

Data protection procedures and evaluation

All information about counselling work undertaken is securely kept by the Lead Counsellor on site, in line with current data protection regulations. After the counselling has finished your child will be sent an evaluation form that they can complete anonymously and return. This lets us know how well we are helping the young people that receive counselling. If there is any cause for complaint, you or your child is welcome to contact the counsellor or David Taylor Director of Student Services who will aim to resolve any issues of concern.

Carlton le Willows Academy Counsellor

Academy Lead Counsellor Liz Dean is professionally qualified and experienced in working with young people. She is a registered member of the British Association for Counselling and Psychotherapy and the BACP Children and Young People division and works within the BACP Ethical Framework for The Counselling Professions and is subject to their complaints procedures. Liz engages in regular training and Continuing Professional Development (CPD) and receives regular clinical supervision to ensure the quality of her work.

For further information or to contact the counselling service, please write, email or telephone:

Liz Dean
Counselling Service
Carlton le Willows Academy
Wood Lane
Nottingham
NG4 4AA
Telephone: 0115 956 5008
Ext. 239
Email:
Idean@clwacademy.co.uk



Carlton le Willows Academy Counselling Service

Information for parents and carers 2017 - 2018

Commonly asked questions

What is counselling?

The opportunity to talk about things that are concerning us, in confidence, with a qualified counsellor. What is spoken about will depend on the individual, but common themes are stress, relationships, change, loss and distressing traumatic events.

What does a counsellor do?

Counsellors are trained to listen without judging and to help people sort out their thoughts and feelings about whatever is concerning or confusing them.

Why have a counsellor in school?

Few of us are able to work well when we are stressed and unhappy. The impact of distressing and difficult situations can be felt even more acutely by young people than by adults. Our experience is that young people find counselling useful in the same way as adults. They also bring similar issues to counselling, with family, relationship, identity, bullying and friendship difficulties occurring most frequently. We believe that if young people are able to receive emotional support from a qualified professional they will have greater opportunity to achieve their potential.

How long will counselling last?

Counselling may be for a few sessions or longer term. It is reviewed regularly between counsellor and young person.

When and where does counselling take place?

We have a comfortable, private counselling room located in Oasis at East site. Sessions last for 50 minutes and appointment times are varied so that no one lesson is repeatedly missed.

Is it confidential?

A key feature of our service is that information discussed in the counselling session is treated confidentially. Counselling is a time when it is ok to talk about concerns without fear of them being discussed elsewhere. This includes not discussing the work with parents unless the young person requests or gives consent. This can be hard for parents to accept at times, but ensuring the confidentiality of the work is crucial for establishing trust so that young people feel confident to speak openly and freely about what is concerning them.

However, if a pupil appears to be at risk of significant harm it may be appropriate to speak to one of the CPOs in school or to seek help from other agencies to keep them safe. The counsellor would aim to discuss this first with the young person involved.

“Often, we don’t want to worry those we love most”

What if I don’t want my child to receive counselling?

If a young person requests counselling and is able to understand what is involved in the process then they have the right to access the service. Parents and carers may not deny them that right. We would, however, prefer that we have your support for the work, and we are always happy to talk with you about any concerns that you may have about the idea of counselling.

Can my child refuse to have counselling?

The decision about whether or not to take up counselling is entirely voluntary for young people, just as it would be for an adult.

Can I support the counselling work?

Yes! And we welcome this. Experience shows that the most helpful thing a parent can do is show an acceptance of counselling

as a normal and useful activity and to show an interest if their son/daughter wishes to talk about it, but not to press them if they do not. We acknowledge that this is not an easy task and it is quite natural for parents to feel anxious about what is being said in the sessions. It is always our hope that talking with a counsellor will lead to greater openness with parents and families but you may need to allow a little time for this to happen.

If my child wants to see a counsellor, does that mean I’m failing as a parent?

Absolutely not. We all experience occasions when it feels hardest to speak with those closest to us about things which are bothering us. Often this can be because we don’t want to worry those we love most or because we want help thinking things through with someone outside the family. The counsellor will not be judging you or your child but looking to help them find his/her way through whatever is troubling them.

How are referrals made to the counselling service?

If a pupil has agreed to a referral being made, staff or parents may contact either Liz Dean directly or speak to the pupil’s Tutor, Head of House or Student Support Worker. Parents and carers may also use the online referral form on the counselling service page of the academy website. If a teacher makes a request for a pupil we expect them to speak with the young person about why they think this may be a good idea. If interest is shown they will then suggest that it is discussed with you at home. Pupils can also self-refer or find out more about counselling support in school by dropping in to see Liz at the service in Oasis at form/break time on Tuesdays, Wednesdays or Thursdays.