



Working together to Safeguard children

This document includes the details of a variety of resources, organisations and charities that are available to support families on a wide range of issues. Towards the end of the document you will find a long list of websites which focus on 'Online Safety'. You may not need to use all of these so please read the small description with each link to help you select the most appropriate websites.

It is hard to know at what capacity services will be running over the coming months but I have compiled a list of key services and contacts that some families may find useful while school is closed for the summer holiday. Some of the websites may provide information for older children, rather than children of primary school age, or adults but I thought that these too might be useful to some families.

Key Services and contacts

Emergency and Non-Emergency contact numbers:

Firstly, please don't forget that your GP can offer support and guidance in many situations, especially at times like the summer holidays when schools are closed. They may be able to refer you to services best suited to your needs such as Early Help (previously known as 'Prevention Services'). Early Help usually accept referrals from professionals but you can find out more at <https://www.northyorks.gov.uk/early-help>. A brief introduction about Early Help is explained below.

Where there are significant immediate concerns about the safety of a child, you should contact the police on 999.

Other useful Numbers:

- Childline: 0800 1111
- NHS Non-Emergency: 111
- Police Non-Emergency: 101
- Jobcentre Plus: 0800 055 6688
- National Debt Line: 08088 084000
- Domestic Abuse Service (IDAS – North Yorkshire): 03000 110110 (More details below)
- Families Information Service (FIS): They can help you with early years childcare options, finding a childminder, and funding for 2, 3 and 4 year olds.
 - Call : 01609 533483
 - Website: www.northyorks.gov.uk/nyfamilies
 - Email: fis.information@northyorks.gov.uk



What is Early Help?

Early Help is North Yorkshire's new approach to ensure children, young people and their families receive the right support at the right time to stop problems escalating.

In North Yorkshire we believe Early Help is a collaborative approach, not a provision. All children and young people will receive universal services; however some children and young people because of their needs or circumstances will require extra support to achieve their potential. Therefore the purpose of Early Help is to work together to resolve problems before they become overwhelming, long term and costly to the child, young person, family and the wider community. Early Help enables children, young people and their families that have become overwhelmed by difficulties to make better choices, learn new skills and have aspirations to turn their lives around.

<https://www.northyorks.gov.uk/early-help>.

South Craven Children and Family Hub

(Located in Glusburn School grounds via Shutt Lane).

Children and family hubs are located across the county and provide services for children and young people aged 0-19 and their families.

Some of their activities are free for you to drop in, others need to be booked in advance, and some are by invitation or referral only. Feel free to contact your local children and family hub to find out more, ask any questions, or to register to join in. Services and programmes may not run as normal but support and advice may be available.

Services and programmes may not be fully running due to implications caused by Coronavirus.

- Email: C&FHubCraven@northyorks.gov.uk
- Telephone: 01609 533118

Craven and Harrogate District Citizens Advice

Citizens Advice can help with Benefits (including Universal Credit), Employment issues, Consumer problems, Rent/Landlord/Housing Issues, **Foodbank access** and many other advice areas:

- Online advice is available 24/7: <https://www.citizensadvice.org.uk/>
- Craven and Harrogate District: <https://cachd.org.uk/>
- You can contact them by email on their website: <https://cachd.org.uk/email>
- Or you can call them and leave a message anytime, they will get back to you when they can:
 - Craven District – 01756 457222



See, Hear, Respond Support Hub – Barnardo's

We're living in extraordinary times right now, and it can sometimes feel or be overwhelming. There is an exhaustive amount of information available about Coronavirus, and it can be hard to know where to start, and that's why Barnardo's have created this space. It's a central place for you to explore, where you can find information, resources & tools - from practical advice on how to talk to your children about the pandemic, to tips on managing anxiety and much more.



Emotional wellbeing

The Mental Health Sub-Hub features lots of useful resources to help you prioritise yours and your children's mental health.

[Explore](#)



Supporting families

In the Supporting Families Sub-Hub you will find a range of resources, tools, videos and more focused on supporting your family during the pandemic.

[Explore](#)



Online Life

We know that helping children navigate the internet can be a real concern for many parents and carers. The Online Life Sub-Hub features guides and resources to help you talk to your child.

[Explore](#)



Returning to school

Parents, children and young people have raised real concerns about going back to school. The Returning to School Sub-Hub features content to support you in managing this.

[Coming Soon](#)



Special Educational Needs & Disability

The SEND Sub-Hub features information and resources for children with complex needs, such as children and young people with special educational needs and disability (SEND).

[Explore](#)



Young Carers

The Young Carers Sub-Hub is where you will find a range of resources, tools, videos to support you as a young carer dealing with increased pressure during the pandemic.

[Explore](#)

See, Hear, Respond is a service provided by Barnardo's and a group of national and local community-based organisations in response to Covid-19. While we provide services across all UK regions, the programme has been specifically created to help children and young people in England who are experiencing harm and increased adversity during lockdown by providing support to those who are not being seen by schools or other key agencies.

<https://www.barnardos.org.uk/support-hub>



Child and Adolescent Mental Health (CAMHS)

As a parent or carer of a young child or adolescent, you may have serious concerns about their emotional well-being and behaviours.

The specially trained staff at CAMHS (child and adolescent mental health service) will work with you and your child to tackle your concerns. As all families or young people are different, their response will depend on your particular needs. They work in a variety of ways including family work, individual counselling, parent counselling, group therapy and play therapy. They offer a wide range of services to help children and young people overcome problems such as:

- Depression
- Eating disorder
- School refusal
- Substance misuse
- Developmental difficulties
- Psychotic illness
- Obsessive compulsive disorder
- Attachment difficulties

Speak to your doctor if you feel CAMHS may be able to offer support for your child.

Young Minds

Supporting your child during the coronavirus pandemic: Tips, advice and where to get support for your child's mental health during the coronavirus (COVID-19) pandemic.

[Supporting your child during the transition out of lockdown](#)

[Supporting your child as they return to school](#)

[Supporting your family's wellbeing](#)

[Supporting your child with grief and loss](#)

[Accessing mental health support and treatment for your child during the pandemic](#)

[Supporting your child to comply with the restrictions](#)

[Finding more information and support](#)

<https://youngminds.org.uk/find-help/for-parents/>

YOUNGMINDS
fighting for young people's mental health

We're leading the fight for a future where all young minds are supported and empowered, whatever the challenges. We're here to make sure they get the best possible mental health support and have the resilience to overcome life's difficulties.

The crisis in children and young people's mental health is real and it is urgent. More children and young people than ever before are reaching out for help with their mental health. But for those who take that brave step, help is much too hard to find.

Together, we are changing this. We're fighting for young people's mental health.

Join our fight.

YoungMinds, registered Charity in England (1016968) and Scotland (SC059700)



Online Safety

I have also attached a document which specifically addresses online safety. The details and links below are some of resources available to help you understand and protect your child from different harms online that are included within the document.

- Educate Against Hate Parents' Hub provides resources and government advice for parents and carers on keeping young people safe from extremism. <https://educateagainsthate.com/parents/>
- Let's Talk About It provides support for parents and carers to keep children safe from online radicalisation. <https://www.ltai.info/staying-safe-online/>
- UK Safer Internet Centre has guides on the privacy settings, parental controls and internet safety features of the major internet service providers. <https://www.saferinternet.org.uk/advice-centre/parents-and-carers/parental-controls-offered-your-home-internet-provider>
- Internet Matters provides step by step guides on how to setup parental controls. <https://www.internetmatters.org/parental-controls/>
- Parent Zone works with Prevent to provide digital safety advice for parents. <https://parentzone.org.uk/parent-info>
- Thinkuknow provides resources for parents and carers to help keep children safe online. <https://www.thinkuknow.co.uk/>
- Childnet has developed guidance for parents and carers to begin a conversation about online safety, and on keeping under-fives safe online. <https://www.childnet.com/>
<https://www.childnet.com/parents-and-carers/hot-topics/keeping-young-children-safe-online>
- Parent Info provides digital support and guidance for parents and carers from leading experts and organisations <https://parentinfo.org/>
- NSPCC guidance for parents and carers is designed to help keep children safe online. Their Net Aware website, produced in collaboration with O2, provides specific safety information on popular apps and websites. <https://www.nspcc.org.uk/keeping-children-safe/online-safety>
<https://www.net-aware.org.uk/>
- Childline can provide advice and support if your child is worried, from dialling 0800 1111 or downloading the 'For Me' app. <https://www.childline.org.uk/>
- This list of online education resources for home education includes resources to support your child's mental wellbeing. <https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources#mental-wellbeing>



Domestic Violence

If you or someone you know is suffering domestic violence and is in immediate danger, please call the Police on 999.

Support and Advice - Craven Independent Domestic Abuse Service

For support and advice on practical matters such as legal issues, contact and other matters relating to children, benefits, health, education & training and housing for someone who is experiencing or escaping domestic abuse then contact Craven Independent Domestic Abuse Service (Craven IDAS).

- Website: Independent Domestic Abuse Services
- Email: info@idas.org.uk 24 hrs a day.
- Telephone: 03000 110110 (24 hrs a day (Sign posting out of normal office hours))

Background information

Craven IDAS is an independent charity which provides emotional support with a view to helping people overcome the negative effects of domestic abuse. They are able to refer people to counsellors and a range of other specialist services where this is needed.

CIDAS work with organisations such as Craven Community Safety Partnership, Police, Probation and Housing Associations to increase awareness of domestic abuse in the community and where possible prevent the occurrence of domestic abuse.

The Counselling Directory has information about domestic violence: <https://www.counselling-directory.org.uk/domestic-violence.html>.

Supporting Victims

Any victim of crime in North Yorkshire can access appropriate support, even if they do not wish to report crime, from the Supporting Victims organisation. Please go to www.supportingvictims.org to find out more. You can also follow them on Twitter and Facebook.

Government advice for domestic violence (including lots of contact numbers) is available at:

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

Talk To Frank (Drugs and Alcohol)

'Talk To Frank' is a national drug education service jointly established by the Department of Health and Home Office of the British government in 2003. Their intentions are to educate teenagers and adolescents about the potential effects of drugs & alcohol and reduce the use of all forms of drugs; legal and illegal.

<https://www.talktofrank.com/>

<https://www.talktofrank.com/news/coronavirus>