



Little Hearts Matter Youth Text Support Governance

Aim:

The purpose of the youth text support service is to offer our youth members one-to-one support via text message on a designated evening of the week. This pilot scheme has been introduced during evening time for convenience for our youth members (working around school /college commitments).

Audience:

The Little Hearts Matter (LHM) text support is for our youth members aged 11+ years of age (at secondary school). This includes both our young people with single ventricle heart disease (SVHD) and their siblings. This gives young people access to remote support without having to sign up for social media and during a time when they are out of their educational setting (evening) so more accessible.

Service:

The support is going to be offered by the youth leader thus being centred on support, information and possible signposting on social and lifestyle topics. Lifestyle topics can include but are not limited to;

- Living with SVHD in an educational setting.
- Talking to people about living with SVHD.
- Being a sibling and talking to your parents about SVHD.
- Social, emotional and mental health topics
- Managing your energy.
- Career options.

Any medical /heart condition based questions or queries asked over text support will be logged and presented to the appropriate person and answered at a later time. Lexie will not be answering these questions. The young person asking the question will be informed of this.

Safeguarding:

This service is for youth members of LHM specifically so it will not be an anonymous service. All text conversations will be logged onto a text support spreadsheet for safeguarding purposes and stored on the LHM shared area. The information will be screen shot and pasted on to this document to ensure that all information is true and not adapted/edited in any way.

Any text conversations that become a cause for concern with the youth leader will be passed on to the safeguarding lead (Suzie Hutchinson or safeguarding trustee) please see Safeguarding policy. A discussion between Lexie and the safeguarding lead will ensue and if agreed that this conversation poses a cause for concern escalation may occur. Escalation will include the contacting and informing the parents of the youth member and possible outside agencies depending on the topic of conversation and concern. This accountability procedure is stated clearly on the code of conduct that needs to be signed by the youth

member. This ensures that the youth member knows Little Hearts Matter's procedure when it comes to safeguarding and escalation.

Examples of topics of conversation that may be a cause for concern include but are not limited to;

- Talk of self-harm /suicide.
- Inappropriate use of or refusal to take medication.
- Any activity that can cause you serious harm or death.
- Mental health issues that cause vulnerability and/or put you at risk.
- Breaking of the signed code of conduct.

The phone number of the text service will only be released to the youth member upon the signing of a code of conduct pertaining to the text support service.

This text service is a pilot scheme. The governance, code of conduct and service itself will be monitored, appraised and changes made as appropriate after six months (November 2018).