



# **Listening Services at Queen Elizabeth II High School**

## **Information and Protocols for Working with Students**

# AIMS and RATIONALE

Queen Elizabeth II High School is committed to providing a safe and inclusive environment for all students and providing additional support for any individual. This includes any student who is suffering from poor mental health or wellbeing. 'Isle Listen' (IL) and the Youth Service (YS) Listening Service (LS) have agreed to work in partnership with QEII high school to offer Level 1 & 2 services respectively that aims to support this issue.

## Principles

1. The needs of the students are paramount.
2. All staff will act professionally to work in the best interests of the students. Normal terms and conditions of service and professional standards apply.
3. All members of staff will abide by the School's Safeguarding and Child Protection and Data Protection Policies.
4. Effective communication between IL Wellbeing Practitioners, LS, Key Stage (KS) staff and Support for Learning (S4L) will be essential.

# Protocols

## Isle Listen Staff

Wellbeing Practitioners are employed by IL. Therefore, IL is responsible for ensuring all safeguarding checks are carried out. This will include:

- Photographic Identity
- Enhanced DBS
- Relevant academic and professional qualifications

Isle Listen is an organisational member of the British Association for Counselling and Psychotherapy and their Wellbeing Practitioners have been trained to deliver Level 1 services. IL Senior Psychotherapist Lynsey Christian is responsible for providing and organising the training for Wellbeing Practitioners and IL provides supervision for the Wellbeing Practitioners on a weekly basis.

Wellbeing Practitioners for the academic year 2022-23 are:

- £ Ruth Hodgett
- £ David Birtles

Supported by IL Wellbeing Facilitators, delivering PSHE sessions, assemblies and workshops dealing with low-level mental health topics:

- £ Steven Downward (Schools Team Lead)
- £ Jamie Ward
- £ Carlie Maddrell

IL Wellbeing Facilitators are line managed by: Steven Downward

## Youth Service Staff

Listening Service Staff are employed by the Youth Service which sits within DESC.

Listener for the academic year 2022 – 23 is:

- Louise McKinley

In school the main point of contact for IL & LS staff is: J Coole

# Nature of Support Offered

All Listeners will be based in F07 and the nurse's room.

## Isle Listen

IL Wellbeing Practitioners offer a Level 1 Service. As such, they will not be expected to offer opinions/diagnosis to students or parents. They will aim to work with students who present with the following issues/concerns:

- School related concerns or worries (eg. Exam pressure)
- Friendship and relationship difficulties
- Low-level bullying concerns
- Difficulties at home e.g. Parental conflict, parental separation
- Any low-level mental health concern e.g. Worry, low-mood or self esteem

Support offered may include:

- 1 to 1 Listening Service sessions
- Group work
- Assemblies
- Tutor group/PSHE work (supervised by member of teaching staff)

## Youth Service Listening Service

The Youth Service offer a level 2 service and will therefore, in addition to the above offer support for:

- Self-Harm
- Anxiety and Stress

Support offered may include:

- 1 to 1 Listening Service sessions
- Solution-Focussed Brief Therapy (SFBT) and Cognitive Behavioural Therapy (CBT) approaches.
- Grounding Strategies (for anxiety)

## Referrals

School Referrals to any Listening Service will come from Key Stage Teams Support for Learning (S4L)

- KS 3 = Dominic Winrow, Kerry Sille, Marie Nixon.
- KS4 = Louise Franklin, Paul Carine, Hannah Riley, Kerry Hill.
- KS5 = Steven Slack, Sarah Delaney, Alexandra Sansbury.
- S4L = Anne Meyler, Leanne Edge.

Should an IL Wellbeing Practitioner feel that any student requires additional support, intervention, or referral to a 3rd party agency, this would be discussed with a DKS, S4L or the Deputy Head. All additional referrals would be made by the school.

Pastoral Support Workers will log any referral under “SEN Provisions.” Original copies of the referral form will not be retained by the school.

Parents or students may self-refer via the Isle Listen referral form on their website: [www.islelisten.im/schoolreferral](http://www.islelisten.im/schoolreferral)

## Appointments

Appointments will be scheduled by the Listener or Wellbeing practitioner. Care will be taken to ensure that appointment times vary each week to avoid students missing more than one lesson of any subject. Following a successful referral, a copy of the students' timetable will be provided to the relevant Listening Service the referral to facilitate this.

Appointment times will be shared with Pastoral support workers who will be responsible for monitoring appointment times and flagging any concerns with the appropriate member of staff.

Under normal circumstances a student will receive no more than 6 sessions with a Listener or Wellbeing Practitioner. Where it is felt that a student requires further support, this will be reviewed with the relevant Key Stage Team and an agreed plan will be put in place.

It is the student's responsibility to catch up on any work missed during appointments.

## Parental/Carer Consent

For any student in year 7 -9 who wishes to access either service, written parental permission will be sought before any referral is made. This will include:

- a request for consent to share parental contact details with the relevant Service.
- A link to the IL website where details of assessment questions asked by Wellbeing Practitioners can be found.
- Consent for services to store student data.

Students in years 10-13 are considered old enough to make such decisions for themselves and to provide their own consent. However, students in older years will be encouraged to discuss any support with a parent or carer.

## Storage and use of Student Data

Written consent to store student data must be obtained through the referral process. School will not retain any written records of sessions. Any information stored or shared by the YS or IL must comply with the school's communication policy and current GDPR regulations.

IL Wellbeing Practitioners will use the IAPTUS information management system for storing student information, including all notes from 1-to-1 sessions. A Privacy Impact Assessment has been carried out by the School Business Manager in relation to the use of IAPTUS.

Stored information may include:

- Details of appointment times
- Referral Form information
- Meeting Notes
- Records of communications with parents/carers
- Questionnaire results

The data controller for any information or personal data stored by Isle Listen Wellbeing Practitioners is Isle Listen. The data controller for any information or personal data stored by the youth Service is the Youth Service.

## Listening Sessions

The majority of listening sessions will take place in room F07. In some cases it may be necessary to use the Nurses room. This room can be booked out at reception.

In their first session students will be reminded of the rules regarding confidentiality, safeguarding and the consequences of making false allegations/assertions (i.e., no further sessions)

Conversations within sessions should focus on the issues outlined within the referral. Any attempt to discuss issues of a more serious nature should be referred to a member of the relevant KS/ S4L team.

It may be necessary for Wellbeing Practitioners to speak to a parent or carer. Where this is the case, they will first discuss their intent with a member of the relevant KS Team who will be able to advise on the most appropriate way to proceed.

Youth Service Listeners will refer to the relevant Key Stage team.

# Safeguarding & Child Protection

If a student discloses information that raises a safeguarding concern the Wellbeing Practitioner should complete a Logging of Concern Form and report this to S Moore (DSL) or J Coole (DDSL). If the student raises a concern that relates directly to the DSL or DDSL, the Wellbeing Practitioner should report this to Grainne Burns (I&S).

## Linked Policies & Documents

- Isle Listen - Service Referral Form
- Child Protection & Safeguarding Policy
- Anti- bullying Policy & Guidance
- Communication Policy
- Data Protection Policy & GDPR Legislation
- <https://www.islelisten.im/listening-service/#assessment-topics>