

Handout 5 – School Support Directory and Access Audit

School staff must complete, verify and date this directory before the method is delivered.

Replace all examples with local information.

Do not include a person who has not been briefed or a service that has not been checked.

Need/route	Name or role	Location	When available	How to access	Privacy/confidentiality limits	Access/language support	Backup/out-of-hours
Everyday trusted adult / tutor							
Learning or inclusion support							
School nurse / physical health							
Counsellor / wellbeing staff							
Safeguarding / child protection							
Bullying / discrimination reporting route							
External youth or health service							
Emergency / immediate danger route							

Access audit – complete with students’ anonymous feedback

- ☐ Students can find the directory discreetly in more than one accessible format/location.
- ☐ The language explains what each role does and what it cannot do.
- ☐ Contact methods work for students who cannot or prefer not to speak face-to-face.
- ☐ Opening times, response expectations and backup routes are clear.
- ☐ Confidentiality and safeguarding limits are explained honestly and consistently.
- ☐ Routes are accessible for disabled students and students requiring language/communication support.
- ☐ Students can report concerns involving a teacher, peer, family member or the usual first-contact person.
- ☐ Out-of-hours and school-closure information is current.
- ☐ All named staff have been briefed and know how to respond and refer.
- ☐ Directory owner and next review date are recorded below.

Directory owner: _____ **Verified on:** _____ **Next review:** _____