



## **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, families and schools 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.

This service is open to self-referrals from families and young people, and education, health and other professionals involved in supporting young people and their families.

### **Contact Details:**

**Telephone: 0300 777 0707**

**Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)**

You will get a call back from a mental health practitioner between 8am-5pm, Monday-Friday. Support will be offered in a one-off, up to 1 hour phone call

### **How can the service help?**

#### **Supporting children, young people, their families and schools by providing early advice around:**

- General concerns around mental well-being, coping strategies and selfcare.
- How to support children and young people in relation to the Covid-19 outbreak (e.g. understanding, frustration, anxiety etc). Supporting mental well-being during the transition back to school and the anxiety around this uncertainty.
- Support for education staff around their own mental well-being and advice around how they can care for themselves.
- 'Whole school approaches' to supporting mental well-being.
  
- 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.
- Low-level behavioural concerns
- Sleep difficulties
- Signposting to services and resources that may be helpful for supporting mental wellbeing.

**Hertfordshire Partnership University NHS Foundation Trust  
Hertfordshire Community NHS Trust**