

Support for Students and Families April 2020

For students:

If you are worried about anything while you are away from school you can contact us for support. If you are worried about a friend, you can let us know and we'll see how we can help:

- fbailey@klbschool.org.uk if you are in years 7 – 9
- hkhan@klbschool.org.uk if you are in years 10 – 13

We will help you or direct you to the person who can help you best.

Talk to someone:

<https://www.childline.org.uk/> **Childline** can be contacted anytime day or night on 0800 1111, this number is free to call or through the website.

www.kooth.com **Kooth** is an online counselling service you can use for support.

<https://www.samaritans.org/>

<https://ticplus.org.uk/parents-carers/> Tic+ offers support for young people with issues such as depression, anxiety, bereavement, bullying, anger, relationship problems, low self-esteem and self-harm.

999 If there is an emergency and you are in danger of harm call 999. Remember this will take you directly to the emergency services.

Mental wellbeing while staying at home:

<https://youngminds.org.uk/> Young Minds is a charity that provides advice & support for young people affected by poor mental health.

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

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

<https://www.annafreud.org/> Anna Freud offers support for young people's mental health in periods of disruption.

Online safety: Young people will be using the internet more during this period.

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

[South West Grid for Learning](#) for support for parents and carers to keep their children safe online

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

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

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

[UK Safer Internet Centre](#) offers advice for parents and carers

Advice for parents:

<https://www.theparentsguideto.co.uk/coronavirus> Useful guide free to download

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

<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/> Citizens' Advice offers help and advice for many areas.

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Gas and electricity:

Some families may be worried about leaving the house to top up meters and could be using more power than normal because they are home. If you can't ask friends and family for help, the information below might be helpful. Many companies will be able to help with an additional two week supply.

British Gas: phone 0330 100 0303 Monday to Friday, 9am-5pm

EDF: call 0330 200 5110. They operate a 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 them and they will send an engineer to your home. It's important to remember that any credit issued 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, they'll put enough credit on the meter to ensure you remain on-supply throughout your self-isolation period.
- Where the meter is inside, they'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, they'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, they'll still attend the property and supply a maximum of £5 credit and send a card in the post with additional credit

N Power: phone 0800 073 3000

Scottish Power: phone 0800 027 0072

SSE: phone 0345 600 2006 (Monday to Friday: 8am-8pm; Saturday: 9am-6pm; Sunday: 9am-5pm)

<https://www.youngglos.org.uk/> Young Gloucestershire is a countywide charity that supports disadvantaged young people who are facing challenges in their lives

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

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