Wingate Primary School

Listening Matters Policy

September 2026

Listening Matters Policy

The Policy is written with reference to our school commitment to the Rights of the Child and our achievement of being a Rights Respecting School. Although direct reference to this is not continuously made, the policy has been written with full awareness of our expectations and commitment to this initiative.

Introduction
The Governors and staff of Wingate Primary School have always promoted and valued the provision of emotional support to children in our school with identified needs. We feel that by giving children the correct support at the right time we can promote their emotional well being.

Rationale
The school has a vital role in promoting pupil's emotional well being and Listening Matters enhances the capacity of the school to provide targeted mental health support at Tier 1. It is a programme designed to meet the needs of the school community and to conform to the objectives of the local CAHMS Strategy.

Aims
- To prevent the development and escalation of difficulties through early identification and support
- To respond to children's needs when they present, without long periods of waiting
- To be available to children as part of the school's normal provision
- To be perceived as 'user friendly' and not stigmatising
- To be sustainable across time
- To be set in the context of collaborative inter disciplinary work in the network of children's services

Main objectives
- To identify children experiencing emotional difficulties
- To provide emotional support for them within their school
- To establish the program as a Tier 1 provision within the range of children's services by forming an interdisciplinary support group around it

Benefits of the program in school
- The availability of support to children in school when it is needed without long periods of waiting
- The opportunity of children being able to confide in an adult within school and their ability to focus more effectively on their learning
- The confidence of school that it has a response to children with emotional needs

- The confidence of parents that their children's needs are understood and that they are supported in school
- The enhancement of the skills and experience of non teaching staff
- Staff are able to offer something tangible to parents/carers concerned about their child in school
- Evidence that the programme is effective, especially for children who may be troubled and anxious

Provisions

- Listening Matters/ Communicating with Children provides training to schools' own non-teaching staff through a high quality, OCN accredited course of 6 days initially
- Non-teaching staff are given protected time, space and resources to work with individual children who have been identified by their teachers and parents as likely to benefit from the program
- No child enters the programme without their parents'/ carers' and their own agreement
- Children meet with their listener on approximately 8 occasions within school
- Play and creative media are used as vehicles for communication and emotional expression. The work is evaluated using structured and informal feedback from teaching staff, parents and children.

Continuing Professional Development

Staff working directly with children are able to support each other and meet with SLT to discuss any specific issues or concerns.

Review

This policy will be reviewed regularly to meet school needs and in response to National and Local policies.