



Supporting psychological wellbeing and emotional resilience in children, young people & families.

PROCESS OF THE EXCHANGE

Secondary Schools

NOTICING A YOUNG PERSON STRUGGLING

School staff discuss the option of counselling support with the young person before making a referral
This discussion will:

- Ask the young person's permission to submit details to The Exchange
- Ask them to save The Exchange SMS number in their phone **07441 446774** as they will receive a TXT from The Exchange to start support

HOW TO REFER

Go to our website: www.exchange-counselling.co.uk and select 'Make a referral'
Please enter as much information as possible, including the section on 'risk'.

WHAT HAPPENS NEXT?

- The Exchange will TXT the young person a link to The Exchange's digital platform **D-EXY**, where they can download resources and book virtual consultation
- The young person will receive a TXT with an appointment date and time for their initial assessment and a reminder TXT before the appointment

WHAT HAPPENS AT THE INITIAL ASSESSMENT?

The young person is invited to discuss their struggle. If counselling is suitable, the next appointment is scheduled.
If counselling is not suitable, The Exchange will make recommendations to them and the school about alternative support options.

MONITORING & FEEDBACK

Half way through the counselling the young person is invited to rate the service and any concerns can be discussed to improve the service (e.g. change counsellor/times/days etc)

WHAT HAPPENS AT THE END?

During the end session, the young person completes an end **YPCORE** (clinical outcome measure). The counsellor and young person work collaboratively to review the progress made and identify areas for continued support.

CAN A YOUNG PERSON REFER THEMSELVES?

Yes! The young person can go to our website and complete a referral form. They will be offered counselling in school, in a community location outside of school, or virtually.

HOW MANY SESSIONS ARE OFFERED?

The counsellor can offer up to 8 sessions. Most young people end after 6.

HOW DO WE CANCEL AN APPOINTMENT?

The young person or school can contact us via phone call or text to rearrange an appointment.



Scan to visit our website