



# OPERATION ENCOMPASS

## Teachers' Advice and Helpline

Children are now recognised as victims of domestic abuse .....

Are you concerned about any of your children that may be experiencing domestic abuse?

Would you like FREE access to an Educational or Clinical Psychologist to talk through how you are supporting these children in your school?

No paperwork

No waiting

No threshold

But confidential , expert advice at no cost

**Call the advice and helpline 8 am to 1 pm, Monday to Friday**

**0204 513 9990** (charged at local rate)

Supported by the Home Office

## What the helpline provides:

- Immediate access to highly skilled clinicians drawing upon the breadth of their multidisciplinary team at Psychology Associates
- All of the clinicians have received specialist training in supporting children that have experienced trauma and working with the adults around them to facilitate support across education, family and community systems
- Daily telephone contact, Monday-Friday 8-1pm during term time
- Access for any staff member from any educational setting
- No threshold, no waiting lists, no referrals and no paperwork to complete
- Voice-message facility for a call back when demand is high

**Helpline Number: 0204 513 9990**

- Confidential , the caller does not need to leave their name
- You will be asked for the name of the school/setting and the caller's role within the school
- Anonymous – no child or family name or any identifiable information
- All safeguarding protocols and responsibility remain with the school/setting – there is no change to any existing procedures
- Enables preventative, early intervention to de-escalate need

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It is clear from callers so far that the helpline has been incredibly well received and has served some important functions;

- A 'real person' - straight to an Educational Psychologist - to listen, reassure, contain and validate
- Support, compassion and understanding
- Reflection, problem-solving, consultation
- Further ideas, strengthening approaches, new action

Operation Encompass website: <https://www.operationencompass.org>.

Psychology Associates website: <https://www.psychologyassociates.org.uk/>

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