

Handout 2 – Match the Need to the Support Route

Use the verified School Support Directory.

A person can provide more than one kind of support, but no single person must carry every role.

Support need	What it may include	Possible first contact	Possible backup	How to access	When to step up
Listening / connection	Feeling upset, lonely, confused or needing a calm person to listen	Trusted adult, tutor, mentor, family member, youth worker	Counsellor/wellbeing staff or another trusted adult	Private conversation, note, message, appointment	If persistent, worsening, affecting daily life or involving safety
Practical / academic	Workload, missed learning, organisation, conflict about tasks or access needs	Teacher, tutor, learning-support staff	Year head, inclusion/SEN staff, school leader	Ask after class, email/form, supported meeting	If repeated, discriminatory, inaccessible or seriously affecting attendance/wellbeing
Physical health	Pain, illness, sleep, eating, medication, injury or other body concerns	School nurse/health staff, trusted adult	Primary health service, family/caregiver where safe and appropriate	Health office, appointment, urgent medical route	Severe/sudden symptoms, danger, or inability to function safely
Emotional / mental wellbeing	Persistent anxiety, low mood, overwhelm, panic, grief or major change	Trusted adult, counsellor/wellbeing staff	Health professional, external youth/mental health service	Private referral, appointment, helpline/service	If intense, persistent, worsening, self-harm/suicide concern or immediate danger
Safety / protection	Bullying, abuse, violence, exploitation, threats, unsafe home/school/online situation	Designated safeguarding/child-protection route or trusted adult	School leader, statutory protection service, emergency service	Immediate private contact; do not manage alone	Immediately for current danger or serious risk

Two-plus-one planning rule

- Person/role 1: my preferred first contact.
- Person/role 2: a backup if the first person is unavailable, involved in the problem or not able to help.
- Service/route 1: a verified school, community, health, protection or urgent route.