

Robert May's School Welfare Directory For Parents and Students

Here is a directory of school support/national support that may well be important when the school is not open, or the student is learning at home. Please keep it handy, we will update with any new information you may need on a regular basis

Concern	Relevant Contact or Link
I am concerned about my child.	<p>Please ensure your child maintains contact with their teachers if learning at home.</p> <p>Contact the relevant Head of Year or a member of the Leadership team. Please do not contact teachers directly.</p> <p>Year 7: Miss Ashley Ellison: ashley.ellison@rmays.com</p> <p>Year 8: Mr Tom Rhys: tom.rhys@rmays.com</p> <p>Year 9: Mr Tom Parsons: tom.parsons@rmays.com</p> <p>Year 10: Miss Nicola Evans: nicola.evans@rmays.com</p> <p>Year 11: Miss Sarah Theis: sarah.theis@rmays.com</p>
I am concerned that my child has special needs and is not coping well	Contact our SEND department via: info@rmays.com (please mark your email Attn SEND Department)
I have a safeguarding or child protection concern regarding a young person	<p>If you have concerns for the safety and wellbeing of any child then you should contact:</p> <ul style="list-style-type: none"> - For a child at immediate risk of harm you should share your concern with Hampshire Children's Services on 0300 555 1384, or if an emergency and a crime is in progress, call 999. You can also use the Children's Services number to access help and support if your family is struggling.

	<ul style="list-style-type: none"> - To share serious, but not urgent concerns then please email your child's Head of Year and/or tutor. They will be able to support in the majority of cases or will pass your concern on to the school's safeguarding team if necessary. - The <i>Hampshire Safeguarding Children's Partnership</i> has useful resources and contact numbers on their website which can be found here. <p>The NSPCC also offer advice if you're worried about a child; even if you're unsure, you can contact their helpline to speak to one of their counsellors. Call them on 0808 800 5000, email help@nspcc.org.uk</p> <p>https://www.nspcc.org.uk/</p>
<p>I have a child or a family member who has special/additional needs and needs simple and clear reminders of what is happening and what to do. This is particularly useful for students with literacy difficulties or students with Autism.</p>	<p>https://www.mencap.org.uk/sites/default/files/2020-03/Info%20about%20covid19%2031st%20March.pdf</p> <p>National Autistic Society https://www.autism.org.uk/</p> <p>You can find information about coronavirus on the website – and look out for more ideas and suggestions for supporting someone with autism around routine change, anxiety and sensory issues such as hand washing over the coming weeks.</p> <p>You can also contact their Helpline for information and advice. Open Monday-Thursday 10.00am-4.00pm and Fridays 9.00am-.00pm. Phone: 0808 800 4104</p>
<p>I have concerns about the mental health of my child or someone in my family.</p>	<p>Here is a link to a very useful range of support numbers for a vast range of mental health concerns</p> <p>https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/</p> <p>See below for further resources.</p>

Parents and Carers: Support for you and your family

On occasions you may feel that you or your family need extra support. At Robert May's School we have support structures in place through the pastoral teams but if you would like to explore the wide range of help that is currently available then we have put together a list of suggested organisations and links that you could contact for support.

Online Safety

With students spending a greater proportion of their time online and with an increased amount of time that could be spent on social media, it is vital that they are reminded to keep themselves safe and to not get involved in online behaviour that is bullying, discriminatory or criminal. A simple rule of thumb is to 'be kind online' and asking themselves, 'would my parents/carers/teachers approve of what I'm sending?'

The following websites contain valuable information and resources to help parents to safeguard children online:

<https://www.thinkuknow.co.uk/parents/>

<http://www.saferinternet.org.uk/advice-and-resources/parents-and-carers/parents-guide-to-technology>

Young Minds

The YoungMinds Parent Helpline offer advice to parents and carers worried about a child or young person under the age of 25. Their trained advisers will give you help and advice, whatever the question. Call for free on 0808 802 5544 from Monday-Friday, 9.30am - 4.00pm.

You can also use the email service at any time. <https://youngminds.org.uk/contact-us/>

Anxiety UK

This organisation offers practical advice and information for anybody affected by anxiety, stress and/or anxiety-based depression – as well as for their parents, family and friends.

In response to Coronavirus, they are extending their Infoline hours to support as many people as possible. Now open Monday-Friday 9.30am-5.00pm, and Saturdays and Sundays from 10.00am-8.00pm.

Phone: 0344 477 5774

Email: support@anxietyuk.org.uk

Text: 07537 416 905

Bereavement

Cruse <https://www.cruse.org.uk/> specifically helps young people suffering with grief.

Resources to support people around bereavement as a result of Coronavirus, including grieving and isolation, talking about death and dying and other issues <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

Also, Child Bereavement UK <https://www.childbereavementuk.org/> and Winston's Wish <https://www.winstonswish.org/>

Young people with disabilities

Contact <https://contact.org.uk/> is a charity for families with disabled children. They give information on benefits and tax credits that parents and carers could be entitled to if caring for children, and specific information in regards to COVID-19. They can advise on what the Emergency Coronavirus Bill means for disabled children and their families.

Helpline open Monday-Friday 9.30am-5.00pm. Phone: 0808 808 3555

Domestic violence and abuse

Stop Domestic Abuse (<https://stopdomesticabuse.uk/>) is a Hampshire wide charity to support victims of domestic abuse.

There is also Women's Aid (<https://www.womensaid.org.uk/>) which is a national charity supporting women and children experiencing, or at risk of, domestic violence. Women's Aid have a live chat service open Monday to Friday 10.00am-2.00pm: <https://chat.womensaid.org.uk/> and a Survivor's Forum open 24/7: <https://survivorsforum.womensaid.org.uk>

NSPCC offers domestic abuse advice at <https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/domestic-abuse/>, including information on how to keep children safe from abuse. Their helpline is open Monday to Friday 8.00am-10.00pm, and 9.00am-6.00pm at weekends: 0808 800 5000

Eating disorders

Beat Eating Disorders <https://www.beateatingdisorders.org.uk/>

Their helplines are open 365 days a year from 12.00pm-8.00pm on weekdays, and from 4.00pm-8.00pm on weekends and bank holidays

Adultline (for over 18s, including carers and professionals): 0808 801 0677

Youthline (for under 18s): 0808 801 0711

1:1 online chat open on Mondays, Tuesdays, Wednesdays and Fridays from 12.00pm-8.00pm, and on Thursdays, Saturdays and Sundays from 4.00pm-8.00pm

Email for adults: help@beateatingdisorders.org.uk

Email for young people: fyp@beateatingdisorders.org.uk

Emotional support for young people

The Mix <https://www.themix.org.uk/>

You can find information on this website about coronavirus and ideas for things to do while staying home. Their emotional support services are open as normal – and if you're under 25 you can talk to them about anything that's troubling you over the phone, email or webchat. You can also use their phone or online counselling service.

Helpline open daily 4.00pm-11.00pm: 0808 808 4994

Webchat open daily 4.00pm-11.00pm

They offer an email and counselling service too.

Housing

Shelter https://england.shelter.org.uk/housing_advice/coronavirus

Advice on coronavirus and housing, including evictions, mortgages, rent, benefits and landlords.

Mental Health and Coronavirus

Mind <https://www.mind.org.uk/>

Coronavirus information hub. Includes advice on coping with work, looking after your wellbeing, rights to social care, loneliness etc.
Infoline open 9.00am-6.00pm Monday-Friday: 0300 123 3393

Rethink <https://www.rethink.org/>

Advice for carers looking after those with severe mental health problems and information on self-care

CarersUK <https://www.carersuk.org/>

Guidance on what support is available to carers during the coronavirus pandemic, with lots of relevant links.

Parenting support

Family Line <https://www.family-action.org.uk/what-we-do/children-families/familyline/>

Provides support with parenting and family issues via phone, text and email.

Open Monday-Friday, 9.00am-3.00pm and 6.00pm-9.00pm. Phone: 0808 802 6666. Text: 07537 404 282

Email: familyline@family-action.org.uk

Support for single-parent families.

Gingerbread <https://www.gingerbread.org.uk/>

Coronavirus information page providing advice on contact arrangements, employment issues, benefits and details of Gingerbread support groups.

Helpline open Mon: 10.00am-6.00pm, Tues, Thurs & Fri: 10.00am-4.00pm, and Wed: 10.00am-1.00pm and 5.00pm-7.00pm. Phone: 0808 802 0925