

Data protection procedures and evaluation

All information about counselling work undertaken is securely kept by the Lead Counsellor on site, in line with the service Confidentiality Policy and GDPR guidelines. Following counselling, your child will be invited to complete an anonymous evaluation form. 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 Lead Counsellor or David Taylor Director of Student Services who will aim to resolve any issues of concern.

"The counselling has been enormously helpful. I can't stress the difference it is making to my child. We would have had to remove her from CLW and send her to a small private school which we didn't want. [Counselling] sessions have helped her navigate a very busy, big school and pressure of friends and academic requirements."

"My son was in a very bad place and I believe that seeing someone who was so professional and specialized in working with young adults saved him from going down a very distressing path. The counselling has given my son tools for life to cope if he hits this situation again"

"My daughter was skeptical about counselling but it has been a godsend for her when was suffering with extreme anxiety. The sessions have helped so much. She is calmer and much less panicky and got through the exams ok. She would definitely be better at asking for help now if she was struggling again."

Academy Lead Counsellor Liz Dean manages the Counselling Team. Liz 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, Young People and Families 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 Lead Counsellor
Counselling Service
Carlton le Willows Academy
Wood Lane
Nottingham
NG4 4AA
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Carlton le Willows Academy Counselling Service

Information for parents
and carers
2019-2020

Commonly asked questions

What is counselling and how does it work?

Counselling gives young people an opportunity to talk through worries or problems they are experiencing on a regular basis in a confidential setting. Counselling can help young people to clarify and understand thoughts and feelings, gain new and different perspectives and to see patterns in their relating, thinking or behaviour - both in and out of school. It can help young people to make decisions and choices or to get further help in other places if they need it. Counselling aims to help young people understand themselves better, to develop their self-awareness, self-esteem and confidence to ultimately facilitate their personal growth.

Why have a counsellor in school?

The Academy Counselling Service gives our pupils the freedom and choice to access consistent, professional emotional support as and when they need it. The opportunity to speak in confidence to a trained counsellor, to gain support and understanding can be a lifeline for many young people struggling to cope with the pressures of adolescence and teenage life. We believe that if young people are able to receive timely and effective emotional support from a qualified professional they will have greater opportunity to achieve their full 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 2 comfortable, private counselling rooms 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 the Safeguarding Lead in school or to seek help from other agencies to keep them safe. The counsellor would always 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?

Pupils can contact Liz directly by visiting the service in Oasis at break times on Tuesday, Wednesday or Thursday, where they can find out more information about counselling or request an initial meeting at a pre-arranged time within a fortnight.

If a member of staff feels that counselling or other support may benefit a pupil they will discuss this with the pupil directly and if interest is shown and consent is given by the pupil, a wellbeing referral will then be sent to Ms Jukes Senior Student Support Advisor who will then meet with the pupil to discuss the best way forward. If appropriate, a counselling referral may then be made directly to Liz Dean who will arrange to see the pupil for an introductory session.