

**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 pupils, 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 Seacroft Manston 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:

- 1) **Seacroft Manston 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.

For further information please visit their website: <http://seacroftmanston.co.uk/>

- 2) **Mental Health Support, Information and Advice for Adults and Parents/Carers:**

Key websites to access

[www.leedsmind.org.uk](http://www.leedsmind.org.uk)

[www.mindmate.co.uk](http://www.mindmate.co.uk)

- 3) **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.

- 4) **Mental Health Support for Children and Young people**

[www.mindmate.org](http://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** - 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](http://www.kooth.com)



- 5) **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.
  
- 6) **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.
  
- 7) **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](http://www.themarketplaceleeds.org.uk)
  
- 8) **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>
  
- 9) **Bereavement support for Children and Young People** - Families and professionals can access our Leeds helpline at 01133 503598 or email: [leedssupport@childbereavementuk.org](mailto:leedssupport@childbereavementuk.org)  
  
**OWLS Bereavement Service** for 4 to 11 year olds & families. Tel: 0113 4333737.
  
- 10) **Support for Single Parent families:** [www.gingerbread.org.uk](http://www.gingerbread.org.uk) - A UK charity. Visit the site for expert advice and support
  
- 11) **General Support for Parents/Carers:**  
  
[www.home-startleeds.co.uk](http://www.home-startleeds.co.uk) - Offers advice, support and will signpost  
  
[www.relate.org.uk](http://www.relate.org.uk) - Relate offers live online chats with counsellors
  
- 12) **Leeds Survivor Led Crisis Service:**  
  
Phone number: 0808 800 1212  
  
If you feel like you need support with anxiety, depression, LGBT or stress.
  
- 13) **Mind Well** - If you feel like you need support with anxiety, parental support, self-harm, stress and suicidal thoughts.  
  
<https://www.mindwell-leeds.org.uk/>



**14) 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.

**15) 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](mailto: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.

**16) Support for Children who are Carers for a family member:**

[www.leedsyoungcarers.org.uk](http://www.leedsyoungcarers.org.uk)

**17) 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.

**18) Volunteering** - Anyone who feels they are able to can volunteer for a range of roles

Visit [doinggoodleeds.org.uk](http://doinggoodleeds.org.uk)

Email [info@val.org.uk](mailto:info@val.org.uk)

Call **0113 2977920**

**19) 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>



**Welfare support for families**

Government Business Support Helpline:

**0300 456 3565**

[www.gov.uk/business-support-helpline](http://www.gov.uk/business-support-helpline)

HMRC Coronavirus Tax Helpline:

**0800 015 9559**

[www.gov.uk/difficulties-paying-hmrc](http://www.gov.uk/difficulties-paying-hmrc)

Universal Credit Helpline:

**0800 328 5644**

[www.understandinguniversalcredit.gov.uk/already-claimed/helpline/](http://www.understandinguniversalcredit.gov.uk/already-claimed/helpline/)

**Councillors / MP**

**Paul Drinkwater**

[paul.drinkwater@leeds.gov.uk](mailto:paul.drinkwater@leeds.gov.uk)

**Katie Dye**

[katie.dye@leeds.gov.uk](mailto:katie.dye@leeds.gov.uk)

**David Jenkins**

[david.jenkins@leeds.gov.uk](mailto:david.jenkins@leeds.gov.uk)

**Richard Burgon, East Leeds MP**

01133 2323266

[Richard@richardburgon.com](mailto:Richard@richardburgon.com)

**Organisations**

LS14 Trust

Seacroft Friends and Neighbours

Fall Into Place

Chapel FM

Seacroft Community On Top

United Response

Leeds Community Spaces

**Follow on Facebook and Twitter**

**Churches**

Team Rector Mike Benwell

Team Vicar Dominic Mughal

St James, St Paul's, St Richard's



# 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.



# 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**



Seacroft Manston  
Partnership