



As you encounter children, young people and families in your professional role, use this simple, three-element tool to support conversations, give you confidence, and access relevant resources.

STOP

If someone wants to talk to you about an issue outside your remit, firstly **don't panic**.

If they've been brave enough to raise an issue with you, make sure you take some time to **listen**.

Try to discern what their main concerns are, and note any specific details. Think about any further **information** that could be helpful to them.

TALK

People often just want to have a **conversation** with someone about their concerns. You don't have to be an expert to have an initial chat.

A quick chat with another professional may give you the **confidence** you need.

Look at the available **resources** and pass on any relevant information to the person as a starting point.

REFER

Visit the **learning platform** to find out who best to engage about support.

If you have any **safeguarding** concerns, follow standard safeguarding procedures.

If the universal resources and the various conversations haven't been enough, follow standard **referral** processes.

Try to follow up with families/young people you've referred. This doesn't need to take long, but touching base may help to reassure them that they matter.