



Tier 0

Universal Level Support Pastoral and response to general concerns

For pupils experiencing shorter term feelings of distress or an initial concern about wellbeing

<i>What are the concerns?</i>	<i>Who will support the pupil?</i>	<i>How will we respond to this concern?</i>
<ul style="list-style-type: none"> • A friendship issue • Difficulty maintaining friendships, regular conflict • Minor illness of feeling sick or headache • Conflict at home • Worry about a piece of work • Difficulty remaining on task or following routines • Presenting a change of behaviour such as being withdrawn • Struggling to make expected progress • Poor attendance • Poor punctuality • Presenting with frequent low-level disruption 	<ul style="list-style-type: none"> • Class teacher • Teaching Assistant • Bring to the attention of Pastoral Leader 	<ul style="list-style-type: none"> • Use the Emotion Coaching response to connect with the pupil • Listen to understand their concerns and to offer reassurance • Class teacher to be made aware if not already so contact with home can be made • Support, monitor and record any concerns, if concerns are serious then use Myconcern to report this to DSL and DDSL • In case of minor illness, use judgement to call home if needed then seek advice from a member of SLT before making a decision • If issue isn't resolved quickly, consult with Pastoral support to seek to move to Tier 1



Tier 1

Universal Level Support Pastoral and response to general concerns

For pupils experiencing longer term feelings of distress that is beginning to have an impact on wellbeing and academic progress

<i>What are the concerns?</i>	<i>Who will support the pupil?</i>	<i>How will we respond to this concern?</i>
<ul style="list-style-type: none"> • Repetitive friendship issues • Sustained periods of conflict/difficulty in managing a resolution • Regularly complaining of feeling sick or headache • More significant anxiety around school work or daily routines • Struggling to make expected progress • Sustained periods of feeling low in mood or struggling to manage • Divorce or change of home life • Bereavement of extended family member (grandparents) • Having previously had Child Services involvement 	<ul style="list-style-type: none"> • Class teacher or Teaching Assistant with pastoral support • Pastoral Lead if needed 	<ul style="list-style-type: none"> • Use the Emotion Coaching response to connect with the pupil • Listen to understand their concerns and to offer reassurance • Class teacher to contact home to discuss concerns • Support, monitor and record any concerns, if concerns are serious then use Myconcern to report this to DSL and DDSL • Informal support from pastoral lead • If concerns continue or increases in severity then move up to Tier 2 by completing ELSA referral form • If concerns reduce and well being has improved, move back to Tier 0



Tier 2

Targeted Support Planned interventions within school to address mental health challenges

For pupils experiencing sustained feelings of anxiety or mental health challenges, or a continued response to a Tier 1 issue, that are having an impact on wellbeing and academic progress

<i>What are the concerns?</i>	<i>Who will support the pupil?</i>	<i>How will we respond to this concern?</i>
<ul style="list-style-type: none"> • Sustained periods of feeling low in mood or struggling to manage • Ongoing emotional regulation difficulties or anxiety • Refusal to complete school work or to attend school • Self harm or eating issues • Risky behaviour • Questioning of gender identity or sexual orientation leading to distress • Bereavement of immediate family member (parent/guardian/sibling) 	<ul style="list-style-type: none"> • Pastoral support • DSL if needed • Support from SENDCO if needed 	<ul style="list-style-type: none"> • Use the Emotion Coaching response to connect with the pupil • Listen to understand their concerns and to offer reassurance • Class teacher responsible for updating concerns and monitor changes • Concerns to be recorded on Myconcern • In-school support and intervention with Pastoral Lead • SENDCO informed of issues • Consider external agency referral with consent from home • Early Help/Malachi Family Support/ GP/Young carers can be considered • Team Around the Family meetings to be attended to work in tandem with external support

External Support Information

Staffordshire@Malachi.org.uk

Family support that can be self-referred or referred by school

<https://www.staffordshireconnects.info/kb5/staffordshire/directory/home.page>

Directory page for help in Staffordshire

<https://www.staffscb.org.uk/>

If you have concerns about the well-being of a child or young person

<https://www.actionforchildren.org.uk/>

Support that can be self-referred or referred by school

<https://sandbox.getcerebral.co.uk/>

The Sandbox is an NHS-funded service to support children and young people in South Staffordshire with their mental health and well-being.

<https://www.winstonswish.org>

Childhood bereavement charity providing advice, support & resources for grieving children



Tier 3

Personalised Support Professional referral for high level mental health concerns

A continued response to a Tier 2 issue, serious concerns which require professional intervention outside of school

<i>What are the concerns?</i>	<i>Who will support the pupil?</i>	<i>How will we respond to this concern?</i>
<ul style="list-style-type: none"> • Diagnosed with anxiety or depressions • Ongoing emotional regulation difficulties around mental health challenges • School refusal • Risk of exclusion • Sustained self harm or eating issues • Witnessing and disclosing domestic abuse • Disclosure of direct abuse • Suicide attempts or ideation 	<ul style="list-style-type: none"> • Protocol for reporting a disclosure to be followed • DSL immediately if disclosure made • SLT • Pastoral support • SENDCO if needed 	<ul style="list-style-type: none"> • Direct immediate support from DSL/DDSL/Pastoral support if disclosure made • Pupil will be taken to a safe place to talk, protocol to be followed • Use the Emotion Coaching response to connect with the pupil • Listen to understand their concerns and to offer reassurance • Assess risk and contact Education Safeguarding Advice Service • Follow advice, keeping records of contacts • SLT to consider part-time timetable if suitable and with agreement with home. Local Authority to be informed. • Team Around the Family meetings to be attended to work in tandem with external support

External Support Information

<https://www.victimsupport.org.uk/resources/new-era-staffordshire-and-stoke-trent/>

For support after domestic incidents

<https://www.annafreud.org/on-my-mind/youth-wellbeing/>

On My Mind empowers young people to make choices about their own mental health. Free information, advice & resources for children and young people from age 10-25.

[Free, 24/7 mental health text support in the UK | Shout 85258](#)

Shout 85258 is the UK's first free, confidential, 24/7 text support service. It's a place to go if you're struggling to cope and need mental health support.

<https://www.samaritans.org/how-we-can-help/contact->

Whatever you're going through, call us free any time, from any phone, on 116 123.

toolboxreferral@ssnmentalhealth.co.uk

We are a self-empowering wellbeing service that covers the 6 districts of South Staffordshire