



**Mental Health**

School Policy & Guidance

Policy updated: September 2025

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Signed by:



M. Galbraith: Chair of governors

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# Positive Mental Health Policy

## Policy Statement

#### Mental health is a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. (World Health Organization)

At our school, we aim to promote positive mental health for every member of our staff and student body. We pursue this aim using both universal, whole school approaches, and specialised, targeted approaches aimed at vulnerable students.

In addition to promoting positive mental health, we aim to recognise and respond to mental ill-health. In an average classroom, three children will be suffering from a diagnosable mental health issue. By developing and implementing practical, relevant and effective mental health policies and procedures, we can promote a safe and stable environment for students affected both directly and indirectly by mental ill-health.

## Scope

This document describes the school’s approach to promoting positive mental health and wellbeing. This policy is intended as guidance for all staff including non-teaching staff and governors, to ensure that all staff are familiar with St Anthony’s approach to mental health and our procedures around it.

This policy should be read in conjunction with our medical policy in cases where a student’s mental health overlaps with or is linked to a medical issue, and the SEND policy where a student has an identified special educational need.

## The Policy Aims to:

* Promote positive mental health in all staff and students
* Increase understanding and awareness of common mental health issues
* Alert staff to early warning signs of mental ill health
* Provide support to staff working with young people with mental health issues
* Provide support to students suffering mental ill health and their peers and parents/carers

##

## Lead Members of Staff

Whilst all staff have a responsibility to promote the mental health of students, staff with a specific, relevant remit include:

* Designated Teacher for Safeguarding
* Deputy Designated Teacher(s) for Safeguarding
* Senior Mental Health Lead
* Senco
* Heads of Year
* Head of Sixth Form
* PSHE lead

#### The primary role of **all staff** is to ensure the safety of our students.

Any member of staff who is concerned about the mental health or wellbeing of a student should speak to the child’s head of year in the first instance. If there is a fear that the student is in danger of immediate harm then the normal child protection procedures should be followed, with an immediate referral to the designated safeguarding officer (identified on posters throughout the school building). If the student presents a medical emergency then the normal procedures for medical emergencies should be followed, including alerting the first aid staff and contacting the emergency services if necessary.

## Teaching about Mental Health

The skills, knowledge and understanding needed by our students to keep themselves and others physically and mentally healthy and safe are taught within our developmental PSHE curriculum, embedded within subject schemes of work where relevant and appropriate, and promoted in school assemblies and through mental health awareness events.

Mental health education within school is intended to develop students’ understanding of mental health and emotional wellbeing, and provide them with the tools to self-care, including the 5 ways to wellbeing.

The specific content of lessons will be determined by the specific needs of the cohort we are teaching, but there will always be an emphasis on enabling students to develop the skills, knowledge, understanding, language and confidence to seek help, as needed, for themselves or others.

We will follow the [PSHE Association Guidance](http://www.inourhands.com/wp-content/uploads/2015/03/Preparing-to-teach-about-mental-health-and-emotional-wellbeing-PSHE-Association-March-2015-FINAL.pdf)1 to ensure that we teach mental health and emotional wellbeing issues in a safe and sensitive manner which helps rather than harms.

 1 <https://pshe-association.org.uk/guidance/ks1-4/mental-health-guidance>

##

## Signposting

As detailed in the school’s mental health action plan (page 6), we will ensure that staff, students and parents are aware of sources of support within school and in the local community. Details of support available within our school and local community, including who it is aimed at and how to access it, is outlined in Appendix D.

We will display relevant sources of support in communal areas such as the dining hall, and will regularly highlight sources of support to students within tutor time, in assemblies and in relevant parts of the curriculum. There is a mental health noticeboard located in the main school building (next to O10), which will be updated as required. Whenever we highlight sources of support, we will increase the chance of students reaching out for help by ensuring students understand:

* What help is available
* Who it is aimed at
* How to access it
* Why to access it
* What is likely to happen next

## Warning Signs

We will ensure that all members of staff are able to discuss mental health matters and have the confidence to address issues when presented, as outlined on page 4 of the school mental health action plan.

School staff may become aware of warning signs which indicate a student is experiencing mental health or emotional wellbeing issues. These warning signs should **always** be taken seriously and staff observing any of these warning signs should communicate their concerns with heads of house.

Possible warning signs include:

* Physical signs of harm that are repeated or appear non-accidental
* Changes in eating / sleeping habits
* Increased isolation from friends or family, becoming socially withdrawn
* Changes in activity and mood
* Lowering of academic achievement
* Talking or joking about self-harm or suicide
* Abusing drugs or alcohol
* Expressing feelings of failure, uselessness or loss of hope
* Changes in clothing – e.g. long sleeves in warm weather
* Secretive behaviour
* Skipping PE or getting changed secretively
* Lateness to or absence from school
* Repeated physical pain or nausea with no evident cause
* An increase in lateness or absenteeism

## Managing disclosures

A student may choose to disclose concerns about themselves or a friend to any member of staff so all staff need to know how to respond appropriately to a disclosure.

If a student chooses to disclose concerns about their own mental health or that of a friend to a member of staff, the member of staff’s response should always be calm, supportive and non-judgemental.

Staff should listen, rather than advise and our first thoughts should be of the student’s emotional and physical safety rather than of exploring ‘Why?’ For more information about how to handle mental health disclosures sensitively see appendix E.

All disclosures should be recorded in writing and passed on to the designated safeguarding officer, who will store the record appropriately and offer support and advice about next steps.

This written record should include:

* Date
* The name of the member of staff to whom the disclosure was made
* Main points from the conversation
* Agreed next steps

## Confidentiality

We should be honest with regards to the issue of confidentiality. If we believe it is necessary for us to pass on our concerns about a student, then we should discuss with the student:

* Who we are going to talk to
* What we are going to tell them
* Why we need to tell them

We should never share information about a student without first telling them. Ideally, we would receive their consent, though there are certain situations when information must always be shared with another member of staff and / or a parent. Any information disclosed by students up to the age of 16 that suggests they are in danger of harming themselves or others must be shared with the designated safeguarding officer.

It is always advisable to share disclosures with a colleague, usually the designated teacher for safeguarding. This helps to safeguard our own emotional wellbeing as we are no longer solely responsible for the student, it ensures continuity of care in our absence and it provides an extra source of ideas and support. We should explain this to the student and discuss with them who it would be most appropriate and helpful to share this information with.

Parents must always be informed if we believe that students are at risk to themselves or others, and students may choose to tell their parents themselves. If this is the case, the student should be given 24 hours to share this information before the school contacts parents. We should always give students the option of us informing parents for them or with them.

If a child gives us reason to believe that there may be underlying child protection issues, parents should not be informed, but the designated safeguarding officer must be informed immediately.

## Training

As outlined in the school mental health action plan on page 4, we want all our staff to feel confident talking about mental health and recognising and responding to mental health issues. As a minimum, all staff will receive regular training about recognising and responding to mental health issues as part of their regular child protection training, in order to enable them to keep students safe. We also will host twilight training sessions for all staff to promote learning or understanding about specific issues related to mental health.

The [MindEd learning portal](https://www.minded.org.uk/) provides free online training suitable for staff wishing to know more about a specific issue.

Training opportunities for staff who require more in-depth knowledge will be considered as part of our performance management process and additional CPD will be supported throughout the year where it becomes appropriate due to developing situations with one or more students.

Suggestions for individual, group or whole school CPD should be discussed with the Head of Teaching and Learning or Mental Health Lead, who can also highlight sources of relevant training and support for individuals as needed.

# Pastoral Team/ SEND Co-ordinator

## Individual Care Plans

It is helpful to draw up an individual care plan for pupils causing concern or who receive a diagnosis pertaining to their mental health. This should be drawn up involving the pupil, the parents and relevant health professionals. This can include:

* Details of a pupil’s condition
* Special requirements and precautions
* Medication and any side effects
* What to do, and who to contact in an emergency
* The role the school can play

## Working with Parents and Carers

Where it is deemed appropriate to inform parents, we need to be sensitive in our approach. Before disclosing to parents, we should consider the following questions (on a case by case basis):

* Can the meeting happen face to face? Or via Telephone?
* If face to face, where should the meeting happen? At school, at their home or somewhere neutral?
* Who should be present? Consider parents, the student, other members of staff.
* What are the aims of the meeting?

It can be shocking and upsetting for parents to learn of their child’s issues and many may respond with anger, fear or upset during the first conversation. We should be accepting of this (within reason) and give the parent time to reflect.

We should always highlight further sources of information and give them leaflets to take away where possible as they will often find it hard to take much in whilst coming to terms with the news that you’re sharing. Sharing sources of further support aimed specifically at parents can also be helpful too e.g. parent helplines and forums.

We should always provide clear means of contacting us with further questions and consider booking in a follow up meeting or phone call right away as parents often have many questions as they process the information. Finish each meeting with agreed next step and always keep a brief record of the meeting on the child’s confidential record.

## Supporting Parents and Carers

Parents and carers are often very welcoming of support and information from the school about supporting their children’s emotional and mental health. As outlined in the school mental health action plan on page 19, we will work closely with parents and carers where possible to offer guidance. In order to support parents, we will:

* Highlight sources of information and support about common mental health issues on our school website
* Ensure that all parents are aware of who to talk to, and how to go about this, if they have concerns about their own child or a friend of their child
* Make our mental health policy easily accessible to parents
* Share ideas about how parents can support positive mental health in their children through information sessions.

## Supporting Peers

When a student is suffering from mental health issues, it can be a difficult time for their friends. Friends often want to support but do not know how. In the case of self-harm or eating disorders, it is possible that friends may learn unhealthy coping mechanisms from each other. In order to keep peers safe, we will consider on a case by case basis which friends may need additional support. Support will be provided either in one to one or group settings and will be guided by conversations by the student who is suffering and their parents with whom we will discuss:

* What it is helpful for friends to know and what they should not be told
* How friends can best support
* Things friends should avoid doing / saying which may inadvertently cause upset
* Warning signs that their friend help (e.g. signs of relapse)

Additionally, we will want to highlight with peers:

* Where and how to access support for themselves
* Safe sources of further information about their friend’s condition
* Healthy ways of coping with the difficult emotions they may be feeling

We will make use of peer mentoring to support positive relationships between pupils, as outlined in the school mental health action plan on page 8.

#

# Policy Review

This policy will be reviewed every 2 years as a minimum. It is next due for review in September 2027.

Additionally, this policy will be reviewed and updated as appropriate on an ad hoc basis. If you have a question or suggestion about improving this policy, this should be addressed to our mental health lead via email.

This policy will always be immediately updated to reflect personnel changes where necessary.

# Appendix A: Further information and sources of support about common mental health issues

## Prevalence of Mental Health and Emotional Wellbeing Issues

* One in six children aged five to 16 were identified as having a probable mental health problem in July 2021, a huge increase from one in nine in 2017. That’s five children in every classroom (i).
* The number of A&E attendances by young people aged 18 or under with a recorded diagnosis of a psychiatric condition more than tripled between 2010 and 2018-19 (ii).
* 83% of young people with mental health needs agreed that the coronavirus pandemic had made their mental health worse (iii).
* In 2018-19, 24% of 17-year-olds reported having self-harmed in the previous year, and seven per cent reported having self-harmed with suicidal intent at some point in their lives. 16% reported high levels of psychological distress (iv).
* Suicide was the leading cause of death for males and females aged between five to 34 in 2019 (v).
* Nearly half of 17-19 year-olds with a diagnosable mental health disorder has self-harmed or attempted suicide at some point, rising to 52.7% for young women (vi).
* One-third of mental health problems in adulthood are directly connected to an adverse childhood experience (ACE) (vii).
* Adults who experienced four or more adversities in their childhood are four times more likely to have low levels of mental wellbeing and life satisfaction (viii).
* Just over one in three children and young people with a diagnosable mental health condition get access to NHS care and treatment (ix).
* In a YoungMinds survey, three-quarters (76%) of parents said that their child's mental health had deteriorated while waiting for support from Child and Adolescent Mental Health Services (CAMHS) (x).
* In a YoungMinds commissioned survey by Censuswide, two-thirds (67%) of young people said they would prefer to be able to access mental health support without going to see their GP but half (53%) said they didn't know how else to access this help (xi).

**(i)**NHS Digital (2021): 'Mental Health of Children and Young People in England 2021'. Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2021-follow-up-to-the-2017-survey>

**(ii)** NHS Digital / The Independent (January 2020) ‘Number of children admitted to A&E with mental health problems jumps 330 per cent over past decade’. Available at: <https://www.independent.co.uk/news/health/children-mental-health-hospital-suicide-nhs-ae-a9255626.html>

**(iii)** YoungMinds (summer 2020) Coronavirus: Impact on young people with mental health needs (survey two). Available at: <https://www.youngminds.org.uk/media/355gyqcd/coronavirus-report-summer-2020-final.pdf>

**(iv)** NCB and UCL research (November 2020), ‘One in six report severe mental health difficulties by age 17’. Available at: <https://www.ncb.org.uk/about-us/media-centre/news-opinion/one-six-report-severe-mental-health-difficulties-age-17>

**(v)** ONS: Deaths registered in England and Wales (2019) section six ‘Leading causes of death’. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/bulletins/deathsregistrationsummarytables/2019#leading-causes-of-death>

**(vi)**NHS Digital (2018) ‘Mental Health of Children and Young People in England, 2017’. Available at: <https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2017/2017>. Based on 46.8% of 17 to 19-year-olds that were identified as having a diagnosable mental health condition reporting that they had harmed themselves or tried to kill themselves at some point.

**(vii)** Kessler, R. (2010) ‘Childhood adversities and adult psychopathology in the WHO World Mental Health Surveys’ British Journal of Psychiatry 197(5): 378–385.

**(viii)** Mehta, D. et al. (2013) ‘Childhood maltreatment is associated with distinct genomic and epigenetic profiles in posttraumatic stress disorder’ Proceedings of the National Academy of Sciences 110(20): 8302–8307. Available at: <http://www.pnas.org/content/110/20/8302.full.pdf>

**(ix)** NHS Five Year Forward View for Mental Health dashboard. Available at: <https://www.england.nhs.uk/publication/nhs-mental-health-dashboard/>

**(x)**YoungMinds (2018) ‘A new era for young people’s mental health’. Available at <https://www.youngminds.org.uk/media/5dilibjw/a-new-era-for-young-peoples-mental-health.pdf>

**(xi)**YoungMinds (2020), First port of call: the role of GPs in early support for young people’s mental health. Available at:<https://www.youngminds.org.uk/media/2csbkvlz/final-the-role-of-gps-in-early-support-for-young-peoples-mental-health.pdf>

Below, we have sign-posted information and guidance about the issues most commonly seen in school-aged children. The links will take you through to the most relevant page of the listed website. Some pages are aimed primarily at parents but they are listed here because we think they are useful for school staff too.

Support on all of these issues can be accessed via:

 Young Minds: <https://www.youngminds.org.uk/>

 Mind: <https://www.mind.org.uk/>

 MindEd (training): <https://www.minded.org.uk/>

## Self-harm

Self-harm describes any behaviour where a young person causes harm to themselves in order to cope with thoughts, feelings or experiences they are not able to manage in any other way. It most frequently takes the form of cutting, burning or non-lethal overdoses in adolescents, while younger children and young people with special needs are more likely to pick or scratch at wounds, pull out their hair or bang or bruise themselves.

### Online support

<https://www.selfharm.co.uk/>

<http://www.nshn.co.uk/>

<https://www.mind.org.uk/information-support/for-children-and-young-people/self-harm/coping-with-self-harm/>

<https://www.youngminds.org.uk/young-person/my-feelings/self-harm/>

<https://www.nspcc.org.uk/keeping-children-safe/childrens-mental-health/self-harm/>

<https://www.kooth.com/>

## Depression

Ups and downs are a normal part of life for all of us, but for someone who is suffering from depression these ups and downs may be more extreme. Feelings of failure, hopelessness, numbness or sadness may invade their day-to-day life over an extended period of weeks or months, and have a significant impact on their behaviour and ability and motivation to engage in day-to-day activities.

### Online support

<https://www.youngminds.org.uk/young-person/mental-health-conditions/depression/>

<https://www.helpguide.org/articles/depression/parents-guide-to-teen-depression.htm>

<https://www.familylives.org.uk/advice/teenagers/health-wellbeing/teenage-depression?referer=/>

<https://www.kooth.com/>

## Anxiety, panic attacks and phobias

Anxiety can take many forms in children and young people, and it is something that each of us experiences at low levels as part of normal life. When thoughts of anxiety, fear or panic are repeatedly present over several weeks or months and/or they are beginning to impact on a young person’s ability to access or enjoy day-to-day life, intervention is needed.

### Online support

### <https://www.anxietyuk.org.uk/>

### <https://www.mind.org.uk/search-results/?q=anxiety#stq=anxiety&stp=1>

### <https://www.youngminds.org.uk/parent/parents-a-z-mental-health-guide/anxiety/>

### <https://www.kooth.com/>

## Obsessions and compulsions

Obsessions describe intrusive thoughts or feelings that enter our minds which are disturbing or upsetting; compulsions are the behaviours we carry out in order to manage those thoughts or feelings. For example, a young person may be constantly worried that their house will burn down if they don’t turn off all switches before leaving the house. They may respond to these thoughts by repeatedly checking switches, perhaps returning home several times to do so. Obsessive compulsive disorder (OCD) can take many forms – it is not just about cleaning and checking.

Online support:

<https://www.ocduk.org/>

<https://www.ocduk.org/teens/>

<https://www.youngminds.org.uk/young-person/mental-health-conditions/ocd/>

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/obsessive-compulsive-disorder-ocd/about-ocd/>

<https://www.kooth.com/>

## Suicidal feelings

Young people may experience complicated thoughts and feelings about wanting to end their own lives. Some young people never act on these feelings though they may openly discuss and explore them, while other young people die suddenly from suicide apparently out of the blue.

### Online support

### <https://www.papyrus-uk.org/>

### <https://www.youngminds.org.uk/young-person/my-feelings/suicidal-feelings/>

### <https://www.youngminds.org.uk/parent/parents-a-z-mental-health-guide/suicidal-thoughts/>

### <https://www.kooth.com/>

## Eating problems

Food, weight and shape may be used as a way of coping with, or communicating about, difficult thoughts, feelings and behaviours that a young person experiences day to day. Some young people develop eating disorders such as anorexia (where food intake is restricted), binge eating disorder and bulimia nervosa (a cycle of bingeing and purging). Other young people, particularly those of primary or preschool age, may develop problematic behaviours around food including refusing to eat in certain situations or with certain people. This can be a way of communicating messages the child does not have the words to convey.

### Online support

### <https://www.beateatingdisorders.org.uk/>

### <https://www.youngminds.org.uk/parent/parents-a-z-mental-health-guide/eating-problems/>

### <https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/about-eating-problems/>

### <https://www.kooth.com/>

### Appendix B: Guidance and advice documents

### <https://www.gov.uk/guidance/mental-health-and-wellbeing-support-in-schools-and-colleges>

### <https://www.gov.uk/government/consultations/transforming-children-and-young-peoples-mental-health-provision-a-green-paper>

# <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

# <https://www.nice.org.uk/guidance/ng223> Social, emotional and mental wellbeing in primary and secondary education

# Appendix C: Sources or support at school and in the local community

## School Based Support

All staff and students should be familiar with the school’s pastoral structure. Information regarding this can be found on posters in communal areas throughout the school.

For most students, their primary source of support will be their form tutor. In addition, any concerns about a students’ wellbeing should be referred to their head of year or Senior Mental Health Lead, Mrs Richardson-Dunn. Safeguarding issues must be passed directly to the designated safeguarding officer, Mrs Richardson-Dunn. Students in need of specific and continuous emotional support may receive guidance from the Senior Mental Health Lead.

In addition, the Senior Mental Health Lead may wish to refer students to any of the following sources of support, available in school:

MIND Counsellor

Road Centre Counsellor

Emotional Resilience Nurse

Healthy Heads

Students experiencing emotional wellbeing issues may benefit from guidance towards non-clinical sources of support. Where students are not at risk to themselves or to others, this may be more appropriate than clinical referral. There are primarily four different avenues staff may wish to explore with students: physical activity, relaxation, social support and creative outlets.

To support staff in promoting student self-care, extra-curricular provision within school is listed below. Please note that this list is by no means comprehensive, and is subject to change according to staff availability. If you wish to refer a child to one of these

activities, please contact the teacher in charge.

Wellbeing – Monday to Friday lunchtime in the Haven. Contact: Mrs Richardson-Dunn/Miss Howey – Puzzles, games, homework – open to year 7-11

Buddy Club – KS3, Monday to Wednesday in the Nest. Contact: Senco Mrs Frame

This is a club for students who need support around friendships and socialising with their peers.

Empower/Safe Space Monday lunchtime – all year groups. Contact Ms Moran.

A group fighting gender inequality and working towards the eradication of sexual harassment and an equality and diversity group that focuses on all aspects of inclusion, supporting the mental health of students, especially from minority groups.

Faith Ambassadors – Friday lunchtime/Multi-faith prayer – Monday lunchtime/ World Religions – Thursday lunchtime/ Mercy Mentors - Thursday.

Activities in the Chaplaincy. Contact Mrs Knox.

Music groups – various lunchtimes and afterschool. Contact Miss Lockey.

The music department run a variety of clubs for singing and performance. The website has a full schedule of dates and times.

PE – various lunchtimes and afterschool. Contact Mrs Roddam.

There are a selection of sporting clubs at lunchtime and after school, which change termly. A full list is available on the website.

Pupil Librarian Scheme – Daily in the library. Contact Mrs Martin.

Pupils can learn the skills required to be a librarian and help out in the school library.

Art – various clubs at lunchtime and after school. Contact Mr Campbell.

An opportunity for students to join in art activities, from homework club to photography.

Eco-Committee – Thursday lunchtimes. Contact Mrs Brown.

Students can get involved in ecological activities in school, ranging from gardening to recycling.

Crochet Club – Y8 – Tuesday lunchtime. Contact Mrs Knox

A crochet club for pupils who want to learn to crochet or develop their skills in crafting.

Sewing Bees – Mon/Tues (Y8/Y7) – Contact Mrs Hadley.

A club for pupils who want to develop their needlecraft skills.

## Local Support

##### Washington Mind’s Young People Service

Advice and contact details for further sources of support on matters including mental health, bullying, self-harm, education and sexual health.

Website: [Home - Washington Mind](https://washingtonmind.org.uk/)

**Healthy Heads**

Counselling services available for young people:

[Mental Health Support Service: Healthy Heads Team :: South Tyneside and Sunderland Mental Health Services](https://www.stsftmentalhealth.nhs.uk/our-services/sunderland/mental-health-support-service-healthy-heads-team)

**Community Children and Young People’s Mental Health Services (formerly CAMHS)**

Counselling and therapeutic services for young people and advice for parents:

[Community Children and Young People's Mental Health Service :: South Tyneside and Sunderland Mental Health Services](https://www.stsftmentalhealth.nhs.uk/our-services/sunderland/community-children-and-young-peoples-mental-health-services)

# Someone Cares:

# SomeOne Cares offers a free counselling service for survivors and supporters of abuse, specialising in childhood sexual abuse, rape and sexual assault.​

# [Home - Someone Cares](https://someonecares.org.uk/)

# St Benedict’s Hospice:

# The Family Support Counselling Service at Benedict’s Hospice & Centre for Specialist Palliative Care supports children and young people aged 16 years and under who currently have or have had a family member receiving treatment through the hospice.

# [Counselling and Bereavement Support - St Benedict's](https://www.stbenedicts.co.uk/service/counselling-and-bereavement-support/)

# Grace House:

# **Support for the whole family of disabled children and young people, including supporting parents and siblings of the child.**

# [Family Support - Grace House](https://gracehouse.co.uk/who-we-are/family-support/)

# Appendix D: Talking to students when they make mental health disclosures

The advice below is from students themselves, in their own words, together with some additional ideas to help you in initial conversations with students when they disclose mental health concerns. This advice should be considered alongside relevant school policies on pastoral care and child protection and discussed with relevant colleagues as appropriate.

### Focus on listening

#### “She listened, and I mean REALLY listened. She didn’t interrupt me or ask me to explain myself or anything, she just let me talk and talk and talk. I had been unsure about talking to anyone but I knew quite quickly that I’d chosen the right person to talk to and that it would be a turning point.”

If a student has come to you, it’s because they trust you and feel a need to share their difficulties with someone. Let them talk. Ask occasional open questions if you need to in order to encourage them to keep exploring their feelings and opening up to you. Just letting them pour out what they’re thinking will make a huge difference and marks a huge first step in recovery. Up until now they may not have admitted even to themselves that there is a problem.

### Don’t talk too much

#### “Sometimes it’s hard to explain what’s going on in my head – it doesn’t make a lot of sense and I’ve kind of gotten used to keeping myself to myself. But just ‘cos I’m struggling to find the right words doesn’t mean you should help me. Just keep quiet, I’ll get there in the end.”

The student should be talking at least three quarters of the time. If that’s not the case then you need to redress the balance. You are here to listen, not to talk. Sometimes the conversation may lapse into silence. Try not to give in to the urge to fill the gap, but rather wait until the student does so. This can often lead to them exploring their feelings more deeply. Of course, you should interject occasionally, perhaps with questions to the student to explore certain topics they’ve touched on more deeply, or to show that you understand and are supportive. Don’t feel an urge to over-analyse the situation or try to offer answers. This all comes later. For now your role is simply one of supportive listener. So make sure you’re listening!

### Don’t pretend to understand

#### “I think that all teachers got taught on some course somewhere to say ‘I understand how that must feel’ the moment you open up. YOU DON’T – don’t even pretend to, it’s not helpful, it’s insulting.”

The concept of a mental health difficulty such as an eating disorder or obsessive compulsive disorder (OCD) can seem completely alien if you’ve never experienced these difficulties first hand. You may find yourself wondering why on earth someone would do these things to themselves, but don’t explore those feelings with the sufferer. Instead listen hard to what they’re saying and encourage them to talk and you’ll slowly start to understand what steps they might be ready to take in order to start making some changes.

### Don’t be afraid to make eye contact

#### “She was so disgusted by what I told her that she couldn’t bear to look at me.”

It’s important to try to maintain a natural level of eye contact (even if you have to think very hard about doing so and it doesn’t feel natural to you at all). If you make too much eye contact, the student may interpret this as you staring at them. They may think that you are horrified about what they are saying or think they are a ‘freak’. On the other hand, if you don’t make eye contact at all then a student may interpret this as you being disgusted by them – to the extent that you can’t bring yourself to look at them. Making an effort to maintain natural eye contact will convey a very positive message to the student.

### Offer support

#### “I was worried how she’d react, but my Mum just listened then said ‘How can I support you?’ – no one had asked me that before and it made me realise that she cared. Between us we thought of some really practical things she could do to help me stop self-harming.”

Never leave this kind of conversation without agreeing next steps. These will be informed by your conversations with appropriate colleagues and the schools’ policies on such issues. Whatever happens, you should have some form of next steps to carry out after the conversation because this will help the student to realise that you’re working with them to move things forward.

### Acknowledge how hard it is to discuss these issues

#### “Talking about my bingeing for the first time was the hardest thing I ever did. When I was done talking, my teacher looked me in the eye and said ‘That must have been really tough’ – he was right, it was, but it meant so much that he realised what a big deal it was for me.”

It can take a young person weeks or even months to admit they have a problem to themselves, let alone share that with anyone else. If a student chooses to confide in you, you should feel proud and privileged that they have such a high level of trust in you. Acknowledging both how brave they have been, and how glad you are they chose to speak to you, conveys positive messages of support to the student.

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### Don’t assume that an apparently negative response is actually a negative response

#### “The anorexic voice in my head was telling me to push help away so I was saying no. But there was a tiny part of me that wanted to get better. I just couldn’t say it out loud or else I’d have to punish myself.”

Despite the fact that a student has confided in you, and may even have expressed a desire to get on top of their illness, that doesn’t mean they’ll readily accept help. The illness may ensure they resist any form of help for as long as they possibly can. Don’t be offended or upset if your offers of help are met with anger, indifference or insolence, it’s the illness talking, not the student.

### Never break your promises

#### “Whatever you say you’ll do you have to do or else the trust we’ve built in you will be smashed to smithereens. And never lie. Just be honest. If you’re going to tell someone just be upfront about it, we can handle that, what we can’t handle is having our trust broken.”

Above all else, a student wants to know they can trust you. That means if they want you to keep their issues confidential and you can’t then you must be honest. Explain that, whilst you can’t keep it a secret, you can ensure that it is handled within the school’s policy of confidentiality and that only those who need to know about it in order to help will know about the situation. You can also be honest about the fact you don’t have all the answers or aren’t exactly sure what will happen next. Consider yourself the student’s ally rather than their saviour and think about which next steps you can take together, always ensuring you follow relevant policies and consult appropriate colleagues.