



RE: Supporting Parents and Carers during Self-Isolation and School Closures

We understand that this is a challenging and worrying time not only for our students, but for many of our parents and carers. We have therefore, put together this list of local and national agencies or charities that will offer advice, signpost or support you first hand. We hope you find it useful. All schools in the ESNW cluster of schools are working together to ensure we can support all our families.

Below are a range of different support that all our families can access;

ESNW Cluster

The Cluster supports families with children who are aged 0-19 in the Leeds area. Their aim is to give children who are enrolled at schools in Leeds the support needed to become successful and reach their potential. Some of the services their core team provide are family support, parenting courses, and therapeutic support for young people, children and adults. They can be found at;

Ireland Wood Children's Centre

Raynel Gardens

Leeds

LS16 6BW

Or visit our Facebook Page – ESNW Cluster

Iveson Primary

You can email, phone or whatsapp the school and ask for a member of the pastoral team to contact you. If you do not have access to the school whatsapp our contact details are email:- parentcontact@iveson-primary.co.uk of school, phone - 01132256868 we can support and offer advice; we can refer students for support with mental health to our commissioned service The BECK or to our family support through the cluster

Mental Health Support, Information and Advice for Adults and Parents/Carers:

Key websites to access

www.leedsmind.org.uk

www.mindmate.co.uk

Silvercloud self-directed website for parents/carers

Northpoint have worked with Silvercloud Health to provide access to online support for parents and carers during the current situation.

The site has been designed by clinical experts with the aim of empowering you to think and feel better. The website includes programmes that are tailored to your needs. It contains easy to use content and interactive tools.



The online space is secure and anonymous. No identifying details are required apart from a contact e-mail address.

To access the site go to <https://nhs.silvercloudhealth.com/signup/> and enter the code 'north' when prompted.

Mental Health Support for Children and Young people

Mindmate www.mindmate.org

Teen Connect (13-18 years) Teen Connect is a helpline for Leeds based 13-18 year olds who are in crisis. Open 6 pm – 2 am every night of the year. Call, go online or send a text 0771 566 1559 .

Kooth online counselling an emotional wellbeing service Kooth online counselling is a free, safe and anonymous service for 10-18 year olds where young people can chat 1-2-1 with counsellors, access self-help articles 24/7 and connect with peers through live moderated forums. www.kooth.com

Give us a shout <https://www.giveusashout.org/>

24/7 Anonymous Text Support for When You Feel You Can't Cope. Text Us Today

For support in a crisis, Text Shout to 85258

Childline <https://www.childline.org.uk> - Whatever your worry we can help you. Call Childline for help and advice!

Tel: 0800 1111

The Mix Emotional support for under 25's. 24/7 Crisis messenger, 1-2-1 chat, forums and resources. www.themix.org.uk

Resist or manage the urge to self-harm

The Calm Harm app has been customised for young people in Leeds (aged 12 – 25 years). It helps you resist or manage the urge to self-harm; it has a number of activities including breathing techniques to help reduce symptoms of stress and anxiety.

Safe Zone (11-17 years)

The Safe Zone is a crisis service for young people aged 11-17 in Leeds. It's open every Monday from 7pm to 10pm – the last drop-in to Safe Zone will be 9.30pm. Call 0113 819 8189 call before you go.

The Market Place

The Market Place offers free, confidential support in Leeds 11-25 year olds. Call 0113 246 1659 or 0113 819 8189. 18A New Market St, Leeds. www.themarketplaceleeds.org.uk



Samaritans

Samaritans is available round the clock, every single day of the year, for anyone who is struggling to cope. Call 116 123 <https://www.samaritans.org>

Bereavement support for Children and Young People

Families and professionals can access our Leeds helpline at 01133 503598 or email: leedssupport@childbereavementuk.org

OWLS Bereavement Service for 4 to 11 year olds & families. Tel: 0113 4333737.

Support for Single Parent families:

www.gingerbread.org.uk - A UK charity. Visit the site for expert advice and support

General Support for Parents/Carers:

www.home-startleeds.co.uk - Offers advice, support and will signpost

www.relate.org.uk - Relate offers live online chats with counsellors

Leeds Survivor Led Crisis Service:

Phone number: 0808 800 1212

If you feel like you need support with anxiety, depression, LGBT or stress.

Mind Well

<https://www.mindwell-leeds.org.uk/>

If you feel like you need support with anxiety, parental support, self-harm, stress and suicidal thoughts.

Cruse Bereavement Care

<https://www.cruse.org.uk/get-help/local-services/yorkshire-and-humber/leeds/contact-us>

Phone number: 0808 808 1677

If you or your family need support if someone has passed away.

Support for those who are caring for loved ones

Carers Leeds

Advice Line remains contactable by phone (0113 380 4300) and email (advice@carersleeds.org.uk) and they have guidance for carers on their website (<https://www.carersleeds.org.uk/coronavirus->



[guidance/](#)) – Carer Support Workers are continuing to take referrals and are keeping in contact with carers on their caseload by phone/email – regular information and advice is being shared via Twitter and Facebook – all support groups, events, drop-ins, meetings and other face to face activities are cancelled until further notice.

Support for Children who are Carers for a family member:

www.leedsyoungcarers.org.uk

The council is working in partnership with Voluntary Action Leeds

To provide people who are self-isolating or need practical support for example with things like shopping, fetching a prescription or walking the dog. To access this support please ring the council helpline number which is 0113 378 1877.

Volunteering

Anyone who feels they are able to can volunteer for a range of roles

Visit doinggoodleeds.org.uk

Email info@val.org.uk

Call **0113 2977920**

Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable

This is available at <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Internet Safety

Please see some useful links below which are there to help support families around internet safety.

<https://www.leedsscp.org.uk/Practitioners/Campaigns>, examples of previous campaigns we are going to rerun

<https://www.leedsscp.org.uk/Parents-Carers-Wider-Family/onlinesafety> for parents

<https://www.leedsscp.org.uk/Parents-Carers-Wider-Family/onlinesafety> for young people



Leeds Pathways

Are you 16-17 years old?

Do you need support with finding jobs, training or education courses/opportunities or help with universal credit & housing support?

Due to **COVID-19** restrictions all our drop ins in the West North West area are currently closed. However, support is still available via telephone and email. If you have any concerns regarding ongoing **education**, **employment** & **training** or

mental health please contact using the details below.

Kavel - 07545 604402

www.leedspathways.org.uk

Welfare support for families

Government Business Support Helpline:

0300 456 3565

www.gov.uk/business-support-helpline

HMRC Coronavirus Tax Helpline:

0800 015 9559

www.gov.uk/difficulties-paying-hmrc

Universal Credit Helpline:

0800 328 5644

www.understandinguniversalcredit.gov.uk/already-claimed/helpline/

Support services

Family Action	https://www.family-action.org.uk Telephone: 0808 802 6666 Text message: 07537 404 282 Email: familyline@family-action.org.uk
Working Families	https://workingfamilies.org.uk/ Information for working parents and carers on their employment rights, Tax Credits and in-work benefits, maternity and paternity leave, flexible working options and maternity discrimination. This includes a section especially for parents of disabled children. Helpline: 0300 012 0312
Young Minds	https://youngminds.org.uk/ Parents' Information Service gives advice to parents or carers who may be concerned about the mental health or emotional well-being of a child or young person. Helpline: 0808 802 5544

ARE YOU FINDING IT HARD TO ACCESS FOOD?

In light of COVID-19 we are putting additional support in place to ensure everyone is able to access the food they need.



Am I eligible for help?

If you are finding it difficult to access food due to financial constraints, self-isolation or accessibility of food provision, then you are eligible for help.

When making the referral you will be asked questions about your personal situation which will enable us to determine what type of support you require.

How can I access help?

If you think you may be eligible to help from these scheme then you can contact a local keyworker or service who will make a referral for you.

This might be somewhere or someone you already have contact with such as a school, college, social worker, housing officer or it could be a provision in your local area such as a Community Hub.

Ideally a referral should be made through one of these support services, however if you are finding it hard to access these please make a self-referral by calling us on **0113 376 0330**. This is a free number.

What happens next?

Once a referral has been made, we will pass your information on to local volunteer coordinators, and you will be provided with a food parcel or a supermarket voucher.

This will be either delivered to a **provision hub** near your home for you to collect, such as a community hub, school, foodbank or a charity, or delivered to your home directly.

We want everyone to feel supported and will work with you to see what route is best for you.

For more information and guidance please
contact the Local Welfare Support Team on 0113 376 0330.



Food Bank Information

Please see below a list of food banks which you can access in our area. There is also a website you can access for more information around food banks which is <https://leedsnorthandwest.foodbank.org.uk/>

IRELAND WOOD DISTRIBUTION CENTRE - 07519 706 290

OPENING TIMES

Thursday 10:30 – 12:30

ADDRESS

The Jubilee Room
St. Pauls Church
Raynel Drive
Leeds
LS16 6BS

HORSFORTH DISTRIBUTION CENTRE - 07758 196 951

OPENING TIMES

Wednesday 14:00 – 16:00
Saturday 10:00 – 12:00

ADDRESS

Lister Hill Baptist Church
1 Brownberrie Avenue
Horsforth
Leeds
LS18 5PW

HAWKSWORTH WOOD

OPENING TIMES

Friday 10:00 – 12:00

ADDRESS

St Mary's C of E Church
61 Hawkswood Crescent
Leeds
LS5 3PT

Free, safe and anonymous online counselling and support

**“I don’t think I could’ve spoken
to someone face-to-face.”**



**Chat to our
friendly counsellors**



**Read articles written
by young people**



**Join live
moderated forums**

kooth

www.kooth.com

Mobile Phone Apps

App	What is it?
Bright Sky	Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know
Big White Wall	Big White Wall is an online community for people who are stressed, anxious or feeling low. The service has an active forum with round-the-clock support from trained professionals. You can talk anonymously to other members and take part in group or one-to-one therapy with therapists
Blue Ice	BlueIce is an evidenced-based app to help young people manage their emotions and reduce urges to self-harm. It includes a mood diary, a toolbox of evidence-based techniques to reduce distress and automatic routing to emergency numbers if urges to harm continue.
Calm Harm	Calm Harm is an app designed to help people resist or manage the urge to self-harm. It's private and password protected.
Catch It	Learn how to manage feelings like anxiety and depression with Catch It. The app will teach you how to look at problems in a different way, turn negative thoughts into positive ones and improve your mental wellbeing.
Chill Panda	Learn to relax, manage your worries and improve your wellbeing with Chill Panda. The app measures your heart rate and suggests tasks to suit your state of mind. Tasks include simple breathing techniques and light exercises to take your mind off your worries.
Cove	Create music to capture your mood and express how you feel with the Cove app. Instead of words, create music to reflect emotions like joy, sadness, calm and anger. You can store your music in a personal journal, or send them to someone and let the music do the talking
CYPHER	Cypher (formerly Silent Secret) is an anonymous peer-to-peer social network. It's a space to share your feelings and secrets, give and receive support, and connect to other support organisations.
distrACT	The distrACT app gives you easy, quick and discreet access to information and advice about self-harm and suicidal thoughts. The content has been created by doctors and experts in self-harming and suicide prevention.
Feeling Good – positive mind-set	Relax your body and mind with a series of audio tracks designed to help you build confidence, energy and a positive mind-set.
Health Unlocked	Use Health Unlocked to find and connect with people with mental health conditions, including low mood, panic and anxiety.
IPREVAİL	IPrevail connects you with people who face similar situations and know what you're going through, with communities on stress, anxiety depression and more
My Possible Self	Take control of your thoughts, feelings and behaviour with the My Possible Self mental health app. Use the simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking. Record your experiences and track symptoms to better understand your mental health.



PZIZZ	The Pzizz app aims to help you stop your mind racing, get to sleep, stay asleep and wake up refreshed.
Silvercloud	SilverCloud is an online course to help you manage stress, anxiety and depression. You work through a series of topics selected by a therapist to address specific needs. The eight-week course is designed to be completed in your own time and at your own pace.
Smiling Mind	Mindfulness is proven to lead to better attention, memory, regulation of emotions and self-awareness. In turn, improvements in these areas can lead to reduced stress, anxiety and depression, better academic skills, social skills and self-esteem.
Stress and Anxiety Companion	Stress & Anxiety Companion helps you handle stress and anxiety on-the-go. Using breathing exercises, relaxing music and games designed to calm the mind, the app helps you change negative thoughts to help you better cope with life's ups and downs