

PROCESS OF THE EXCHANGE

- **Once we've received the request and consent form and a space becomes available, we will contact the parent/ carer to book an appointment with a practitioner.**
During this appointment the parent/carers assessment is carried out over the phone to gain insight into how the child is at home.
- **Once completed, and a space becomes available with a practitioner, we will be in touch to book in the child assessment.**
During the child assessment is when we use our resilience screening measure to gain insight into the child's narrative.
- **The information gathered from the request form, parent assessment and child assessment are taken to triage and a support plan is created for each individual child.**
We will then be in touch, once a space becomes available, for the sessions to begin. These sessions will usually be weekly, at the same time, but due to restrictions this may change.
- **The practitioner has a mid-way call with the parent/carers half-way through the sessions, on this week they will not see the child in school and this session time will be dedicated to communication and connecting with the parent/ carer.**
- **Once the sessions are complete with the child, the practitioner will have a parent/ carer end call to feedback on engagement and impact. Here they will pass on any further recommendations and activities to try, these can also be shared with school. We ask that both school and home try these recommendations for at least 6 weeks before making a re-request.**

Please be aware that we have a 48-hour cancellation policy and any appointments not attended, where we haven't been notified, will count as a session.