



Free2Talk service

Procedures for providing 1:1 support

These procedure guidelines must be read in conjunction with the Free2B Safeguarding policies

Free2Talk is an Information, Advice and Guidance (IAG) service

Our role is to support young people to reach their own decisions – **NOT** to tell clients which direction to take.

IAG should be non-judgement and impartial ensuring professional boundaries are maintained at all times.

In line with Gillick Competency guidelines our service is offered to young people aged 13+ who have the capacity to consent to the service. We can work with younger children where parental consent is provided.

Some schools operate a system whereby they require parental consent for any outside agency to work 1:1 with a pupil, regardless of their age. In such instances, we liaise with the school to establish potential solutions.

Initial appointment:

- Introduce yourself / explain your role and Free2Talk service.
- Explain Free2B's requirement to share any safeguarding concerns.
- Complete a Free2B membership form and explain how data is stored and includes a confidentiality statement.
- Complete the Warwick-Edinburgh mental wellbeing questionnaire.
- Support clients to express the issues they are struggling with and would like to work on during sessions (check if these are in line with any referral info received and discuss any discrepancies. For example, agency referrals have occasionally cited concerns they 'believe' the YP is struggling with, but these do not reflect the YPs actual experience).
- Agree to an initial programme of support – e.g. you may agree to a regular weekly time slot to meet. Explain that progress is reviewed using the Warwick approximately every six sessions.

Ongoing appointments:

- Check in – what has been going well...
- Follow the IAG approach (i.e. support clients to explore solutions in relation to issues they are facing).
- Support clients to think about the pros and cons in relation to each option / solution to ensure the path they choose is fully informed.

- Where appropriate provide *factual information* to help inform decisions – such as the NHS guide for Trans young people.
- Utilise different tools and techniques that best suit the individual clients learning style.
- At the end of each appointment – be clear on any actions agreed.
- Where possible be clear on what progress / change would 'look like.'

Review:

- The Free2B scale can be used regularly to get a snapshot of progress.
- Every six sessions (approximate depending on circumstances), review progress in relation to their original situation.
- Review their previous Warwick scores – talk through any progress in each area and complete another Warwick for progress comparison.
- Additionally once a term complete the Resilience measure.
- Update / amend any plan of action to reflect changes in circumstance and capture any new priorities etc.
- Agree to the next stage of their programme

Closure:

- Continue as above with approximately six session blocks.
- Ensure their programme has clear aims and direction to avoid appointments becoming a general catch up / chat.
- Discuss with clients working towards closing sessions – with clear goals agreed.
- Complete a final Warwick as part of their closing session.
- Completed the Resilience measure as part of their closure.

All Free2B clients are welcome to 'drop-in' for a catch up / chat once their programme has been closed. This is separate to clients who require ongoing 'support.'

Recording:

New client record to be created on Free2B database using membership form info

A brief summary of each appointment should be updated on the Free2B database using the headings:

1. Current situation
2. Discussion
3. Actions

For example:

1. Current situation: X identifies as trans, supportive school but parents refuse to accept
2. Discussion: looked at ways to cope with negative family response. Explored coping techniques and things that X has tried previously. X agreed to try positive visualisations and grounding technique. Practised both techniques
3. Actions: Nxt appt 5/2/19, X will feedback on using techniques
X agreed for me to contact parent & invite to parent group

Warwick scores to be recorded

Safeguarding

Each school must have a signed multi-agency agreement form in place to ensure both parties are clear on roles / responsibilities and lead staff.

If at any point a client discloses anything that is a safeguarding concern (potential harm to themselves or harm to others), ensure you follow the Free2B safeguarding policy.

The safeguarding concern **MUST** be reported immediately to the Designated Safeguarding Lead in schools / agencies.

If the client is not linked to any agencies or other services, report directly to Social Services / or liaise with the Free2B Designated Safeguarding Lead to talk through the concerns if it is not clear whether it is a safeguarding matter.

The above applies to EVERY instance that occurs. E.g. if a pupil in a school is well known to the school Designated Safeguarding Lead and already has a professional network and social services in place, it is still essential to pass on any new disclosures or concerns. This will enable the network to develop a clear picture of the client's situation and amend their strategy accordingly.