



## Telephone Helpline and Web-Based Resource Service

This is a telephone and email helpline for schools and additionally a separate service for families. It is solution-focused and tailored consultancy service provided by specialist GEMSTONES staff. As part of this service school staff can also choose to access an electronic, website based helpline model providing a 6 step process for schools to support observation, assessment and analysis of difficulties, a set of possible strategies, suitable targets and support materials.

Examples of website based support materials and resources for schools and families include: social stories, visual aids and prompt cards to support strategies for development of social, emotional and behavioural skills.

### How does this operate?

This service provides staff in schools with access to helpline support for specific cases that are causing concern. It is easy to access and for staff that purchased this service there is no limit to the number of times individuals can call.

### When will this be available and how can I access the service?

The helpline for schools operates on Monday mornings from 9am until 12 noon and on Friday afternoons from 2 pm until 5pm. Telephone: **07920 460033**

Making a call to the helpline at these times will ensure that you can speak to a trained member of the GEMSTONES staff.

Alternatively email: [info@gemstones-education.co.uk](mailto:info@gemstones-education.co.uk) or book a Skype call (Gemstones-education). If you call or email at other times, leave a message and we will get back to you within 24 hours.

### What will happen when I call?

GEMSTONES staff will listen to you carefully and help you identify:

- The key issues, behaviours and any particular patterns to the behaviours;
- The solutions you have already found. (Our belief and experience tells us that staff have always found some solutions, but may not recognise or feel able to recognise this).
- Help identify with you a plan that you will feel able to implement within your own classroom context. We will also suggest some resources available on our members part of the website ([www.gemstones-education.co.uk](http://www.gemstones-education.co.uk)) that will support your plan or alternatively may also provide an adapted example of a resource.

### Outcomes

- A tailor made action plan based on the issues, your context and including your existing best practice.
- Resources and ideas to support you.
- Improved staff well-being.

### Fees:

£250 annual subscription for schools of up to 250 pupils

£500 annual subscription for schools of up to 550 pupils

£900 for schools of up to 1,000 pupils

£1,450 for schools of up to 2,000 pupils

### **Helpline for Families**

Schools can also choose to purchase a helpline service for families of children with Social, emotional and behavioural needs.

For parents the helpline operates differently. Schools provide GEMSTONES telephone or email address and Skype details to parents.

For parents with no Skype access of their own schools provide a space in school with necessary equipment. Parents then telephone or email us to book a time slot of up to 1 hour for this service.

The format and outcomes for this call follows the same structure as for staff.

### **Fees:**

1 parent session: £40

5 parent sessions: £160 (5 sessions - 1 free)

10 parent sessions: £320 (10 sessions - 2 free)

### **The Pupil Support options will include:**

- Ideas for future support and needs
- Transition back to group or classroom activity
- Short written report