



MENTAL HEALTH & WELFARE POLICY

Applies to: All participants, leaders, International Service Team (IST) members, contractors, visitors and external partners.

1. Purpose of This Policy

Chamboree is committed to supporting the mental health, welfare and wellbeing of everyone attending the event.

This policy sets out how Chamboree provides:

- Pastoral and welfare support
- Mental health and emotional wellbeing support
- Early help for people who are struggling but are not unsafe
- Clear routes for accessing support
- Clear escalation when welfare or mental health concerns become safeguarding concerns

This policy supports, but does not replace, the Safeguarding Policy, Medical & Health Policy, or Code of Conduct.

2. What Mental Health & Welfare Support Is (and Is Not)

Mental health & welfare support IS:

- Listening, reassurance and pastoral care
- Support for homesickness, anxiety, stress or overwhelm
- Help with friendship issues or low-level conflict
- Support for neurodiversity, sensory needs and inclusion
- Mental Health First Aid and emotional regulation support
- Support for fatigue, stress and burnout (including IST wellbeing)

Mental health & welfare support IS NOT:

- Safeguarding investigation
- Disciplinary action
- Clinical or medical treatment
- A replacement for emergency services

Where concerns indicate **risk of harm**, mental health or welfare support must escalate immediately to the Safeguarding Policy.

3. Principles of Health & Welfare Support

Chamboree's approach is based **Mental** on:

- Early support — addressing concerns before they escalate
- Compassion and respect — non-judgemental listening
- Inclusion — recognising different needs and experiences
- Proportionate response — matching support to need
- Clear boundaries — knowing when to escalate
- Confidentiality — shared only on a need-to-know basis

4. Promoting Positive Mental Health & Wellbeing

Chamboree promotes positive wellbeing, not just responding to crises. We aim to create an environment that actively supports positive mental health and emotional wellbeing and expect all attendees to support in this approach. This includes:

- Healthy routines including rest, hydration, nutrition and sleep
- Positive social connection and inclusion
- Psychological safety and respectful communication
- Regular breaks and manageable workloads for volunteers and IST
- Opportunities to step away from overwhelming environments
- Early conversations about wellbeing before concerns escalate
- A culture where seeking support is encouraged and normalised.

4. Who Provides Mental Health & Welfare Support

4.1 Group Leaders

Group Leaders remain the **primary source of welfare support** for their own participants and should:

- Monitor wellbeing within their group
- Respond to homesickness and low-level concerns
- Maintain routines that support wellbeing (sleep, food, hydration, hygiene)
- Seek additional support when needed.

4.2 Subcamp-Based Mental Health & Welfare Support (IST)

Mental health and welfare support at Chamboree is provided through trained IST members based within Subcamps and operational teams.

These IST members may be trained in:

- Pastoral support
- Mental Health First Aid
- Inclusion and reasonable adjustments

They provide:

- A listening ear
- Practical emotional support
- Support with calming, grounding and reassurance
- Advice to Group Leaders and IST colleagues

They do **not** investigate safeguarding concerns.

4.3 Safeguarding Team

The Safeguarding Team (On Call):

- Coordinates mental health and welfare support across the site
- Supports Subcamp Teams with complex situations
- Decides when escalation is required
- Liaises with Duty ELT Member or Medical teams when needed

5. Common Mental Health & Welfare Issues at Chamboree

Support may be provided for:

- Homesickness
- Anxiety, panic or worry
- Low mood or emotional distress
- Friendship issues or social conflict
- Sensory overload or neurodiversity-related distress
- Fatigue, sleep deprivation or overwhelm
- Stress or burnout (especially among IST and leaders)

6. How to Access Mental Health & Welfare Support

Anyone can access support by:

- Speaking to their Group Leader
- Speaking to a Subcamp Team member
- Speaking to an IST member providing mental health or welfare support
- Contacting the Safeguarding Team

Seeking support is encouraged and will never be treated as a failure or wrongdoing.

7. Night-Time Mental Health & Welfare Support

Mental health and welfare concerns may arise during the night.

During night-time hours:

- Group Leaders remain responsible for their participants
- Subcamp Teams provide local support
- The Duty Manager coordinates site-wide response
- Concerns that escalate must be referred to Safeguarding

No one should be left to manage distress alone at night.

8. Supporting Young People and Supporting Adults

8.1 Supporting Young People

Support focuses on:

- Reassurance and calm
- Helping them feel safe
- Supporting communication with trusted adults
- Escalation if risk is identified

8.2 Supporting Adults & IST Wellbeing

Chamboree recognises that **IST members and leaders may also experience stress, fatigue or burnout.**

Support includes:

- Space to talk and decompress
- Support for stress, fatigue and overwhelm
- Temporary adjustment of duties where appropriate
- Encouragement to rest and take breaks

IST wellbeing is essential to participant safety and event delivery.

9. When Mental Health or Welfare Becomes Safeguarding

Concerns must escalate immediately if there is:

- Risk of harm to self or others, including suicidal thoughts, self-harm, or behaviour indicating immediate risk
- Disclosure of abuse
- Concerning sexual behaviour
- Serious mental health crisis
- Breach of safeguarding boundaries

Escalation must follow the **Safeguarding Policy**.

This policy must not be used to manage safeguarding concerns alone.

10. Confidentiality & Record-Keeping

Mental health and welfare support will:

- Respect confidentiality
- Share information only on a **need-to-know** basis
- Keep brief factual records where appropriate
- Escalate concerns rather than promise secrecy

Confidentiality must never override safety.

11. Post-Incident Support & Follow-Up

After significant mental health or welfare incidents:

- Ongoing support plans may be agreed
- Group Leaders and IST may receive follow-up support
- Adjustments may be made to roles or activities
- Learning may be used to improve future events.

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