**Schools and Families Advice Line**

**(SFAL)**

The ‘Schools and Families Advice Line’ (SFAL) is a new service established to provide emotional wellbeing advice and early help to children and young people, school staff and families during the COVID-19 pandemic.

It can be really worrying when you, or someone you know is going through a difficult time. If you feel this service could help, please call our Single Point of Access (SPA) who will take your details before passing them onto our call back service.

**Contact Details:**

**Telephone: 0300 777 0707**

**Email:** **hpft.spa@nhs****.net**

You will get a call back from a mental health practitioner between 8am-5pm, Monday-Friday

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| **How can the service help?** |
| **Supporting school staff by:** * Signposting to wellbeing resources which could be used in the classroom.
* Supporting education staff to think about how they might adapt their current wellbeing processes to the COVID-19 situation.
* General discussion and psychoeducation for school staff around wellbeing/coping methods/normalising etc.
* Signposting individual staff to wellbeing resources (e.g. hard copy/virtual and website based/phone apps).
* One-off phone/video consultations to discuss staff wellbeing.
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| **Supporting children, young people and their families by providing early advice around managing:** * Specific anxieties (around COVID-19/self-isolating measures, transition between year groups, developing and maintaining relationships, fear of failure, low self-esteem or aspirations, trust issues, social anxiety, etc.)
* Phobias (animals/insects, specific food stuffs, specific objects, modes of transport etc.)
* Low mood
* Emotional regulation difficulties.
* Mild obsessive compulsive difficulties that are starting to impact day to day activities.
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