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Children & Young People's Virtual Wellbeing Coaching - FAQ

What is wellbeing coaching?

Coaching is person-centered and is focused on moving forward. The coach will work with the young person to identify areas that are causing them difficulty, supporting them in goal setting and developing positive coping strategies. The aim of wellbeing coaching is to empower the young person to overcome barriers and increase their wellbeing and resilience.

How does it differ from counselling?

Coaching is future focused and involves collaboration between the coach and the young person to reach their goals. There is a strong emphasis on practice of techniques outside of sessions.

How is it delivered?

Coaching is delivered over a virtual video-calling platform with the young person. We can offer the young person up to six weekly sessions, and sessions can last up to an hour. The sessions are delivered by experienced Lancashire Mind staff who all hold a coaching qualification by using a range of high quality resources within sessions to help improve wellbeing.

What do we cover?

Wellbeing coaching is a low-level intervention. We work with young people experiencing a range of challenges, such as anxiety, worry, low mood, anger and low self esteem.

What don't we cover?

We are unable to work with young people who are already receiving a form of emotional or therapeutic support, for example a school counsellor, or through CAMHS. If we feel that a young person requires a different form of intervention, or if they are unsuitable, we will signpost to an appropriate organisation.

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What do we need from the school/home?

- Prior to our first session with a young person, they will need to have been informed what coaching is, and why they are accessing the sessions.
- Young people need to be located in a private space to ensure confidentiality, and have access to IT with a stable internet connection, headphones may also be worn for sessions
- We require a staff member/parent/carer to arrange sessions for the young person, allowing them access to a Zoom or Teams account, if the young person has a school email address the sessions can be forwarded to them.

Attendance & Lateness Policy

- Due to funding of the service, it is important that every effort it taken to help the young person onto the call for their sessions. We understand that sessions may need to be rearranged at times, so we ask that we get as much notice as possible.
- If the young person is late, please expect the session to finish at the appointed time. If the start of the session is delayed by 20 minutes, we will end the session and this will be classed as a DNA (Did not attend)
- If there is a reasonable explanation that the young person does not attend the session, it is within the coaches discretion to rearrange the session.
- If two pre-arranged sessions within the 6-session period are cancelled without reasonable exception, the young person will be discharged from the service and will need to be re-referred back into the service and added to the waitlist.
- If the young person Does Not Attend (DNA) two pre-arranged sessions within the 6-session period, they will be discharged from the service in order to offer the sessions to somebody else waiting.

Safeguarding & Privacy Policy

You can find our safeguarding children and privacy policy, including a child friendly version, by following the below link:
https://www.lancashiremind.org.uk/lancashire-mind-policies/