

Help and support all in one place

Safeguarding Children

Safeguarding children is everybody's responsibility.

Uley's Designated Safeguarding Leads are available should there be any safeguarding concerns. Please phone the school 01453 860350. If there is no reply please leave a message and email admin@uley.gloucs.sch.uk.

Out of school hours contact numbers:

If you are worried or concerned about anyone under 18 who you think is being abused or neglected, or that a child and their family need help and support, please contact the Gloucestershire Children and Families Front Door which is open from 9am to 5pm:

Telephone: 01452 426565

Email: childrenshelpdesk@gloucestershire.gov.uk

If you have concerns about the immediate safety of the child or you believe a serious criminal offence has been committed please contact the Police at any time on 101.

In an emergency, always dial 999

NSPCC Support for the Children – Childline

You can talk to us about anything. Whatever you'd like to talk about is important to us. You are not alone. Whether you're feeling stressed, anxious, lonely or down, no matter what it relates to -we are here for you. ChildLine is a private and confidential service, meaning that what you say stays between you and ChildLine. Telephone lines are open 24/7.

The children are aware of the Childline phone number through our visit from the NSPCC:

Help for children and young people Call Childline on 0800 1111

Help for adults concerned about a child Call us on 0808 800 5000

www.childline.org.uk

Gas and Electric

Those at home self-isolating may be using more electricity than usual and might be worried about going out and being able to top up their meters. We have been advised that if people can they should ask friends and family to help.

If you do not have help this information might be helpful to you. Contact the numbers below, the supplier will send

2 weeks' worth of power to you or a similar amount.

BRITISH GAS 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 outside 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 outside, 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 inside, 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.

I know 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.

How to Apply for Free School Meals

If you feel you may be eligible for free school meals due to changing circumstances please visit <https://www.gov.uk/apply-free-school-meals> to apply.

Tappy Twins & Teen line

Tappy Twins are pleased to be able to offer 1-2-1 sessions and online support with a qualified counsellor/therapist to your most vulnerable young people and their family, to ensure that they get support when they need it most.

For those that are truly struggling we can offer a secure 1-2-1 session online, via our helpline. In addition they would also get access in between their sessions as well.

Any children, staff or parents that need our support can be set up with a specific time each week, the same way they would when we are in school. They would login to our system and the sessions can then take place.

If you would like further information, please contact :

Suzanne Skeete on 07507 228319

Citizens Advice

Offices are now closed but if you need to speak to someone call 0808 800 0510 or email via www.citizensadvice-stroudandcotswolds.org.uk/stroudcab-email-advice-php

Fifth Dimension

Have been preparing meals free of charge and can deliver to those in the Stroud areas, that cannot get to the supermarket, receive deliveries or who are in need financially. Please contact info@fifthdimension.org.uk

Medication

Jenkins Taxi Have kindly offered to deliver medication to vulnerable and isolated residents in the Cam and Dursley area. Please call on 01453 542346.

GL11 Community Hub are currently looking for ways to support vulnerable families during this time. They are currently running a Food Bank and in some cases are able to deliver. Please call 01453 548530 if you need any assistance.

Gloucestershire Counselling Service has set up a telephone and video call counselling service. Self-registration is via the website www.gloscounselling.org.uk. The service is for children, young people and adults and there is a small fee.

Glos Families Directory This is a directory of support, all in one place. <https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/home.page>

Gloucestershire Community Help Hub Gloucestershire's councils and partners have created a community help hub to connect local people who need help, with others who can provide the support they need. As further measures are put in place to delay the spread of Covid-19, local people have already started to pull together to arrange help in their area for those who need it, but not everyone has existing connections. In response, the council's across the county have come together with the police and health partners to create the hub to connect local people who need help, with individuals, groups and businesses who can provide the support they need.

The hub includes four forms:

- 'I can offer help' – is for those who are able to support neighbours with tasks such as picking up prescriptions, shopping, dog walking and more.

- 'I need help' – can be used by individuals to ask for support
- 'My neighbour needs help' – may be used by people to request help on behalf of a neighbour, relative or friend who cannot access the internet themselves
- 'My business can help' – will allow local businesses who may have skills and resources others could benefit from, to offer their help

People who cannot go online can register by phone on 01452 583519 Monday to Friday from 8.30am to 5.00pm.

If you're part of an existing community group who can offer help locally, we'd still like you to register. The information collected will be shared daily with the relevant local council who will connect people who can help each other, or if appropriate refer individuals to an existing service.

<https://www.gloucestershire.gov.uk/gloucestershires-community-help-hub/>

Domestic Violence Unfortunately, there has already been a rise in the cases of domestic violence. The government has produced some guidance:

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

Covid-19, domestic abuse and your community

Self-isolation and social distancing mean more people are staying at home. It's a stressful time, people are working from home and children are off school. **This is an extremely risky time for victims of abuse.** As a neighbour, family member or friend, please be mindful of this.

X It's their problem, not mine. I don't want to get involved or interfere. This always happens, it's just how they are. I know this is happening but I'm choosing to ignore it.

✓ This is unacceptable. I will not stand by and let this happen. I want to help but will do so in a safe way – for me and the victim. I know this is happening and I will offer help.

Are you able to check-in with family or friends? A quick call or text? Decide on a code word for them to use if they need your help. If you hear, see or suspect somebody is being hurt or threatened, please call **999**.

NEVER confront the perpetrator. **NEVER** talk to the victim in front of the perpetrator. **ALWAYS** call 999 in an emergency.

gdass.org.uk

Looking after your Wellbeing This an anxious time for us all. With all the uncertainty around Coronavirus (or COVID-19) it's completely normal to feel worried about how it could affect your life. You won't be alone in how you're feeling. Everyone reacts in their own way to challenging events and uncertainty.

There are lots of steps you can take to help look after your wellbeing, and the wellbeing of people around you. Make sure you get further support if you feel you need it. Just talking about what we're worried about can be a massive help.

<https://www.gloucestershire.gov.uk/health-and-social-care/public-health/advice-on-covid-19/looking-after-your-wellbeing/>

Online Safety

YouTube Moderation for Parents

During the pandemic it's likely that children will be spending more time on YouTube, having fun, learning new things and much more. There are a few functions within YouTube that can help parents and in this video these functions are highlighted -

<https://www.youtube.com/watch?v=1Yvlfw7obwE&feature=youtu.be>

E-safety Adviser

If you would like to subscribe to a free online safety magazine then please follow the link:

<https://www.esafety-adviser.com/latest-newsletter/>

Think You Know – Home Activity Packs

This page is intended to provide you with support and resources to help you learn about online safety at home with your child.

<https://www.thinkuknow.co.uk/parents/support-tools/home-activity-worksheets>

Safer Internet

As a parent or carer you play a key role in helping your child to stay safe online. You don't need to be an expert on the internet to help keep your child stay safe online. Our advice and resources are here to support you as you support your child to use the internet safely, responsibly and positively –

<https://www.saferinternet.org.uk/advice-centre/parents-and-carers>

<https://www.saferinternet.org.uk/blog/keeping-children-happy-and-safe-online-during-covid-19>

NSPCC

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/>

Net Aware

Your guide to social networks, apps and games

<https://www.net-aware.org.uk/>

Think You Know

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

Uley School Website

<http://www.uleyprimary.co.uk/the-curriculum/internet-safety/>

Where can I go to get support to help keep my child safe online?

There is a lot of support available to keep your child safe online. Below are some useful links to help parents and carers:

[Thinkyouknow](#) (advice from the National Crime Agency to stay safe online)

[Internet matters](#) (support for parents and carers to keep their children safe online)

[Parent info](#) (support for parents and carers to keep their children safe online)

[LGfL](#) (support for parents and carers to keep their children safe online)

[Net-aware](#) (support for parents and carers from the NSPCC)

Guidance for Parents and Carers: keeping children safe online An email was sent out earlier this week regarding keeping children safe online. The government has also published some information.

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers>

NHS Website

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

NHS111 Online

<https://111.nhs.uk/>

PHE Public Info [public](#)

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.gloucestershire.gov.uk/covid-19-information-and-advice/>

Family Information Service



The Family Information Service offer a wide range of information advice, and signposting to support families, children and young people from 0 - 19 years of age (25 for young people with additional needs). This includes information on finding and choosing childcare, such as local day nurseries, playgroups, childminders, children's centres, out of school clubs and holiday playschemes.

They can also provide information on:

- Family Support
- 2, 3 & 4 year old funding towards childcare

- 30 hours funding for working parents and some foster carers
- Referrals for parenting programmes including Triple P, Solihull, Webster Stratton and You & Me, Mum
- The Key Disability Register
- Tax Credits, Benefits.

Parent/Carers can also download from this page useful resources to support family life, including a Parent's Guide to mobile phone and the internet, being left Home Alone to name just a few.

Enquiries are welcome by phone, e-mail or letter, and a brokerage service is available for more complex enquiries that need to be researched further.

The Family Information Service produce a termly newsletter and if you would like to receive a copy by email, please send us your details, or you can view our latest newsletter by clicking on the download to the right of this page.

Gloucestershire Family Information Service has been awarded the **Families First Quality Award**.

Families Matter

Find the most recent copy as well as back editions of the Families Matter newsletter from the Family Information Service in the Download section below.

If you would like to receive this newsletter via email, please let us know via familyinfo@gloucestershire.gov.uk.

All registered users of this website will receive a copy that will be sent directly to them as it is issued in March, July and December.

Who to contact

Contact Position

FIS Advisers

Telephone

01452 427362 or 0800 542 0202

E-mail

familyinfo@gloucestershire.gov.uk

<https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/home.page>

Early Help

Early help is about children, young people and families getting the right help at the right time, before issues get worse

<https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/early-help-for-children-young-people-and-families/>

The Door Stroud

Just to let you know that we are still open to help families in need. Most of our mentors will still be supporting by phone or video links.

We are still happy to accept referrals, and hoping to do assessments by video and then offer them Telephone support for the time being, which we have in-creased to twice weekly from Monday next week to cope with demand. We are also seeing increased anxiety I many of our young people so calls are for longer.

Sadly we will have to suspend all of our support groups for the time being, but again we are here for support if need me. Two of our colleagues are still manning our phones so calls can be made to 0143756745.

Stroud District Foodbank

All centres are currently closed, however they are now delivering food to families when a food voucher has been received. Please complete vouchers as normal and then send to the Foodbank along with the families contact number and they will arrange for a delivery.

GL Communities

Coronavirus (COVID-19) - Change to services:

As the Coronavirus continues to take hold, we are following the guidance of local authorities in service delivery.

From **Monday the 23rd March** the offices of GL Communities will be **closed** and all services will go through the following phone lines:

- **We have an advice line direct to Advisors – 01452 306581**
- **Our office line is 01452 505544 for the Trinity Centre**
- Our office line is 01452 521557 for the Phoenix Centre
- Our office line is 01452 505001 for the Gateway
- We also have offices at The Hub in Podsmead which is 01452 415223

If you need advice or support please give us a call.

Young Gloucestershire

Care packages – we have launched and so far delivered about 50 care packages to vulnerable young people and families in the county, those needing essential such as food, toiletries, baby milk etc... this is young people in supported housing, families who are now unemployed and many vulnerable young people who are living alone. We are working on supporting the county council with their care package distribution scheme moving forward in addition to this

Link Chat – we have set this service up offering vulnerable young people the opportunity to register with us to receive a care call (as often as required) to ensure they have someone to talk to, check in they are ok and discuss coping strategies during this difficult time.

Mindfulness – we have launched a daily zoom mindfulness session for young people

Active Links – our active links programme is now on zoom with two fitness sessions taking place a week which any young people 16-25 can log into and take part.

Counselling – we have moved all our existing counselling offers online so Linked up, linked up+ are all now providing services to our clients using zoom and phone. We are continuing to take referrals to these programmes as normal.

Detached youth work – we have launched a detached youth work programme in partnership with the police to educate young people on the need to stay home and stay safe, in addition we are seeking to identify young people who are vulnerable and need support to stay safe and feed them in to our other programmes

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

Contact

Main Office

Greyfriars House

Greyfriars
Gloucester
GL1 1TS

Charity Number: 281797

Tel: 01452 501008

Email: hello@youngglos.org.uk

The Link

33 Southgate Street
Gloucester
GL1 1TP

Tel: 01452 501008

Email: hello@youngglos.org.uk

Opening Times:

Monday: 11-4pm

Tuesday: 11-4pm

Wednesday: 11-4pm

Thursday: 11-4pm

Friday: 11-4pm