

Young People's & Parental Information



Who Are COMPASS BUZZ?

Compass BUZZ is a charity that aims to strengthen the mental health and wellbeing of children and young people aged 5-18 (25 with SEND) across North Yorkshire, by providing; training to schools, professional consultation, expert advice and guidance and co-facilitated structured one-to-one and group work interventions. Through the project, we strive to make sure that children receive the correct preventative support so that problems do not escalate through to specialist services. Our goal is for happy and healthy children with brighter futures.



What We Offer Support For



Compass BUZZ offers support around any mild to moderate mental health and wellbeing concern. This could include stress, anxiety, low mood, self-harm, low self-esteem or OCD (Obsessive Compulsive Disorder).

Supporting school staff to support pupils and students



As well as offering free training to schools we also work alongside school staff to help them build the knowledge and skills they need in order to better support the mental health and wellbeing of pupils and students at their school. School staff can request our support in relation to any child/young person they feel would benefit from some additional support around mild to moderate mental health and wellbeing issues.

When a school staff member requests our support we ask that they have discussed this with the child or parent/carer in the first instance before providing us with details about the situation. Once we receive this information we will then contact the member of staff in school and ask for further information if needed; this will help us to make sure we are the right people to be offering help at this stage. If we can support we will offer a maximum of three sessions of support to the member of staff; in order to provide support we will arrange a time to talk through the relevant interventions and our recommendations with the member of staff. As Compass BUZZ is there to support and upskill the member of staff within the school we always recommend that interventions continue after our involvement comes to an end, this is to make sure that the child/young person continues to get the support they need. Compass BUZZ Wellbeing Workers tailor all interventions to the age and developmental needs of the child and use evidence-based approaches throughout.



How Schools Can Access Our Support



Schools can ask for our support in delivering sessions to pupils /students either on a one-to-one basis or in a group work setting, they can do this by telephoning Compass BUZZ on 01609 777662. They will be required to complete a form along with their signed professional consent. Before any co-facilitated one-to-one sessions can take place, the school must also provide the signed 'service users consent and confidentiality form' (this needs to be signed by the young person if aged 13 years and over; for those aged 12 years and under this must be signed by the parent /guardian).

If We Are Supporting Your Child

If we are working with school staff to support your child through one-to-one or group work sessions and you require any information about the work being completed, you can contact the member of school staff who should be able to provide you with all the details you need.

How to Make a Complaint



**TALK
TO US**
Compass

At Compass we strive to provide you with the best possible services, so we are keen to hear about your experiences with us, as well as suggestions about how we might do things differently. If you are unhappy with us, we also want to hear about it so we can improve things for you and other people. If you are not satisfied that the problem has been properly dealt with then you can make a formal complaint. To make a formal complaint, please write to:

The Chief Executive Officer, Compass,
2nd Floor Kensington House, Westminster Place, York YO26 6RW.
email: info@compass-uk.org.

If you feel unable to make the complaint yourself, ask an advisor or helper to do it for you. A family member or friend may assist you, or you may contact the Citizen's Advice Bureau or local Healthwatch. Your complaint should be made within six months of the event occurring; after this time it may prove difficult to investigate the matter satisfactorily.

We Also Offer a Text Messaging Service



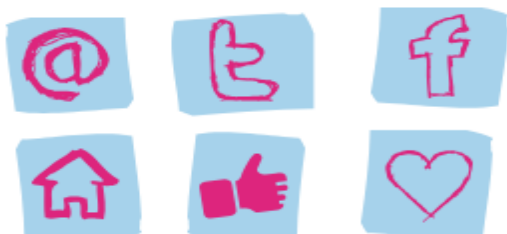
BUZZ US is a confidential text messaging service for young people across North Yorkshire aged 11-18 with Mental Health and Wellbeing concerns. Young People can text the service and they will be able to receive confidential advice, support and signposting from a Wellbeing Worker within 1 working day.

BUZZ US is a text messaging service run by Compass BUZZ for young people aged 11-18 who live in North Yorkshire
Text a wellbeing worker on 07520 631168
if you are experiencing any of the following:

- | | |
|-----------------|-----------|
| Bullying | Low Mood |
| Anxiety | Stress |
| Self Harm | Self Harm |
| Eating Problems | Smoking |

We do not usually inform parents, teachers or anyone else if you contact Compass BUZZ. We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other Compass BUZZ staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate response to confirm we've received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from us, contact your doctor, visit a GP, walk in centre or call 111. If it is an emergency, dial 999 or visit A&E. Our text number does not receive voice calls or SMS or picture messages. We support messaging from UK mobile numbers only (texting does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). Present Compass BUZZ sending messages to you by texting 01223 to our number. Please respect your school's mobile phone policy. Messages are charged at your usual rates.

Contact us



Compass BUZZ, County Hall
1 Racecourse Lane
Northallerton
DL7 8AD

Email: schoolmentalhealthproject@compass-uk.org
Telephone: 01609 777662
Freephone: 0800 0087452
website: www.compass-uk.org

CREATING A BUZZ
about mental health & wellbeing

