



# Telephone Advice & Support Helpline

Primary Behaviour Support & Provisions provide an advice and support helpline in response to social behaviour and emotional wellbeing concerns which arise in education settings with **nursery and primary** aged pupils.

The Telephone Advice and Support Helpline is available Monday to Friday 9am to 4:45pm on:  
**028 3831 4461**

Primary  
Behaviour  
Support &  
Provisions 

 **ea** Education  
Authority

## Telephone Advice & Support Helpline



# 028 3831 4461

### Who should call...

Teachers or school managers requiring advice about a pupil/pupils not currently known to Primary Behaviour Support & Provisions (PBS&P)

### What you will need...

Stage of Code of Practice / Pupil Learning Plan details

Parental permission to discuss the pupil and date of birth

Reasonable and purposeful measures implemented to date

Relevant background information

Details of the pupil's strengths and specific concerns

Awareness of other support services involved

### On the call...

From the information provided during the call the telephone adviser (an officer from PBS&P staff) will share strategies or guidance to help with the situation described \*

### We can also help with...

Information about staff training opportunities

Dealing with emergency situations, as a result of a dysregulated child/ children which has led to a concern for an individual's or others safety

Managing allegations and incidents of bullying behaviour

Pupil learning plans, behaviour plans, risk management plans and risk assessments

Positive Behaviour and Anti-bullying Policies within schools

Behaviour management issues identified by the Education & Training Inspectorate (ETI) during their inspection of safeguarding arrangements

\*Advice provided will be verbal guidance and will not constitute a referral, but may contribute to demonstrating reasonable and purposeful measures implemented if onward referral is required.