

We aim to work in collaboration with school staff in a respectful manner; to complement existing provisions and be part of a holistic package of well-being support for young people.

Together we can guide and engage with the young person and give a clear message that their mental health is our focus

### Submitting a Request for Assistance

#### Please

- Speak to the young person and talk through the leaflet with them and get their consent before sending in a request for assistance
- Complete and submit a request form via our website using the link: [www.exchange-counselling.co.uk/new-referral](http://www.exchange-counselling.co.uk/new-referral)
- Please include the young person's mobile number as we need this to send the details for their appointment. If they don't have a mobile number, please let us know how we can arrange appointments with them on your form in the additional information section or send us an email
- Please advise if any additional support is needed
- Please advise of level of risk
- If working already with CAHMS or School Nurse, then best to check with them first if a request to the Exchange would be advisable
- Advise the young person that they may be asked to attend a screening a short notice if a space becomes available.
- Encourage them to look on our website and social media platforms

### What Happens Next

- Once request for assistance has been received our **client support staff** will set up a screening appointment with the young person via text and the appointment will be put on the online diary
- The link worker for your school can see the appointments in the diary and can also see if the young person attends or not or when closed
- If at the first appointment, we feel another service would be more appropriate we will let you know

At end of counselling the young person will receive a survey about their experience of the sessions. Please encourage them to complete this as we value their feedback, and this will help shape our service

### Confidentiality

The counselling sessions are private and confidential. There will be times when the counsellor and young person will want to share things with school staff and we will support them to do so. When there is a safeguarding concern we will speak directly with the designated person to register our concern and offer guidance

For more information, please contact:

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