

An example of **silent support**:

The Key Adult in a school in Plymouth received an Operation Encompass call at 7am to inform them that there had been an incident between one of their pupil's mother and father the previous evening. The Key Adult then spoke to the pupil's class teacher who was prepared for the young reception child to behave differently from his usual happy self. The child arrived at school that morning with his mother and his teddy. His class teacher would normally have asked him to put his teddy in a safe place or suggested that his mother take his teddy home with her. She did neither, understanding that his teddy had been brought for a reason.

His class teacher quietly supported him all day, working next to him and just letting him know that she was there. In the end the simple act of letting the child hug his teddy all day with no questions asked was a simple act, a nothing... but something that meant everything to the little boy in question.

An example of **transition support**- Each child or young person about whom an encompass call is made receives a **listening token / card**. The purpose of this token is to provide the child with the opportunity to request to talk to a trusted member of staff in a non verbal way. The token can be presented to a member of staff and the child is able to then access support when they need it.

An example of **overt support**:

The Key Adult received the Operation Encompass Call at 07.45am. The early call gave the Key Adult time to establish that the student was year 11 and was due to be sitting an exam that morning. On arrival to the school the student was approached by the Key Adult and asked how she was feeling about the exam and that we had been made aware of an incident at home. The student was given the option of taking some time out, having something to eat and sitting her exam in a quiet space in isolation. The student made the choice after having something to eat to sit the exam despite having had very little sleep the night before. The student achieved her grade. However, in the event that student had not been successful and with the information provided by Operation Encompass the school could have applied for exceptional circumstances to the exam board.