Safeguarding Policy

A framework

for protecting children,

young people and adults

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Table of Contents

Policy Statement 3

Purpose 3

Safeguarding Definition 4

What is child protection? 5

Who are adults at risk? 5

Categories of abuse 5

Confidentiality 6

Implementation of this policy 7

Completing a Safeguarding Concern on YARA 9

Professional conduct and boundaries 10

What to do if you have concerns about someone within the organisation 12

Lone working 12

Training and awareness 13

Safer Recruitment 14

Appendix 1: Descriptions of different types of abuse and risk 15

Appendix 2: Safeguarding flow chart 18

Appendix 3: Responding to safeguarding concerns 19

Appendix 4: On call procedure 21

Appendix 5 Out of hours social work contacts 23

Policy Statement

LGBT Youth Scotland's vision is that Scotland is the best place for LGBTQ+ young people to flourish and thrive in all aspects of their lives. This includes ensuring the safety and wellbeing of all who access our services and in the wider community.

LGBT Youth Scotland takes the safeguarding of children, young people and adults seriously, and all staff and volunteers are committed to, and have a responsibility in implementing this policy. This framework for the protection of children, young people and adults sets out LGBT Youth Scotland's approach and procedures to ensure the safety and wellbeing of children, young people and adults and that they are protected from harm.

This policy has been created in line with:

- The National Guidance for Child Protection in Scotland 2021 (updated in 2023)
- Getting it Right for Every Child (GIRFEC)
- Children (Scotland) Act 1995
- Children and Young People (Scotland) Act 2004
- Adult Support and Protection (Scotland) Act 2007
- Equality Act 2010
- Gender Recognition Act 2004
- The Scottish Government's Child Rights and Wellbeing Impact Assessment Approach

This framework is reviewed on a yearly basis by **the Head of Youth Work** and is updated when required due to any updated or changes in legislation, policy and/or practice to ensure continued compliance with regulations and guidance on the protection of children, young people, and adults.

Failure to comply with this policy, including any arrangements which are put in place under it, will be investigated and may lead to disciplinary action being taken.

Purpose

LGBT Youth Scotland is committed to the protection of all children and young people and regards safeguarding and promoting of the safety and wellbeing of children and young people as of paramount importance. We are also committed to the protection of vulnerable children, young people and adults and recognise additional barriers and risk factors that can impact them. LGBT Youth Scotland also recognises that LGBTQ+ young people face additional barriers to being safe, happy and healthy and

are disproportionately likely to experience traumatic events making them potentially vulnerable and more susceptible to abuse or harm. Harm means all harm including self-harm and neglect.

LGBT Youth Scotland consider it the duty of all those employed or involved with the organisation, to prevent harm to children, young people, and adults with whom they come into contact, whether on LGBT Youth Scotland's premises or partnership venues or on trips, outings and at events. We are committed to ensuring that children, young people, and adults have the right to live in safety, with dignity, free from abuse and neglect. All staff and volunteers must report any concerns discovered or alleged.

The Safeguarding Officer for LGBT Youth Scotland is the **Head of Youth Work**. They are responsible for the review, and implementation of this policy, including ongoing training/development opportunities.

LGBT Youth Scotland has a designated contact for Safeguarding on the Board of Trustees. They act as a link for the Safeguarding Officer and the Leadership Team on occasions where risk management requires support and guidance from the Board of Trustees.

Safeguarding Definition

Safeguarding is the action that is taken to promote the welfare and wellbeing of children, young people and adults and to protect them from harm. It focuses on protecting individuals identified as suffering or likely to suffer significant harm.

LGBT Youth Scotland support young people aged 13 – 25, and therefore if there are safeguarding concerns about a young person accessing service provision, they could fall under Child Protection legislation or Adults Support and Protection legislation.

Safeguarding refers to all young people and includes young people who fall under both Child Protection and Adult Support and Protection and is the overarching process of:

- protection from abuse and maltreatment
- preventing harm to health or development
- ensuring children and young people grow up with the provision of safe and effective care
- taking action to enable all children and young people to have the best outcomes

The legal age of a child and an adult are variously defined, and there are overlaps.

LGBT Youth Scotland defines a child as someone under the age of 16, as in the Children (Scotland) Act 1995 most of the provisions which deal with parental rights and responsibilities apply only to children under the age of 16. However, we recognise that where the Children (Scotland) Act 1995 relates to parents, children and guardians, a child is generally defined as someone under the age of 18. For young people who are care experienced they can be considered a child usually up to the age of 18 and in some instances 21.

It is important to note that for the purposes of the UNCRC, the rights apply to anyone under the age of 18. Where a young person between the age of 16 and 18 requires support and protection, we will consider which legal framework best fits their needs and circumstances.

What is child protection?

Child protection is safeguarding a child or young person from abuse, harm or neglect. Abuse or neglect need not have taken place; it is sufficient for a risk assessment to have identified a risk of significant harm. Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting, or by failing to act to prevent, significant harm to the child.

Child abuse involves circumstances where a child or young person's basic needs are not being met in a manner which is appropriate to their individual needs and stages of development and the child is, or will be, at risk through avoidable acts of commission or omission.

Who are adults at risk?

A vulnerable adult, or adult at risk, is anyone over 16 years of age who is unable to safeguard themselves, their property and their rights.

An adult at risk is defined as those, over the age of 16, who:

- are unable to safeguard their own well-being, property, rights or other interests;
- are at risk of harm; and
- because they are affected by disability, mental disorder, illness or physical or mental infirmity are more vulnerable to being harmed than adults who are not so affected.

Categories of abuse

LGBT Youth Scotland recognises the categories of abuse below, and other risk factors and vulnerabilities that may contribute to a safeguarding concern. This list is not exhaustive.

- Physical abuse
- Neglect
- Sexual abuse
- Emotional abuse
- Non-organic failure to thrive
- Significant harm
- Financial or material harm
- Human trafficking
- Domestic abuse
- Forced marriage
- Familial abuse
- Discriminatory harm
- Organisational or institutional harm
- Self-neglect and/or self-harm

See Appendix 1 Descriptions of different types of abuse and risk.

Confidentiality

Young people will be made aware of LGBT Youth Scotland's confidentiality policy upon accessing our services. Young people's information, including anything they discuss with youth workers will remain confidential, within LGBT Youth Scotland. Information regarding young people may be shared within local youth work teams, and the Head of Youth Work and the Youth Work Managers have access to all young people's information as they have a responsibility for safeguarding as well as managing service delivery across the whole of the youth work service.

Young people must consent to their information being recorded and held by LGBT Youth Scotland, and all young people must provide emergency contact details, to ensure that we are able to contact a designated person in the event of an emergency and/or safeguarding concern.

Confidentiality and information sharing procedures are a key part of our framework and there are clear procedures for sharing information both with and without consent. No information about a young person should be given to any third party without the consent of the young person, and no information will be requested from third parties without the consent of the young person, unless in

exceptional circumstances. Young people are made aware that there may be some circumstances where confidentiality cannot be assured. There will be occasions where you will have to share information externally. We put the wellbeing, health and development of children, young people and adults first. An important part of this is to ensure that young people are listened to and communicated with in relation to decisions that impact upon them. The child, young person and/or their parents/carers where appropriate should be informed of the intention to share information and the reasons why.

If a child or young person may be at risk of harm, this will override a professional or organisational requirement to keep information confidential. Those employed or involved with the organisation have a responsibility to act quickly, efficiently and effectively to make sure that a child, young person or adult whose safety or welfare may be at risk is protected from harm.

In this occasions a young person's confidentiality may be breached. Staff, in consultation with their manager, may discuss any concerns and relevant information with those professionals or agencies with statutory responsibilities for their protection. This will only happen when it is in their best interests to do so, for example when the young person or a third party are in immediate danger, or at risk of abuse or harm. In circumstances relating to adults, the individual concerned should be informed of the intention to share information and the reasons why and confidentiality may be breached if they are considered to be an adult at risk. Where a breach of confidentiality occurs in circumstances other than those outlined above, this may result in disciplinary action.

Implementation of this policy

Any action taken by LGBT Youth Scotland in relation to safeguarding will take account of the best interests of the child, young person or adult and their safety and wellbeing will be put before all other considerations. In the event of need for action, it will be taken wherever possible with the full consent and involvement of the person involved. We recognise that this will not always be possible, as it may delay action or cause further harm, however we will strive to gain consent to ensure young people have involvement in decisions affecting them as much as possible. This will be fully risk assessed as appropriate, and a needs assessment will be completed to identify actions to be taken.

Using the GIRFEC approach we put young people at the centre of any decision making whilst being mindful of any additional characteristics and circumstances as outlined within the Equality Act 2010. We are also mindful of other characteristics including non-binary identities, care experienced young people and young carers, social economic and where English is not their first language. This list is not exhaustive, and individual circumstances must be considered.

GIRFEC notes that its everyone's responsibility to ask five key questions when they have concerns about a child.

- What is getting in the way of this child or young person's wellbeing?
- Do I have all the information I need to help this child or young person?
- What can I do now to help this child or young person?
- What can my agency do to help this child or young person?
- What additional help, if any, may be needed from others?

The **Youth Work Manager** for your locality or the **Head of Youth Work** for all other areas of the organisation is the first point of contact for all safeguarding concerns and all concerns must go to them. For the purposes of this policy this will now be referred to as **your first point of contact**. If the Youth Work Manager is unavailable, then another Youth Work Manager or the Head of Youth Work would be your point of contact.

All safeguarding concerns will be actioned as follows:

- At the first indication that you may have concerns, or a young person may be disclosing a safeguarding concern to you, offer your full attention, and advise as per our safeguarding policy we may not be able to hold information they disclose.
- Be supportive to the young person.
- Listen with care, but do not ask any unnecessary questions.
- Take what the young person is saying seriously. Offer reassurance remembering that, for most young people, it will have taken tremendous courage to tell.
- Gather relevant details, don't make assumptions and avoiding asking leading questions or investigating:
    - Are you safe right now?
    - What has happened?
    - When did it happen?
    - Where has it happened?
    - Who else is involved?
    - What other services/other people are aware of this?
    - What do they want to happen now?

LGBT Youth Scotland provide services for young people during the day but also in the evenings and at weekends. LGBT Youth Scotland operates an internal On Call system to support with safeguarding concerns in the evening, outside office hours, ensuring consistent high-quality support for staff, and efficient processes when managing safeguarding concerns for young people. At the weekend staff must prepare a risk assessment for the event and arranged a point of contact with their Line Manager.

- Staff will consult the Responding to Safeguarding Concerns Framework in the first instance and follow appropriately.
- During the day you should discuss the situation with **your first point of contact.**
- In the evening you should discuss the situation with the **on-call safeguarding manager** if the situation is either high risk or staff are unsure of actions and what to do next, support and/or guidance is required.
- When contacting **your first point of contact** you should provide as many details as possible and agree with them actions for going forward. Your line manager will provide ongoing support as required in terms of a debrief and ensure any actions are followed up on.
- The safeguarding concern must then be recorded on YARA, LGBT Youth Scotland's bespoke youth work database. If unable to complete the form immediately, i.e. if out on a trip with young people etc, then staff must complete this within 24 hours.

See Appendix 2 for Safeguarding Flowchart

See Appendix 3 for Responding to Safeguarding concerns framework

See Appendix 4 for On Call Procedure

See Appendix 5 for Out of Hours Social Work Contacts

Completing a Safeguarding Concern on YARA

All safeguarding concerns must be recorded within the young person's record on YARA.

In the safeguarding section you will be asked to complete the following:

- What the concern is – a drop down with a list of potential concerns
- Date the concern is raised
- Details of the concern
- Any other relevant information
- What the young person would like to happen

- Any information the young person doesn't want shared
- Agreed action to be taken
- Outcome

This is to be completed by the youth worker. If unable to complete the form immediately, i.e. if out on a trip with young people etc, then staff must complete this within 24 hours.

Any updates to the concern can be recorded in the "updates" tab. All actions can be added into the actions tab either by the youth worker, or by the manager who can assign them to the youth worker if required. Actions can be marked as completed. The Youth Work Manager will deactivate the concern on YARA once the concerns are no longer live/resolved/support has been provided.

There are restrictions and controls on access to the safeguarding concerns, and this is limited to the Head of Youth Work, Youth Work Managers and relevant youth workers who record or need access to this information.

Please consult the YARA User Guide for full instructions on navigating the system to record safeguarding concerns.

Professional conduct and boundaries

LGBT Youth Scotland is committed to ensuring that young people can access a high-quality service provision from youth workers who are experienced, skilled and knowledgeable, in order to support them to flourish and thrive. Effective youth work requires staff and volunteers to build a positive trusting relationship with young people through establishing a rapport.

Staff and volunteers are responsible for establishing appropriate professional boundaries with young people. Staff and volunteers must recognise they could be in a position of power and are responsible for ensuring they maintain professional boundaries at all times to ensure the safeguarding of all who access our services and in the wider community.

All interactions between staff, volunteers and young people must be within professional boundaries and appropriate practice and conduct, and this applies inside and outside of the Charity. If staff or volunteers encounter a young person outside of their working hours, they should always make sure they don't initiate contact. However if the young person/young people do initiate contact staff and volunteers should be polite and respectful but keep the interaction to a minimum. Inappropriate practice creates risks to young people, staff and volunteers and the Charity and is unacceptable.

The following list of actions that could be deemed inappropriate is not exhaustive and if staff are in any doubt, they should consult their manager.

- Acceptance of gifts and hospitality. Staff and volunteers must not accept any personal gift(s) or hospitality from young people, recognising young people's financial circumstances, and that this could be interpreted as being given in return for preferential treatment. It is important to acknowledge that young people may want to show their appreciation and that it could cause harm to refuse a gift. Where it is difficult to refuse a gift, then the staff member or volunteer must discuss this with their manager immediately.
- Inappropriate personal disclosure. Staff and volunteers must be mindful about what information they divulge and the purpose of this.
- Personal relationships. Staff and volunteers must not engage in any personal relationships with young people, including giving young people their personal contact details, socialising outside of services, engaging in friendships, inappropriate use of body language or verbal language, and sexual contact.
- Staff and volunteers must be mindful of their actions outside of the Charity. If staff and/or volunteers happen to meet any young people outside of their working hours, for example they are both at a local festival, the cinema or a local bar, to maintain confidentiality staff must not approach the young person. If they young person approaches them staff and volunteers can acknowledge and engage in conversation but must be mindful of their environment and still hold the professional boundaries outlined within this policy.
- Staff and volunteers must be mindful of their actions at all times and not participate in activities that could bring themselves and/or the Charity into disrepute
- Staff and volunteers must not provide young people with alcohol, drugs, medication, tobacco or any other substance.
- Staff and volunteers must not lend or give money to young people and must not ask young people to lend or give them money.
- Staff and volunteers must not create dependence. Staff and volunteers have a responsibility to involve young people with the service as a whole, to discourage over-reliance on one staff member and encourage and support young people's independence and resilience.
- Staff and volunteers must not abuse the power they have within their role as youth worker.

- Staff and volunteers must not discriminate against any young person.

Staff and volunteers are responsible for adhering to this and working professionally at all times. Failure to meet this responsibility may lead to formal disciplinary action, and referrals to appropriate agencies including Disclosure Scotland, Police Scotland etc.

It is acknowledged that staff and/or volunteers may know young people or their families outside of LGBT Youth Scotland and that young people still have the right to access support. Where possible we will look to allocate young people to a different area and/or youth group/worker, however acknowledging that this could be limited particularly in more rural areas this will be assessed on an individual basis by the line manager. Clear boundaries around how this is managed will be reiterated and discussed with the young person and staff/volunteer prior to accessing support.

What to do if you have concerns about someone within the organisation

If you have concerns regarding a staff member or volunteer within the organisation in relation to safeguarding this should be reported to the **Head of Youth Work** outlining your concerns and the basis for them. They will take your concerns seriously and decide on an appropriate course of action. This may involve the use of the organisation's conduct and capability procedures. Whilst implementing these procedures LGBT Youth Scotland will take the precaution of placing the staff member or volunteer on amended duties or leave from work to safeguard young people and themselves until processes are concluded. Where necessary this may be reported to the appropriate authorities, including the Police.

If the concerns involve the **Head of Youth Work** then this should be reported to the **Chief Executive.**

Staff confidentiality will be managed in accordance with the whistle blowing policy.

Lone working

LGBT Youth Scotland is committed to practices and procedures which ensure the safety of staff, volunteers and service users. As a provision that does not require registration, no specific ratios apply. However, we will ensure there is adequate staffing for all of our service provision, including events, trips and outings. LGBT Youth Scotland service delivery can take place:

- If there are two LGBT Youth Staff present on the premises.

- If there is an LGBT Youth Scotland staff member and volunteer present on the premises.
- If there is an agreed partner / external person present on the premises.

We will avoid 'lone working' where possible. There may be some instances where this is not possible, and LGBT Youth Scotland will ensure that these instances are suitably risk assessed and managed. Any instances of lone working must be approved by the Line Manager. Please refer to the Lone Working Policy.

Training and awareness

The following roles have a designated responsibility for safeguarding across the charity:

- Safeguarding Officer – Head of Youth Work
- Youth Work Managers – across all localities who are the first point of contact for youth workers
- The designated contact for Safeguarding on the Board of Trustees that are responsible for safeguarding across the charity

These roles requires a minimum of two years' experience with safeguarding, and upon successful appointment they must undertake dedicated safeguarding officer training, as well as annual refreshers and any ongoing CPD opportunities in relation to this role.

All staff and volunteers are responsible for ensuring the safeguarding and wellbeing of young people accessing our services and in the wider community and have a responsibility to familiarise themselves with procedures and adhere to them at all times. It is the responsibility of all staff to seek support and guidance, to communicate any concerns and to implement and adhere to this policy.

All staff receive a robust induction and ongoing training and support. All staff and volunteers receive safeguarding training and are aware of the Safeguarding Policy.

This includes an induction with the Safeguarding Officer on LGBT Youth's policy and practice. The Safeguarding Officer will ensure that all staff and volunteers refresh their safeguarding training annually. All staff receive regular supervision where safeguarding is a mandatory agenda item.

All staff who meet the criteria, as outlined with Disclosure Scotland, to be registered with the PVG scheme/Disclosure Scotland will be registered appropriately.

No staff member can commence employment until their Disclosure Scotland Basic Clearance and/or PVG clearance has come through. Volunteers can attend the required training without their Disclosure

Scotland Basic Clearance and/or PVG clearance to prepare them ahead of commencing their role, however they can attend training **ONLY** and will not be able to commence any work with young people until this has been received. No staff or volunteer can work either in a group setting or alone with young people until they have received safeguarding training.

These measures have been put into place to ensure staff are confident and fully trained in order to meet LGBT Youth Scotland's safeguarding practice.

Safer Recruitment

LGBT Youth Scotland implement robust safer recruitment practices and induction/probationary processes which ensure the safeguarding and wellbeing of all children, young people and adults who access our services. There are a number of ways we will do this in line with the new policy to ensure that all staff and volunteers are not only suitable for their role, but also suitable to work with young people, ensuring the safety and wellbeing of all staff, volunteers and young people as part of our safeguarding framework. This is managed in accordance with the Recruitment and Selection policy which is based on safer recruitment principles.

Appendix 1: Descriptions of different types of abuse and risk

The list below is not exhaustive but designed to give some guidance on how to recognise abuse and risk.

Physical abuse

Physical abuse is when a child or young person is deliberately hurt, causing injuries such as cuts, bruises, burns and broken bones. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating. Physical abuse may also be if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell.

Neglect

Neglect is persistently failing to meet basic physical and/or psychological needs usually resulting in serious damage to health and development. It may involve failing to provide adequate food, clothing or shelter and failing to protect from harm or access to appropriate medical care/treatment.

Non-Organic Failure to Thrive

Children who significantly fail to reach normal growth and developmental milestones (i.e. physical growth, weight, motor, social and intellectual development) where physical and genetic reasons have been medically eliminated and a diagnosis of non-organic failure to thrive has been established.

Emotional abuse

Emotional abuse id the persistent emotional neglect or ill treatment which have severe adverse effects. It may involve conveying that the child or young person is worthless, unloved, inadequate etc. It may involve humiliating, constantly criticising, threatening, trying to control a child's life and not recognising their individuality, never saying anything kind, positive or encouraging etc

Sexual abuse

Sexual abuse is any act that involves the child or young person in any activity for the sexual gratification of another person. Sexual abuse is forcing or enticing a child or young person to take part in sexual activities. It doesn't necessarily involve violence and the child or young person may not be aware that what is happening is abuse. It can happen online or in person.

It also includes not taking proper measures to prevent a child being exposed to sexual activities by others, showing pornography to a child and making, viewing or distributing child abuse images or allowing someone else to make, view or distribute child abuse images.

Child sexual exploitation

Child sexual exploitation (CSE) is a type of sexual abuse. Young people in exploitative situations and relationships receive things such as gifts, status or affection in exchange for taking part in sexual activities. Young people may be tricked into believing they're in a loving, consensual relationship and don't understand that they're being abused. Young people can also be groomed and exploited online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation.

Domestic abuse

Domestic abuse takes place by a partner, ex-partner, or extended family members. Domestic abuse can be physical, mental, emotional, financial and sexual. It is any type of abusive or threatening behaviour between people who are or were in an intimate relationship and is used by one partner to control the other partner. Children's exposure to domestic abuse between parents and carers is child abuse. Children can be directly involved in incidents of domestic abuse or they may be harmed by seeing or hearing abuse happening.

Bullying and cyberbullying

Bullying is behaviour that hurts someone else. It usually happens over a lengthy period of time and can harm a child both physically and emotionally. Bullying includes:

- verbal abuse or non-verbal abuse
- threatening, intimidating or humiliating someone
- exclusion or isolating someone
- constant criticism or spreading rumours
- racial, sexual or homophobic, biphobic and transphobic bullying
- physical assaults, such as hitting and pushing

Bullying can happen anywhere – at school, at home or online. When bullying happens online it can involve social networks, games and mobile devices. Online bullying can also be known as cyberbullying. Cyberbullying includes:

- sending threatening or abusive text messages
- creating and sharing embarrassing images or videos
- 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games

Self-harm

Self-harm can take lots of physical forms, including cutting, burning, bruising, scratching, hair-pulling, using alcohol or drugs. Young people often use self-harm as a coping strategy. The physical pain of self-harm might feel easier to deal and can make a young person feel they're in control of at least one part of their lives. Self-harm isn't a suicide attempt or a cry for attention. Instead, it's often a way for young people to release overwhelming emotions.

Suicidal thoughts

Some children and young people may feel like or think about ending their life. Many things can trigger suicidal thoughts and it is important to understand the holistic picture for the young person to ensure they are able to access support individual to their needs.

Young people who are having thoughts of suicide may or may not be behaving in a way that puts their life at risk. Young people experiencing suicidal thoughts, however, are potentially at risk of acting on these thoughts. Those who are engaging in suicide behaviours are at risk of death or harm. it is important to establish if the young person has a plan. All concerns around suicide will be taken seriously to ensure appropriate interventions/support is put into place immediately.

Significant harm

Significant harm can result from a specific incident, a series of incidents or an accumulation of concerns over a period of time. It is essential when considering the presence or likelihood of significant harm that the impact or potential impact on the child or young person takes priority. It is necessary to consider:

- the nature of the harm
- the impact on the child or young person
- the context is which it occurred
- any other needs which may make the child or young person more vulnerable i.e disability, medical condition etc

Appendix 2: Safeguarding flow chart



Appendix 3: Responding to safeguarding concerns

This is not an exhaustive list and is designed to support staff in dealing with safeguarding concerns in the first instance. Please be aware that each situation will be individual and may have additional factors to consider.

Physical/ emotional abuse	Support the young person, allow them to talk about what they want to for support but do not investigate. Is it historical and been dealt with by authorities? If under 16 years or a vulnerable adult this must be passed to the police/social work services If over 16 years support the young person to make the decision that is best for them. Give them options and information including support available, i.e. staff advocating or supporting them to contact authorities and signposting Agree ongoing support
Sexual abuse/rape	Support the young person, allow them to talk about what they want to for support but do not investigate. Is it historical and been dealt with by authorities? If under 16 years or a vulnerable adult this must be passed to the police/social work services If over 16 years support the young person to make the decision that is best for them. Give them options and information including support available, i.e. staff advocating or supporting them to contact authorities and signposting Agree ongoing support
Self-harm	Explore the young person's circumstances to look at the holistic picture of what so going on for the young person and what is making them feel the need to self-harm What safety measures/support systems do they have in place? Administer first aid if required and/or Call NHS24 for advice or ambulance as necessary Agree a safety plan with the young person – to include where possible identified support people and agencies and coping strategies Agree ongoing support It might be necessary to involve social work services if under 16 and/or a vulnerable adult
Suicidal thoughts	Explore the thoughts with the young person to look at holistic picture of what is going on for the young person and where support could be put into place Confirm whether they have a plan or not Agree a safety plan with the young person – to include where possible identified support people and agencies and coping strategies Agree information sharing with other agencies to ensure appropriate support Agree ongoing support

Intent to complete suicide	Explore this with the young person to look at the holistic picture of what is going on for the young person and where support could be put into place Confirm their plan if possible Call police/ambulance and remain with young person until they are in the care of emergency services. Agree to check in with the young person and emergency services the next day or next appropriate time Agree ongoing support
Homelessness	Support the young person, allow them to talk about their situation for support If over 16 years explore what they would like to happen and talk about options. Support the young person in contacting family/friends if possible, or emergency accommodation provided by the local authority If under 16 years talk about their options and contact Social Work Services for support Agree ongoing support
Health Crisis	Administer first aid if possible and/or required Call NHS24 for advice or ambulance as necessary Consider additional factors i.e. substance misuse, self-harm, eating disorders etc Explore with young person if possible It might be necessary to involve social work services if under 16 and/or a vulnerable adult Agree ongoing support

Appendix 4: On call procedure

LGBT Youth Scotland operates an internal On Call system to support with safeguarding concerns outside office hours, with a designated on call manager who will be either a Youth Work Manager or the Head of Youth Work each week, available in the evenings to support youth work staff across all areas as a key point of contact for safeguarding concerns requiring manager support.

- The On Call provision is internal for LGBTYS staff only and is not to be shared externally.
- The On Call Provision is for Youth Work **Safeguarding concerns outside office hours, only.** Any other concerns and/or emergencies, such as office flooding, loss of keys etc. will fall under the continuity policy which can be found in BreatheHR.
- The On Call Rota operates Monday – Thursday 5pm until 9pm. There is existing provision for support for staff during the day, through their Line Manager/Head of Youth Work, and on Fridays and at weekends, staff will complete a risk assessment for approval by their Line Manager who will act as or appoint a point of contact for the duration of the event/trip.
- When managing concerns outside office hours, staff are not required to contact the On Call Manager for every Safeguarding concern and are supported to follow the flow chart in the first instance. Staff should implement actions as appropriate following the Responding to Safeguarding Concerns appendix.
- Outside office hours, if managing a high risk or complex case that requires support and/or guidance from a manager, or staff are unsure of what to do, staff should consult the On call rota and contact the appropriate manager.
- The On Call Rota is sent as a calendar invite to all youth work staff with details of the on call manager and their contact details.
- When contacting the On call Manager please have the following information prepared as much as is possible:
    - The age of the young person
    - The nature of the concern, including any risk factors
    - Any relevant history
    - A plan of action or thoughts around which steps you think should be taken.

- The On Call Manager will provide support and guidance in instances when the concern is high risk or complex and if the staff member is unsure what actions to take after consulting the Responding to Safeguarding Concerns appendix.

- If the On Call Manager does not answer immediately appropriate consideration should be given to allow time for them to call back. On Call Managers are not based at their desk and may be driving, on a call with another staff member, or have a bad signal. On Call Managers can also be contacted via Microsoft Teams. This should be attempted if unable to reach them by telephone, in recognition of any signal issues.

- After appropriate time has been given, and attempts made to contact the On Call Manager, and in the event that staff are unable to reach the On Call Manager, they should attempt to contact the Youth Work Manager for their locality. If unable to contact them, staff should then contact another Youth Work Manager or the Head of Youth Work.

- Responsibility for ongoing management and support of the concern will be passed from the staff member raising concerns and/or On Call Manager, as agreed, to the appropriate Line Manager the following day, who will follow up with the staff member.

Appendix 5 Out of hours social work contacts

The below is a link of contacts for out of hours social work services across the local authorities where LGBT Youth deliver direct youth work. For any concerns that may come to us through our digital services for other local authorities we would research who we would contact.

Angus & Dundee Social Work Out of hours: 01382 307964

Borders: Social Work Out of hours: 01896 752111

Dumfries and Galloway Out of hours: 01387 273660

Edinburgh, East Lothian, Midlothian, West Lothian: Social Care Direct Out of hours: 0800 731 6969

Forth Valley Social Work Out of hours: 01786 470500

Glasgow and Partners (including East Dunbartonshire) Social Work Out of hours: 0300 343 1505

Highlands Social Work Out of hours: 0808 175 3646

Perth & Kinross Social Work Out of hours: 0345 301 11 20