



## INTRO TO BATTLE SCARS

- We are a charity based in Leeds, West Yorkshire, offering support to anybody affected by self-harm.
- Everybody working for Battle Scars has lived experience of self-harm, in other words, has used or is using self-harm to manage life. We also have a very small number of volunteers who care for a close loved one who self-harms. All FRESH workers have experience of using self-harm.

## WHAT IS THE FRESH PROJECT?

- The FRESH project's aim is to reassure people who self-harm that they're not alone, whether they are struggling with self-harm or self-harm urges, have self-harmed for the first time or have been self-harming for years, or needed urgent medical treatment for their self-harm.
- It's also a project focusing on prevention, a way to obtain a FRESH view, a FRESH approach and get some FRESH ideas to help you manage your self-harm and life.
- Whether you've cut, hit, burned yourself, self-poisoned, taken an overdose etc. FRESH gives you the opportunity to talk about what's going on for you with a peer support worker.
- FRESH is NOT a crisis service.
- FRESH is NOT a helpline.

## HOW DO I ACCESS THE FRESH SERVICE

- You must be over 18 and live in England.
- You can refer yourself or you can be referred by a professional with your permission.
- All referrals must come through the website. We do not accept referrals over the phone.
- Any professional can refer you. Depending on circumstances and which services you've accessed, you may be offered referral to FRESH by more than one referrer in a short period of time. Please mention if you or another service has already put a referral in. Multiple, close-to-each-other referrals will not result in multiple calls. Repeat referrals will be considered by the FRESH manager on a case-by-case basis. You will be notified by text/email if the referral has not been accepted. If a professional has referred you, they will also be notified.

## WHAT HAPPENS AFTER BATTLE SCARS HAVE RECEIVED THE REFERRAL

- A peer support worker, someone with their own lived experience of self-harm, will try to ring you within 5 working days after Battle Scars have received the referral.
- Phone calls take place Monday to Friday, 11 am to 6 pm depending on peer support worker availability.
- The call will come from a private number so please answer it.
- Battle Scars will make a few attempts to contact you over 2-3 days. They will leave voicemails if there is such an option. If they did not manage to speak to you and you were referred by a professional, we will let the referrer know.



#### HOW MUCH DO BATTLE SCARS NEED TO KNOW ABOUT ME

- Battle Scars need to know your name, preferred pronoun, gender, age, phone number, email (if you self-refer) and first part of your postcode. This service is only available to West Yorkshire residents.
- Battle scars need to know what method of self-harm you usually use to ensure the call is allocated to the right worker.
- If you were referred by a professional, Battle Scars need to know their details.

#### WHAT HAPPENS DURING THE CALL

- The call can last for up to 50 minutes.
- It's an opportunity to use this safe space to talk openly about your self-harm without pressure to go into any detail, to help you process what's happening in your life, to talk about whatever you want to talk about.
- This is NOT a counselling session, this is an informal, friendly chat with a peer worker.
- The peer worker will work with you with sensitivity and compassion, going at your pace.
- They will provide you with more information on other Battle Scars services, suggestions on how to manage your self-harm, awareness of other useful services, reassurance you're not alone or they will just listen if that's what you need.
- At the end of the call they will ask you a couple of questions about the call. It would be great if you responded and helped us improve the service and secure more funding but this is optional. If you'd rather not answer, you will receive a text asking for your feedback which you can do in your own time.
- Please bear in mind this is a one-off call with no follow-up. We suggest you access our other services for ongoing support.
- If you were referred by a professional, we will not share any parts of this conversation with them.
- If the Battle Scars support worker has serious concerns, they will encourage you to seek help or provide them with your location so they can call emergency services. Battle Scars do not have your address unless you give it to them. If you were referred by a professional, such an incident will be reported back to the referrer. Please remember: we are NOT a crisis service so if you're unable to remain safe, please contact crisis services.
- If necessary, we can postpone your call to a later date or you will be able to put a new referral in when you're ready.

