**First Light produced Crib Sheet**

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| **Introduction** Introduce yourself and explain that your role, and that you will try to help within this. Prompt: You can also explain there may be areas you are not sure of but will try to find out if possible. Outline your service and your role if helpful. Remember the first few sections can help with initial support, further guidance in for ongoing support. Explain that today’s call/ meeting is an opportunity for support. This will include:* Checking-in around the health and other support referrals.
* Checking-in around how they are coping.
* Thinking about what support and resources they have.
* Thinking about what other support or resources might be helpful.

Remember to outline what you can help with for transparency and structure, this helps people trust & engage.**Be clear that:*** This is not counselling.
* You will write very brief, factual notes to record what was discussed.
* If any safeguarding concerns arise, you will need to share these outside of your meeting.

RememberActive listening & structure: Introduction (who you are, your service), content (nature & purpose of call), clarification & reflection, next steps & Close. It is important **not to overpromise** on your ability to impact change and timeframes for outcomes, you’re here to listen and guide, not resolve.  |
| **Check-in** with the client: How are you today? How have you been since you came to report / disclosure? What do you feel would be helpful from today’s call / meeting? What do you need / want right now? (Signposting, guidance for process, explanations,Ensure communication is effective for them, do they need it emailed or repeated in another way?) |
| **Social support/resources:** Do you live alone or with others? Do you have any social support around you? E.g. family, friends, support worker, social worker.Have you been able to speak to them about this? What information might be helpful to share with them? Are you concerned about speaking out for fear of family/social repercussions?What other support might be helpful for you (mental health/peer support/Safe Spaces/GP/Citizen’s advice?)(Creating trust in others and other services is important, this reduces isolation that individuals in trauma may face, also other services offer specialisms that we may not have, its important to work together to support people).  |
| **Personal Strengths and Resources:** What, if anything, is helping you to cope at the moment? What has helped at difficult times in the past? (If church has been a support previously but no longer can be, consider alternative social groups that can help)What are your interests? What are your strengths? What is important to you? Are you able to feel connected to these at the moment? What could help you to feel connected/find the energy or motivation to connect with this part of yourself? (bringing it back to them, using tools they can do again, empowerment not reliance)  |
| **Other Actions** – e.g. emailing information about support groups, green prescribing etc. Are typed notes being shared with survivor? Do you or they need to send follow up information to one another before anything can progress? |
| **Actions** – Is any additional care plan follow-up still required or are there useful resources to email or send? If signposted/referred to other care giver or support service, consider if you will remain involved or call a professionals meeting to hand over care/discuss roles of each caregiver in the support package.(Clear timelines and availability of support. Clear guidelines on what the person can do next (options) |
| **Next Steps:** Make a clear action plan ofnext steps that you will takefollowing the disclosure/meeting you have had. Make sure to involve the individual in this process and let them lead where possible to empower them. Do not overpromise on actions to be taken and establish a clear and regular communication channel with the survivor and stick to it. Follow up the end of your call with written confirmation of what has been discussed and what has been agreed moving forwards. |
| **Care plan follow-up – is any additional follow-up required relating to your call** |
| Sexual Health | ISVA/IDVA/Safe Spaces |
| PEPSE | GP |
| Pregnancy test | Church awareness |
| Employer/school/university | LGBTQ+ services. |