

### What is StarLine?

StarLine is a national home learning helpline that gives parents and carers direct access to a team of qualified teachers, education and parenting experts who can provide free one-to-one advice, support and reassurance. It's a sector-led initiative to support parents and carers with home learning and has been set up to help young people to continue to learn and stay safe until schools fully re-open. It's available to all parents and carers in England.

### How will StarLine help parents and carers?

- By providing access to a team of qualified teachers, education and parenting experts.
- By focussing on providing practical ideas, support and reassurance.
- By offering tips, techniques and resources to enable parents to give their children the support they need to continue learning while schools are closed.
- By supporting family wellbeing and mental health.
- By covering all phases of education and subjects plus behaviour, pupil wellbeing and SEND.

### How will StarLine work?

The service will operate through software called FreshDesk. This will allow receptionists and specialists to receive calls at home via Skype and log their calls. We have receptionists who will triage the calls that come in and then forward these to our specialist pool who will aim to provide personalised guidance and, where appropriate, may email the parent links to online resources we've quality assured. We will allocate specialists 'shifts' of 2 or 3 hours in length at times they can be available.

### Opening times

The phone lines will be open during the following times:

- Monday & Wednesday, 8am – 4pm & 7 - 10pm.
- Tuesday, Thursday & Friday, 10am – 4pm
- Sunday, 10am – 1pm.

### StarLive

StarLive is our weekly YouTube series that explores aspects of parenting, education and home learning. Each episode will provide simple and engaging ideas, showing you some of the best education resources available and provide more information on topics that have arisen during StarLine conversations: the content of StarLive will be the real issues that parents are talking about.

StarLive will take the form of a short interview with our host and a guest from Star or one of our partner organisations. Each broadcast will have a theme, the first one is 'The one about making memories' and the second is 'The one about connecting with others'.

### Partnership opportunity

We believe this represents a great opportunity to connect education colleagues with significant expertise to parents who would welcome the support, guidance and reassurance they can provide at a time which is so worrying for them on a range of levels. Ultimately this could make a tangible difference to the lives of children and young people, including the more disadvantaged and vulnerable.

There are a couple of ways you might bring expertise and capacity:

- By offering colleagues to provide specialist advice via the StarLine helpline
- By providing an 'expert' guest for a StarLive broadcast

### Next steps

If this is something your team are interested in, we would be keen to collect details about your specialists' availability and expertise and then we can arrange a remote training session. If you or a colleague are interested in being a guest on StarLive, we'll arrange a call with our StarLive host.