

# EMERGENCY ACTION PLAN

## What is an emergency?

A **serious, unexpected** and often **dangerous situation** that poses an **immediate risk to health, life, property, or environment**. Most emergencies need **urgent intervention** to stop the situation getting worse.



Incident takes place

Adult volunteers take control of the situation and ensure safe evacuation of remaining young people

Call emergency services

Contact parents (or home contact if out of the meeting place)

Notify commissioner

If it's a serious incident relating to safeguarding, call the safeguarding emergency phone on **07508 032997** or standard hours number on **020 7834 6242**

If possible, ask any witnesses to complete an accident/incident witness statement form

For any serious incidents, please call the PR department on 020 7592 1891 when it's safe to do so

After the incident

Notify Girlguiding's insurance department on **0845 260 1053**, they will liaise with you, your commissioner, and any other relevant parties to help manage the situation

Complete a notification of accident/incident form and send it to Girlguiding's insurance department with the witness statements

# GUIDING CONTACTS

## Unit level (5<sup>th</sup> Stowmarket)

### Leader in charge:

- Amy Jordan
- 07375625096
- [amyj5165@gmail.com](mailto:amyj5165@gmail.com)

### Unit helper:

- Deborah Graham

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### Old leader:

- Clare
- 07813492820
- [jasper-jemima@hotmail.co.uk](mailto:jasper-jemima@hotmail.co.uk)

## District level (Stowmarket)

### District commissioner:

- Hayley Durrant
- –
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## Primary School

### Office Manager:

- Caroline
- [admin@cedarspark.suffolk.sch.uk](mailto:admin@cedarspark.suffolk.sch.uk)

### Finance:

- Deborah
- [mrs.pagel@cedarspark.net](mailto:mrs.pagel@cedarspark.net)

## Division level (Mid Suffolk)

### Division commissioner:

- Joyce Stark
- –
- [Joyce.e.stark@btinternet.com](mailto:Joyce.e.stark@btinternet.com)

## County level (Suffolk)

### County commissioner:

- Katherine West
- –
- [suffolkcountycommissioner@gmail.com](mailto:suffolkcountycommissioner@gmail.com)

### Assistant county commissioner:

- Georgie Garrod
- 07519 027359
- [georgirgarrod@gmail.com](mailto:georgirgarrod@gmail.com)

## Rainbows contact

### Vicki:

- [jamesandvicki@gascoyne-cecil.co.uk](mailto:jamesandvicki@gascoyne-cecil.co.uk)

## Girlguiding insurance helpline

### Mon – Fri, 9am – 5pm:

- 0845 260 1053

## Safeguarding emergency phone

- 07508 032997

## Girlguiding HQ

### Mon – Fri, 9am – 5pm:

- 020 7834 6242

# RATIOS



## Required qualifications

At least **one** adult **must** have:

- **First Aid training**
- **Leadership Development Programme** (or be working towards)
- **Safe Space L3**



## Volunteer's children

Volunteers bringing children doesn't affect normal unit meeting ratios.

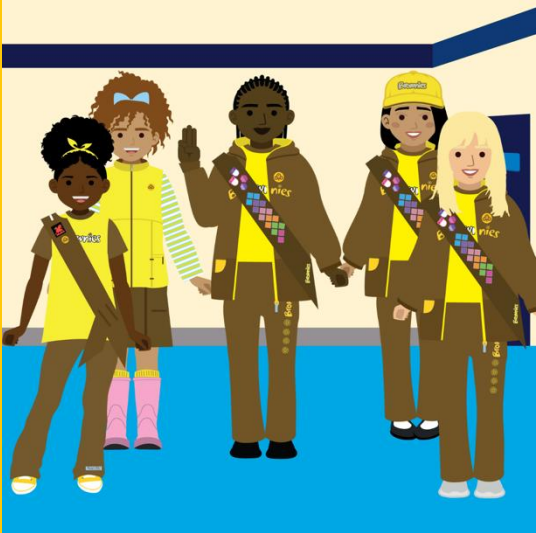
**Volunteer's children must be looked after by a separate adult at events/activities outside unit meeting place**

Age of volunteer's children attending	Adult to child ratio	
	Event/activity	Residential
Under 5	1:2	1:2
5 - 7	1:5	1:4
7 - 10	1:8	1:6
10 - 14	1:12	1:12
14 - 17	N/A (but must be supervised)	

At least **2 adults** present at meetings (unit leaders, unit helpers, parents)

## Trips

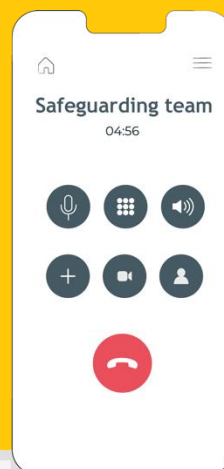
**One adult** for every **8 children** (minimum 2 adults)



# SAFEGUARDING

## Contact Girlguiding HQ Safeguarding team

- Office hours
  - +44(0)207 834 6242 ext. 3037
  - [safeguarding@girlguiding.org.uk](mailto:safeguarding@girlguiding.org.uk)
- Out of office
  - 5 – 10pm Monday – Friday
  - 9am – 10pm Saturday – Sunday & BH
  - +44(0)7508 032997



## REPORTING



## What a disclosure is

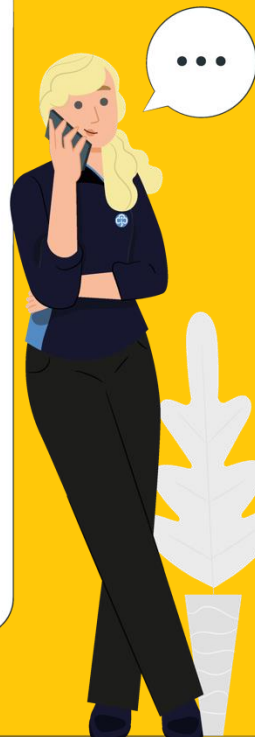
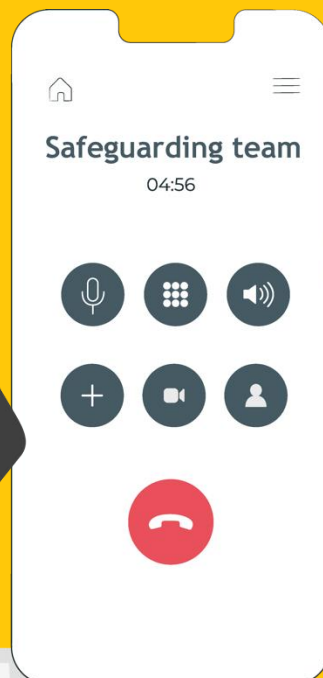
When a girl tells you something that has affected her, e.g., instances of abuse

### DOs

- **Listen** carefully and trust that what's being said is correct
- **Reflect** back key phrases of what's been said, to check your understanding
- **Offer immediate support** and reassurance
- **Record a factual account** of the conversation immediately, using the person's actual words wherever possible. Sign, date and keep the record safe
- **Share** the report with your unit leader immediately and contact your commissioner or the safeguarding team at HQ to report the disclosure
- **Ask open questions** to clarify what specifically is being disclosed. And check whether they have any concerns about this being shared so steps can be taken to mitigate any ongoing risks

### DON'Ts

- Tell the person that you **can keep it a secret** - Do explain that you may need to pass the information on to keep them, or other people, safe
- Panic, overreact, be judgmental or make assumptions
- **Investigate**, repeatedly question or ask the individual to repeat the disclosure
- Discuss the disclosure with people who don't need to know



# SUPPORT ORGANISATIONS



你好

Bonjour

## Mental health/eating disorders

- **Samaritans** – confidential emotional support for anyone who needs to talk, including those feeling suicidal
  - <https://samaritans.org>
  - 116 113
- **Beat** – provides support and advice to young people and adults who are affected by eating disorders
  - <https://www.beateatingdisorders.org.uk/>
  - 0808 801 0711 (youthline)
- **YoungMinds** – committed to improving the emotional well-being and mental health of children and young people, through offering support to children and their parents
  - <https://www.youngminds.org.uk/>
- **Cruse Bereavement Care** – provides care and support after the death of someone close
  - <https://www.cruse.org.uk/>
  - 0808 808 1677

## Sexual abuse

- **Lucy Faithful** – can be a good place of support for those families affected by sexual abuse
  - <https://www.lucyfaithfull.org.uk/>
- **Rape Crisis** – offer support to victims of rape
  - <https://rapecrisis.org.uk/>

## Alcohol

- **NACOA** – the National Association for Children of Alcoholics
  - <https://nacoa.org.uk/support-advice/for-children/>

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## Safeguarding/child welfare

- **NSPCC** – free, confidential support for adults if you're worried about a child
  - <https://www.nspcc.org.uk/>
  - 0808 800 5000
- **Childline** – free confidential online support and a phone line for children and young people up to the age of 18
  - <https://www.childline.org.uk/>
  - 0800 1111
- **NAPAC** – childhood abuse
  - <https://www.napac.org.uk/>
  - 0808 801 0331

