

South West Herts Partnership

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Coronavirus (Covid-19) - How your Family Support Service is adapting to continue to support you during this time

Whilst the Coronavirus is changing the way that we work, we want to reassure you that our main focus is to look at ways to continue to provide you and your families with a family support service in the best way possible ensuring safety all round.

- All home visits and support for parents/carers will now take place over the phone or via video link and any information sent by email
- Where possible any meetings that would normally take place in schools and or other settings will be offered to take place over the phone or via video link
- Our School Family Workers and Partnership Manager will continue to be contactable for advice via telephone and email.

If you have any closed cases that you feel would benefit from telephone support, please advise your allocated School Family Worker. We will endeavour to give you as much support as our capacity allows during this difficult time.

Family Support Service 2020/21

HCC have advised us of the amounts allocated to each of your school budgets for family support within the partnership area.

We have completed a financial review of our current hourly rate and the funding we receive and will write to you shortly to confirm the new lower rate for 20/21. This will include a breakdown of what you are charged for so we can be as transparent as possible.

You will also receive a copy of our schools brochure and invoice for 20/21. However, we do understand that schools are not in normal operation so have delayed our normal payment deadline from the end of June to the 31st August, 2020.

Our aim is always to give you value for money whilst maintaining equity amongst our schools.



Please find links, resources and advice on the following pages which we hope you and your families will find useful. We have broken these down to the following areas;

- Mental Health & Emotional Wellbeing
- General Advice and Support on Parenting Pressures
- Educational Resources and Activities for Children at Home
- Talking to children about Coronavirus
- Financial Support
- Safeguarding
- E-Safety



South West Herts Partnership Mental Health & Emotional Wellbeing

SUPPORT FOR CHILDREN AND YOUNG PEOPLE

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
NHS Mental Health APPS			https://www.nhs.uk/apps-library/category/mental-health/
NHS Mental Health	Online educational courses and resources which are accessible for service providers and adults/ children suffering with mental health		https://www.recoverycollegeonline.co.uk/
SAM	Self anxiety management APP for iphone or android		http://sam-app.org.uk/
Chat Health	This service is provided by the Hertfordshire school nursing service for young people aged 11-19	You will get a reply within 24 hours from an NHS School Nurse between 9:00am and 5:00pm, Monday to Friday (except bank holidays)	07480 636 050 – text service
KOOTH	Online emotional and mental health support for children & young people aged 11-25. Family problems, eating disorders, loneliness, bullying, anxiety & depression	Monday – Friday 12pm – 10pm Saturday – Sunday 6pm – 10pm	https://www.kooth.com/
Catch it APP	Managing anxiety and depression		https://www.nhs.uk/apps-library/catch-it/
Stop breath think APP	We are the emotional wellness platform for the “under 25” generation		https://www.stopbreathethink.com/
Self Harm network	Online support forum		http://www.nshn.co.uk/
Head space APP	Mindfulness for everyday living Available for iphone and android		https://www.headspace.com/
Calm Harm App	Calm Harm provides tasks to help you resist or manage the urge to self-harm	Self harm support for teenagers. Available on iphone and android	https://calmharm.co.uk/
Young minds	Supporting children and young peoples emotional wellbeing and mental health	Support for children and young people. Parents helpline: 08088025544	https://youngminds.org.uk/

South West Herts Partnership Mental Health & Emotional Wellbeing cont/d...

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
mindful	Support, information and advice for 11-17 year olds		www.mindful.org
Anxiety UK	Support for people suffering with anxiety	Mon-Fri 9.30-5.30 08444 775774	www.anxietyuk.org.uk
No panic	Supporting anxiety disorders	Youth Helpline 0330 606 1174 Helpline 0844 967 4848	https://nopanic.org.uk/contact-us/
B-EAT	Eating disorders support for all ages	Under 25's 0345 634 7650 ADULTS: 0845631414	www.b-eat.co.uk

SUPPORT FOR ADULTS

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Samaritans	Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year	Call 116 123	https://www.samaritans.org/how-we-can-help/contact-samaritan/
Mind UK	UK Mental Health Charity with information and an online mutual support community		https://www.mind.org.uk/ https://www.mind.org.uk/information-support/support-community-elfriends/
Big white wall	Self-help	16+	https://www.bigwhitewall.com/
Sleepio APP	Sleep improvement programme	Available 24/7	https://go.bighealth.com/sleepio_nhs
Silver cloud	Digital behaviour and mental health platform		https://www.silvercloudhealth.com/uk
Sane uk	Supporting adult mental health	Sane Line : 0300 304 7000	http://www.sane.org.uk/
leso	Supporting with stress, PTSD, anxiety, depression, OCD, social anxiety, phobias, panic disorders, and more	Offers CBT	https://www.iesohealth.com/en-gb
mindEd	Information for adults supporting children and young people with mental health		https://www.minded.org.uk/
Bipolar UK	Advice, information and support for Bipolar		https://www.bipolaruk.org/
OCD action	Advice, information and support for OCD	0845 390 6232	https://ocdaction.org.uk/
OCD UK	Information and support for OCD		https://www.ocduk.org/



South West Herts Partnership

General Advice/Support for Parenting Pressures

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Families First Portal support for families	Families First is available to all Hertfordshire families with children under 18 (25 if they have a learning need or disability)		https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx
Family Action	The FamilyLine service supports people who are dealing with family pressures in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message	Telephone: 0808 802 6666 Text message: 07537 404 282	https://www.family-action.org.uk/what-we-do/children-families/familyline/
Family Lives (previously Parentline)	Family Lives offers a confidential and free helpline service for families in England and Wales (previously known as Parentline). for emotional support, information, advice and guidance on any aspect of parenting and family life	The helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday.	Call: 0808 800 2222 https://www.familylives.org.uk/how-we-can-help/confidential-helpline/
Gingerbread	One Parent Families/ Gingerbread is the leading national charity working to help lone parents and their children		Single Parent Helpline: 0808 802 0925 gingerbread.org.uk
Grandparents Plus	Grandparents Plus is the only national charity (England and Wales) dedicated to supporting kinship carers - grandparents and other relatives raising children who aren't able to live with their parents		Call: 0300 123 7015 grandparentsplus.org.uk
DSPL 9 website	For families that have children/young people 0-25 with SEND		http://dsplarea9.org.uk/
Hertfordshire's Local Offer	The Local Offer lets parents and young people know what special educational needs and disabilities services are available in Hertfordshire, and who can access them		https://www.hertfordshire.gov.uk/microsites/Local-Offer/The-Hertfordshire-Local-Offer.aspx



South West Herts Partnership Educational Resources & Activities for Children to do at Home

We understand many schools will be setting their own learning. However, the following may help those affected by schools closures due to Coronavirus which has been complied by home educators:

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Khan Academy	Especially good for maths and computing for all ages but other subjects at secondary school levels	Note this uses the U.S. grade system but its mostly common material	https://www.khanacademy.org
BBC Learning	This site is old and no longer updated and yet there's so much still available, from language learning to BBC Bitesize for revision. No TV license required except for content on BBC iPlayer		http://www.bbc.co.uk/learning/coursesearch/
Futurelearn	Free to access 100s of courses, only pay to upgrade if you need a certificate in your name (own account from age 14+ but younger learners can use a parent account)		https://www.futurelearn.com
Seneca	For those revising at GCSE or A level. Tons of free revision content. Paid access to higher level material		https://www.senecalearning.com
Openlearn	Free taster courses aimed at those considering Open University but everyone can access it. Adult level, but some e.g. nature and environment courses could well be of interest to young people		https://www.open.edu/openlearn/
Blockly	Learn computer programming skills - fun and free		https://blockly.games
Scratch	Creative computer programming		https://scratch.mit.edu/explore/projects/games/
Ted Ed	All sorts of engaging educational videos		https://ed.ted.com
National Geographic Kids	Activities and quizzes for younger kids		https://www.natgeokids.com/uk/



South West Herts Partnership Educational Resources & Activities cont/d...

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
The maths factor	Usually £2 a week, now free for 4-11yrs until schools open		https://www.themathsfactor.com/
Duolingo	Learn languages for free web or app		https://www.duolingo.com
Mystery Science	Free Science lessons		https://mysteryscience.com
The Kids Should See This	Wide range of cool educational videos		https://thekidshouldseethis.com
Crash Course	You Tube videos on many subjects		https://thecrashcourse.com
Crash Course Kids	As above for a younger audience		https://m.youtube.com/user/crashcoursekids
Crest Awards	Science awards you can complete from home		https://www.crestawards.org
iDEA Awards	Digital enterprise award scheme you can complete online		https://idea.org.uk
Paw Print Badges	Free challenge packs and other downloads. Many activities can be completed indoors. Badges cost but are optional		https://www.pawprintbadges.co.uk
Tinkercad	All kinds of making		https://www.tinkercad.com
Prodigy Maths	Is in U.S. grades, but good for UK Primary age		https://www.prodigygame.com
Cbeebies Radio	Listening activities for the younger ones		https://www.bbc.co.uk/cbeebies/radio
Nature Detectives	A lot of these can be done in a garden, or if you can get to a remote forest location!		https://naturedetectives.woodlandtrust.org.uk/naturedetectives/
Oxford Owl for Home	Free ebook library		https://www.oxfordowl.co.uk/for-home/
Big History Project	Aimed at secondary age multi –disciplinary activities		https://www.bighistoryproject.com/home
Geography Games	Geography gaming!		https://world-geography-games.com/world.html
Blue Peter Badges	If you have a stamp and a nearby post box		https://www.bbc.co.uk/cbbc/joinin/about-blue-peter-badges

South West Herts Partnership Educational Resources Cont/d...

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
The Artful Parent	Good, free art activities		https://www.facebook.com/artfulparent/
Red Ted Art	Easy arts and crafts for little ones		https://www.redtedart.com
The Imagination Tree	Creative art and craft activities for the very youngest		https://theimaginationtree.com
Toy Theater	Educational online games		https://toytheater.com/
DK Find Out	Activities and quizzes		https://www.dkfindout.com/uk/?fbclid=IwAR2wJdpSJSeITf4do6aPhff8A3tAktnmpaxqZbkgudD49I71ep8-sjXmrac
Twinkl	This is more for printouts, and usually at a fee, but they are offering a month of free access to parents in the event of school closures.		https://www.twinkl.co.uk
Virtual tours	Virtual tours of some of the world's best museums		https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours
The World of David Walliams	Every day at 11am, you can listen to one of David Walliams stories.		https://www.worldofdavidwalliams.com/elevenses/

Today, I have done something for:

MY BRAIN
Read a Book, Play a Math Game, Write a Story, Study the World Map

MY BODY
Yoga, Dance, Sit Ups, Push Ups, Wall Sits!

MY HOME
Clean Up, Scrub Something, Create Something, Put Away Laundry

MY CREATIVITY
Draw, Paint, Build, Cook, Sketch, Make a Play, Sing a Song, Play an Instrument

MY EARTH
Water Plants, Pick Up Litter, Observe Nature

MY FAMILY OR FRIENDS
Make a Gift, Write a Letter, Do a Good Deed, Make a Phone Call, Help with Something

25 THINGS TEENAGERS CAN DO DURING SOCIAL ISOLATION @hilaryrhodesdesign

LEARN TO PLAY A NEW INSTRUMENT (YOUTUBE!)	WRITE A POEM OR A STORY	TRY A YOUTUBE DRAWING TUTORIAL	SWAP BOOK SUGGESTIONS	WRITE & MAIL A LETTER TO A GRANDPARENT
GET SOME FRIENDS VIRTUALLY TOGETHER TO PLAY "PSYCH"	BAKE SOMETHING NEW	WRITE A SONG	TEACH A FAMILY MEMBER TO DO SOMETHING YOU LOVE	MAKE SOMETHING CREATIVE (THAT YOU NEVER SHOW ANYONE)
GO ON A WALK (OR RUN) AROUND THE BLOCK	VIDEO GAME TOURNAMENT WITH YOUR FAMILY	HAVE A "CHOPPED" COMPETITION FOR DINNER	CREATE A NEW MUSIC PLAYLIST	YOUTUBE YOGA OR MEDITATION
JOURNAL YOUR CORONAVIRUS EXPERIENCE	REARRANGE YOUR ROOM	WRITE A LETTER TO YOUR FUTURE SELF	FIND A BOOK ON THE LIBBY APP TO LISTEN TO	WRITE A BUCKET LIST
DO A JIGSAW OR LOGIC PUZZLE	LISTEN TO A NEW PODCAST	OFFER TO MAKE DINNER FOR THE FAMILY	TAKE AN ENNEAGRAM TEST	INVENT A NEW GAME

South West Herts Partnership Talking to children and young people about Coronavirus



Wash your hands

Use a tissue for coughs

Avoid touching your face

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Covibook	A short book about Coronavirus for children under 7		https://www.mindheart.co/descargables
BBC	Newsround video		https://www.bbc.co.uk/newsround/51342366?fbclid=IwAR3CyZq5rzXVoyGCgWjjpx6YqoetuZ1tP16y7wMjUR6uwgWyhRmf0aFT rAs
CDC (Centres for Disease Control & Prevention)	You can take steps to protect the health of you and your family during a COVID-19 outbreak. Learn what you can do to plan and prepare		https://www.cdc.gov/coronavirus/2019-ncov/prepare
Unicef	Article on 6 ways parents can support their kids through the coronavirus disease (COVID-19) outbreak		https://www.unicef.org/coronavirus/6-ways-parents-can-support-their-kids-through-coronavirus-covid-19
Family Services Commissioning	Parent Resources		https://fsc-hertscc.tfemagazine.co.uk/24-march-2020/latest-news/parent-resources-for-covid-19

Children and young people with additional needs

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
The Autism Educator	Social Story		https://theautismeducator.ie/wp-content/uploads/2020/03/The-Coronavirus-Free-Printable-Updated-2-The-Autism-Educator-.pdf
Carol Gray	Social Story		https://carolgraysocialstories.com/wp-content/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf
Mencap	Advice & Support		https://www.mencap.org.uk/advice-and-support/health/coronavirus



South West Herts Partnership Financial Advice and Support

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Money Advice Service	Coronavirus - what it means for you and what you're entitled to	Call Money Advice Line: 0800 138 7777	https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you
Citizens Advice Bureau	If you can't pay your bills because of Coronavirus	National phone line: 03444 111 444 Adviceline's available 9am to 5pm, Monday to Friday	https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/
Money Saving Expert	Coronavirus - Financial Help & Rights		https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/?source=CRM-0X000003DC2B53CDAD&email=true&utm_source=general&utm_medium=email&utm_campaign=cv_solus&utm_content=Article_MSE
Money Super Market	Coronavirus - what does it mean for your family finances?	Speak to one of our customer service experts. Please note we are unable to offer you any advice on financial products. Lines are open Mon – Fri, from 9am to 5.30pm. Excludes bank holidays. If you're concerned how coronavirus might affect your travel insurance for an upcoming trip, read our guide . Call 0333 123 1983	https://www.moneysupermarket.com/money-made-easy/coronavirus-and-family-finances/?source=CRM-0X000003DC2B53CDAD&email=true&utm_source=general&utm_medium=email&utm_campaign=cv_solus&utm_content=Article_MSM
Step Change	Worried about debt and Coronavirus?	Need debt advice? Don't forget to use our budget form to gather information before calling. A debt advice call takes around 40 minutes to complete. 0800 138 1111 Monday to Friday 8am to 8pm, Saturday 8am to 4pm	https://www.stepchange.org/debt-info/debt-and-coronavirus.aspx



South West Herts Partnership Safeguarding

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Hertfordshire Safeguarding Children Partnership	Hertfordshire Safeguarding Children Partnership (HSCP) has been set up so that all agencies and organisations who work with children and young people work together to keep children safe	0300 123 4043 - call us anytime if you're a child or young person being abused or mistreated or if you're an adult worried about a young person.	https://www.hertfordshire.gov.uk/services/childrens-social-care/child-protection/hertfordshire-safeguarding-children-partnership/hscp.aspx
NSPCC	Support and tips to help you keep children safe. From advice on children's mental health to staying safe online, support for parents and what to do if you're worried about a child.	If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support email help@nspcc.org.uk or call 0808 800 5000 18 or under? - Childline, offers free, confidential advice and support whatever your worry Call 0800 1111	https://www.nspcc.org.uk/keeping-children-safe/
Watford Women's Centre		Still operating as usual but for all enquiries, call 01923 816 229 or email general@watfordwomenscentre.org.uk	https://wwcplus.org.uk/
Herts Domestic Abuse Helpline	confidential, free, support and signposting service for anyone affected by domestic abuse	Call 08 088 088 088 We are open 9am-9pm Monday to Friday and 9am-4pm weekends	https://www.hertsdomesticabusehelpline.org/

ORGANISATION	EXPLANATION	OPERATIONS ADVICE	CONTACT INFO/WEB LINKS
Parent Info	Parent Info provides support and advice to parents, with contributions from the leading experts and organisations in matters related to young people and families in a digital world		https://parentinfo.org/articles/all
Thinkuknow	Factsheets - Keeping your child safe online whilst they are off school		
Internet Matters	E-safety tips for parents of primary and secondary school children		https://www.internetmatters.org/wp-content/uploads/2015/06/ncro3p-Internet-Matters-E-safety-Primary-School1.pdf //www.internetmatters.org/schools-esafety/secondary/
National Online Safety	Top tips for children and online learning		https://nationalonlinesafety.com/guides/10-top-tips-remote-learning-for-children



S SAFE Keep safe by being careful not to give out personal information – such as your full name, email address, phone number, home address, photos or school name – to people you are chatting with online.

M MEETING Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and even then only when they can be present.

A ACCEPTING Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!

R RELIABLE Information you find on the internet may not be true, or someone online may be lying about who they are.

T TELL Tell your parent, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.
You can report online abuse to the police at www.thinkuknow.co.uk

THINK UKNOW