

Summary

- **Confidentiality VERY important**
 - Trying to keep YP in control as much as possible
 - Ask what parent they want to be phoned, which teacher, what they want said
 - Be honest about who you need to tell, and don't tell more than necessary unless asked by the YP
- **Don't conflate risk with mental health/use self-harm as a measurement of feelings**
 - Focus on underlying reasons for it
 - Don't ask to see scars/wounds (unless really necessary) or comment on severity. Instead explain signs of infection or that they need medical assistance, and ask if wounds show those signs
- **See pupil as a whole person with interests, skills, life at home/outside of school**
 - Really shows you care, and can help you be effective in supporting them by emphasising coping mechanisms and reasons for hope specific for them
 - E.g. being told 'your scars will be forever' was not helpful/preventative as I didn't care and was also often suicidal so didn't think it mattered, but focusing on how if I had fresh cuts I wouldn't be able to go swimming was a much better motivator as it was one of the few things I enjoyed

Summary

- **Understand school context**

- E.g. Recognise how school staff look around school, not just in 1-2-1 conversations (e.g. if being very harsh in class)
- E.g. pupils more likely to want to go to teachers who know them rather than designated pastoral staff (particularly if pastoral staff don't regularly get involved with most pupils). If that's a problem, handle *sensitively* and compassionately, without making them feel as if they have done the wrong thing by trying to get help

- **Put young person first**

- Ensure you're not just trying to limit risk/responsibility of the school, but doing the right thing for them
- Make sure that's clear to the YP

- **Non-directive listening**

- Really useful
- Easily trained
- Can really help support students (particularly alongside therapy) and helps teachers feel confident in handling difficult conversations

- **Empathy, respect and kindness goes a long way and is really meaningful**