Families in Focus Bulletin - Part 1

Information and Support for Families, Parents /Carers and Young People during Coronavirus

March 2020

Hello and welcome to the Citywide Bulletin from the Families in Focus team. We thought this information looked interesting and that you might find it helpful. Please feel free to pass onto others.

This Bulletin has grown so big that we have now split it into 2 parts as follows:

Part 1 – Information and Support for Families, Parents/Carers and Young People during Coronavirus

Part 2 – Information and Support for Practitioners during Coronavirus

Please note that the information here is being shared by Families in Focus but if you require any further details you should contact the relevant organisation. All information is provided by the organisation and Families in Focus hold no responsibility for the contents. Bristol City Council does not endorse the organisations/activities and you should make your own checks to satisfy yourself on the quality of the services on offer. If you would like the information in a different language or format please contact the organisation/agency who will hopefully be able to help.

We cannot guarantee to include everything but will prioritise information on services or activities that practitioners will find useful in their organisation or to pass on to families.

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Update on Services in the Community

Useful Services for Parents/Carers

Name of organisation	Contact details	Service provided
Bristol First Response North Somerset –	□ Bristol – First Response – 0117 903 6444 □ North Somerset – Single Point of Access -	If you have a concern about the wellbeing of a child or young person
Single Point of Access	01275 888808	living
South Glos – First Point	□ South Glos – First Point – 01454 866 000	
BANES Family Team	☐ BANES Family Team — 01225 396 312	
Somerset Direct	□ Somerset Direct – 0300 123 2224	
Gloucestershire Mash (Covers Gloucester /Cheltenham)	□ Gloucestershire Mash- 01452 426 565	
Families in Focus	East Central Bristol – 0117 3576460	If you want to speak with someone
	North Bristol – 0117 3521499 South Bristol – 0117 9037770	about an open Early Help case or if you need some general advice
National Association of	01327 876699	Membership body for 350 child
Child Contact Centres (NACCC)	https://www.naccc.org.uk/	contact centres. Provides resources and guidance around supervised & supported contact
Single Parent Action	0117 9556971	SPAN aims to provide support and
Network (SPAN)	www.spanuk.org.uk	advice to single parent families to empower themselves
Homestart Bristol & Gloucestershire	0117 950 1170 www.homestartbristol.org.uk	Specially trained volunteers with first hand parenting experience are carefully matched with families who are visited in their own homes

SEND (Special educational needs and disabilities)	0117 989 7725	Support and advice for families with disabled children
Womankind	0345 458 2914 http://www.womankindbristol.org.uk/	Women's free or affordable counselling, psychotherapy and on going support
Victim Support Avonvale	0117 9449870 https://www.victimsupport.org.uk/	Free supportline for Victims of crime or those affected by a crime
Bristol Family Mediation	0117 929 2002 www.bristolfamilymediation.org.uk	Family mediation service. Initial assessment free of charge
Parentline/Family Lives	0808 800 2222 http://www.familylives.org.uk/	Support for carers of children
Bristol Mind	0117 980 0376 http://www.bristolmind.org.uk	A confidential free phone helpline giving a safe place to talk if you, or someone you know, is in distress. We can also give information about mental health and local services.
Shelter	0300 330 1234 http://england.shelter.org.uk/	Information, advice and support for housing and homelessness issues.
LIFT	0117 982 3209 https://lift.awp.nhs.uk/bristolandsglos/	Free service that provides group and individual support for people experiencing low mood and anxiety – self referral
CSV Parent Mentoring project	01904 554 302 01274 737 266 North	Project that matches trained volunteers with families for up to 4 hours per week.

Civil Legal Advice	0345 345 4345 https://www.gov.uk/civil-legal-advice	Free and confidential legal advice if you're eligible for legal aid.
Bristol Citizens Advice Bureau	0800 138 3422 0844 499 4718 http://www.bristolcab.org.uk/	Independent charity that provides free, impartial advice and information on a range of issues.
Avon & Bristol Law Centre	0117 9248662 http://www.ablc.org.uk/	Specialist legal advice and representation to people who could not otherwise afford access to justice.
Relate	0117 942 8444 http://www.relate-avon.org.uk/	Counselling service for adults, children and young people and families.
Families Need Fathers (Bristol branch)	08712 372 375 http://www.fnfbristol.org.uk/about-us.html	Volunteer run organisation helping parents by offering information, advice & support
Off the Record	0808 808 9120 http://www.otrbristol.org.uk/	Free & confidential mental health support and information for young people aged 11-25 in Bristol
Help! Counselling for 9 to 25 year olds	0117 950 2511 http://www.help-counselling.org.uk	Counselling and psychotherapy for young people aged 9 to 25 years old in Bristol

Childtime	0117 929 1533	Child counselling and psychotherapy for children in Bristol
Bourne Family Project	0117 9478441 http://www.bournefamilyproject.org/index.html	Service include adult counselling, children's play therapy and parenting courses.
Bristol Family Law Advice Scheme	0117 366 4809 http://www.familycourtinfo.org.uk	Free legal advice sessions at Bristol Civil & Family Justice Centre for people involved in or likely to become involved in a Family court case about arrangements for Children
The Trauma Recovery Centre- Bristol, Bath and Oxford	01225 482200	Offering therapy for children and young people including play and art therapy
Personal Support Unit's	https://www.thepsu.org/	Information about Personal Support Unit's in the courts in the UK

Someone at the door? Suspicious new email? Strange letter in the post? Unknown phone call?

Stop

Think before you act.

Challenge

Are you certain of their intentions?

Check

Are you sure they are who they say they are?

Protect

Contact a trusted person immediately if in doubt.

crimestoppers-uk.org/ keeping-safe/safer-streets Crime**Stoppers.** 0800 555 111

100% anonymous. Always.

During these challenging and worrying times, we at Crimestopppers, as a national charity, are aware that UK citizens will continue to be concerned both about preventing crime and also anonymously giving information they have about crimes which have already been committed.

Mark Hallas, our Chief Executive, has issued an update on the situation, and you can find out what he has to say here.

Whilst Crimestoppers and our youth service Fearless remain here for everyone to be able to continue to give crime information, we are also a partner in the newly-created **Community Action Response**.

This initiative has been developed because of the unprecedented challenge that Coronavirus presents for people in every neighbourhood in the UK. It's been created to encourage everyone to do what they can to support their communities, and particularly vulnerable and isolated people, during the COVID-19 pandemic.

Community Action Response - five things you can do:

- 1. Think of others, consider your actions & be kind: people in every community will face the challenges of Covid-19 in some way from needing basic provisions to help while they are unwell.
- 2. **Connect and reach out to your neighbours:** as self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.
- 3. **Make the most of local online groups:** keep up to date, share information and be a positive part of your local community conversations using platforms like Nextdoor.
- 4. **Support vulnerable or isolated people:** different groups in our communities are at increased risk, and social isolation and loneliness are key concerns for all ages. There are things you can do to help, like volunteering for local support services or donating to food banks.
- 5. **Share accurate information and advice:** support anyone who may be anxious about Covid-19. Signpost them to the correct advice from Public Health England, and encourage people to follow the correct hygiene practices.

As well as helping others in their community, we know that people will also be concerned about how to **stay safe from crime**, especially in these times of increased isolation. You can find all sorts of useful tips in the Keeping Safe section here on our website, including how to maximise your online safety, from avoiding cyber-crime to shopping safely online.

We know, too, that people are concerned about a possible increase in **domestic abuse** incidents, so you can find out how to spot the signs, and what to do if you suspect it's happening. There's also advice about what to do if you are a **victim** of domestic violence and abuse.

Although there are fewer people on the streets at the moment, crime unfortunately still goes on, and it's the people in communities who can **help keep streets safe**. **Follow the link** to find examples of things to look out for, to help keep you, your neighbours, families and friends safe. You can also find out what you can tell us about if you do spot something, and how to do so.

Useful links

Neighbourhood Watch - supporting individuals and groups to create safer, stronger and active communities.



Victim Support – providing free and confidential support to help victims move beyond the impact of crime.



Get Safe Online – free expert online safety advice.



Eden Project Communities – celebrating communities with inspiration and ideas to make a positive change.



Take Five to stop fraud – offering straight-forward impartial advice to help prevent email, phone-based and online fraud.





Carers Support Centre

An update on our services during COVID-19

We encourage carers to make contingency plans as soon as possible, in the event of them becoming unable to continue to care for someone if they contract COVID-19. Carers must talk to family and friends now about this, to help reduce anxiety during this uncertain time.

If a carer has no support and becomes unwell and unable to care, they must call the number on their Carers Emergency Card, but only in the event of an emergency. Any carer who does not have a Carers Emergency Card must <u>visit our website</u> to register now. There is no charge.

For further support, carers can contact CarersLine 0117 965 2200

CarersLine@carerssupportcentre.org.uk

The majority of our services to support carers are running and we are developing new ways of delivering support. All our services are free to carers in Bristol and South Gloucestershire.

CarersLine and CarersOnline

If carers want to talk about issues relating to their caring situation, contact CarersLine:

0117 965 2200 (10am to 1pm Monday to Friday)

Please note: From Monday 6 April, CarersLine will also be open 2pm to 4pm, Monday to Thursday.

CarersLine@carerssupportcentre.org.uk

Carers should leave us a message and their phone number and we will get back in touch as soon as possible. We are responding to voicemails and emails on a regular basis.

One to One Carers Support

Our team of Carers Support Officers is continuing to give <u>one to one support</u> over the phone. We have currently suspended home visits.

Carers Emergency Card

It's never been more important for carers to have a Carers Emergency Card. All carers should register for one now. It is free to apply for a Carers Emergency Card. It's also important to make sure that details are up-to-date.

Details on the Carers Emergency Card and how to apply can be found on our <u>website</u>.

Wellbeing services

All these services are delivered by phone and are unaffected. They aim to give carers emotional support and 'me time' and help them become more resilient.

Befriending – we will match carers with trained volunteers who can provide conversation, companionship and emotional support. Volunteers will contact carers fortnightly at a time that is convenient. Contact Maria: mariad@carerssupportcentre.org.uk

Mentoring – sometimes it helps for carers to talk to another carer. We link carers up with a trained mentor who is a carer or former carer. Contact Maria: mariad@carerssupportcentre.org.uk

Counselling – a fully trained counsellor will give carers a safe, independent and confidential space for them to talk about their concerns. Carers can have up to 6 weekly sessions. Contact Wendy: wendyf@carerssupportcentre.org.uk

Hospital discharge

Our liaison workers are not able to work on wards, but are still able to support hospital discharge. <u>Click here</u> for our Hospital Carer Liaison Workers contact details.

Carers surgeries at GP practices

Carers surgeries have been suspended, but we are able to give carers one to one support over the phone. Please contact CarersLine:

0117 965 2200

CarersLine@carerssupportcentre.org.uk

Young Carers

We are continuing to provide support for young carers via telephone and email. However, we are not currently able to accept referrals by post, due to the office being closed.

Referrals can be made securely using our <u>webform</u>. You can also download a referral form from <u>this page</u> to send from a secure email service or to our secure email service:

ycsecure@carerssupportcentre.org.uk

All our young carer outings, workshops, activities and home visits have been suspended.

Click here for coronavirus guidance



Carers Support Centre

Tel: 0117 939 2562 **CarersLine:** 0117 965 2200

Email: info@carerssupportcentre.org.uk

www.carerssupportcentre.org.uk

Registered Charity Number: 1063226 Company Number: 3377199



The Gatehouse Centre, Hareclive Road, Hartcliffe Bristol BS13 9JN

Registered Charity No. 1098338 / Limited by Guarantee No. 3845230

Making BS13 Brilliant!



Impact on our current activities

The current Covid-19 situation means that we will need to run our programmes differently over the coming weeks.

The Kitchen Garden Enterprise and Bourchier Gardens are no longer open to our volunteers or participants.

Positive Minds is offering a telephone counselling and emotional support service to existing clients.

The Hive is closed until further notice.

The cooking and nutrition courses will not be running until further notice, but our kitchens will be working hard providing food as part of the emergency response to Covid-19.

How we're responding to Covid-19 Our Heart of BS13 kitchen is responding to the Covid-19 EMERGENCY in the best way we know how. We're working in partnership with schools, organisations and community workers from BS13 to offer cooked/prepared food to people who need it. We know that there will be many many people, already living in a financially precarious or personally vulnerable situation in the area, and this food will go to them. Over the coming weeks we will cook and package meals which will then be collected and delivered to people who need it in BS13. We are cooking vegetarian and vegan food which will be ready to eat or can be frozen. Instructions on how to microwave or reheat the food will be included. We'll be cooking hundreds of meals a week and we hope that you will donate to this vital work. If you are a school or organisation based in BS13 you can find out more about what we are doing here.

We're writing a regular blog to update you on our cooking for Covid-19 work.

Donate now

As we launch, our programmes are either currently suspended or in variation, but we are pleased to be working with local partners to deliver an emergency food response in BS13 and we will be resuming our usual services as soon as we are able.

www.heartofbs13.org.uk

Caroline Bentley, Community Kitchen Nutritionist, Tel: 07469 206 886

COVID-19 MUTUAL AID UK

Local organising to support the most vulnerable in our communities

www.covidmutualaid.org

Welcome to Covid-19 Mutual Aid UK

Covid Mutual Aid UK is a group of volunteers supporting local community groups organising mutual aid throughout the Covid-19 outbreak in the UK. We focus on providing resources and connecting people to their nearest local groups, willing volunteers and those in need.

We recognise that injustice doesn't affect everyone equally and whilst we're all at risk of Covid-19, there are some people who are more vulnerable and need greater support from the community.

- Want to find a group in your area? Check our live group listings
- Looking for guidance and resources on how to support your community? We've got a wide range of resources and guides to help local mutual aid groups.

Disclaimer:

Covid-19 Mutual Aid UK is a support network for people organising in their communities. Local support groups are not directly affiliated with Covid-19 Mutual Aid UK and we are not accountable for their activities.

PLEASE NOTE: Covid Mutual Aid is run entirely by volunteers and not medical professionals. We're all community members and groups wanting to support the most vulnerable with errands, information distribution and emotional comfort. For up to date medical advice you should continue to check the NHS website for further announcements.

PRIORITISE SAFETY: Community care is about preventing the spread of Covid-19 and providing support for the most vulnerable. **Before engaging in a mutual aid project, please familiarise yourself with Queercare's guidelines on how to support others without spreading the infection**. Those who are self isolating can get involved in online or phone based organising.

A WORK-IN-PROGRESS: We're developing resources over the coming days to support new groups. If your group has a specific need, please get in touch and we'll do our best to accomodate you.

Search for: Search

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 - Find Your Local Group
 - Local Group Resources
 - Campaigns
 - Community Resources
 - Contact
 - Media
- Find Your Local Group
- Contact

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Find Your Local Group

There are now thousands of local groups across the country. Below is an up to date list to help you find your nearest one.

You can register your Mutual Aid Group here

If you're the admin of a local group, please get one of your group members to join this group so we can share learning, resources and support.

Local groups can be found on this map. If you have trouble reading it you can search the spreadsheet underneath, or visit <u>this link</u> (or alternatively, <u>this link</u>) to search using your address or postcode.



Love in the time of Coronavirus



We are currently in the grip of a pandemic which has changed everything. Life as we know it has come to a halt with most schools, universities and workplaces now closed. Our thoughts are with everyone most affected, especially those working tirelessly in our hospitals and food systems.

Do make sure you all look after yourselves and each other during this difficult time. There are lots of online & community support groups popping up - search online or Facebook for your local one - where you can offer or request support. This community spirit is one of the positives to come out of the crisis.

It is vital to look after your physical and mental health, so do take care of yourself and reach out to friends and family if you need help or just to talk. Here are a couple of useful links:

<u>Tips for your mental health</u> during self-isolation <u>10 Things to do at home</u> (which still help the planet) We don't yet know if this year's Catalyst Bootcamp in Bristol will still go ahead on 22-24th July. So are making contingency plans.

We are currently creating a 'virtual' Catalyst Bootcamp so we can still deliver an engaging and fun programme online. We would then also do a physical event later in the year. While the mentoring programme can still proceed as planned, as it can be delivered effectively either on or offline.

So we are still currently taking bookings onto this year's programme. We will of course provide full refunds if anyone can't attend due to coronavirus. However please do get in touch if you would like to discuss further.

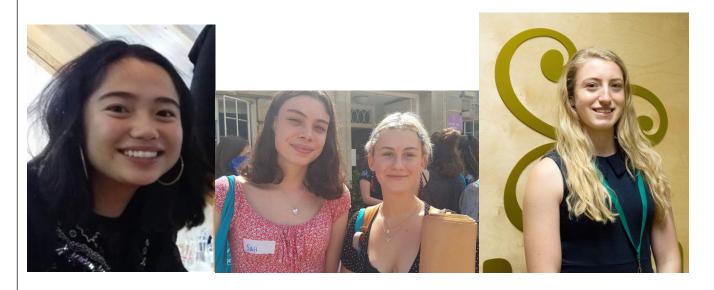
Also we would be delighted to hear from any business who would like to support us to take our programme online. For all queries or comments contact me Traci Lewis traci@catalysechange.com

Click Here to Find Out about our 2020 Catalyst Bootcamp & Mentoring Programme

NEW MEET-UP HOSTS

This month we welcome Clara and Hannah, new hosts of the <u>Bristol Young</u> <u>Women's Catalyst Meet-up</u> As this month's Meet-up will be virtual, you can attend it from anywhere. You are invited to join by zoom at 5.30pm, Tuesday 24th March. RSVP here to get the link

The theme is 'Stay Connected' to reflect the changes in people's priorities during these times of self-isolation, physical distancing and uncertainty. We hope you can join this relaxed, open and safe space to get to know each other and hang out over a cuppa. Meet Clara & Hannah here.



CHANGEMAKER BLOG

Hear from Lauren who has written us this fab blog, all about her time at last year's Catalyst Bootcamp & while being mentored by a woman working in sustainability.

Read Lauren's Blog Here

IWD THANK YOU!

A massive thank you to coordinator Grace Hartley (on left), Women in Sustainability & Triodos for your support. Also to everyone who helped make our recent International Women's Day (IWD) fundraiser so fantastic. The proceeds will provide a free bursary on our 2020 programme. Thanks to Ruth Davey & Taryn Everdeen for these lovely pics FB album. Check out this great short film too, thanks Ronit Meranda





PS. Do join us on social media and if you would like to support our work please get in touch or DONATE here, thank you.

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Our mailing address is:

131b Cromwell Rd, St Andrews, Bristol, BS6 5EX

Want to change how you receive these emails? You can <u>update your preferences</u> or <u>unsubscribe from this list</u>.

Financial Services



Dear colleagues,

We hope you're all managing to stay well during these strange and difficult times.

We're sure you're all still working through the implications of significant changes to your own services, but just wanted to let you know that the WHAM service is still fully operational, albeit with a slightly different way of working. We're not offering home visits or face to face appointments but we can still give help and advice over the phone, by post and online. Please continue to send referrals via our website:

https://www.cse.org.uk/advice/how-we-can-help/make-a-referral or by calling us on **0800 082 2234**.

Just as a reminder, we can help with:

- Help with fuel supplier issues, dealing with energy debt
- Switching tariff
- Budgeting advice
- Energy efficiency advice
- Benefits advice
- Debt advice
- Housing rights
- Accessing loans and grants for energy saving measures (depending on availability of other services in the short term)
- Getting small jobs done around the home (at the moment, urgent work will be prioritised)

Best wishes,

The WHAM team

Information about PIP benefit – some scenarios and what you should do	
Scenario	Action
Award Review – I am currently claiming PIP and am due to have my award reviewed - what do I do?	You do not need to do anything. Your current award will be extended. You will be contacted at a later date to review your PIP claim
Award Review – I am currently claiming PIP and have returned the Award Review form – what do I do?	You do not need to do anything. Your current award will be extended. You will be contacted at a later date to review your PIP claim
I currently receive Child DLA for [name], and we have received an invite to claim PIP as they are 16 years old. We have not yet called	No, because of the current situation with coronavirus, you/your child are now not required to claim PIP at this time.
the PIP new claim number, do we still need to do that?	Your child's current Child DLA payment will continue You will be contacted at a later date to invite you/your child to claim PIP again
My child currently gets DLA child and we have received an invite to claim PIP as they are 16. We called the PIP new claim line and	No, you do not need to return the 'How your disability affects you' form at this time.
have been sent a 'how your disability affects you form' – do we still need to complete it and return it?	Your child's DLA payment will continue. You will be contacted at a later date to invite you/your child to claim PIP again.
I currently receive Child DLA for [name], they have now claimed PIP and returned the How your Disability Affects you form – what do I do?	You do not need to do anything. Your Child's current Child DLA award .has been extended Their payment will continue and you will be contacted in the future about claiming PIP.
I currently claim DLA Adult, and have been invited to claim PIP - what do I do?	You do not need to do anything. You do not need to claim PIP at this time. Your DLA Adult award will be extended. Your payments will continue .and you will be contacted in the future about claiming PIP.
I currently claim DLA Adult and have just claimed PIP. I've return my How your Disability Affects You form already – what do I do?	You do not need to do anything. Your DLA Adult award will be extended Your payments will continue. Your 'How Your Disability Affects You' form will be retained for future use, and you will be contacted you at a later date about claiming PIP.

I currently claim PIP [under Special Rules] and my award is due to end – what do I do?	You do not need to do anything. We will automatically extend your award for a six month period.
Claims with Fixed Term, no award Awards – I currently claim PIP and my award is due to end – what do I do?	You do not need to do anything. We will automatically extend your award for a six month period.
PIP claimant has received PIP2 form but is unable to return it as they cannot get assistance to complete it or leave their property to post it back to us.	Extension 90 days given from when the form was issued.
PIP claimant has received AR1 form but is unable to return it as they cannot get assistance to complete it or leave their property to post it back to us.	You don't need to do anything. Your current award will be extended and you will be contacted at a later date to re assess your PIP claim.
I have a face to face assessment this week. I haven't been contacted by anyone to cancel my appointment. What will happen?	If you have a face to face assessment appointment arranged, please do not attend this. The Assessment provider will contact you to explain the next steps. You may be invited to a telephone assessment appointment. If you are it is important that you take part. If you do not have a date for a face-to-face assessment you do not need to do anything. You will be contacted to let you know what will happen next.
I have a face to face assessment in 2 / 3 weeks' time, or I've just received an appointment letter what do I do	If you have a face to face assessment appointment arranged, please do not attend this. The Assessment provider will contact you to explain the next steps. You may be invited to a telephone assessment appointment. If you are it is important that you take part. If you do not have a date for a face-to-face assessment you do not need to do anything. You will be contacted to let you know what will happen next.

Does this mean I won't receive my benefit	No. PIP will continue to accept and process New Claims without the need for face-to-face assessments. A decision will be made on information you have sent, alongside any other information we have already, and you will contacted if necessary For existing customers, benefits will remain in payment while alternative arrangements are put in place.
How will my claim be processed if are there no face to face assessments	All face-to-face assessments suspended. IAS and Capita will be in contact to advise what the next steps and alternatives in their assessment are. You may be invited to a telephone assessment appointment. If you are it is important that you take part.
What about people who can't engage over the telephone?	PIP is very aware that for some customers particularly those with certain health conditions or disabilities, it may not be possible to carry out assessments over the phone. In addition, there may also be cases where the paper-based evidence is limited. They are therefore urgently working to identify the best approach in these circumstances and will take all steps possible to ensure individuals can access the financial support they are entitled to.
I couldn't attend my face to face appointment recently because I was self-isolating or worried about attending because of the Corona Virus. What will happen to my claim?	PIP will make a note on their system. Case managers will review all available evidence and will be in contact.

Housing Services



The rapidly developing Coronavirus (COVID-19) is obviously a topic of significant concern to us all given the vulnerability of our clients, and the need to look after our staff, peers and volunteers so I wanted to assure and update you about DHI's plans and services.

After the Government's guidance about social distancing was issued last Monday evening, we moved swiftly to closing as many physical locations as we could by the end of Wednesday and starting to deliver our services very differently from Thursday morning.

While it's business as usual in some areas, generally we have moved now to phone and remote support for many of our services. We have a **dedicated page** on our website to assist in keeping people up to date about how our services are continuing in the light of the current coronavirus situation.

Essentially we want to be flexible, keep people safe and informed, but also continue to deliver support in the best way possible under current circumstances. In summary, this is what our services look like at the moment:

- Rough sleeping outreach (B&NES) will be running an extended service with 9 sessions per week, providing help, advice and hygiene packs to those who are on the street.
- Anyone in B&NES in a housing crisis can contact <u>Reach</u> through our virtual drop-in.
- Our residential houses (both supported dry houses and those let through <u>Home Turf Lettings</u>) will of course remain open for tenants and we are doing all we can to protect their health and safety.
- We will still be providing our needle exchange and naloxone services (B&NES and South Gloucestershire). We will also be providing a needle exchange and naloxone delivery service for the most vulnerable clients and those who are self-isolating.
- Assessments and enquires around drugs, alcohol, treatment, and social prescribing will be by phone.
- Any client with a keyworker across any of our services will still
 have appointments, but over the phone. Keyworkers will be in
 touch with their clients to let them know.
- We will continue to support clients prescribed Opioid Substitute
 Treatment (OST) and are working to ensure access to OST is
 maintained at all times, including when clients are in self isolation.
- Our families and carers will be able to seek initial support via our free and confidential web service, <u>webFAM</u>.
- We are also developing our online information, advice and guidance over the coming days. This will include a group programme delivered via videoconferencing platforms and an online community via Facebook. You might like to join us for our daily <u>Facebook</u> live sessions at 12.30pm - tomorrow will be all about Universal Credit.

The wellbeing of our clients is at the heart of our response; however we can't do this without our amazing workforce of staff, volunteers and peers. Their health and wellbeing is critical. Be assured we take this seriously.

In addition to the above, we have detailed plans in place for each service, which we continue to share with commissioners as the situation develops. This includes plans for worst case reductions in staffing levels.

Please do check the channels below regularly and support our clients and staff by continuing to widely share information from us.

- DHI's Facebook page: /DevelopingHealthIndependence.
- DHI's Twitter page: <u>@dhi_online</u>

Please get in touch if there is anything we can help you with, either via your usual point of contact or alternatively at info@dhibath.org.uk

Best wishes, Rosie Phillips

We continue to support the most disadvantaged and vulnerable in our community. In particular we want to make sure that not only are we here now to help but that beyond this current crisis, we will be ready to build our services. **Our appeal** is still live so support us if you feel you are able.

Energy information

Those at home self- isolating both staff and/or claimants may be worried about going out and being able to top up their meters and could be using more power than normal because they are home. If people can they should ask friends and family to help, but some may not be able to.

If they contact the numbers below, the supplier will send 2 weeks of power to you or similar.

BRITISH GAS If you're unable to do this, and you haven't got anyone to help you, please call **0330 100 0303** Monday to Friday, 9am-5pm and we'll help you.

EDF Call **0330 200 5110** We also operate a friendly, non-disconnection policy on most meters. So if you run out of credit after 6pm your electricity will not go off until 9am the next day. This operates from 6pm to 9am Monday to Friday, 6pm on Saturday and any time on a Sunday or Bank Holiday, until 9am the next day

EON If your meter falls below 50p of emergency credit for electricity, or if you're off supply for gas, you need to contact us and we will send an engineer to your home. It's important to remember that any credit we issue will need to be repaid in order to reinstate customers' energy supply. **0345 052 000**

- For electricity customers, where the meter is <u>outside</u> your property, we'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period.
- Where the meter is **inside**, we'll leave a meter key at your doorstep, make contact with you, and check the key works before leaving the property.
- For gas customers, where the meter is <u>outside</u>, we'll supply a maximum of £5 credit (this an industry restriction) and will also send a card in the post containing extra credit.
- Where the meter is <u>inside</u>, we'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit

N POWER Call 0800 073 3000 No further details on the website.

SCOTTISH POWER Please call us on 0800 027 0072.

SSE call us on **0345 600 2006** (Monday to Friday: 8am-8pm; Saturday: 9am-6pm; Sunday: 9am-5pm) so we can work out how to help. Our call centre might be busier than usual, but bear with us. Once you're through we'll review your individual situation and talk you through the options.

This isn't all suppliers but it's the main big ones. The others should have something similar in place as Ofgen have said they should.

Drugs and Alcohol Services

Online resources for alcohol addiction recovery during the coronavirus

The COVID-19 pandemic presents those in recovery with an unprecedented set of circumstances which may have an impact on health and well-being.

In order to support those in recovery at this difficult time, the Alcohol Health Alliance has put together a list of resources which may be useful.

All of us are unique and need support in different ways. You may find some resources more useful than others.

If you are aware of any other online resources that aren't listed, do get in touch (mailto: megan_griffiths@ahouk.org) with us.

Even in self-isolation, we are not alone.



Online meetings and support for recovery

Alcoholics Anonymous

(https://www.alcoholics-anonymous.org.uk/Home)

Alcoholics Anonymous have moved their peer-support meetings online. Helpline number: 0800 9177 650 (open 24/7), help@aamail.org (mailto:help@aamail.org)

Breaking Free Online

(https://www.breakingfreeonline.com/)

Provide access to 24/7 recovery support via their app or website.

C3 Foundation Europe

(https://www.c3foundationeurope.org/)

C3 Foundation is providing free one-to-one counselling sessions via Skype. The charity uses the Sinclair Method but is opening sessions to anyone needing any alcohol dependency support.

Contact joanna@c3foundationeurope.org (mailto:joanna@c3foundationeurope.org) to arrange a session.

DAN

(http://www.dan247.org.uk/Default.asp)

A free and bilingual (English/ Welsh) telephone drugs helpline providing a single point of contact for anyone in Wales wanting further information or help relating to drugs or alcohol.

Helpline: 0808 808 2234, or text DAN to: 81066 (open 24/7)

Drinkline

Drinkline offers free, confidential, information on alcohol consumption. Please note, it is not a counselling service.

Helpline: 0300 123 1110 (weekdays 9am-8pm and weekends 11am-4pm)

SMART Recovery

(https://smartrecovery.org.uk/online-meetings/?fbclid=IwAR0brzOipfUAw8EYjT3sr6R9zS2zm7jylYw7S5Sz2g2NSr4eCUwjtxt2ns8)

You can join a SMART Recovery online meeting at the times listed on their website.

Sober Recovery

(https://www.soberrecovery.com/forums/) ·

Sober Recovery provides a chat forum for those in recovery as well as their friends and family.

We Are With You

(https://www.wearewithyou.org.uk/help-and-advice/about-our-onlinechat/#open-webchat)

Speak to trained drug and alcohol workers online via We Are With You. (Weekdays, 10am-4pm, 6pm-9pm) (Weekends, 11am-4pm)

Support for families



<u>Al-anon</u>

(https://www.al-anonuk.org.uk/helpline/)

Offers support to the families and friends of dependent drinkers. Helpline: 0800 0086 811 (10am-10pm), helpline@al-anonuk.org.uk (mailto:helpline@alanonuk.org.uk)

Nacoa

(http://nacoa.org.uk/news-and-events/news/2020/03/18/nacoa-covid_19-helplineopen-with-reduced-opening-hours/)

Nacoa (The National Association for Children of Alcoholics) was founded to address the needs of children growing up in families where one or both parents suffer from

alcoholism or a similar addictive problem. This includes children of all ages, many of

whose problems only become apparent in adulthood.

Helpline: 0800 358 3456 (Monday-Saturday, 2pm-7pm),

helpline@nacoa.org.uk

(mailto:helpline@nacoa.org.uk) (Monday-Saturday, 12pm-9pm)

Scottish Families Affected by Alcohol and Drugs

(https://www.sfad.org.uk/supportservices/support-for-families-about-coronavirus)

The charity support anyone who is concerned about someone else's drug or alcohol use in Scotland.

Bereavement support and one-to-one support are available online or by phone. Their

website also contains a range of resources to help with your well-being. Helpline: 08080 10 10 11 (Monday-Friday, 9am-11pm), helpline@sfad.org.uk (mailto:helpline@sfad.org.uk)

Podcasts



Some people may find it comforting to know that they aren't alone in their recovery by listening to stories from others:

BBC Hooked

(https://www.bbc.co.uk/programmes/p07q3jb7/episodes/downloads)

Melissa Rice and Jade Wye debunk the stereotype of addicts and guide you through the highs and lows of addiction and recovery.

Love Over Addiction

(https://loveoveraddiction.com/podcast/)

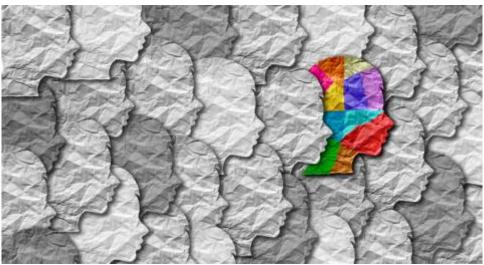
A podcast for people who love someone with an alcohol addiction.

That Sober Guy

(http://www.thatsoberguy.com/)

That Sober Guy Podcast was created by Shane Ramer. Shane battled a 17 year alcohol and drug addiction and in 2013 he sought treatment. Less than a year later, he started That Sober Guy Podcast as a way to share his own recovery and allow others to share theirs.

Mental health concerns



If you need immediate help, call 999

Samaritans

(https://www.samaritans.org/)

Samaritans provides emotional support to anyone in emotional distress, struggling to

cope, or at risk of suicide.

Helpline: 116 123 (open 24/7), jo@samaritans.org (mailto:jo@samaritans.org)

SHOUT

(https://www.giveusashout.org/)

SHOUT is the UK text service for people in crisis.

Helpline: 85258 (via text message open 24/7)

CALM

(https://www.thecalmzone.net/help/get-help/)

The Campaign Against Living Miserably (CALM) is here to support those who feel isolated, anxious, alone or suicidal.

Helpline: 0800 58 58 58 (5pm-midnight)

Webchat (https://www.thecalmzone.net/help/webchat/) (5pm-midnight)

Mind

(https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/)

The mental health charity has put together a number of resources to provide advice on anxiety, social distancing and taking care of your well-being.

Physical health concerns



Go to NHSUK/coronavirus (https://www.nhs.uk/conditions/coronavirus-covid-19/) for information about the virus and how to protect yourself. Use the 111 online coronavirus service (https://111.nhs.uk/covid-19) to check if you need medical help.

A number of UK charities have specialist health pages for certain conditions, including:

Liver health

British Liver Trust (https://britishlivertrust.org.uk/coronavirus-covid-19-health-advice-forpeople-with-liver-disease-and-liver-transplant-patients/)

Cancer

Cancer Research UK (https://www.cancerresearchuk.org/about-cancer/cancer-ingeneral/coronavirus-and-cancer)

World Cancer Research Fund

(https://www.wcrfuk.org/uk/blog/articles/2020/03/coronavirus-disease-covid-19-guidance)

Bowel Cancer UK (https://www.bowelcanceruk.org.uk/news-and-blogs/coronavirusfags/advice-for-people-with-bowel-cancer/)

Breast Cancer Now

(https://breastcancernow.org/aboutus/media/statements/advicecoronavirus-people-cancer)

Mental Health Services and Resources





Free Guide To Living With Worry And Anxiety Amidst Global Uncertainty



Our world is changing rapidly at the moment. Given some of the news coverage it is difficult not to worry about what it all means for yourself, and for those you love.

We have put together this free guide *Living with worry and anxiety amidst global uncertainty*.

We have included a mixture of psychoeducation about normal and excessive worry, lots of normalization, and a selection of practical exercises that you, your clients, or anyone can use to manage worry and maintain well-being in these uncertain times. Please feel free to share this widely.

Wishing you well - Dr Matthew Whalley & Dr Hardeep Kaur

Download (UK English): Living with worry and anxiety amidst global uncertainty (UK English version)

Download (US English): <u>Living with worry and anxiety amidst global uncertainty (US English version)</u>

Download (Russian): <u>Living with worry and anxiety amidst global uncertainty (Russian version)</u>

Download (Spanish): Living with worry and anxiety amidst global uncertainty (Spanish version)

Download (Swedish): Living with worry and anxiety amidst global uncertainty (Swedish version)

https://www.psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/

Mental Health and Emotional Wellbeing Online Support

Young Minds:

https://youngminds.org.uk/

Mind:

https://www.mind.org.uk/

Kooth:

https://www.kooth.com/

NHS Every Mind Matters:

https://www.nhs.uk/oneyou/every-mind-matters

NHS Mental Health Helplines:

https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/

NHS Approved Apps:

https://www.nhs.uk/apps-library/category/mental-health/



Coronavirus and your wellbeing

You might be worried about coronavirus (COVID-19) and how it could affect your life. This may include having to stay at home and avoid other people.

This might feel difficult or stressful. But there are lots of things you can try that could help your wellbeing.

This information is to help you cope if:

- you're feeling anxious or worried about coronavirus
- you're staying at home and avoiding public places, following
 Government advice that we should stay at home as much as possible
- you are <u>self-isolating</u> because you, or someone you live with, has <u>symptoms of coronavirus</u>. Self-isolating means that you stay at home and keep away from others.

And this information covers:

- Staying at home or indoors
- Take care of your mental health and wellbeing
- Checklist for staying at home

You might also find these links helpful:

- The NHS website has guidance in English about coronavirus and staying at home.
- The Welsh Government website has guidance in English about coronavirus and staying at home, and guidance in Welsh about coronavirus and staying at home.
- The NHS website has guidance in English about what to do if you, or someone you live with, has symptoms of coronavirus and you need to self-isolate. This guidance is stricter than the general guidance about staying at home.



YoungMinds publishes advice for young people and parents on mental health impact of coronavirus

Leading mental health charity, YoungMinds, has issued advice to young people and parents on how to look after their mental health during the coronavirus pandemic.

Leading mental health charity, YoungMinds, has issued advice to young people and parents on how to look after their mental health during the coronavirus pandemic. Published advice includes:

- Looking after your mental health while self-isolating
- What to do if you are anxious about coronavirus
- Talking to your child about coronavirus

The charity will aim to reach hundreds of thousands of young people and parents with supportive digital content over the coming weeks, to help those coping with uncertainty, social isolation, health anxiety, bereavement, additional caring responsibilities and gaps in mental health support.

The YoungMinds' Parents Helpline will also remain open, by operating remotely, and will continue to provide free advice and guidance to any parent or carer worried about the mental health of a young person under 25.

Emma Thomas, Chief Executive of YoungMinds, said, "We know that many young people are finding the uncertainty surrounding coronavirus unsettling, especially as what might happen in the coming weeks and months is still unknown. Whatever situation young people are in, we hope to help them prepare and share advice and support.

"We also know that this is a particularly difficult time for parents, and that many are worried about the impact that school closures, insecurity and illness could have on the wellbeing of the whole family. At YoungMinds we believe it is imperative that we all work together during this period of instability and look after each other's physical and mental health."

The YoungMinds website will be updated regularly as the situation develops. It also provides advice on <u>looking after yourself</u> if you are a young person and has a <u>Parent's Guide to Support</u> for parents and carers.

NOTES TO EDITORS: YoungMinds is the UK's leading charity fighting for young people's mental health. For more information please visit www.youngminds.org.uk. Follow us on Twitter @YoungMindsUK and Facebook

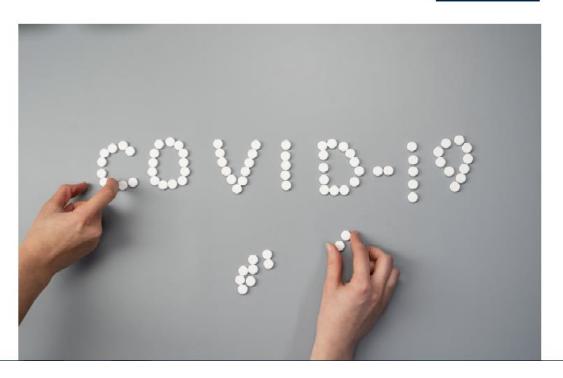
For free advice and support for parents, call our helpline on 0808 802 5544 Want to speak to us about a media request? Contact the media team on 0203 861 2072 (during office hours) or 07494512742 (outside office hours).

https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/

Supporting children and young people with worries about COVID-19







Advice for parents, carers and people that work with children and young people

Advice for people will be feeling anxious and worried about what is going on. This is a normal response to the situation and below we offer some advice about what adults can do to help and support children and young people.

There is a lot of information becoming available - this is great but may also be confusing, so we have pulled together some advice and some of our favourite links in to one place. We hope this will be helpful.

Given that the situation is changing rapidly at the moment we will make updates from time to time which you will be able to find here: https://emergingminds.org.uk/resources/















https://emergingminds.org.uk/wp-content/uploads/2020/03/COVID19_advice-for-parents-andcarers_20.3_.pdf

Look after yourself

It is understandable if you are feeling anxious and worried yourself at the moment and you may have some very difficult challenges to negotiate. Do look out for things that help you to cope. This will make it much easier for you to be able to respond in the way that you want to when talking to children and young people.

There is some useful information aimed at adults here:

https://www.psy.ox.ac.uk/covid-19-ourmental-health

https://www.rethink.org/news-andstories/blogs/2020/03/managing-yourmental-health-during-the-coronavirusoutbreak/

https://www.mind.org.uk/informationsupport/coronavirus-and-your-wellbeing/

Keeping healthy habits

Where it is possible to do so, try to maintain normal routines as much as possible- for example, in relation to eating, sleeping, studying and playing or downtime. Routines help children and young people to feel safe. Getting outside in nature can also be beneficial. There is evidence that contact with nature boosts mood so, as long as medical advice permits, try to spend time outside with children and young people. If they are not able or do not want to leave the house, encourage them to get some exercise at home – there are lots of free apps or videos available on YouTube.

Watch out for getting caught in vicious cycles

There are some behaviours that it might be easy to get in to at this time that can make anxiety worse in the long run, such as:

- Avoiding things (e.g., a parent sleeping in the bed with their child instead of them sleeping on their own)
- Withdrawing from other people
- Constantly googling for information
- Spending a lot of time talking about worries
- Being on the lookout for danger
- Checking (e.g., looking at news updates a lot)
- Being in your head a lot thinking about things rather than fully doing things
- Washing hands at a level that goes well beyond the medical advice

Be on the lookout for these and other behaviours, and encourage children and young people to notice what helps (not just in the immediate short-term) and what ends up making them feel more anxious. Later on, we'll give you some ideas about how you might help them to deal with these behaviours in order to break any vicious cycles that they might have inadvertently ended up in.



Responding to children and young people

Children and young people will also be looking to the adults around them for clues on how they should be responding and whether they should be worried so do try to keep your responses in check during conversations with children and young people. This is not to say that you need to hide your anxiety, to the contrary, it is important to help children recognise that a certain amount of anxiety and stress is normal and to see how to deal with it (e.g. "When I am worried about this I like to call my friend, shall we call your friend to talk to them?", or "When I'm worried I like to watch a funny TV programme to take my mind off it, what TV programme would you like to watch"?). It is ok for them to know that adults worry too but they will feel more scared and find it harder to share their worries if they see adults feeling overwhelmed.

Talking about worries

It is good to talk about worries and listen to children and young people's concerns. Try to make time and space for children and young people to talk to you. They won't always let you know that they want to talk so look out for signs, such as them staying closer to you than usual.

When to talk

It is great if you can talk to children and young people at the time that they raise worries, as clearly they are feeling able to talk at that time. But we know this is not always possible and it is important to talk at a time when both you and they are not stressed, busy or tired. It can also be helpful to try to avoid discussing worries immediately before bed as things often seem scarier and more worrying at bedtime. If children raise worries or concerns at these times let them know that you have heard their worry and that you definitely want to talk to them about it and agree another time to have the conversation (and stick to this plan). Then perhaps come up with some other things that they can switch to thinking about instead of engaging in worrying.

https://emergingminds.org.uk/wp-content/uploads/2020/03/COVID19_advice-for-parents-and-carers_20.3_.pdf

How to talk

Key characteristics of situations that create worry and anxiety are a heightened sense of uncertainty, potential threat, and responsibility, and a reduced sense of control so it is easy to see why our current circumstances are fuelling anxiety. So, in conversations with children it is important to help them to:

A. Recognise that is understandable to feel worried or anxious
B. Develop an accurate and realistic understanding of the situation
C. Recognise simple, practical things that they can do, but also to be clear about the limits of their responsibility

Here are some steps that may be helpful:

1) Be curious and acknowledge their fears and worries

- Start with 'open questions'. These are questions that can't be answered with a simple 'yes' or 'no' (e.g. "What makes you feel that way?"; "What have you heard about the virus?", "What are your worries about this"?).
- Older children may have picked up information online or through friends, so do explore what sorts of things they have been hearing. This will all help you to understand any fears and worries that they have.
- Acknowledge how their thoughts must be making them feel. Try not to minimise
 or dismiss worries (e.g. "It will be fine!", "Don't be silly"), as this can lead to
 young people feeling that their concerns are not being taken seriously which may
 make them reluctant to talk about rather than feel able to come back and share
 thoughts or ask questions in the future (however silly they may seem). It is also
 hard to control what thoughts pop into our heads, so rather than saying "Don't
 think about it", encourage them to notice the thought but try not to engage in it
 (e.g., "There's the annoying worry thought again, what can you think about
 instead?")

2) Help them to feel understood and that their worries are normal

- Acknowledge that it is an anxiety-provoking time for everyone and that it is normal to feel worried. For example, if a child is worried about their grandparents you might say "I can see that you are worried about your Grandma and Grandpa, I am a bit worried about them too" and then follow with points 3, 4 & 5.
- Recognise that things will be different for a while and that this might mean they
 feel disappointed as things they are looking forward to or enjoy doing are
 cancelled. This disappointment is understandable and ok.

3) Gently correct any misunderstandings that they may have

- After noting their worries and showing that you understand, you can gently share facts to correct any misunderstandings (e.g. a child may think that because the virus is in their town everyone is going to die, you can respond by saying "I can see you're scared that someone down the road has the virus, and it isn't very nice knowing someone who lives near us is ill, but that doesn't mean that we're going to die and, in fact, most people who get it just get a fever and a cough").
- Keep the conversation fact-based where you can (e.g., that most people get mild symptoms and recover within a few weeks; that pets are not affected). Draw on information from recommended, reliable sources that are appropriate to your child's age group and research the news together (see links below).
- If you don't know or can't find the answer, then it is fine to say that you don't know. There is a lot of uncertainty at the moment and it is impossible to answer some of the questions that young people will ask. Rather than trying to remove all the uncertainty for them and find answers to all of their questions, it can be helpful to explain that there are things we don't know and that it is ok to not know. You can then reassure children by explaining that the adults around them will take care of them and that scientists and doctors are working hard to find out how best to help.

For younger children

 Nanogirl Live has produced a couple of videos explaining COVID-19 and why it is important to wash our hands/ sneeze and cough into our elbows:

https://www.nanogirllive.co.nz/coronavirus-soap-experiment

 This comic strip provides a visual explanation of the COVID-19 outbreak and what we can do to stop it's spread:





https://www.npr.org/sections/goatsandsoda/2020/02/28/809
 580453/just-for-kidsa-comic-exploring-the-newcoronavirus?
 t=1584457518291

o For school aged children

 BBC's Newsround has a COVID-19 website featuring a range of stories and videos on the outbreak:

https://www.bbc.co.uk/newsround/51204456

Facts and Myth-busting –

https://www.bbc.co.uk/newsround/51387017

Newsround advice on how to manage worries about COVID-19

https://www.bbc.co.uk/newsround/51911025

o For older young people

• The World Health Organisation has released this video containing facts about COVID-19 and ways in which the spread can be prevented:

https://www.youtube.com/watch?v=mOV1aBVYKGA&t=216

• The Centre for Disease Control has produced a 1-page COVID-19 fact sheet:

https://www.cdc.gov/coronavirus/2019-ncov/about/share-facts-h.pdf

4) Help your child to be able to feel in control where they can (and highlight why that is good for others too)

- E.g. "There are lots of things that we can do to protect ourselves and help other people, like washing our hands, and offering to buy groceries for people."
- Some of the resources above give useful child-friendly information on keeping ourselves and others safe.

5) Be clear about the limits of children's responsibilities

- Let children know that the government, the health service, scientists and many others are working very hard to keep people safe. That is their job.
- There are some specific resources at the end of this document for when people experience problems with obsessions or compulsions (where it is particularly common to people to feel responsible for something bad happening, like passing on germs to other people or getting sick themselves).

6) Highlight the good things

Whilst it is a genuinely challenging time, do help children to recognise the
positive things that are happening. E.g. "There are lots of people working
hard to keep us all safe, for example the doctors and nurses at the hospital,
the scientists finding a vaccine, and even us by washing our hands!" Point out
the amazing community organisations that have formed and other actions
people are taking to help each other.

7) Find ways to deal with worries

- It can be easy for every waking hour to be dominated by worry, particularly with the constant access we have to news. Limit children's unsupervised exposure to the news. For example, you could introduce a "news time" when you look at it or listen to it together and discuss what comes up. For older children, if they are getting unhelpful information via social media, then could they experiment with limiting how much time they spend on it or what they look at? If they are talking to friends about it a lot, could they limit these conversations and instead try to talk about other things?
- Help children and young people to think about whether the worry is something they can do anything about, or not. If it is not something that is under their control it will be important to gradually learn to tolerate that worry and focus on other things. This is obviously a tricky thing to do, but one way to help children feel confident that their worries will be dealt with, and also get in to practice of keeping them under control, is to introduce a "worry time" where you agree a time each day where you can sit down for a certain amount of time (max 30 minutes) and talk through the worries in turn. Your job is mostly to listen and empathise.



When children and young people start to worry outside of "worry time" ask
them to record their worry and assure them it will be addressed at "worry
time". This can also help children notice that sometimes things that seem like
big worries, don't seem such a problem after some time has passed.

8) Take practical steps to feel less worried

• Earlier on, we talked about the vicious cycle of anxiety and that some behaviours that seem helpful can end up making the problem worse. We've talked about ways to deal with the worries. Also look out for behaviours like checking, being on the alert for danger or washing hands in a way that goes beyond the medical advice. Encourage the child or young person to experiment by reducing these behaviours – perhaps in line with what a trusted friend might do? What would their friend recommend in terms of how they wash their hands or the amount of time they spend in their head thinking about this all? Sometimes there might be some practical steps children and young people can take. For example, if worries relate to others (e.g., grandparents or a friend with a underlying physical health condition), encourage them to do things that make them feel more connected to those people when they are not able to see them in person, e.g., texting, phoning, using skype/facetime, writing a note, making a card, sending them something through the post.

Where anxiety is persistent and getting in the way of life

Inevitably some children and young people will find this more difficult to deal with than others.

Some young people may already be struggling with anxiety difficulties and the current situation may have exacerbated pre-existing worries.

If you are concerned about a child or young person and their anxiety is persistent and getting in the way of their lives (e.g., their sleep, schoolwork, friendships or family life), then they might need some professional help. Your GP will be able to advise further.

Other Helpful Resources

To read:

UNICEF's 8 quick tips for talking to children about COVID-19 https://www.unicef.org/coronavirus/how-talk-your-child-about-coronavirus-covid-19

The Flourishing Families Clinic (at the University of Sussex and Sussex Partnership NHS Trust) has produced some tips and advice on how to talk to your child about their COVID- 19 anxieties

https://www.flourishingfamiliesclinic.nhs.uk/How%20to%20Talk%20to%20Children%20about%20COVID.pdf

The National Association of School Psychologists have produced a resource for parents for talking to children about COVID-19 anxieties <a href="https://www.nasponline.org/resourcesand-publications/resources-andpodcasts/school-climate-safety-andcrisis/health-crisis-resources/talking-tochildren-about-covid-19-(coronavirus)-aparent-resource

Wandering Minds of a Psychologist explains why it is important to talk to children about COVID-19 and provides concrete examples of things to say/ questions to ask https://wanderingmindofapsychologist.com/2020/03/06/how-to-talk-to-kids-aboutcoronavirus/amp/? https://wanderingmindofapsychologist.com/2020/03/06/how-to-talk-to-kids-aboutcoronavirus/amp/? https://wanderingmindofapsychologist.com/2020/03/06/how-to-talk-to-kids-aboutcoronavirus/amp/? https://wanderingmindofapsychologist.com/ https://wanderingmindofapsychologist.com

The Guardian has published providing advice on both how to talk to your child about COVID- 19, and what to cover

https://www.theguardian.com/commentisfree/2020/mar/02/stop-a-worrybecoming-catastrophic-how-to-talk-toyour-kids-about-the-coronavirus

To Watch:

BBC Radio 4's Women's hour covered a discussion about how to talk to children about COVID-19

https://www.bbc.co.uk/sounds/play/p085rjkm

This **Vimeo** provides tips and advice about how to talk to your child about natural disasters and news events https://vimeo.com/394049129



Dr. Ehrenreich-May is a child psychologist who has produced a Vimeo outlining three tips for talking to your child about COVID-19 https://vimeo.com/398065042?ref=twshare

The Child's Mind Institute has published a video providing advice on talking to children about COVID-19 https://childmind.org/article/talking-tokids-about-the-coronavirus/

Self-isolating



Dr. Ehrenreich-May has produced a Vimeo on dealing with strong emotions when self isolating with children https://vimeo.com/398401539

BBC Bitesize advice on learning at home

https://www.bbc.co.uk/teach/five-waysto-keep-your-kids-learning-athome/z4966v4

BBC Bitesize has a range of home education activities https://www.bbc.co.uk/teach

10 indoor activities for children if self-isolating https://www.babygaga.com/coronavirusself-isolation-quarantine-activities-forkids/

Created by:

Polly Waite, Roberta Button, Helen Dodd, Cathy Creswell Universities of Oxford and Reading, UK

WHAT TO PUT IN A CALM DOWN BOX

www.andnextcomesL.com

Items that provide proprioceptive support

- Weighted lap cushion or weighted stuffed animal
- Weighted vest or pressure vest
- Stretchy resistance bands
- Sensory tunnel
- Mini massager
- Body sock
- Small blanket

Items to squeeze & keep hands busy

- Fidgets like Tangle |r. or puffer ball
- Rubik's Cube
- Play dough or silly putty
- Pipe cleaners
- Stress balls
- Bubble wrap
- Bag of tissue paper to rip
- Scarves or fabric scraps
- Spinning top

Items to support breathing & relaxation

- Bottle of bubbles
- Pinwheels
- Straws and cotton balls or pom poms

Items for olfactory sensory support

- Calming essential oil spray
- Smelling bottles
- Scratch and sniff stickers

Items to get kids moving

- Book of yoga poses or yoga activity cards
- Skipping rope

Items for auditory sensory support

- Noise cancelling headphones
- MP3 player with music
- Audiobooks

Items for oral motor sensory support

- · Chew toy or chew necklace
- Chewing gum, hard candies, or lollipops
- Snacks with a variety of textures
- Whistle, harmonica, party blowers, or similar
- Rescue Remedy Spray

Items that give kids a brain break

- Puzzle
- Books to read
- Blank notebook and writing utensils
- Coloring books
- Scratch art doodle pad
- Small chalk board, Magna-Doodle, Etch-a-Sketch, or Boogie Board
- Activity books
- Photo album

Items to visually calm

- Visual calm down cards
- Sensory bottle or calm down jar
- Light up toys
- Flashlight
- Plastic snow globe
- Kaleidoscope
- Hourglass
- Eye mask

For Personal Use Only | And Next Comes L | http://www.andnextcomesL.com

Helplines

Helplines and Services

Childline

- www.childline.org.uk
- If you're under 19 you can confidentially call, email or chat online about any problem big or small
- Freephone 24/7 helpline: 0800 1111
- Sign up for a childline account on the website to be able to message a counsellor anytime without using your email address
- Chat 1:1 with an online advisor

Samaritans

- www.samaritans.org
- If you're in distress and need support, you can ring Samaritans for free at any time of the day or night.
- Freephone (UK and Republic of Ireland): 116 123 (24 hours)
- Email: jo@samaritans.org

The Mix

- www.themix.org.uk
- If you're under 25 you can talk to The Mix for free on the phone, by email or on their webchat. You can also use their phone counselling service, or get more information on support services you might need.
- Freephone: 0808 808 4994 (1pm 11pm daily)

Women's Aid

- www.womensaid.org.uk
- If you think you may be experiencing domestic abuse and you identify as a woman, you can talk to Women's Aid for free and confidential support
- Email: helpline@womensaid.org.uk
- You can also chat to a support worker using their free instant messenger service, Mon-Fri (10am-12pm)

Citizen's Advice

- www.citizensadvice.org.uk
- If you have money or work worries, Citizen's Advice can help
- Freephone: 03444 111 444 (Mon-Fri, 9am-5pm)
- Text service: 03444 111 445
- You can talk to a debt adviser online for free Mon-Fri, 8am-7pm
- For advice on anything else, you can chat to an adviser online for free Mon-Fri, 10am-4pm





Get coronavirus support as an extremely vulnerable person

Register if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you'll be able to ask for help getting deliveries of essential supplies like food.

If you're not sure whether your medical condition makes you extremely vulnerable, register anyway.

You can register yourself, or on behalf of someone else.

Start now

Before you start

If you know it, it's useful to have your NHS number to hand. You can find it on any letter the NHS has sent you or on a prescription.

This service is available in England. If you do not live in England, there's guidance for:

- Northern Ireland
- Scotland
- Wales

https://www.gov.uk/coronavirus-extremely-vulnerable

Support Services

Advice Now:

Advicenow is an independent, not-for-profit website, run by the charity Law for Life. It provides accurate information on rights and the law, including Family Law, housing, and benefits.

Website: www.advicenow.org.uk

Cafcass:

Cafcass represents children in family court cases and makes sure that the decisions made about them are in their best interests.

Website: www.cafcas.gov.uk Phone: 0300 456 4000

Child Support Agency Helpline:

For information about child support.

Phone: 0345 713 3133

Domestic Violence Support and Advocacy Project:

For support services surrounding domestic violence.

Phone: 01452500115

Family Lives:

For parents and the whole family. Website: www.familylives.org.uk

Phone: 0808 800 2222

Family Mediators Association:

Provide mediation for couples going through divorce or separation.

Website: www.thefma.co.uk Phone: 01355 244 594.

Family Information Service:

For advice and signposting for families with children ages 0-19 (25 if they are a young person who has a disability or additional needs).

Website: www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-

families/family-information-service-fis/ Email: familyinfor@gloucestershire.gov.uk Phone 0800 5420 202 OR 01452427362

Family Mediation Council:

Find your local mediator.

Website: www.familymediationcouncil.org.uk

Families Need Fathers:

FNF believe that children have a right to a continuing loving relationship with both parents.

Website: www.fnf.org.uk Phone: 0300 0300 363

GDASS- Gloucester Domestic Abuse Support Service:

For advice and support surrounding domestic abuse.

Website: www.gdass.org.uk Phone: 01452726570

Email: support@gdass.org.uk

24-hour National Line: 0808 2000 247

Gingerbread:

For single parents.

Website: www.gingerbread.org.uk

Phone: 0808 802 0925.

Gloucestershire Young Peoples Substance Misuse Service:

For information, support and treatment for children and young people aged 18-25 with alcohol

and substance misuse problems.

Website: www.youngglos.org.uk/contact

Phone: 01452501008

Email: hello@youngglos.org.uk

Grandparents Plus:

For all grandparents, especially those who have lost or are losing contact with their grandchildren due to divorce or other problems.

Website: www.grandparentsplus.org.uk

Phone: 0300 033 7015.

M.A.L.E

Emotional support for male victims of domestic abuse.

Website: www.mensadviceline.org.uk

Phone: 0808 801 0327

Men's Advice line:

For emotional support, advice and information.

Website: www.mensadviceline.org.uk

Phone: 0808 8010 327 Phone: 0808 800 4444

Mind:

For information and advice surrounding mental health and emotional support.

Website: www.mind.org.uk

Phone: 0452500532

Mind You:

For information regarding mental health for young people.

Website: www.sites.southglos.gov.uk/mind-you/

Email: mentalhealth@southglos.gov.uk

National Association of Child Contact Centres:

For those who need to find a contact centre.

Website: www.nacc.org.uk Phone: 0845 4500 280

National Child Protection Helpline (NSPCC):

Free confidential service for anyone concerned about children at risk.

Website: www.nspcc.org.uk Phone: 0800 800 5000

National Domestic Violence Helpline:

Information and access to 24-hour emergency refuge accommodation.

Website: www.refuge.org.uk, www.womensaid.org.uk

Freephone: 0808 2000 247

National Family Mediation:

Family Mediation Service which offers help to couples, who are in the process of separation or divorce.

Website: www.nfm.org.uk Phone: 0300 4000 636

Off the Record:

For information and advice surrounding mental health.

Website: www.otrbristol.org.uk

Phone: 02087441644

Parent Connection:

Hosts the programmes introduced during the SPIP, Getting it Right for children (which helps to demonstrate and develop the communication skills that co parents need) and Splitting Up? Putting Kids First (an online parenting plan, with skills help).

Website: <u>www.theparentconnection.org.uk</u>

Parent Line Plus:

For information and support in aspects of parenting and family life.

Website: www.familylives.org.uk

Phone: 0808 8002 222

Parent Support and Advice Line:

Support for your child's mental health, emotional wellbeing and behaviour.

Website: www.gloucestershire.gov.uk/media/2088741/parenting-support-leaflet.pdf

Phone: 0800 6525 675

Relate:

For counselling and other services across the UK.

Website: www.relate.org.uk Phone: 0300 100 1234

Resolution:

Family Lawyers committed to the constructive resolution of family disputes.

Website: www.resolution.org.uk

Phone: 01689 820 272

Respect:

Information for men who are abusive to their partners, and also those who are victims of domestic

abuse.

Website: www.respect.uk.net

Advice line for perpetrators: 0808 802 4040 Advice line for victims: 0808 801 0327

Rights of Women:

Informs, educates and empowers women about their legal rights.

Website: www.rightsofwomen.org.uk Family law helpline: 020 7251 6577

Criminal law (sexual violence) helpline: 020 7251 8887

Samaritans:

24-hour confidential emotional support for anyone in a crisis.

Website: www.samaritans.org

Phone: 116 123

Shelter:

For housing problems. Free 24-hour housing helpline.

Website: www.shelter.org.uk

Phone: 0808 800 4444

Support Through Court:

For assistance to people facing proceedings without legal representation.

Website: www.supportthroughcourt.org

Phone: 0117 366 4893

Sorting out Separation:

Help and support for separated parents. Helping you to make the right decisions after a break-up.

Helpline: 0800 988 0988.

Website: www.sortingoutseperation.org.uk

Victim Support:

Supporting individuals who are affected by crime and trauma.

Website: www.victimsupport.org.uk Phone: 0808 2810 122 / 0808 168 9111

Women's Aid:

Support for women who are victims of domestic abuse.

Website: www.womensaid.org.uk

Freephone: 0808 2000 247

Young Minds:

Information to support your child/ren during divorce or separation.

Website: https://youngminds.org.uk/find-help/for-parents/parents-guide-to-support-a-z/parents-

guide-to-support-divorce-or-separation/

Phone: 0808 802 5544

Parenting Support and Resources

RETHINKING POWER NEEDS

Ckwiens62



POWER IS NOT LIKE A
REMOTE CONTROL
WHERE ONLY ONE PERSON HAS
ALL THE POWER AND CONTROL.



You can give a CHILD POWER WITHOUT giving AWAY Any of your own Power.



YOU DON'T HAVE A SET AMOUNT OF POWER ~ LIKE A BUCKETFUL. THERE ARE WAYS TO GIVE A CHILD POWER WITHOUT LOSING ANY OF YOUR OWN.

KIDS DON'T WANT YOUR POWER. THEY WANT THEIR OWN.

RICHARD LAVOIC -



WHEN A STUDENT FEELS THEY HAVE

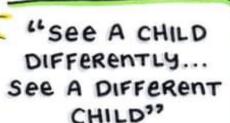
THE ADULTS
AS WELL AS

POWER WITHIN

THEMSELVES
THEY'LL HAVE LESS NEED TO SEEK

Power over

A NEW UNDERSTANDING OF POWER CAN HELP WITH THIS



STUART SHANKER

6 WAYS TO HELP KIDS MEET THEIR POWER NEEDS

- 1. OFFER CHOICE, NOT ORDERS
- 2. GIVE RESPONSIBILITY
- 3. START WITH STRENGTHS
- 4. EXPRESS INTEREST RATHER THAN PRAISE
- 5. ASK FOR THEIR OPINION
- 6. ASK FOR THEIR HELP



6 POINTS TO REMEMBER

- . AVOID POWER STRUGGLES
- 2. AVOID MAKING THREATS
- 3. GROWING POWER NEEDS ARE A HEALTHY PART OF CHILD DEVELOPMENT
- 4. RESPECT BOUNDARIES
- 5. THE RULES (NOT THE ADULT) SHOULD BE OBEYED
- 6. REFLECT ON YOUR OWN NEED FOR POWER & CONTROL

"THE REALITY IS THAT NO ONE WINS A POWER STRUGGLE" ROSS GREENE

Brain in the Palm of the Hand

(Concepts From Parenting from the Inside Out by Daniel Seigel and Mary Hartzell)









Imagine that the palm of the hand to the wrist is the part of the brain called the "primitive brain."

The primitive brain controls the body's automatic functions. These are the bodily functions that happen automatically like heart beat and breathing,





Now cross the thumb over the palm to represent the "mid brain." This part of the brain controls our "fight or flight" response to a danger or threat. When faced with danger we can either stay and fight.... ...or run away!



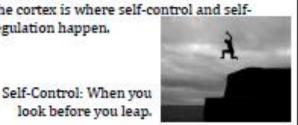
Now cover the thumb with the fingers...

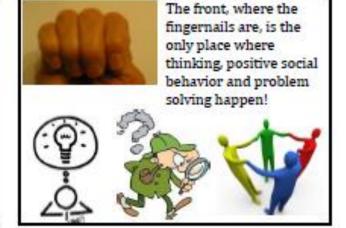


...this represents the cortex.

The cortex is where self-control and self-

regulation happen.

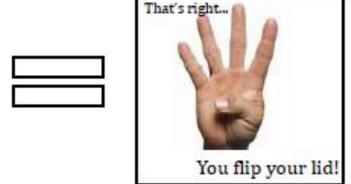




Flipping Your Lid

(Concepts From Parenting from the Inside Out by Daniel Seigel and Mary Hartzell)









When lids are flipped, this is **not** the time to problemsolve!

Will these two people help the situation right now? No!

Will these two people work together to find a good solution right now? No!





down and let their brains close their lid and think clearly again!

Handout made by Sally Gibsi

Apps and Websites

Apps	Description
App Close https://www.appclose.com/ Free to use. Offers its users a variety of useful co-parenting tools that aren't always offered by paid alternatives. With co-parenting communications, multi-functional calendars, tasks, and data all in one place, these are just a few of the benefits you can expect from AppClose.	Calendar, set up track, requests, export records Messenger, message last viewed, time read communication, scan and send documents Requests Expenses – summit expenses, attach receipts Your circle – important information about medical, education, childcare provider App Solo – export records for free, share info with friends. Exporting Records Free
Talking Parents https://talkingparents.com/ Is a free and fully secure co-parenting communication tool. We help co-parents communicate and avoid disputes by maintaining an unalterable record of all conversations, important dates, and shared files. Create Your Free Account	There is no registration, monthly, or yearly fee to use the Free Talking Parents plan, via browser. Easy & Secure Messaging with Unalterable Record History Email Notifications for New Messages Mobile-Friendly Website Access Shared Calendar Personal Journal Attachment Library – Attach & share files (Limited 7-day Access) £4.99 per month for premium services The only time Free users need to pay is when they order Records.
Our Family Wizard https://www.ourfamilywizard.com/ OurFamilyWizard is specifically designed to reduce the stress of managing family plans across separate households.	Tools that families turn to when conflict gets in the way of their co-parenting: Calendar Message Board Journal Expense Log Information Bank £79.99 per year
https://www.2houses.com/en/ A calendar for everyone, getting organized when you're divorced is a priority. 2houses makes available to you an online shared schedule, with many editing, adding, and sync features. Now, organization and simplicity are not mutually exclusive, they just mix together.	Only one parent must subscribe to a subscription to give access to all family members: two parents, children, third parties, and mediators. The expense can be shared in the "Finance" section of your 2houses account. £8.25 / month* *£99.00 billed every 12 months



WWW.TOUCHBASE.ORG.UK

TouchBase is a Community Interest Company (not for profit) that supports all those impacted by adverse childhood experiences to function well at home, school and in their wider communities.

Advice For Adoptive Parents and Foster Carers During this season

In this extraordinary season I would strongly recommend that we pay utmost attention to the Neurosequential order that Dr Bruce Perry advocates for as a means of respecting biology, of regulating first, relating second, reasoning third. The most important two during this season are the first two. We need to do all we can as individuals and family groups to stay grounded and connected. If those two are attended to we will then be able to engage in the third, more cognitive work, e.g as adults – work online and for children – school work. Even if all everyone manages is regulating and relating this is absolutely fine. We need to be self compassionate at this time as our nervous system will be all over the place right now! I will give you five top tips in each area. Some ideas for regulation and relating to get you started:

Regulate your body - together as a family you could do:

- Butterfly breathing
- Body scans
- Stretches/Pilates
- P.e with Joe on YouTube (try it, it will make you all smile and giggle!)
- Personal bests e.g plank, sit ups, press ups....

Regulate your mind - together as a family you could focus on :

- what will remain the same externally throughout this season, e.g. the sun, the sky, the stars, plants growing, seasons...
- what will remain the same in your home throughout this season, e.g. your bed, your books, your pictures, your pets....
- what will remain the same in your hearts and minds, e.g. your love for each other, special memories.....
- what you will now be able to do as a family, e.g. play games together, sing together, eat together, create things together, create music together....
- what each of you can still do, e.g. I can smile, laugh, sing, dance, move.....

Relate - Let's continue to find creative ways to connect with one another

- ♣ Increase 'felt safety' by smiling more with your eyes and mouth, having warm, open body language, have a laugh, modulate your voice – use a sing song voice whenever you can!
- Use PACE as a way of being as much as you canplayfulness, acceptance, curiosity and empathy.
- ♣ Sing together as a family. Sing songs you already know and like. Sing songs that you create as a family. Find new songs to sing from YouTube.
- ♣ Collect pebbles or shells when out exercising. Write names of all those important to you all friends and family, including those in yours! Put them in a basket and pull one out a day and go around the family saying what you like about that person.
- ♣ Go through the alphabet, one letter a day.....tell each other 5 things about you that begin with that letter. For example for A I ate an apple every day as a child, I would love to visit the Amazon jungle one day.....etc.

Consider setting up up a daily routine for the family if you haven't already and write the timetable up on the fridge or wall. Try and include some special rituals as part of your usual routines, for example on Saturdays you will always play monopoly together.

Consider building in quality time with each child individually, e.g on Mondays between 11 & 12 you make a jigsaw with Kyle....

Go well.....

♣ Louise Michelle Bomber – Director of TouchBase. (24/3/20) Please note if you need any support for individual children, young people, parents/carers or professionals do not hesitate to get in touch. We are offering therapeutic consultations and access to webinars for a low cost. Info@touchbase.org.uk

Support through this season







@touchbase_UK
@theyellowkite
@tie_gb



FOR PROFESSIONALS, PARENTS, CARERS, AND CHILDREN.

verview

WHAT WE'RE COVERING

This is a signposting resource for professionals, key workers, parents, carers, children and young people. Bringing together information, services and resources to help you connect emotionally and socially, whilst being physically distant during this time.

Jpdates

TOUCHBASE IS NOW OFFERING...

- · Regular updates on social media
- A YouTube channel for foster and adoptive parents - look out for 'Louise Michelle Bomber'
- Low cost webinars
- Low cost therapeutic consultations

Contact info@touchbase.org.uk for more information



WORDS TO INSPIRE

The most powerful buffer in times of stress and distress is our social connectedness; so let's all remember to stay physically distant but emotionally close...Reglate, Relate, Reason.

DR BRUCE D. PERRY

Support for parents and carers

GO EASY ON YOURSELVES!

First things first - ease your own anxiety. Think about how to support yourself so that you are in a physical and emotional position to support others. So, for your own sanity, see the tips and resources below:





FOR YOUR SANITY!!

- Open a window and take 10 deep breaths.
- · Write down 10 things you're grateful for.
- · Limit how much news you're taking in. Watching in the morning may be better than just before you go to bed.
- · Prepare for your house being messier! More people in the house = more mess!

Quick Stress Calmers

- Breath in and out as you trace around
 Tense shoulders up to your ears, tense and your hand with your finger, up breath in, release, tense and release down breath out
- from 10-0
- your long breath, roar like a dinosaur or 3 chair push-ups sing a long note
- Suck some iced water from a frozen water bottle or through a straw
- Chew some minty gum

- 10 Star Jumps
- Count slowly to 10 and then backwards 5 Wall pushes legs into a deep lunge, hands flat on the wall and PUSH!
- Breath in and out and as you let out
 Press your hands together really hard

 - Place a pencil in between your teeth and do a
 - · Eat something crunchy (carrots, celery crisps) or chewy (caramel bar) as you chew, focus on the smells, textures and tastes.



Self-care strategies for parents



Free movement and meditation...in hard times. dance!





Self-care strategies for parents

www.64millionartists.com

Create to connect! A 2 week creative challenge to help you at home.

http://www.spielzeugz.de

Play with liquid particles - click on 'lab' and scroll down on the webpage to 'liquid particles'. A soothing distraction.



tothegrowlery.com

A Counselling and therapy website with lots of inspiration and support via their blog



Six Different Types of Grounding Exercises for Anxiety & Inbesse Errotions — The Greenlery Were use in its the mobile of an amiety attack or flashkapi, or frontal lake gard and the window Efrest impossible to focus or think clearly about anything. Grounding is a ...



WHAT'S RIGHT FOR YOU

When we are faced with change, uncertainty or worry - focusing on what remains the same, and what is certain, for example using structure, can help.

Parent's and carer's care of children and young people

Top Tips...

- . It's about getting a balance having a structure and integrating some fun!
- Create a daily schedule, children will love being involved in this and it will
 give them some control and predictability. Make it visual if you can, and stick
 it on the wall. See the example below...
- Get washed & dressed as normal, eat at set times, distinguish weekdays and weekends, have busy/active times, and quiet/sitting activities.
- Have a range of activities for children to choose from. Creative time, physical
 activity, time in the garden, time for jobs, etc. See examples below for indoor
 and outdoor activities. Focus on ticking off tasks each day.
- . Open windows and curtains to get natural light.









Time Well Spent

ACTIVITY IDEAS FOR CHILDREN AND YOUNG PEOPLE

- Draw a map of your local area, workout where friends live, make some postcards and post them through letterboxes.
- Give children jobs to do so that they feel part of the routine for example; helping to prepare food, set the table, vacuum, tidy, and make their bed.
- A lot of siblings will not be used to being together all day, and that's an opportunity to build and strengthen your family relationships - but it will come with lots of ups and downs!
- Have a family film afternoon. Or give teenagers some private time to Skype or WhatsApp their friends

Time Well Spent

ACTIVITY IDEAS FOR CHILDREN AND YOUNG PEOPLE

- Make a den.
- Doodle and draw.
- Put on music and dance
- Watch 'GoNoodle'; or 'Joe Wicks Workouts' on YouTube.
- · Look at old photos, make an album.
- Listen to audio books Audible have free books.
- · Plan and research future adventures.
- Play board games.
- Junk Modelling.



Staff Wellbeing

Firstly...

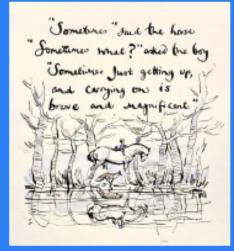




Staff Wellbeing Advice







Charlie Mackesy

A Note on the Learning Links

There is a reason this information is at the end of the guide. You and your children will be adjusting to lots of changes right now. Remember that you are their parents, carers or family members, NOT their teachers.

The best thing you can do is be with them, show them that everything will be OK. Do things with them, do the washing-up and sing a song, dance in the kitchen, let them help with the laundry. Also, give them space and time alone. Your teachers will help them when they are back in school. For now, be a family.

Links for Learning

For when your children are ready to learn...



PE WITH JOE WICKS

tive, every day at 9am



FREE AUDIO BOOKS

A great collection of stories across six different languages.



SENECA

Free learning resource for KS2, KS3, GCSE & A Level.

Links for Learning Ideas



NATIONAL GEOGRAPHIC KIDS

Games, quizzes and resources,



FREE VIDEO MATERIAL

TKSST's video selections are driven by wonder, enthusiasm, and "wow!" moments. There is a special focus on STEAM science, technology, engineering, art, and math.



THE LITERACY SHED

www.literacyshed.com Visual resources and teaching ideas for KSI - KS3

Links for Learning Ideas



NATURE DETECTIVES

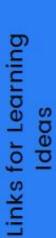
Activities for the garden or woodland.

BRITISH COUNCIL

English language learning.

BIG HISTORY PROJECT

Self-guided history activities for secondary aged children.





IMAGINATION TREE

www.imaginationtree.com Creative activities for the youngest children.

CINCINNATI ZOO

Hold live streams at 7pm UK time.

NASA

Visit NASA through virtual tours.

inks for Learning Ideas



FUTURE LEARN

Free access to 100s of courses from 14+. Younger pupils can use a parent account.



WHITE ROSE MATHS

Home learning from Early Years to Y8.



THE ENIGMA EMPORIUM

A free downloadable escape room!

With thanks to all the providers included, and:

CARDIFF & VALE CHILD HEALTH PSYCHOLOGY

Psychological Support for Children Coping with COVID-19

SURVIVORS NETWORK



TouchBase

CHARLIE MACKESY

fox, and the horse."



Charter Manhany



rtist and author of 'The boy, the mole, the

THE TOUCHBASE TEAM



We're committed to supporting families and educators during the COVID-19 pandemic. That's why we're sharing our Common Sense Media Plus advice related to the coronavirus with our entire Common Sense community. <u>Learn</u> more about Plus

PLUS NEWSLETTER / MARCH 25, 2020

How can I help my kids sort fact from fiction around the coronavirus?

Misinformation is spreading quickly right now. And if you're having trouble keeping track of what's real and what's fake, think about kids, who often get their news from YouTube and Instagram. Kids will be seeing lots more viral content, including memes, TikToks, and YouTube videos in the days to come. Some of it may be entertaining and thought-provoking, but lots of it will be fake. Now's the perfect time to sharpen your family's news literacy skills so you can get the vital information you need—and not be duped by misinformation.



Sierra Filucci

Editorial director, mom of two

Be Skeptical

Between the bad actors who create deceiving content and the folks who share it, fake news travels faster than real news. To help kids learn how to separate fact from fiction, encourage them to think critically about what they're hearing and seeing. Challenge them to always verify the source and to withhold commenting and sharing until they know something is legit. More tips:

- Build critical thinking skills. Walk kids through an analysis of a piece of news or information by asking: Who made this? Why did they make it? Is it for or against something or someone? Are they trying to get a big reaction from me or just inform me? How can I tell? What's left out of this content?
- Notice your feelings. Clickbait and fake news strive for extreme reactions. If the
 news you're reading makes you really angry, scared, or smug, take note. Check
 multiple sources before trusting.
- Investigate the source. Look for unusual URLs, site names, or social media profiles that try to look like legitimate news or information sites, but aren't. Also, learn more about who wrote or created the content: Are they credible? Biased?
- Put it in context. Consider whether other credible, mainstream news outlets are reporting the same news. If they're not, it doesn't mean it's not true, but it does mean you should dig deeper.
- **Cross-reference.** Go to Snopes and other <u>fact-checking sources</u> before trusting or sharing news that seems too good (or bad) to be true.

Understand different types of content

Talk to kids about the wide variety of information sources and types of content: investigative journalism, research studies, opinion pieces, self-published blogs, punditry, firsthand accounts from friends or family, government reports, memes, and satire.

- Play "fact or opinion?" Using the radio, TV, or other source, see if kids can pick out what's an indisputable fact and what's an opinion. With older kids, talk about bias and subjectivity and see if they can identify them in an article or video.
- Ask who they trust. Kids tend to prefer news that's personal and relatable, such as first-person coverage of a conflict or a report from an embedded journalist. That's fine, but explain the professional standards that established news organizations follow, and discuss how that compares to, say, a citizen journalist recording an incident on a cellphone.
- Watch out for viral videos or social posts. Content that circulates around the
 internet may or may not contain nuggets of real news, but it rarely represents
 the whole situation. And, like photos, videos can be doctored and edited to
 bend the truth.

Identify credible sources

While we can't shield our kids from all misinformation, we can help them figure out where to go for accurate, up-to-date knowledge.

- Both the <u>World Health Organization</u> and the <u>Centers for Disease Control</u> have published authoritative information about the coronavirus and are constantly updating their websites. State and city websites and health departments should also have trustworthy updates. If your kid is on TikTok, ask them to show you the <u>WHO</u>'s (kinda cringey, but accurate) channel.
- Share the news sources you use with your kid, focusing on trusted news outlets
 that follow <u>standard journalistic practices and ethics</u>. Ask your kid to share their
 sources (friends on the playground, celebrities, YouTube gamers?) and discuss
 the differences.
- Think about the differences between firsthand accounts from a family member in Milan or Seoul and a post from someone you don't know but who claims to have unique or authoritative information. Which is more trustworthy? (It's OK if you can't figure out the answer, but the process of thinking this through is instructive.)

It's OK to take a break

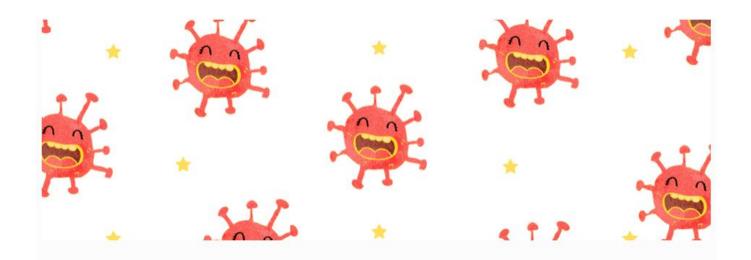
I hope these tips will help you sort through the firehose of info coming your family's way. Remember that it's OK to take a break from the news—and encourage kids to do the same—if you're feeling overwhelmed or like the news is cranking up your kids' anxiety. In fact, this might be a good time to take a break from social media, unless it's providing helpful social connections for you or your kids during a time of isolation. Hang in there!

Google hubs for online teaching and learning. Teachers and students can find a wealth of educational tools on Google's new platforms devoted to virtual learning. <u>Just in time</u>

First-run movies on Amazon. Catch Onward, Emma, and other new releases without risking germs on the brand-new Prime Video Cinema. Family movie night!

Not your mom's videoconferencing app. Zoom—the app you use for work meetings—has newfound clout with kids who use it for online parties, check-ins, and yes, school. What's next, Slack??

Anti-Asian hate speech spreads. Coronavirus fears linked to more hate crimes and racist online memes. We're better than this



#COVIBOOK Supporting and reassuring children around the world

#COVIBOOK

Supporting and reassuring children around the world

Dear families and educator all over the world,

I have created this short book to support and reassure our children, under the age of 7, regarding the COVID-19. This book is an invitation for families to discuss the full range of emotions arising from the current situation. It is important to point out that this resource does not seek to be a source of scientific information, but rather a tool based on fantasy. My recommendation is to print this material so children can draw on it. Remember that emotions are processed through repetitive play and stories read multiple times. Share COVIBOOK and help ease kiddo's anxiety all over the world.

With love,

Manuela Molina - the author

https://www.mindheart.co/descargables

Activities to do with Children





Hi everyone!

We know that this is a very challenging time and we'd like to try and support families as much we can - we hope this will help!
With very best wishes,

The Sheffield Cognitive Development team Here's the link: bitly.com/activityinspo



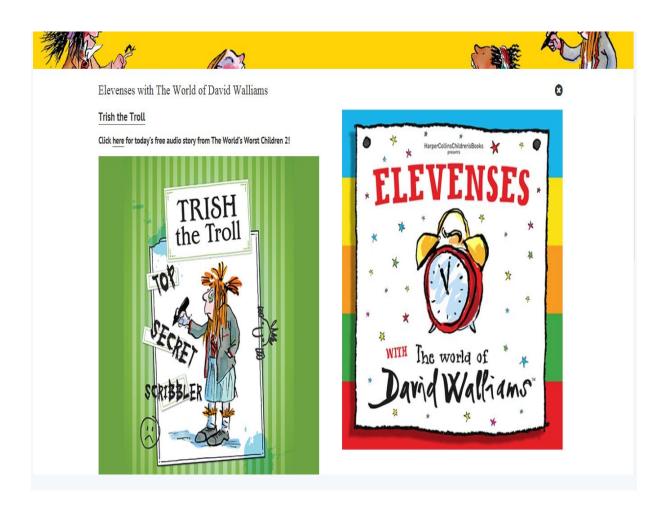
The Sheffield Cognitive Development team

Here's the link: http://bitly.com/activityinspo

Resources from Sheffield Cognitive Development Lab							
Resources	Description	Links					
NHS Coronavirus Page	NHS page on coronavirus – keep up to date with the latest guidance	https://www.nhs.uk/conditions/coronavirus- covid-19/					
Department of Education Homepage	Contains links to various relevant articles relating to corona virus and education	https://www.gov.uk/government/organisations/department-for-education					
Brain pop: corona virus	Video with information on corona virus for primary school children	https://www.brainpop.com/health/diseasesinjuriesandconditions/coronavirus/					
4 ways to help kids relax as the coronavirus upends everyday life	Conversation article talking about how to help your kids relax during this challenging time	https://theconversation.com/4-ways-to-help-kids-relax-as-the-coronavirus-upends-everyday-life-133873					
Trying to homeschool because of coronavirus? Here are 5 tips to help your child learn	Conversation article talking about how you can help encourage learning at home	https://theconversation.com/trying-to-homeschool-because-of-coronavirus-here-are-5-tips-to-help-your-child-learn-133773					
Coronavirus Q&As: Answer to 7 questions your kids may have about the pandemic	Conversation article discussing how we answer some questions kids might have about coronavirus	https://theconversation.com/coronavirus-qandas- answers-to-7-questions-your-kids-may-have- about-the-pandemic-133576					
Coronavirus: how to help children through isolation and lockdown	Conversations article discussing how you can help children going through isolation or a lockdown	https://theconversation.com/coronavirus-how-to-help-children-through-isolation-and-lockdown-133990?utm_medium=Social&utm_source=Twitte_r#Echobox=1584688548					
Do you need to explain coronavirus to children? It can be difficult but this video will help you get the message across	A short video from Belfast Trust directed at children to help explain what's happening and what they can do to help	https://twitter.com/BelfastTrust/status/12421165 26137843714?s=20					
'BPS highlights importance of talking to children about Coronavirus'	Here's some really helpful advice on talking to your children about corona virus	https://www.bps.org.uk/news-and-policy/bps-highlights-importance-talking-children-about-coronavirus					
Unicef 'How to talk to your children about corona virus'	Here's some really helpful advice on talking to your children about corona virus	https://www.unicef.org/coronavirus/how-talk- your-child-about-coronavirus-covid-19					

FREE DAVID WALLIAMS AUDIO BOOKS DAILY

https://www.worldofdavidwalliams.com/elevenses/





PE with Joe Wicks On YouTube

Week days at 9am but you can visit any time on youtube to view the workout.

Wildlife With with Steve Backshall On Facebook

Every day at 9:30am for answering all your wildlife, biology, conservation, geography and exploration questions.



Dance with Oti Mabuse On Facebook

Every day at 11.30am but children can view the class at any time.

Maths With Carol Voderman

Free access to the her maths website: www.themathsfactor.com

Music with Myleene Klass on YouTube

Twice a week. Next one Friday 27 March 10am, but can view any time.

Free story everyday at 11am on his website: www.worldofdavidwalliams.com







COMING UP THIS WEEK!

W/C 30TH MARCH



MON

12PM / YOGA TUTORIAL / WITH LEL

4PM / THE OTR DIGITAL HUB / WITH LAURA, JENNY & GEMMA / INSTAGRAM *

TUES

1PM / TIPS ON WORKING FROM HOME / WITH SYLWIA / FACEBOOK *
7PM / CORONAVIRUS & FINANCES / WITH LEWIS / INSTAGRAM *

WEDS

10AM / RETHINKING YOUR ROUTINE / WITH ELE & JACOB
3.30PM / THE OTR DIGITAL HUB / WITH SAMMI / INSTAGRAM
6PM / RESILIENCE LAB / WITH PIPPA / ZOOM *#

THURS

9AM / YOGA SESSION / WITH LEL / ZOOM *#
12PM / IMPULSE CONTROL / WITH BRONWEN
5.15PM / RESILIENCE LAB / WITH PIPPA / ZOOM *#

FRI

6PM / ENTERTAINING YOURSELF WHILE SELF-ISOLATING / WITH PIPPA

SAT

10AM / THE OTR DIGITAL HUB / WITH TIDRAH / INSTAGRAM

SUN

9AM / MINDFULNESS / WITH TRACY

FOLLOW US ONLINE @OTRBRISTOL
TWITTER/FACEBOOK/INSTAGRAM TO JOIN US FOR THESE SESSIONS!
ALL CONTENT UPLOADED TO ALL SOCIAL SITES BUT * = LIVE ON SPECIFIC PLATFORM
= CLOSED GROUP, SIGN-UP REQUIRED

Question Jenga

What are you good at? What is your favourite month of the year? What Makes you what usuld you like feel Sad? to lean to do? who do you look up to? Where were you What makes you laugh? born? What is your favorite place? What helps you get a good right's Sleep? Is there anyone you What do you find What makes you feel have been tably as lack like? tricky? embarrassed? Which Gleborty would Who do you feel you like to most? Close to If you could have a What is your favourite TV Show? What helps when you Superpower, what would it be? feel argry? Who makes you feel Safe at School? How do other people make you feel safe? What is your favorite game to play? Who do you trust? What is your followite Story book? what gives you butterfliss in your Storach?

What is important Who do you like Spording time with? to me? What is in your bag what do you like of worries? daine? What Song makes you How do we know if get up and dance? you are excited? How do us know What Song Makes you feel Usad? 4 you feel Cross? what makes a what is your forwarde good friend? Chardate or Super? what makes a good what Colour are your listener? eyes? what makes you Do you being outside? fool Comfortable? where would you Do you find it easy like to visit? to mast new people? What fightens you? What is your favainte thing to wear? Do you have a What happens when favorite day of the week? you hoar à land naise?

What animal would you be? what makes you feel angry? How tall are you? What is your favorite film? If you could read minds whose would you want to read?

Playdough recipes

Cooked Playdough:

Ingredients

- 2 cups of water
- 2 cups of plain flour
- 1 cup of salt
- 2 tablespoons of Cream of Tarter
- 2 table spoons of cooking oil
- Food colouring

Method

- Put all the ingredients together in a pan
- Heat slowly and stir till all the mixture thickens and comes away from the sides of the pan
- Store in an air tight container

Instant Playdough:

<u>Ingredients</u>

- 8 table spoons of plain flour
- 2 table spoons of salt
- 60ml of warm water
- Food colouring
- 1 tablespoon of vegetable oil

Method

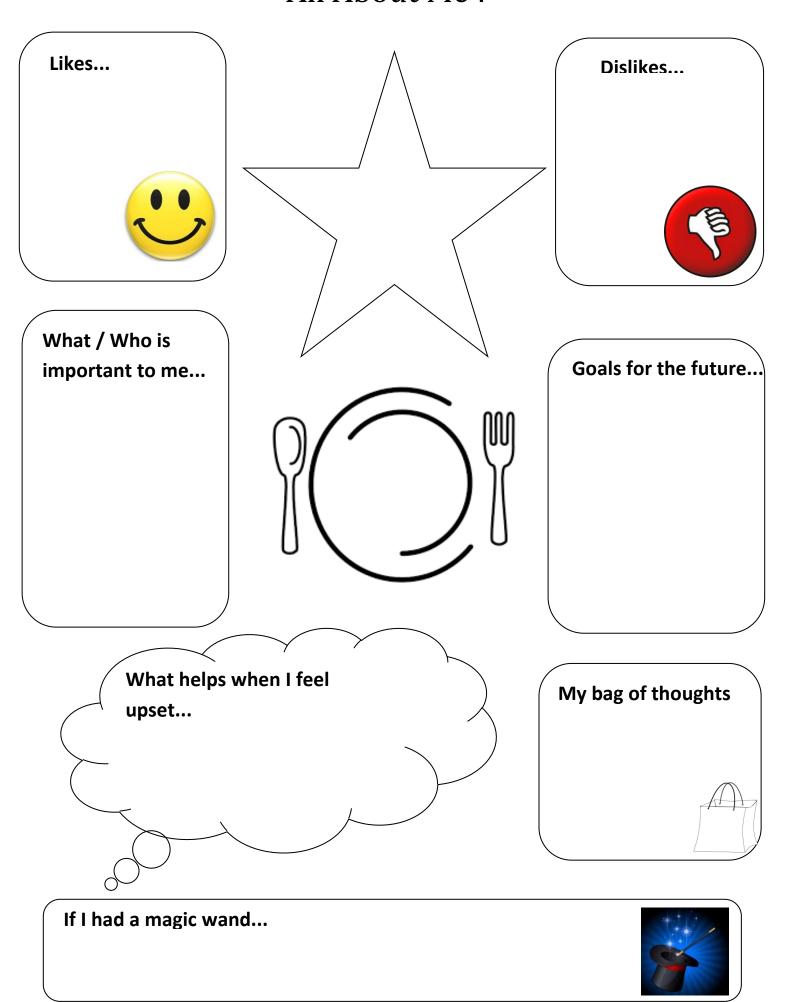
- Mix flour and salt in a large bowl
- Mix water, oil and a few drops of food colouring in a separate bowl
- Dust worktop with flour and knead the dough until it is smooth
- Store in an air tight container



30 Day LEGO Challenge

0							
Č	Follow the instructions for each		Day l	Day 2	Day 3	Day 4	
C	day. The only rule is to have fun			You were hired by an amusement	NASA needs you to build a new rooket.	Your parents want to build a new	Holly wood hires you to build a
	and use your imagination!			park to create a new roller coaster.		home and they want you to build it.	movie set for a new Star Wars movie.
C	Day 6	Day 8	Day 7	Day 8	Day 9	Day 10	Day 11
	the world's tallest	You are stuck on Mars and need to build a new ship to get home.	Ford hires you to create the toughest pick up truck in the world.	island. Build a boat	Captain Hook needs a new pirate ship and wants you to build it.	You and your friends decide to build a tree house.	Prince Charming hires you to build a castle for him & Cinderella.
Q	Day 12	Day 13	Day 14	Day 16	Day 16	Day 17	Day 18
	to build a new	You are asked by the President to build a new monument to George Washington.	Mr. Hilton hires you to build a new hotel.	There is a circus in town. Build a place for the performance.	Help your fellow ptoneers build a wagon to make it across the country.	Build the fastest car around and join the big car race.	Do you wanna build a snowman? Get in the winter mood and build a snow soene.
	Day 19	Day 20	Day 21	Day 22	Day 23	Day 24	Day 26
	to connect one side of the town to the other.	up to you to make a pizza for all the guesta	You are hired to build a brand new hospital.	The fence is broke and the dog keeps escaping. Build one he can't get out of.	You are now in medieval times. You are commis- sioned to build a jousting arena.	The local bank keeps getting robbed. Build a safe no one can crack.	Design and build your dream bedroom.
	You are elected ruler. Build a flag for your land.	Day 27 Aliens are invading and you need to build a war robot to defeat them.	Day 28 The aliens have taken over. They are impressed by your robot. They want you build one for them.	Day 29 You are hired to build a house entirely out of yellow Legos.	Day 30 There is blizzard. You will need to build a snowmobile	•	What was your favorite day?

'All About Me'!



Services for Children and Young people

Organisation	Service Provided				
Action for Children – Build Sounds	It has lots of tips on anxiety, stress, wellbeing etc and how				
Minds	parents can support their children.				
https://minds.actionforchildren.org.uk/	Further Resourses and support available.				
Get Connected	Support and signposting for young people under the age of 25. Telephone, email, text and web chat support.				
https://www.getconnected.org.uk/	23. rerephone, email, text and web enat support.				
Kooth	Online counselling and support for children and young people.				
https://www.kooth.com/					
Mind	National mental health charity providing information and advice.				
https://www.mind.org.uk/					
Sane	Information on mental health, as well as telephone, email and text support. Includes an online forum for over-18s.				
http://www.sane.org.uk/					
Bullying UK	Advice and support for dealing with bullying.				
https://www.bullying.co.uk/					
The Mix	Mental health information and support for the under-25s.				
https://www.themix.org.uk/					
Anxiety UK	Live chat and email support for children and young people experiencing anxiety				
https://www.anxietyuk.org.uk/					
The Worrinots –	Help children deal with fears in a safe environment.				
https://www.worrinots.com/					





Coronavirus (COVID-19)

It's easy to feel a bit overwhelmed and scared by everything you're hearing about coronavirus disease (COVID-19) right now. Find out more about what's happening and the simple steps you can take to help prevent catching COVID-19 and spreading to others. Also find out more about what you can do if you are feeling anxious and worried, and how you can support others in your community.





NHS Inform's Information About Coronavirus (COVID-19)

Get the official and most up-to-date information about how COVID-19 is spread, what the symptoms are and what to do if you think you have



First Minister & National **Clinical Director Answer** Your Coronavirus **Questions Live**

First Minister, Nicola Sturgeon, and National Clinical Director, Jason on coronavirus (COVID-19).

Health and Wellbeing



The Answers to Common Coronavirus (COVID-19) Questions

We answer your frequently asked questions about the coronavirus

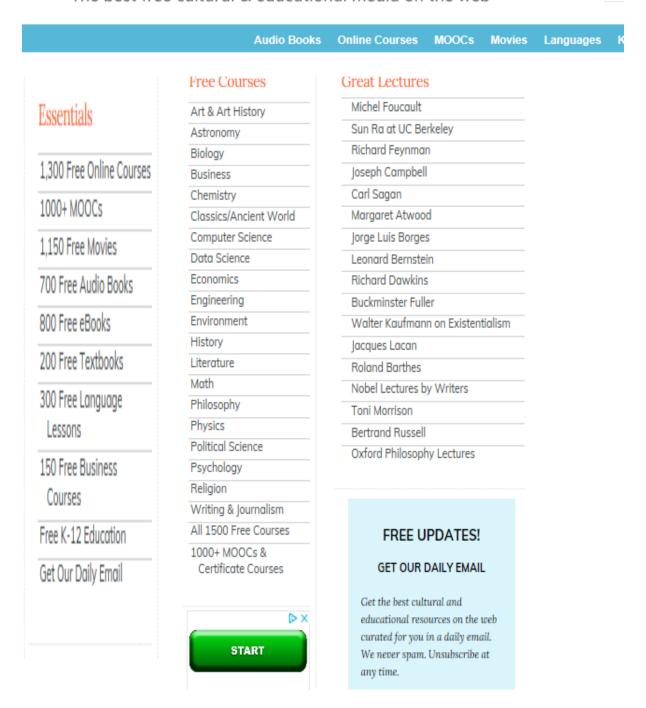
Health and Wellbeing

https://www.young.scot/campaigns/nation al/coronavirus

Educational Resources

OPEN CULTURE

The best free cultural & educational media on the web



http://www.openculture.com/



Creative Care Package for Families & Schools

Earlyarts E-Bulletin No. 75

Creative Ideas for Families and Schools

1. Music and Singing

- i) The <u>Sofa Singers</u> bring together hundreds of people in real time for 45 minutes of simultaneous singing, smiling and sharing songs and stories. This might just restore some sanity for parents after a long day...
- ii) The Royal Opera House will be offering a free programme of curated online broadcasts, musical masterclasses and cultural as well as a unique look behind the scenes at one of the world's most famous cultural institutions:
 - Peter and the Wolf, The Royal Ballet 27 March 2020, 7pm GMT
 - Acis and Galatea, The Royal Opera 3 April 2020, 7pm BST
 - Così fan tutte, The Royal Opera 10 April 2020, 7pm BST
 - The Metamorphosis, The Royal Ballet 17 April 2020, 7pm BST
- iii) Sound Connections with music education expert, Sue Nicholls, bring some

wonderful and can even be washed clean!

- Bottle Top Shakers
- Macaroni Tambourine
- Shakers, scrapers, tappers and flappers

2. Art, Design, Materials and Mixed Media

- i) Think with Things Island is a community playing towards a shared goal of learning, designing and sharing practice in play based learning and working with found objects.
- ii) <u>Curious Arts Activities</u> by Dr Louisa Penfold scholar, artist and play-in-museums expert who shares her delightful imagination with the world in a series of awesome arts activities over the next few weeks.
- iii) <u>Fun Palaces connection revolutions</u> ideas include practical suggestions to help local communities connect a little more or simply pass time creatively in self-isolation.
- iv) <u>Out-of-the-ordinary</u>, <u>home-made creative ideas</u> for kids (and adults!), cheap and easy to make with most household materials.
- v) From the <u>wonderfully adventurous 64 Million Artists</u> comes a series of creative challenges for creative minds! A million and one ideas.

3. Dance and Movement

- i) Anyone who was inspired by Itay Yatuv's <u>infamous movement video</u> with his daughter, Sophie (and thought, 'Yikes! I could never do that!') will be delighted to find he is offering <u>free training for teachers and parents with their little ones</u> through his facebook videos so that YES, you CAN do that!
- ii) Northern Ballet's Early Years project introduces young children to dance through

help you explore the concepts of colour, Going on a Bear Hunt and Where The Wild Things Are.

4. Museums

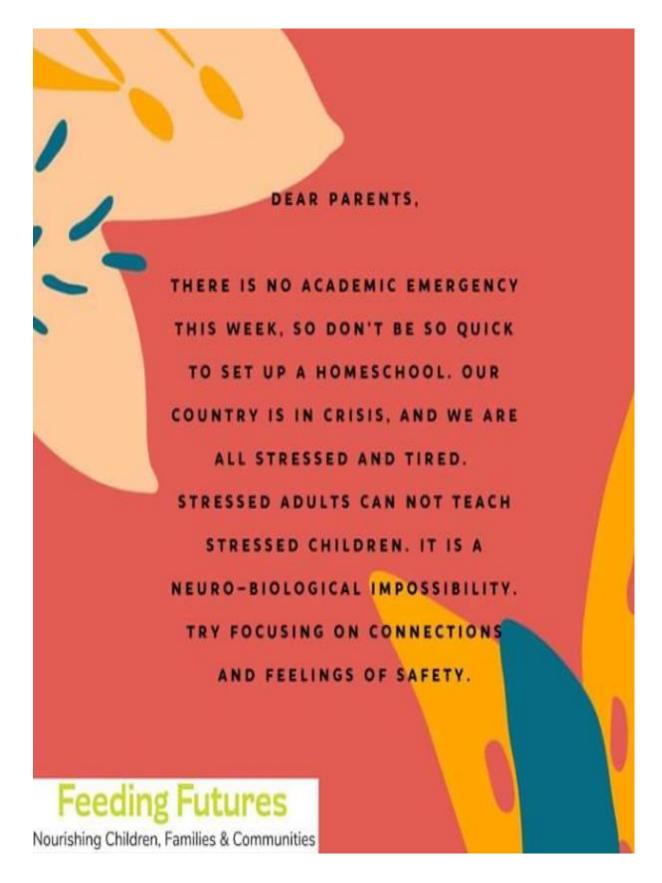
- i) Join in with the <u>Google Cultural Institute</u> to explore artists from around the world or take a walk around Machu Picchu as if you were right there, with Google Arts & Culture.
- ii) Sit back and enjoy <u>twelve famous museums that offer virtual tours</u> you can take on your couch.
- iii) Dip in to the <u>Museum of London's Early Years Toolkit</u> to explore a universe of subjects from how to create learning spaces to messy play to how creativity supports early brain and body development.

5. Story

- i) <u>Discover Audible with thousands of books</u> for you and your little ones to cuddle up and to listen to when nothing else will do (now free).
- ii) Get lost in the <u>British Library's beautiful maps</u>, illustrated manuscripts, sounds, histories, herstories, artists interviews, photographs and hundreds of online collections across all historical subject areas.
- iii) Cultural ideas from the RSA that might just change the world.

Don't forget you can **download** a **free pack on Den making** from Earlyarts'

Nurturing Young Children's Learning series by **signing up to the quarterly Earlyarts Ebulletin**, along with our pack on Ten Techniques for Creative Teaching (also great for families!). This way you'll get notified of each new list of creative ideas.



Learning about online safety at home

Schools across the UK are now closed to most families. We know this is a diffiuclt time for most parents. This page is intended to provide you with support and resources to help you learn about online safety at home with your child.

Parents and Carers Helpsheets

If you haven't already, the first thing to do is read our Parents and Carers Helpsheets - there is one for primary and one for secondary. These contain key online safety advice and links to our resources, as well as support services.

Home activity packs

Once you have read the Helpsheets, click on the links below to download your first home activity packs for each age range.

Each pack contains two 15 minute activities to do with your child, using Thinkuknow resources. The next two will be released in a fortnight's time.

For Early Years and Primary:

Home activity pack for 4-5s

Home activity pack for 5-7s

4-7s Reward Chart

Home activity pack 8-10s

For Secondary:

Home activity pack 11-13s

Presentation containing First to a million film 11-13s

Home activity pack 14+

We want to hear what it has been like for you. We will soon send out a survey for parents and carers to hear about your experiences, this will enable us to provide support and advice that would be most useful to you at this time.

https://www.thinkuknow.co.uk/parents/support-tools/home-activity-worksheets?utm source=Thinkuknow&utm campaign=03cb8440df-

TUK_ONLINE_SAFETY_AT_HOME_24_03_20&utm_medium=email&utm_term=0_0b54505554-03cb8440df-55204037

Year 11/Key Stage 4-5/Post-16 Learning Resources and Courses

- There's free access to the following Keystage 3 and 4 English resources until the end of April (ages 11-16)
 https://www.teachitenglish.co.uk
- <u>Learning Partnership West</u> have begun to build a resource hub on our website for young people which includes activities to link to and English and maths etc https://www.lpw.org.uk/resources/resources-for-young-people/
- The Skillswise resources are easy to use and support improving Eng + Maths Functional Skills https://www.bbc.co.uk/teach/skillswise
- Haymarket Books are offering 10 free e-books for older students
 (Keystage 3 and 5) here:
 https://www.haymarketbooks.org/blogs/112-ten-free-ebooks-from-haymarket-books
- Afrocentric homeschooling in black families can be found here A
 really good opportunity to use the time to work on some curriculum
 content that is culturally relevant and engaging. Where kids of colour
 have an invitation to be involved in interactive workshops, editing
 vidoes etc.. https://www.a2zhomeschooling.com

Young People 18+

- https://www.open.edu has some free courses for 18+ students
- https://www.mooc.org/ there are lots of different companies/providers for these but you can choose any course or area of interest and learn something new
- https://www.futurelearn.com/ 444 online short courses from
 Universities and further education establishments across the country.

Keeping children happy and safe online during COVID-19

25 March 2020

As UK schools close, or run at a limited capacity as a result of COVID-19, we know that parents and carers are having to manage their child's use of technology and help them learn remotely. This can feel overwhelming, but we are here to help!

Here are lots of useful resources and tools that you as a parent or carer can use to help ensure your child is safe and happy online.

If you are a school or teacher, make sure that you send this information on to parents and carers in your school community!

Online safety activities you can do from home

As your children spend more time at home and are going to be online more than ever, we've pulled together a list of easy-to-use resources. They are broken up into ages and include quick activities, films and plenty more fun ways to engage with your children. From identifying fake news to online bullying – there is plenty for you and your family to use.

- For 3-7 year olds
- For 7-11 year olds
- For 11-14 year olds
- For 14-18 year olds

We will be adding more content for each age group as time goes on. If there are any particular topics or ways of working you would like to see more of then don't hesitate to message or tweet us @uk_sic.

Find out more

Getting advice and guidance if something goes wrong

As young people spend more time online there is also an increase in the chances they will see something online which isn't intended for them. Whether this is fake news, impersonation, or mean comments, there are lots of places you can go to for help and advice on how to report this behaviour. Together as a family you can also help prepare your children and build their critical thinking skills.

Making a report

reportharmfulcontent.com is a website designed to help you report anything which you believe shouldn't be online. There's guidance about how to report different types of content as well as help with the next steps you can take if your report isn't actioned by the site or service you have made it on.

Speaking to someone

For young people - depending on the age of your child there are a range of places they can go to for help. For younger children they can call Childline for help and support, and for older children The Mix offer free and practical advice.

For parents and carers - The O2 and NSPCC helpline can help you with any questions or concerns you may have about keeping your child safe online. They can provide you with advice and help to troubleshoot any problems your family may be facing.

For educators or professionals - The Professionals Online Safety Helpline will continue to operate Monday to Friday 10:00am – 4:00pm. This helpline can assist with any online safety issues or concerns any professional working with children and young people may have. For help and support, please email helpline@saferinternet.org.uk

Making the most of the internet as a family

Creating a family agreement

A family agreement is a great way to start a conversation with your whole family about how you all use the internet. As you have everyone at home, it's a fantastic way to set boundaries and discuss how you are all going to use technology during this time. Where is tech going to be used in your home? How are you going to share it and what times of the day can different family members have access? It's also a great way to discuss how to behave online and talk about what happens if something upsets or worries your child.

Having a conversation

As a parent or carer, the best tool to support your child in leading a happy and safe life online is open conversation. Our Parents' Guide gives advice on how to begin these discussions, how to work together as a family to support your child online, and how to handle difficult conversations or situations.

Topic specific advice for parents and carers

From livestreaming and parental controls, to grooming, our website has advice for parents and carers on a range of topics.

Staying connected with your peers

We are seeing some ingenious ways of people keeping in touch using technology, from virtual PE lessons with The Body Coach on YouTube, to year groups having Skype calls at the time when school breaks would be. There are so many ways that young people can stay connected during this time.

We would love to know how you are all staying connected during these school and work closures. Be sure to share your plans with us on Twitter @uk_sic. connect with us [facebook] [twitter] [rss] [youtube] [instagram]

Newsletter Subscribe to our newsletter to stay up to date Subscribe

Brought to you by We are a partnership between Childnet International, Internet Watch Foundation and South West Grid for Learning, part-funded by the European Union and part of the Insafe-INHOPE network

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