



#BeeWell

Distress Protocol

This is an information sheet for school staff about the steps to follow if a pupil becomes distressed during completion of the #BeeWell survey. By distress, we mean signs of anxiety, sorrow or pain (such as crying). This might suggest that the questions asked have caused stress to the pupil or that the responses given have triggered personal and traumatic memories.

If a pupil appears to be distressed:

1. Offer immediate emotional support and consider whether it would be best to talk to them in private (as opposed to in view of other pupils, which may exacerbate their distress)
2. Explore their distress level and remind them that they do not need to continue the survey if they do not wish to do so.
 - a. If their distress appears to be only very mild, it may be that your emotional support is sufficient to alleviate it.
 - b. If they are moderately or extremely distressed, you may consider it best to accompany them to another source of support within your school (e.g. pastoral lead, head of year). It may also be advisable to inform their parents/carers.
3. As appropriate, remind them of the other sources of support available to them, including support within your school; their parents/carers; their GP; and/or Childline (0800 1111).
4. Report any incidents of this nature immediately to the #BeeWell research team by emailing beewell@manchester.ac.uk
5. Follow-up with the pupil at an appropriate juncture to ensure that the distress they experienced was transient and not enduring.