



Safeguarding and support during Lockdown

School and normal family life will change again during this latest lockdown and problems may emerge. The links on this page may help. All families are different, and not everyone will need this guidance, but we hope the links on this page may prove helpful to some

Safeguarding

If you have a concern that a child is vulnerable or at risk of significant harm please contact:

01904 551900

MASH Team (option 1 if you have an allocated Social Worker or know the name of who you want to speak to, option 2 if you would like to speak to the Early Help team about support for your family or option 3 if you have a safeguarding concern about a child and need to speak to a Social Worker)

Outside office hours, at weekends and on public holidays contact for the Emergency Duty Team

01609 780780

General Advice

["The Parents' Guide To"](#) is a website aimed at helping parents and carers to support their teenage children to create successful futures. They produce many "Guides To" and whilst this particular guide was published at the start of the first lockdown in March 2020, much of it is still relevant and may help - ["The Parents' Guide To Coping with School Closures"](#).

City of York Council has shared with us a ["Support for Families"](#) (can be found at the end of this document) which is full of information, web links and contact details for families in need of support on a number of topics including: housing, finance, food, SEN, mental health and bereavement amongst others.

[Family Lives](#) is an organisation which tries to help families build better lives. They offer online forums and a confidential helpline for emotional support, information, advice and guidance on any aspect of parenting and family life 0808 800 2222 E: askus@familylives.org.uk

Anger or Violence

The team at Family Matters York are offering an online course on Handling Anger in the Family. It will look at how as adults we manage our own anger and then how we support our children's feelings of anger. It will involve the presentation of material, whole group discussions and small group activities which will all take place online at the same time, on the same day over four weeks.

Anyone who is interested is asked to contact Family Matters. They can be contacted on T: 07393 147259 or E: info@fmy.org.uk

If you are affected by sexual violence, you can get advice from Survive, a York-based charity providing support to victims of sexual abuse and assault. [Home - Survive \(survive-northyorks.org.uk\)](http://survive-northyorks.org.uk)



Wellbeing

We have created a Wellbeing offer to all our students. This explains what we can offer, what students can do themselves to prevent the dangers of wellbeing issues, however if anyone is suffering there are ideas on how to help yourself and where to go for support.

If you need immediate support, you can text **SHOUT to 85258** and chat by text. The service is free on most networks and available 24/7, and trained volunteers will listen to you, and work with to help you take the next steps towards feeling better.

We have divided this up into:

- Environment – what school will do to create a safe environment where Wellbeing is supported and our student's learn how to help themselves.
- #Self-care – where students learn how to look after themselves to prevent Wellbeing issues.
- #Self-help – resources and places to go for support and help
- #Support – This explains what help the school can offer and what help external agencies can offer.

You can find out more by visiting: <https://sites.google.com/archbishopholgates.org/wellbeingoffer/covid/home>

Keeping children and young people safe online

As students are spending more time than ever online, often on their own, it is especially important for parents and carers to be aware of what their children are being asked to do online, including the sites they are being asked to access.

It is very likely that students will be visiting other online sites for fun and out of curiosity, so we want to provide as much signposting to practical and useful information as we can to help you keep your children safe whilst they are online.



[ThinkUKnow](#) is a website from the National Crime Agency's Child Exploitation (CEOP) and Online Protection unit aimed at helping children, parents and those who work with children get better educated about online child abuse. Try out their [parents' section](#).



[Internet matters](#) – aims to support parents and carers to keep their children safe online. Internet Matters have also produced these excellent fact sheets on online safety tips for parents of teenagers:

- [Online safety tips for parents 11-13 year olds](#)
- [Online safety tips for parents of teenagers aged 14+](#)



[PACE](#) (Parents against child exploitation) is charity working to inform parents and professionals about how to keep their children safe. They have a website with a dedicated [parents section](#).



An online incident affecting a child

If you think there has been an online incident affecting your child and you wish to speak to a member of the Pastoral Team or contact our Designated Safeguarding Officer at DSL@archbishopholgates.org.

Alternatively, you can report an incident directly to [CEOP](#) who are a national police agency.

Support for Families

Financial Support

- <https://www.moneyadvice.service.gov.uk/en/articles/coronavirus-and-your-money>
- <https://www.moneyadvice.service.gov.uk/en/articles/coronavirus-what-it-means-for-you>
-

Citizens Advice York

- West Offices York, YO1 6GA
- 03444 111 444

Papyrus

Papyrus is the UK Charity for the prevention of young suicide.

If you are a young person at risk of suicide or are worried about a young person at risk of suicide:

- Call: 0800 068 41 41
- Text: 07860 039967
- Email: pat@papyrus-uk.org
- <https://papyrus-uk.org/>

IDAS

IDAS is the largest specialist charity in Yorkshire supporting anyone experiencing or affected by domestic abuse or sexual violence. Services include refuge accommodation, community based support, peer mentoring, group work and access to a free, confidential out of hours' helpline. To find out more:

- Call: 03000 110 110
- <https://www.idas.org.uk/>

Kyra Women's Project

Volunteering opportunities; Social Support groups and counselling.

- T: 01904 632332
- <http://www.kyra.org.uk>

Parent Support Online

This site was conceived to help bridge the gap between expectation and reality. It hopes to provide information, support and links to resources so you can prepare for the most rewarding journey of your life.

- <http://www.parentsupportonline.com/>



York Carers Centre

Regretfully, in light of the recent coronavirus developments, we have taken the decision to cancel our group sessions/meetings, hubs and events for the foreseeable future. The wellbeing of carers, visitors, volunteers and our staff is our absolute priority and our commitment is to adhere to the strictest safety protocols. Additionally we have temporarily closed access to our York Carers Centre offices.

We will maintain advice and support services for carers via telephone and ask that you contact us on:

- 01904 715 490
- enquiries@yorkcarerscentre.co.uk

Family Lives

People contact us about all aspects of family life that include all stages of a child's development, issues with schools and parenting/relationship support. We also respond when life becomes more complicated and provide support around family breakdown, aggression in the home, bullying, teenage risky behaviour and mental health concerns of both parents and their children. If you need support or advice, you can contact us on

- **0808 800 2222**
- askus@familylives.org.uk
- <https://www.familylives.org.uk/how-we-can-help/>

Heads Together Mental Health Support

If you need immediate support, you can text **SHOUT to 85258** and chat by text. The service is free on most networks and available 24/7, and trained volunteers will listen to you, and work with to help you take the next steps towards feeling better.

CALM offer accredited, confidential and free support to men anywhere in the UK through a helpline and a webchat service. They will talk through any issue with you and offer support, advice and signposting. Calls won't show up on your phone bill and are free all phones.

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

Help Guide – troubled teenagers

- <https://www.helpguide.org/articles/parenting-family/helping-troubled-teens.htm>

Samaritans

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

- Call 116123
- Email: jo@samaritans.org
- <https://www.samaritans.org/>

Food bank information

FIS are holding this information

- Gateway – Mon 11.00 – 1.00pm
- Living World – Wed – 1.00 – 3.00pm
- Cornerstone(Tang hall) – Friday – 10.30 – 12.30pm
- Citadel (Gillygate) Sat 10.00 – 12.00pm



Housing

Contact our Housing Options team:

- telephone: 01904 554500.
- email: housing.options@york.gov.uk.
- contact the Emergency Duty Team, telephone: 01609 780780 for emergency out of hours service, or if fleeing domestic violence <https://www.york.gov.uk/HousingOptions>

Support for single parents

Gingerbread support for single parents – benefits, housing, legal etc

- The helpline number is 0808 802 0925.

Before you call - Check if your question can be answered by any of our online information. This information – available on a range of subjects and regularly checked and updated by advice professionals – might give you the answer you need more quickly. Demand for the helpline is high and so callers often have to wait to speak to an adviser – the average waiting time is around 20 minutes. <https://www.gingerbread.org.uk/>

Bereavement Support

Cruse bereavement care is here to support you after the death of someone close. If someone you know has died and you need to talk

- 0808 808 1677
- helpline@cruse.org.uk
- <https://yorkcruse.com/>

Child bereavement UK

- <https://www.childbereavementuk.org/>