



## **Where to Get Help – Signposting Services**

This document is to signpost you to some key services which may be of particular use at this time.

### **Child line**

Freephone: 0800 1111

<https://www.childline.org.uk/get-support/>

Childline are a service for children to ask for help. Children can call between 9am and midnight (usually 24 hours a day but reduced due to coronavirus).

There is also a particular part of the site for corona virus worries: <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>

### **Citizens Advice**

0344 411 1444

<https://www.citizensadvice.org.uk>

For advice on a HUGE range of concerns, such as housing, benefits, debt, family, law, health, housing call Citizens Advice.

### **Domestic Violence: Next Chapter**

Next Chapter 01206 500585 /

01206 761276

<https://www.thenextchapter.org.uk/>

Next Chapter, the domestic violence charity, know that the government's advice on self or household-isolation will have a direct impact on women and children experiencing domestic abuse. Home is not likely to be a safe place for survivors of domestic abuse and we are concerned that social distancing and self-isolation will be used as a tool of coercive and controlling behaviour by perpetrators, and will shut down routes to safety and support.

### **Essex Welfare Service**

0300 303 9988

Email: [Provide.essexwelfareservice@nhs.net](mailto:Provide.essexwelfareservice@nhs.net)

Website: <https://essexwelfareservice.org/>

Open Mon-Fri 8am-7pm 7 Sat-Sun 10am-2pm

**This is a new service** being set up by Essex County Council to help vulnerable people in our community who are staying at home and in need of support during the coronavirus period, specifically for those people who are not able to get any support from either family or friends or from their local district area support groups.

### **Foodbank**

0300 247 0014 – for assessment and to access vouchers.

<https://chelmsford.foodbank.org.uk/locations/>

If any family needs a foodbank voucher, these can be issued over the phone, following a telephone assessment/conversation with the family – they just need to call 0300 247 0014. If they are self-isolating and unable to get to foodbank, we can collect and drop to doorstep.

# HomeStart

<https://www.home-start.org.uk/Listing/Category/support-for-families-during-covid-19>

This site includes activities, help with routines at this time and a wide range of telephone support lines.

## Peabody: Essex Outreach Support

Freephone Number: 0800 28 888 83

<https://www.peabodycareandsupport.org.uk/essex-outreach-support/>

Peabody offers a short-term support service to people living within the Essex area who are experiencing a range of problems that are impacting **their health, financial and housing wellbeing**. **Here is a place to access advice and support around housing situations and resolving issues around rent/finances which could be an issue at this time.**

They can work with anyone regardless of their housing status, for example currently homeless, living in local authority homes, privately rented properties, as a housing association tenant or being an owner/occupier. Anyone can refer to the service.

## Safeguarding

You should never feel worried about asking for help, for your own family or if you notice a child in need. Children's social care services work with many, many young people and their families in our local area.

**You may want to report a concern if you:**

- are worried about the safety or wellbeing of a child
- suspect neglect or abuse
- would like to report an incident

You can report safeguarding concerns directly to **Children's Social Care**. This is what you should do:

(This information is available at <https://www.essex.gov.uk/report-a-concern-about-a-child>)

### **Contact Children's Social Care**

**If a child or young person is in immediate danger, call 999.**

**If you're worried that a child is being abused or neglected, call us on 0345 603 7627.**

**Out of hours or bank holidays, call the emergency duty team on 0345 606 1212.**

**You can also report a concern on the Children and Families hub using an online form.**

The link below has an online form to **report a concern & request support** as well as examples given to show how to complete the form: <https://www.essexeffectivesupport.org.uk/request-support/>

**Please look out for each other.**

**Keep in touch with friends and family online or over the phone.**

**If YOU have a concern about the safety and welfare of any young person then please act on it.**

# School Nurse

Call: **0300 247 0014** 9am-5pm Monday to Friday



Text: **07520 615731** 9am-5pm Monday-Friday

During these unsettling times, as a parent of child aged between 5-19 year olds, you may be worried about your child's health and wellbeing and be unsure about how to get the help you need.

Parent/carers of child(ren) aged 5-19, living in Mid Essex, can call the School Nursing Team on Phone: **0300 247 0014** 9am-5pm Monday to Friday

Children/ Young people aged 11-19 years old (or parents/carers of 5-19 year olds) can send a **text** directly to: **07520 615731** 9am-5pm Monday-Friday

Our school nurses are still here to help - you can call/ text them for confidential advice and support on a wide range of issues.

They can help with all kinds of things like:

- • Behaviour
- • Continence
- • Emotional health
- • Self-harm
- • Bullying
- • Minor accidents and illnesses

Your ChatHealth messaging service is run by The Essex Child and Family Wellbeing Service and is available 9am-5pm Monday to Friday. They aim to reply to you within one working day and you should get an immediate bounce-back to confirm they received your text. Texts will not be seen outside of normal working hours. If you need help before you hear back from them, contact your GP, NHS 111 or dial 999 if it is an emergency.



## Contacting Larkrise

Although the school is not running as normal, we are still available and you can still contact us via our email address: [admin@larkrise.essex.sch.uk](mailto:admin@larkrise.essex.sch.uk).