the investigation concludes that the allegation is unsubstantiated and that the individual has not harmed a child or young person or placed them at risk of harm, but Exodus has ongoing concerns about the conduct of the staff member or volunteer, Exodus may conclude that the individual can be reinstated with additional support, supervision and training/retraining.

4) Allegation of harm/risk of harm unsubstantiated – there are no ongoing concerns.

In an instance where the internal investigation finds that the allegation is unsubstantiated, that is, that the individual has not harmed or placed at risk of harm a child or young person, the staff member or volunteer may be reinstated and provided with support to reintegrate. Training and supervision may be necessary depending on the nature of the allegation and findings of the investigation.

Following an Investigation

An investigation into a staff member or volunteer will raise up issues for staff, volunteers, children, young people and parents. These may include:

- Possible reactions of other members of staff and volunteers of anger, disbelief, doubt, fear, guilt, shock, anxiety;
- The effects of internal proceedings, an official safeguarding investigation or criminal investigation on the individual against whom the allegation has been made;
- The reactions of staff, volunteers and other children towards a child who has been abused or whose allegation is being investigated;
- The reactions of parents and other family members.
- The reputation of the organisation and reaction within the wider community.

Exodus is committed to identifying and addressing these issues as they may arise in relation to the different groups affected.

Identifying and Sharing Significant Information

Significant information is any information about behaviour which may put children or young people at risk of harm and it is vital that it is shared appropriately with those agencies whose role it is to protect them e.g. police or Health and Social Care Trusts.

The following offers some **guidance on information that may warrant sharing**. The list is not intended to be definitive and each case should be considered carefully in line with advice from the organisation's Designated Officer and statutory services.

- **Sexual offences** including interference with children and young people, assault or exhibitionism.
- Organising **prostitution** or procuring.
- **Attempting or planning to corrupt** a child or young person.
- A **history of physical violence**, including domestic violence and assault occasioning risk to children or young people.
- **Stealing** from children and young people.
- Selling, using or possessing **dangerous drugs** illegally.
- Repeated **drunkenness** in work contexts or untreated alcoholism.
- Repeated inappropriate use of **sexual language** outside the normal boundaries of acceptable behaviour.
- Repeated **inappropriate touching** outside the normal boundaries of acceptable behaviour.
- **Failure to provide the required level of care** and attention to children and young people, including emotional abuse and neglect.
- **Failure to comply** with procedures where this puts the welfare of children and young people at risk.
- Any instance where a **case is referred to the Disclosure and Barring Service**.
- **Showing pornographic** videos, internet images or publications to children or young people.
- Posting or accessing **child pornography** on the internet.

A decision as to whether there is cause for concern should be considered based on the balance of probabilities or opinions formed reasonably and in good faith. **Organisations must be clear that there is no requirement for them to gather evidence or conclusive proof in order to share information that may be significant in ensuring the safety and well-being of children and young people.**

While it may be difficult to share concerns about parents, colleagues, or indeed young people, which affect important working relationships, it is essential that considerations of confidentiality should not be allowed to override the right of children and young people to be protected from harm.

The prompt flow of accurate information can often be for the benefit and safety of all concerned. Significant information should only be shared with appropriate personnel and agencies on a need-to-know basis.

Responding to a Concern involving Self- Harm

These guidelines are to help staff, volunteers and designated officers as they play their part in supporting young people who may be self-harming. They should be viewed inline with the policy on responding to all concerns. Adapted with thanks from "No Harm Done: Recognising and responding to self-harm"

Concerns & Warning Signs

Self-harm describes any way in which a young person might harm themselves or put themselves at risk in order to cope with difficult thoughts, feelings or experiences. It affects up to 1 in 5 young people and spans the divides of gender, class, age and ethnicity.

There are **many signs you can look out for** which indicate a young person is in distress and may be harming themselves, or at risk of self-harm, the most obvious being physical injuries which:

- Are observed on more than one occasion
- Appear too neat or ordered to be accidental
- Do not appear consistent with how the young person says they were sustained

Other warning signs include:

- Secrecy or disappearing at times of high emotion
- Long or baggy clothing covering arms or legs even in warm weather
- Increasing isolation or unwillingness to engage
- Avoiding changing in front of others (may avoid PE, shopping, sleepovers)
- Absence or lateness
- General low mood or irritability
- Negative self-talk – feeling worthless, hopeless or aimless

Following a Disclosure or Concern about Self Harm

In line with the wider policy all staff and volunteers should remember:

- Concerns about a young person's immediate safety are an absolute priority and should be treated as an urgent safeguarding issue
- If you think a young person is at risk, they should not be left alone.
- All discussions should be recorded and shared with the safeguarding officer

Possible Steps that might be directed by a Designated Officer

- **Informing adults** who need to know in order to keep the young person safe. This will usually include parents or carers.
- **Visiting the GP** to seek further support and guidance.
- **Organising access to a counsellor** and or trusted adult who can provide practical support and guidance.
- Information about **wound care** or access to a trained first aider or medical professional who can assess and dress any wounds.

Supporting Young People who are Self Harming

Exodus staff or volunteers are not expected to be the primary point of support for young people who are self harming but if they find themselves in this place some things that are helpful can include:

- **Listening** – provide a safe space for non-judgmental, supportive listening. Even a few minutes of high quality listening can make a huge difference to how supported a young person feels.
- **Addressing stressors** – work with the young person to understand their triggers and stressors. Working through a typical day and highlighting the tough bits can be a great way to start and then think creatively of ways you might address these.
- **Finding Alternatives** – work with the young person to collect a range of different things they can use to distract or soothe themselves when they feel the urge to self-harm. This might include music, colouring, books, bubbles, photographs or inspirational quotes.
- **Signposting** - safe sources of further information – such as in **Self Harm UK**

Responding to a Concern or Emergency call from a team

When teams are away Exodus provides an on call number for leaders or parents to contact in the event of a concern or emergency. These guidelines are to help the person who is on call to respond effectively

Initial Response

- Stay Calm
- **Be helpful** - this is a stressful situation for a young person, team leader and next of kin - the role is to facilitate & ease.
- **Establish key facts**
 - Who is involved/injured?
 - Age of individual(s) involved.
 - Is there any immediate risk?
 - If medical attention is required
 - what is needed
 - where is the hospital
 - When did the incident occur?
 - What has happened since then/is happening currently/current condition?
 - What decisions have to be made at this point?
 - Who is at home and best to contact?
- **Identify key issues** to be addressed and decisions required.
- If possible **talk to the individual involved** – reassure them and hear directly from them.

Action

- **Advise or direct on immediate action** if straightforward or urgent.
- **Alternatively** seek advice and then give advice or direction.
 - **Advice should be sought** from the 2nd on call to review decisions or weigh options.
 - In the case of serious incidents, insurance company may have to be consulted re treatment, evacuation may be preferred for treatments that can be delayed.
 - Any pause for advice or direction should include a **clear time frame** when a decision will be made (usually minutes rather than hours).
 - Agree instructions on the phone, **text confirmation** to prevent misunderstandings.

Communication

- **Inform next of kin as soon as is practicable**
 - With a low risk and an experienced leader this can come straight from the leader.
 - Get consent to any procedures/decisions.
 - Arrange that the individual involved can converse with them (as appropriate).
- **Only involve those that need to be involved** - keep decision making circles small, also reduces the number of parties needing information and prevents cross information.

Ongoing

- **Keep up to date** with the situation and communicate to key persons.
- **Record incident** on incident log, including follow ups.
- **Communicate and mark incident closed** once incident is concluded.