



School Contract

REPORT

Jul-Sept 24



Support for Children & Young People

The Exchange working in partnership with
Argyll & Bute Council



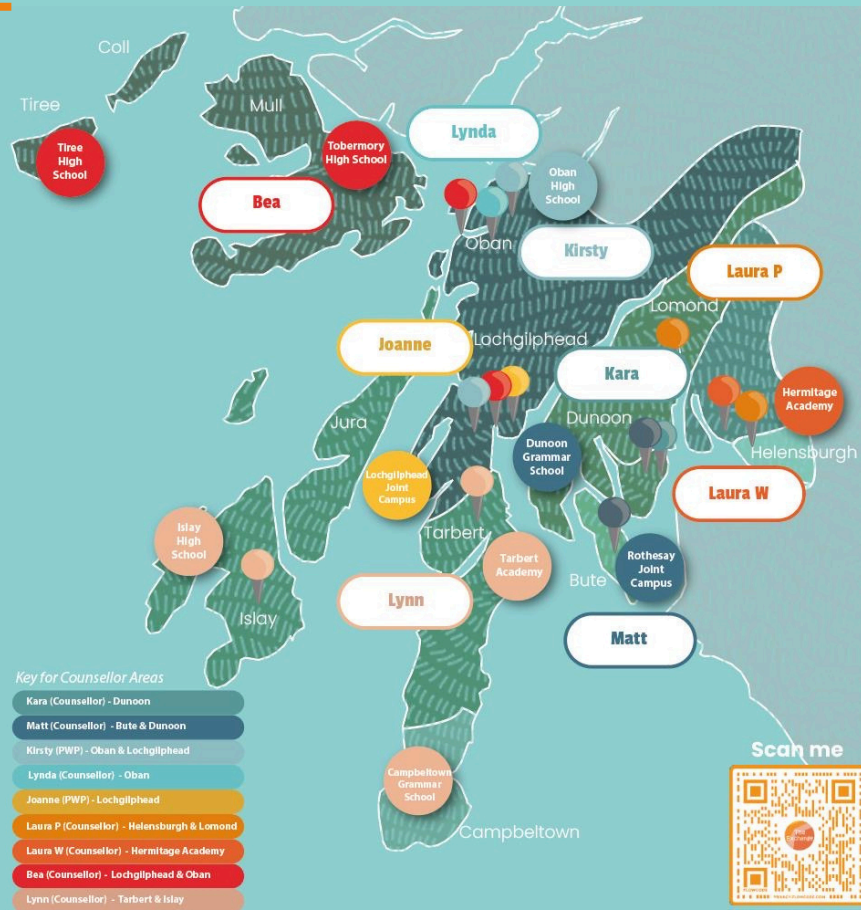
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What have we been up to this Quarter?

Our service map

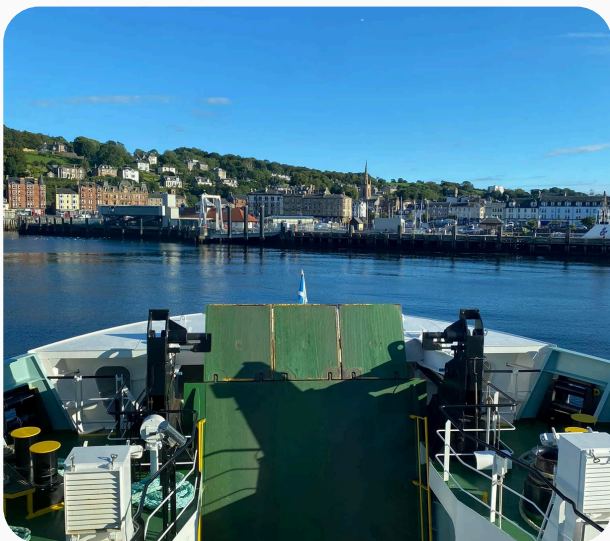
We created a service map to share with education teams, School nurses and other multi agencies. We have received really positive feedback about this.



We enjoyed attending the "Growing up in Dunoon Event" and we look forward to the next Planet Youth event!



Our Counsellor Bea attended a parents evening for S1 pupils at Lochgilphead Joint Campus. Bea connected with parents and shared information with parents about our service and also was able to share some resources with them.



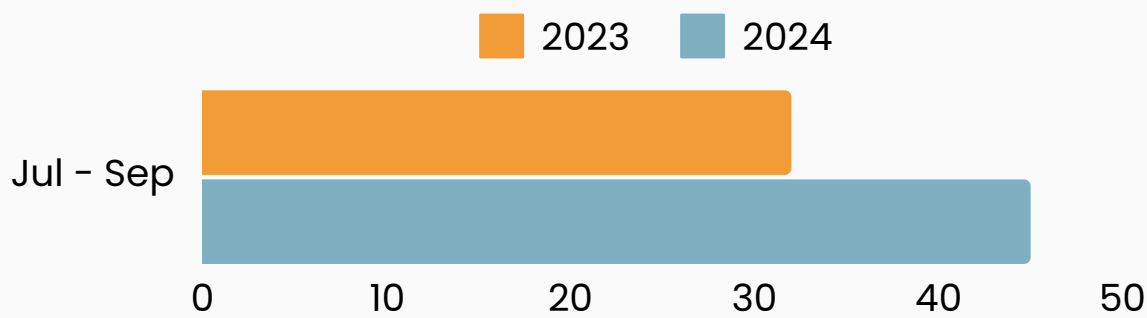
We have enjoyed the beautiful commutes that Argyll and Bute offers, whether that's been to get to schools, community events or other Exchange adventures.

Referral Information

Client	This Quarter	To date - School year
Children	41	41
Young People	137	137

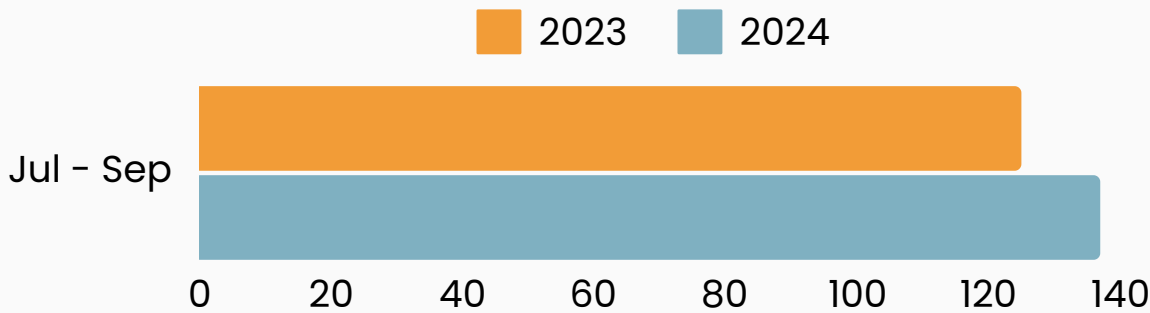
Difference in Referral Rates

Primary Schools



Difference in Referral Rates

Secondary Schools



Since the beginning of our service in Argyll & Bute, referrals have continued to increase at a healthy rate. We are monitoring this closely across both services in relation to capacity and demand.

Capacity & Demand tracker for the school year

July, Aug, Sep target 25%

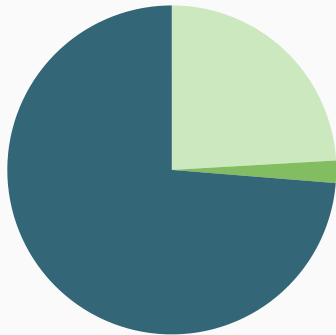


Secondary School Referral Information

137
 Young People

The number of boys referred this quarter is higher than last quarter, however remains below the average we are seeing across other areas of Scotland (33%.)

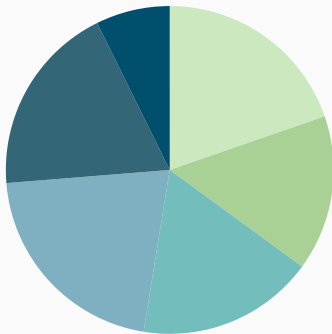
Gender



Male	33	24%
Female	101	74%
Prefer not to say	0	0%
Non-Binary	3	2%

We have noticed a slight increase in the number of non-binary referrals and this continues to be just above what we have reported for other areas

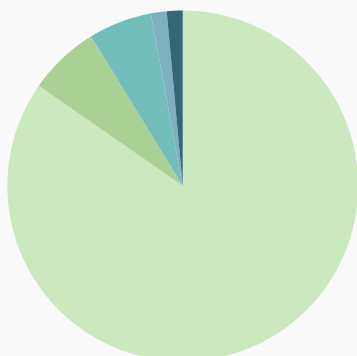
Year Group



Year S1	27	19%
Year S2	21	15%
Year S3	24	17%
Year S4	29	21%
Year S5	26	19%
Year S6	10	9%

Referrals across year groups this quarter have showed a healthy increase. In comparison to the average we report for all Scotland based services, referrals for S1-S3 are lower in A&B. When looking at older year groups referrals are higher. In the next quarter a focus for us will be to see if we can find ways to engage younger year groups in counselling.

Referrer



School Staff	116	85%
Parents	9	7%
Self	8	6%
Social Services	2	1%
Health / GP	2	1%

Referrals continue to mostly come from school staff, with an increase this quarter of referrals from parents and social services.

Secondary School Referral Information

Secondary Schools accessing support



	This Quarter
School	Referrals
Oban	18
Dunoon	19
Tarbert	10
Hermitage	41
Campbeltown	7
Rothesay	16
Lochgilphead	21
Islay	5

Referrals per school have increased for the majority of schools this quarter, and we are particularly pleased that some schools with a larger school population have now engaged more with our service. We anticipate that further promotion and creating opportunities for relationship building has contributed to this.

Our data indicates that between 3-4% of a school's total population will access counselling each quarter (or 12% per academic year). Therefore as the year progresses we will monitor and respond to the fluctuations.

Secondary School Referral Information

Reasons for Referral

137
Young People



Reason	#	%
Anxiety	96	70%
Abuse	10	6%
Anger	13	9%
Bereavement	12	8%
Bullying	10	7%
Eating Disorders	4	2%
Family (Inc.Relationship)	55	38%
Illness	7	5%
Low mood	16	10%
Relationships with others	19	14%
Self Harm	18	13%
Self Worth	7	5%
Suicide	9	6%
Other	20	15%

The most common referral reason for A&B continues to be anxiety. This is consistent with our national data .

In comparison with the previous quarter there has been a sharp increase in family difficulties.

Other reasons for referral include:

- Academic , Behaviour, Cyber safety, Caring responsibility , Substance misuse, stress and trauma.

Top 3 reasons by Gender

Male	Female	Non-Binary
Anxiety	Anxiety	Anxiety
Family difficulites	Family difficulties	Family Difficulties
Anger	Relationship Difficulties	Relationship Difficulties

Top 3 reasons by Year Group

S1	S2	S3	S4	S5	S6
Anxiety	Anxiety	Anxiety	Anxiety	Anxiety	Anxiety
Family	Family	Family	Family	Family	Relationships
Relationships	Bullying	Bereavement	Anger	Relationships /Self Harm	Anger/Stress

Reasons per year group are mostly due to anxiety and family difficulties. This is different from last quarter, reasons were more varied.

Clients worked with: Predominant Issues

Client Supported this Quarter 102

Anger	13	12%	<div style="width: 12%;"></div>
Anxiety	68	66%	<div style="width: 66%;"></div>
Bereavement	9	8%	<div style="width: 8%;"></div>
Bullying	11	10%	<div style="width: 10%;"></div>
Depression	6	5%	<div style="width: 5%;"></div>
Family (Inc. relationships)	23	23%	<div style="width: 23%;"></div>
Low Mood	16	15%	<div style="width: 15%;"></div>
Relationship Difficulties	23	22%	<div style="width: 22%;"></div>
Self-harm	15	14%	<div style="width: 14%;"></div>
Self-worth	16	15%	<div style="width: 15%;"></div>
Stress	8	7%	<div style="width: 7%;"></div>
Suicidal Ideation	4	3%	<div style="width: 3%;"></div>
Trauma	8	7%	<div style="width: 7%;"></div>
Abuse	9	8%	<div style="width: 8%;"></div>
Other	13	13%	<div style="width: 13%;"></div>

The predominant issues are relatively consistent with referral reasons and indicates themes and potential areas of support around promoting and maintaining healthy relationships.

Other Includes

- Academic - 2
- Behaviour - 2
- Eating Disorder - 2
- Exam Stress - 2
- Caring Responsibility - 2
- Illness - 3

GET SUPPORT
WHERE AND WHEN YOU NEED IT




exchange-counselling.co.uk





Scan to visit our website

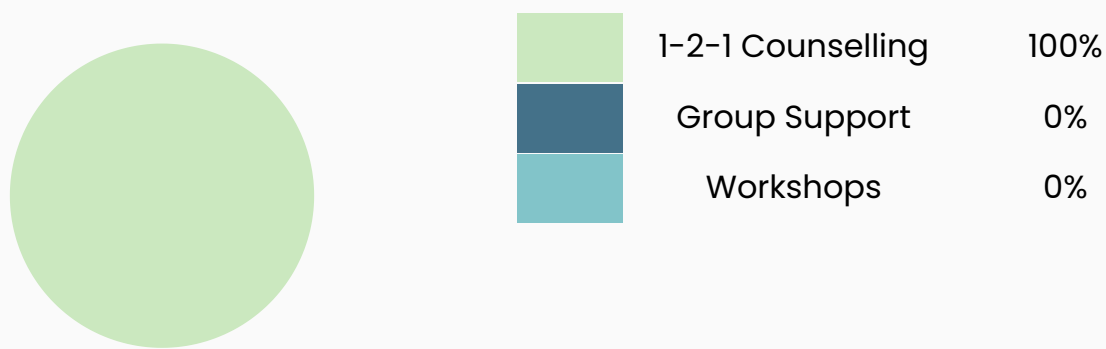
WHAT SUPPORT IS AVAILABLE?
Face-to-face and Virtual Sessions

WHO IS ELIGIBLE FOR SUPPORT?
Anyone aged 10+ who goes to school in Argyll & Bute

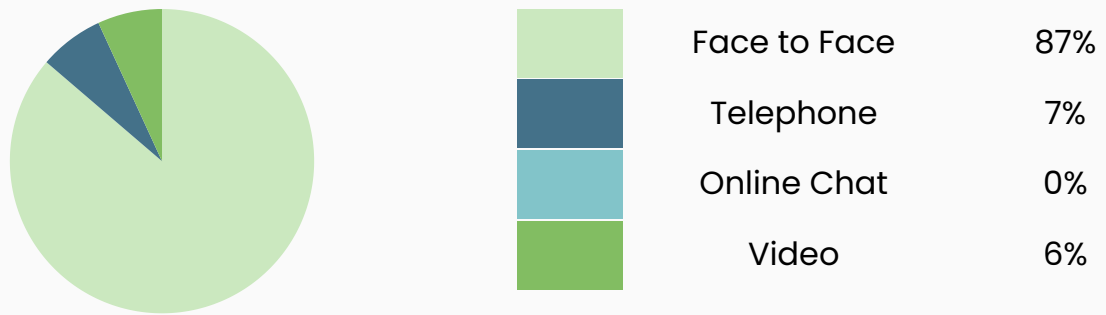
HOW CAN I REFER?
Scan the QR code to visit our website

Clients worked with: Overview of Activity

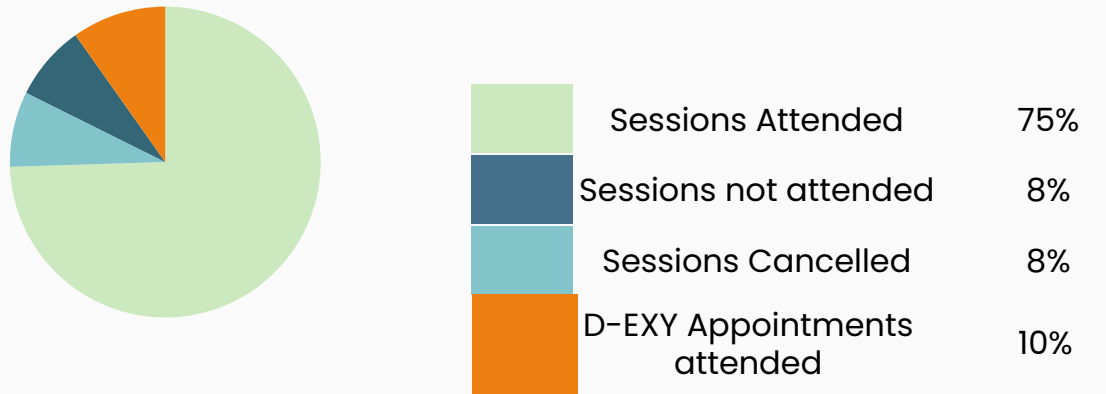
Type of Support Received



Format of Support Received



Attendance



D-EXY has been well utilised in A&B, and many young people were supported this way over the summer. Schools also promote this in wellbeing hubs and young people have been engaging well with content.

Most young people have chosen face-to-face support.

Attendance in A&B has been good this quarter, and shows an increase from the previous quarter. This continues to be higher than the national average.

Discharged Clients:

The majority of young people referred to the service attended assessment .

We recently provided an upskilling session to guidance staff which was focused on helping them use the YPCORE to identify levels of distress and appropriate support pathways

We will monitor to see if this has an impact on the number of YP not engaging from point of referral.

Some young people were referred to CAMHS, Seasons for growth groups and wellbeing incentives within school.

Engagement at point of assessment

Total Clients Discharged	85	
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Did not attend assessment	18 young people	21%
Attended Assessment	67 young people	79%

Triaged & Signposted at point of Assessment	13 young people	20%
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Engagement following assessment

Counselling Completed	43 young people	80%
Brief Intervention Completed	11 young people	20%
Total Completed Support	54	

Secondary School Outcomes



Young people who:	#
Completed support	54
YP reporting positive clinical outcomes	97%
Average number of sessions attended	4

YP Core

	Score	Description
Average Start	19	<i>Moderate Psychological distress</i>
Average End	11	<i>mild psychological distress</i>

As mentioned above, this quarter we have facilitated training sessions for the use of CORE 10, for guidance and pastoral teams in both face to face and virtual settings. This has been received very well and some staff have now begun using this measure before referring a young person to our service.

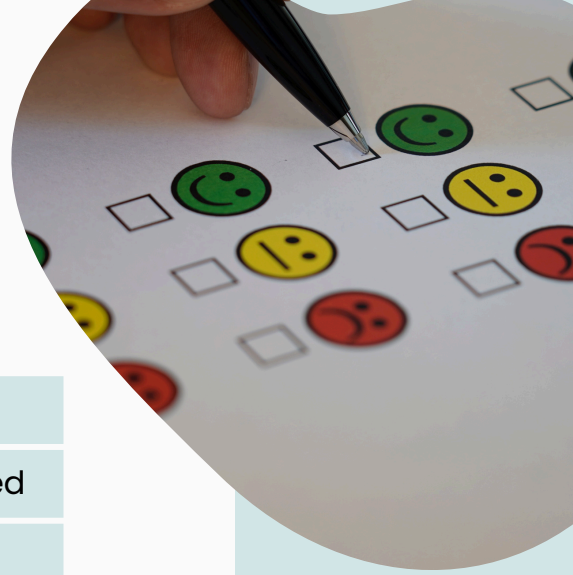
	Male	Female	Non-Binary
Average Start	18 moderate	19 - moderate	None as yet
Average End	10 Healthy range	11 Mild	None as yet

Additional Information

	SEN	16	%
	Disability	4	%
	Looked After Child	0	%
	Care Experienced	1	%
	Non-Attender	0	%
	Young Carer	0	%
	Previously Accessed support	5	%
	ND Diagnosed	37	%
	ND Undiagnosed	38	%

CORE average start and end for males is in keeping with last quarter, and with females the average end score has shown a slight improvement.

Secondary School Feedback



Top 3 benefits gained from counselling

I felt really listened to

It was a place where my thoughts & feelings were respected

I felt important and valued

Most helpful aspect of counselling

74%	of young people, felt the most helpful aspects of counselling to them were...	feeling listened to
53%		feeling properly understood
51%		being offered new ways of looking at things
62%		being given good advice
48%		being in a place where their thoughts & feelings were respected
30%		feeling important and valued
56%		talking about the things that bothered me
23%		being helped to get support from others

Comments

"I know feel more able to manage my anger , when to remove myself from a situation and also when to ask for help".
-Young Person

"We feel very supported by the school counselling service and have noticed some many changes in some of our most vulnerable pupils."
-Guidance teacher

"These sessions are the best part of my day".
-Young Person

Case Study 1 – Secondary

M,14

Referral from School

Referral Reason The young person (YP) was referred to counselling for emotional support due to the high likelihood of his brother being incarcerated.

CORE YP:

Beginning: Severe psychological distress

End: Moderate psychological distress

6 sessions

Resilience agenda : emotional regulation and cognitive restructuring.

Presenting Issues:

YP displayed significant emotional distress, primarily driven by two major life events:

Anxiety about the possibility of losing contact with his brother and concern about his brother's well-being while incarcerated.

YP was struggling with the grief surrounding his grandmother's death. As the first anniversary approached, YP felt particularly emotional and had only visited her grave once because it was too distressing. Frequent panic attacks and triggers around loss.

Focus:

The therapeutic agenda focused on negative thinking patterns, and strengthening reflective insight . The YP was facilitated to develop a more balanced perspective and engaged in creative activities to explore feelings of helplessness. Relaxation Techniques were introduced to help YP cope with the immediate distress of his panic attacks. The YP strengthened his ability to self-regulate and manage his anxiety in moments of high stress. YP expressed that he was particularly preoccupied with thoughts of his grandmother, especially as the anniversary of her death approached. This unresolved grief contributed to his overall emotional vulnerability. The YP engaged in creative ways to express his grief and unpack the different emotions he was experiencing in a healthy way.

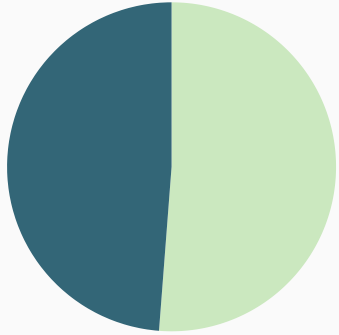
Outcome:

The YP demonstrated significant improvements in both his emotional state and his ability to cope with the challenges he faced. Notably, he no longer experienced panic attacks and felt a greater sense of calm. YP reported increased resilience, moving from a place of avoidance and catastrophic thinking to a more balanced and adaptable mindset. Client reported a positive movement in his grieving experience, he was able to visit his grandmothers grave and find an outlet for his emotions.

Primary School Referral Information

41
Children

Gender

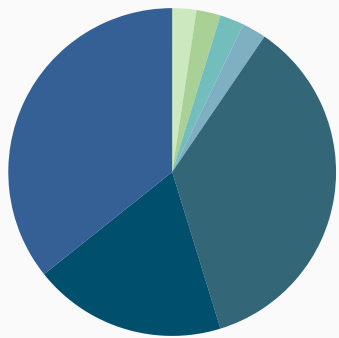


Male	52%
Female	48%
Prefer not to say	0%
Non-Binary	0%

This quarter the under 10's provision was launched.

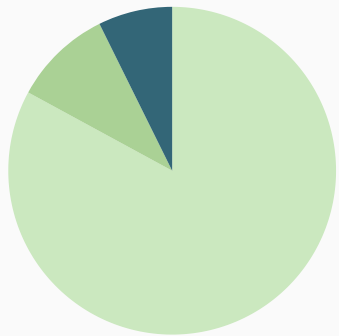
The number of males referred this quarter has dropped slightly.

Year Group



P1	2	%
P2	2	%
P3	2	%
P4	2	%
P5	36	%
P6	20	%
P7	36	%

Referrer



School Staff	82	%
Parents	10	%
Self	0	
Other	0	
Health / GP	8	%

School staff continue to be the main source of referrals. We have noticed an increase in parental referrals this quarter.

Primary School Referral Information

Primary Schools accessing support

School	Referrals
Cardross Primary School	1
Castlehill Primary School	3
Dervaig Primary School	1
Dunbeg Primary School	1
Inveraray Primary School	2
Iona Primary School	8
John Logie Baird Primary School	2
Kilcreggan Primary School	1
Lochgilphead Primary School	3
Lochgoilhead Primary School	5
Lochnell Primary School	1
North Bute Primary School	1
Park Primary School	1
Port Ellen Primary School	2
Rhunahaorine Primary School	1
Rockfield Primary School	3
Rothesay Primary School	2
St Columba's Primary School	1
St Josephs Primary School	1
Tarbert Primary School	1



We continue to receive referrals from schools who use the service regularly. This quarter we worked with two new schools : Port Ellen and St Josephs.

Next quarter we have put plans in place to provide group support to some schools focusing on self esteem and positive relationships.

Primary School Referral Information

Reasons for Referral

Reason	#	%
Anger	3	7%
Anxiety	15	36%
Abuse	1	2%
Behaviour related	11	26%
Emotional Regulation	33	80%
Relationships with others	14	34%
Family (Inc. relationships)	7	17%
Self worth	8	19%
Trauma	2	4%



Emotional regulation, anxiety and relationships with others are the top reasons for referral, this is consistent with the previous quarter.

Top 3 reasons by Gender

Male	Female
Anxiety	Emotional Regulation
Emotional Regulation	Self Worth
Behaviour related	Anxiety

The breakdown of referral reasons per gender is mostly the same as last quarter, with the addition of self worth for females.

Top 3 reasons by Year Group












P1 & P2	P3 & P4	P5	P6	P7
Behaviour related	Behaviour Related	Emotional Regulation	Anxiety	Anxiety
Emotional Regulation	Emotional Regulation	Behaviour Related	Emotional Regulation	Emotional Regulation
		Self Worth	Behaviour related	Relationships with others

The top three reasons per year group this quarter show two main themes of emotional regulation and behaviour. In comparison to the last quarter, anxiety is less prevalent.

Primary School Engaged Client's Data

50
Children

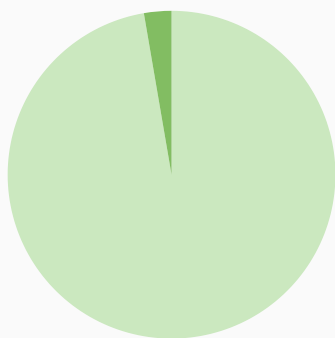
Predominant Issues






Anger	11	22%	
Anxiety	12	24%	
Behaviour related	7	14%	
Bereavement	5	10%	
Bullying	2	4%	
Caring responsibility	2	4%	
Emotional Regulation	16	32%	
Illness	2	4%	
Relationships with others	16	32%	
Self worth	8	16%	
Other*	8	16%	

*Other includes: Abuse, Depression, Stress, trauma and family.

We have been working collaboratively with primary schools to share resources with staff and parents in relation to emotional regulation and healthy relationship building

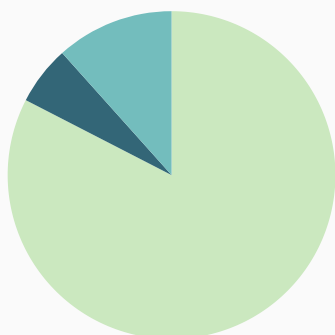
Type of Support






	Face to Face	97%
	Telephone	0
	Online Chat	0
	Video	3%
	Group work	0

As with the previous quarter, most of our support has been face to face. One child we are supporting is having sessions via video call.

Attendance



	Sessions Attended	83%
	Sessions not attended	6%
	Sessions Cancelled	12%

Attendance figures this quarter are slightly less than last quarter, but well above the average reported across all our services

Discharged Clients:

Engagement at point of assessment

Total Clients Discharged	41	
Attended Assessment	39 young people	95%
Did not attend assessment	2 young people	5%
Triaged & Signposted at point of Assessment	0	0%

This quarter we have discharged 41 clients which is in keeping with the impact of the holiday period.

Engagement following assessment

Counselling Completed	32	82%
Brief Intervention Completed	7	18%
Total Completed Support	39	

This quarter no children needed to be signposted following assessment.

A few children we have worked with were on the waiting list for CAMHS .

More females completed support than males.

Primary School Outcomes

Children who completed support	39
Children who reported an improvement	84%
Parents who reported an improvement (SDQ)	75%
Average number of sessions attended	5



Child & Youth Resilience Measure

Average Start	Low/moderate resilience)
Average End	High Resilience

SDQ

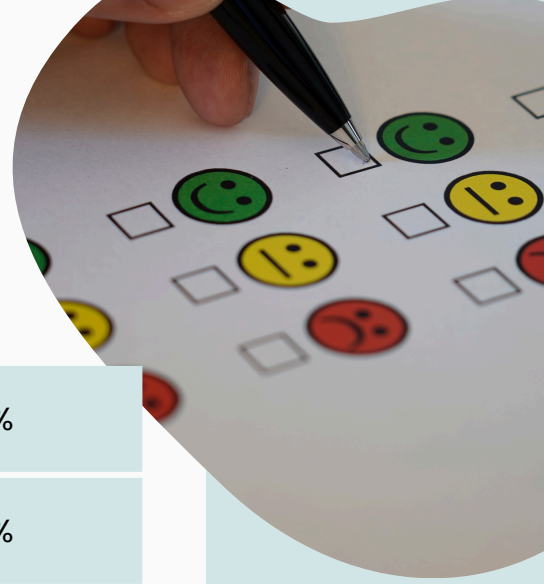
Average Start	High Difficulty
Average End	Slight Difficulty

Children reported slightly higher improvements than parents which is typical for this age group

Additional Information

SEN	8	16%
Disability	1	2%
Looked After Child	0	
Care Experienced	2	4%
Non-Attender	0	
Young Carer	0	
Previously Accessed support	5	10%
ND Diagnosed	3	6%
ND Undiagnosed	12	24%

Parents Feedback



Parents who felt more confident in supporting family resilience	100%
Parents who felt more confident to support the emotional & developmental needs	100%
Parents who felt the family had Improved emotional wellbeing	100%
Parents who felt supported by us	100%
Parents that noticed a positive change in their child.	94%
Parents that felt their child's wellbeing improve	91%

Comments

"I can see a little more light in amongst the dark. My child has embraced the tools from the counsellor and does feel more empowered than she was before."
-Parent

"I feel that I was really listened to and now understand my emotions much better "
-Child

We feel so supported by your service and can see the difference in the children you have supported.
-Headteacher

The sessions have really helped my child build confidence , and I can see they now have a more positive attitude towards leaving primary school.
-Parent

Case Study 2 – Primary

Female, P7.

Referred by:

School

Support offered:

Individual sessions

Reason for Referral:

Loss of first pet suddenly in a traumatic accident. Struggling processing emotions, often feeling sad and presenting with a negative mindset. Low self-esteem and confidence at times

Themes/Engagement/activities delivered:

Themes:

The child assessment highlighted , : low self-esteem, low level anxiety, bereavement , low mood. Child also expressed embarrassment about how she was feeling and compared herself to others.

Engagement:

Child attended five sessions and engaged well.

Intervention

The therapeutic agenda targeted the resilience resources identified through assessment. Thera-play included: creativity and supporting social/ emotional interaction and skills. Self-confidence, self-esteem building exercises.

To explore bereavement : Child was introduced to creative ways of expressing her grief and making sense of what has happened.

Outcomes (Observations/Comments)

Resilience scores showed improved over the course of the sessions, as did the the parent SDQ and the weekly wellbeing score. Child reported feeling in a better mood more frequently and enjoyed using tools to aid feelings of sadness and loss over her pet. Child was able to manage and communicate her emotions more effectively and identify her positive qualities as strengths.

Reflections

- Investing time in meeting with primary schools to help them understand more about the therapeutic work we do appears to be appreciated and valued by school staff
- Reflective learning sessions focused on YPCORE has been popular
- Virtual coffee sessions for primary schools to ask questions about the new service was not utilised as well as we thought it would be

Key Objectives for Next Quarter

- Continue to add value to the support system around the child by provided opportunities for shared learning about emotional regulation and relationship building for primary school children
- Offer more YPCORE reflective learning sessions for secondary schools
- Attend upcoming events such as Planet youth, headteachers conference , school mental health days and school assemblies.
- To introduce a quarterly report meeting with Head Teachers, to share our data and encourage feedback
- To continue to enhance relationships with other agencies linked to school and promote collaborative ways of working together.

The Exchange is part of **The TCS Group** – a psychological wellbeing organisation with over 18 years' experience working with children, young people, families, and adults.

The Exchange specialises in supporting the mental health and wellbeing of children, young people and their families. We are currently delivering a range of services in 767 schools, colleges and communities, working in partnership with 10 local authorities. We are invested in all things **wellbeing** and our team of psychologists, counsellors, Theraplay specialists and practitioners provide evidence-based support and accredited training as part of a whole-system resilience focused approach to improving mental wellbeing.

Exchange Families is set up to build resilience in early years, primary school children and teenagers by supporting parents and carers.

Exchange Youth provides counselling and psychological wellbeing support to young people aged 11-25 in schools and local communities.

Exchange Resource delivers accredited education, training and resources to schools and staff who support young people.

What does this look like?

- School and community based counselling
- Online counselling support
- D-EXY our digital wellbeing App
- Thera-play/counselling
- Group work
- Resilience programmes
- Resilience yoga
- Psychoeducation workshops
- NEET support
- Digital training suite
- In-person and virtual training
- Staff qualifications
- Tailored ALN training and resources



Aims of the Service

The mental health and well-being of every child and young person is priority throughout our principles of building resilience.

In partnership with Argyll & Bute Council, deliver support to children, young people, parents and carers in the form of:

1-2-1 counselling
support

Group Support

Online Chat Support

Workshops

The Exchange provides age-appropriate therapeutic interventions with a view to support managing present issues and developing resilience for coping in later stages. Our team works to minimise waiting times and involve the young people in the therapeutic process, assessing success frequently through the CORE score framework.

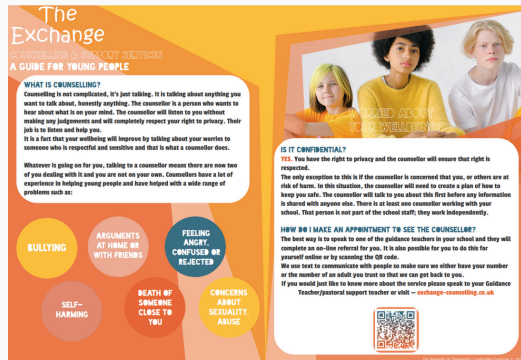
We work collaboratively with Schools across Argyll & Bute to deliver a seamless service to all accessing support.

Contract Requirements

The Exchange is commissioned to provide 29 days, 3800 sessions of support to children & young people in Secondary Schools and Primary Schools. 5 extra primary days added in May 24 bringing the total sessions offered to 4520 for the next academic year.

Awareness Raising and Promotion

Promotion of the service took place via multiple channels of communication



The Service Manager met with the Argyll & Bute secondary schools and the partnership development group to introduce the project and make them aware of the referral pathway and the support available.

The managers distributed physical and digital assets in the form of posters and leaflets to all schools and community centres. The materials included QR codes which directed users to our websites.

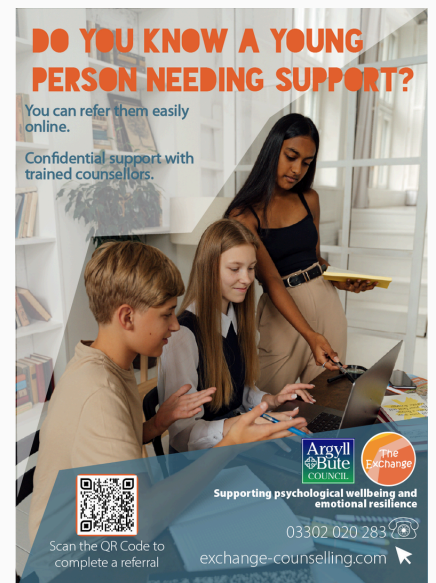
In-Person

The Argyll & Bute team offered Secondary Schools drop in's during lunchtime for young people and school staff to discuss potential support options

Social Media

Weekly social media campaigns advertised our support options.

Managers have provided information and links for schools to post across their digital platforms.



Secondary School Service

What support is offered?

Feeling
Angry,
confused
or rejected

Panic
Attacks /
Anxiety

Bullying

Problems
at home

Death of
someone
close

Self-Harm

The Exchange model is highly collaborative, focusing on resilience building interventions aimed at developing emotional intelligence, self-regulation, confidence, self-esteem, optimism, problem solving, and social competence in the young person.

The Exchange focus on the protective factors and the strength resources a young person needs to manage adversity, "bounce back" and strengthen their psychological wellbeing so as to thrive into the future, managing their own mental health and emotional wellbeing

What is the process?

An initial
assessment with
the young person
will take place

An appropriate
course of action is
identified

Up to 5 sessions are
provided (1-1 or as
part of a group)

How to refer

Schools, services, young people and parents can make referrals via:

- Telephone with our Client Support Team
- Drop in sessions with our Counsellors
- Our online portal through www.exchange-counselling.com or www.d-exy.com



DO YOU KNOW A YOUNG PERSON NEEDING SUPPORT?

You can refer them easily online.

Confidential support with trained counsellors.

Argyll Bute COUNCIL

The Exchange

Supporting psychological wellbeing and emotional resilience

03302 020 283

exchange-counselling.com

Scan the QR Code to complete a referral

Primary School Service

What support is offered?

Feeling
Angry,
confused
or rejected

Panic
Attacks /
Anxiety

Bullying

Problems
at home

Death of
someone
close

Transition

The Exchange model is highly collaborative, focusing on resilience building interventions aimed at developing emotional intelligence, self-regulation, confidence, self-esteem, optimism, problem solving, and social competence in the child.

The Exchange focus on the protective factors and the strength resources a child needs to manage adversity, "bounce back" and strengthen their psychological wellbeing so as to thrive into the future, managing their own mental health and emotional wellbeing

What is the process?

An initial meeting
with the parent will
take place

We will contact the
school to arrange
an initial meeting
with the child

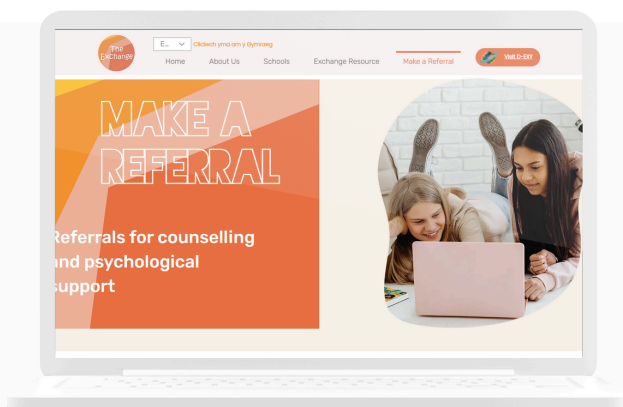
An appropriate
course of action is
identified and
shared with
school and
parents

Up to 8 sessions
are provided (1-1
or as part of a
group)

How to refer

Schools, services and parents can make referrals via:

- Telephone with our Client Support Team
- Drop in sessions with our Counsellors
- Our online portal through exchange-counselling.com



LOOKING TO SUPPORT THEIR MENTAL HEALTH?

Scan now to refer a child for support or visit exchange-counselling.com

The Exchange

We can help with:

- FRIENDSHIP STRUGGLES
- EMOTIONAL REGULATION
- ANXIETY/WORRIES
- family issues
- change & transition
- SELF ESTEEM & CONFIDENCE

Theraplay
Psychological Wellbeing Interventions
Counselling Therapy tailored to children
Resilience Focused Activities

Argyll & Bute COUNCIL

Find out more about our Resilience Building Programmes

THE EXCHANGE WELLBEING
EXCHANGEWELLBEING
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Working in partnership with



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