

Safeguarding in the event of a closure.

Everyone at Ark Conway Primary Academy cares about your wellbeing and safety. There are still various forms of support available to you if you have any concerns or worries. If you would like to discuss any concerns you have, you can contact the school by:

1. Calling the school on: 020 3249 1180 (they can put you through to the safeguarding team)
2. Emailing: info@arkconwayprimary.org. Please make sure you leave your full name and year group in the email. This will help us to support you effectively.

Important and Useful Contacts

Agency	Information
Mind	Mind provide advice and support to empower anyone experiencing a mental health problem. More information can be found on their website: www.mind.org.uk/
Young Mind	Work with young people to ensure they have access to the support they need. Young Mind also act as a lifeline for parents and carers, and have a parent's A-Z Guide, providing expert online advice and information to parents. More information can be found on their website: www.youngminds.org.uk/
Child Line	Call, chat or email Child line about anything that is worrying you. You can call them on: 08001111 More information can be found on their website: www.childline.org.uk/
CEOP	If you are worried about online abuse or the way someone has been communicating online. www.ceop.police.uk/
Kooth	Online counselling service young people can access this through their phones or computers- a place to talk to someone. More information can be found on their website: https://www.kooth.com/
Local Safeguarding Partnership	https://www.rbkc.gov.uk/lscb Hammersmith & Fulham familyservices@lbhf.gov.uk 020 8753 6600
LBHF Family Support	Family Support Daily live streamed sessions for parents so that mums, dads, carers and children can enjoy play and learning experiences together. Will also be launching a service to support families as they are isolating and children are off school. access to helpful advice guides for difficult situations 24/7. Food bank vouchers are available for all families and you could also be eligible for fresh fruit and veg vouchers. https://www.family-support.org.uk
Be On Hand	A local organisation helping LBHF residents with shopping, collecting medication etc whilst self-isolating. www.beonhand.co.uk

Additional Guidance

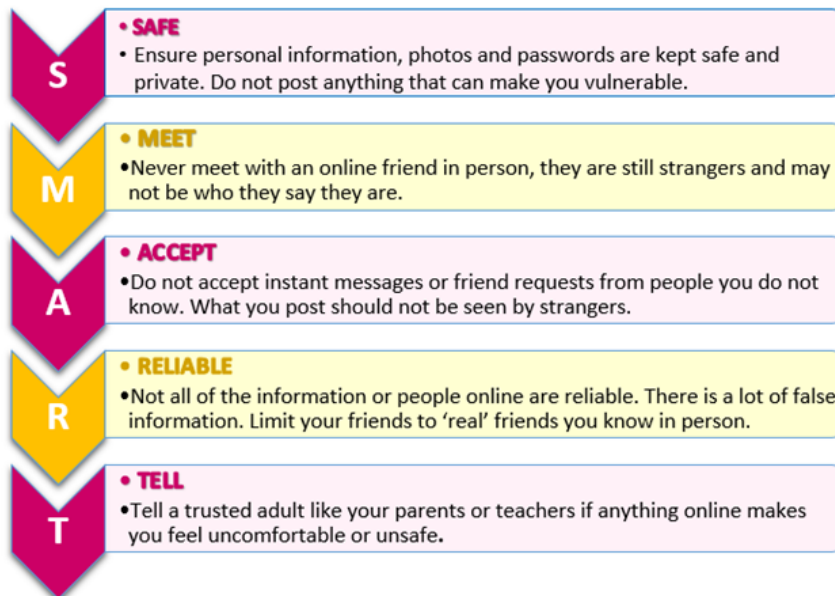
- Do make sure you stay indoors and avoid being out in public spaces
- Do wash your hands with soap and water often – do this for at least 20 seconds
- Do use hand sanitiser gel if soap and water are not available
- Do cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Do use phone or [online services](#), to contact your GP surgery or other NHS services
- Do not touch your eyes, nose or mouth if your hands are not clean
- Do not have visitors to your home, including friends and family
- Do not engage in social activities that put you in contact with others

Wellbeing

Maintaining a healthy lifestyle is important, especially when at home. This includes a healthy diet, sleeping well and exercising. You can also have social contacts with loved ones at home and by email and phone with other family and friends. Make sure you take breaks in between your school work and set a schedule that works for you.

Online Safety

Doing your school work online will mean that you need to be extra careful with online safety. If you are worried about online abuse or the way someone has been communicating online, report this to your parents/carers or on CEOP. In such situations, the best thing to do is to block the person, and then report it on: www.ceop.police.uk/



Parents/ Carers

There are a range of agencies who can support you if you are finding this challenging. You can also contact the school on 020 3249 1180 if you are concerned about yours, or anyone's safety. They will then put you in touch with the Safeguarding team. You can also email the safeguarding team on: info@arkconwayprimary.org

Agency	Information
Support for Benefits/ Department for Work and Pensions	If you would like support around Benefits or work related queries, you can contact Shepherd's Bush Job Centre on 0800 169 0190 or via email on CONTACT-.DWP1@DWP.GSI.GOV.UK More information can be found on their website: www.dwp.gov.uk
GP	Please go to your GP for advice/ strategies/ help on the following if you have noticed that your child: <ul style="list-style-type: none"> a. Has low mood b. Has changed in demeanor c. Is not eating well d. Is complaining of pain
Child and adolescent mental health services (CAMHS)	CAMHS is a service providing multi-disciplinary assessment and treatment for young people with mental health or emotional and behavioral difficulties. Your GP can make a referral. More information can be found on their website: https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/child-and-adolescent-mental-health-services-camhs
Food Bank	https://hammersmithfulham.foodbank.org.uk https://www.trusselltrust.org/get-help/find-a-foodbank/hammersmithfulham 0207 731 3693 info@hammersmithfulham.foodbank.org.uk <ul style="list-style-type: none"> • The Hub, 75 Bloemfontein Road, White City, W12 7DA (Monday 12:30-15:00, Wednesday 10:00-12:30 and Saturday 10:00-12:00) • St Simon's church, Rockley Road, West Kensington, W14 0DA (Thursday 13:00-15:00) • St Matthew's, Wandsworth Bridge Road, Fulham, SW6 2TX (Tuesday 10:30-13:00 and Friday 14:00-16:30).
Citizens Advice	Citizens Advice is a charity that offers free, accessible, quality advice to anyone. They can help with all kinds of problems whether they are housing, employment, benefits, debts or immigration issues for example. More information can be found here: http://cahf.org.uk 0300 330 1162 Monday – Friday 10:00-16:00
Parent support Service	LBHF Parenting Support www.upg.org.uk/confident-parent-happy-child Ushma Bal, Parenting Projects & Performance Manager 020 7605 0800/ 07713 077565

	ushma@upg.org.uk parents@upg.org.uk
Police	For immediate risks, call 999
MASH	<p>Multi Agency Safeguarding Hub (MASH) is a multi-agency service which makes it easier to access early targeted support when you consider a child, young person or family needs a service that requires a multi-agency response.</p> <p>More information can be found here: https://www.rbkc.gov.uk/lscb/information-professionals-and-volunteers/multi-agency-safeguarding-hub-mash https://www.rbkc.gov.uk/lscb Hammersmith & Fulham - Telephone: 020 8753 6610</p>
Other	<p>Family Information Service Directory http://search3.openobjects.com/kb5/lbhf/fis/home.page NSPCC https://www.nspcc.org.uk Online Safety https://www.getsafeonline.org Parent Zone – Digital Advice https://parentzone.org.uk Parent Info from CEOP and ParentZone https://parentinfo.org https://parentinfo.org/article/how-to-look-after-your-family-s-mental-health-when-you-re-stuck-indoors</p>