

Dear Parent/Carer,

The Covid-19 crisis has created a great deal of uncertainty, worry and upset right across the country and this applies to our school community as well. Our students have been forced out of their usual school routine again and have had to adapt, as we all have, to new working practices and situations. They are also still having to follow the stringent government guidelines limiting their movement and contact with others in order to reduce the spread of this dangerous disease.

As staff at school, we have used video calling regularly to work together, as well as to connect with other people. If you have this facility, encouraging your son/daughter to video call their friends to interact with them, if they are not already doing so, will support them in feeling less distanced from their normal routines.

In the absence of face-to-face contact at school, we are continuing to safeguard our students in all ways possible. The safeguarding support remains in place just as when we are at school. As they would be able to in school, students can contact any member of staff with a concern or disclosure. All staff have received very thorough initial safeguarding training as well as comprehensive refresher training and updates several times a year. Pastoral staff are phoning students at home, via their parent's/carers' phones or emailing students directly, to check in with them and to continue to offer support. However, please be aware that as they are calling from home, the number will show up on a phone as "*Number Withheld*" or "*No Caller ID*".

The students are able to email any of the school staff members throughout the day. If a student has a safeguarding matter they would like to discuss they can email their Pastoral Manager or Progress Leader during the school day. This is checked daily and gives students the ability to make a disclosure or raise a concern without having to speak to someone face to face.

We have also introduced a school Safeguarding mobile phone that we are checking regularly each day. The number is 07376 286017 and this too has been emailed to all students. Students can call that number and either speak to a member of the pastoral team, leave an answerphone message, or they can text message that number. If they leave a phone number in the message, they will get a quick reply. The phone will be turned on from 8.30am to 3pm term time only.

There are also, of course, local and national agencies that our school community can use and some of these services have been listed below:

- **Multi Agency Safeguarding Hub (MASH)** 01403 229900 – a phone number where you can report anonymously a safeguarding concern about a young person, either in your family or in the local community.
- **Childline** (0800 1111) and the **NSPCC** (www.nspcc.org.uk 0808 800 5000) offer confidential support to all young people over the phone.

- www.thinkuknow.co.uk offers guidance and advice for online safeguarding
- **Youth Emotional Support (YES)** is a free service for young people aged 11-18 looking for support with their well-being. Some of the things we can support you with include: your mood, feeling anxious, relationship issues, self-injury, unhelpful thoughts, self esteem, significant life event, anything that might be worrying you. The type of help they we can offer includes one-to-one support and group working. We can also tell you about online or face to face counselling and other agencies that can support and advise you. Email yes@westsussex.gov.uk Tel:033 022 26711
- NHS Chat The CHATHEALTH text service run by school nurses is manned daily from 9-4. Students please text in for confidential support and advice. 07480 635424. They help students with all kinds of things like.... Relationships, Mental health, Bullying, Self-Harm, Health Eating, Drugs and Smoking
- **The Sussex Mental Healthline** is a 24/7 telephone service offering listening support, advice, information and signposting to anyone experiencing difficulties with their mental health. The service is available to anyone concerned about their own mental health or that of a relative or friend and this includes carers and healthcare professionals. You do not need an appointment. 0800 0309 500 or 0300 5000 101 www.sussexpartnership.nhs.uk/sussex-mental-healthline
- Mental health support is available 24 hours a day, seven days a week, by calling the Sussex Mental Heathline on 0800 0309 500
- **B-eat** - <https://www.b-eat.co.uk> (0808 801 0711) are a specialist eating disorder service that run a helpline and have a website with useful information.
- **Headspace** – a free app with mindfulness sessions (10 sessions are free and then you can subscribe for more)
- **Shout** - <https://www.giveusashout.org/> or **text** Shout to 85258. Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.
- **YMCA Dialogue counselling** - <https://www.ymcadlg.org/what-we-do/health-and-wellbeing/ymca-dialogue-counselling-services/> 01273 725259 – offers counselling for young people via a request form. Or you can text 07739 893707.

- **ParentZone** also offers good advice and strategies for supporting your child's mental health whilst having to stay at home in the following article:
<https://parentinfo.org/article/how-to-look-after-your-family-s-mental-health-when-you-re-stuck-indoors>
- **MIND** open Monday to Friday 9 – 6pm. 0300 123 3390. Also offer lots of online resources, and you can find out where your local office is where you can access 1:1 support, groups, drop-ins and general support and information.
- **Samaritans** offers a listening service 24 hours a day on 116 123 and is free to use.
- **The Mix** is a free support service for people under 25. 0808 808 48994 or help@themix.org.uk – text: THEMIX to 85258
- **Rethink Mental Illness** offers practical help through its advice line Monday to Friday 10 – 4pm 0300 5000 927. www.rethink.org.
- **Young Minds** www.youngminds.org.uk - for parents and young people. Lots of online resources, helpline and general information.
- **MoodGYM** – www.moodgym.com.au – online self-help for depression and anxiety.
- **Happy Maps** – www.happymaps.co.uk Find advice and support for parents and young people/children on anxiety, self-harm, depression, eating disorders, ADHD, ASD etc
- www.thepositivepage.org - online support for young people suffering with emotional distress
- **Your Space – West Sussex County Council.** <https://www.westsussex.gov.uk/education-children-and-families/your-space> - help and advice for young people on absolutely everything.
- **Find it Out** – Local centres for young people from 13 – 25 years. Search for your local centre and check when they are open. They can help with counselling/emotional support, homelessness, CV and job hunting, sexual health, family and relationships and much more.
- **#stayalive** – an app for those at risk or for people worried about someone who may be suicidal.

- **Zumos** is an online service. **Zumos** builds your self-confidence and wellbeing. It helps you to practise being a mindful person and builds your inner strength to be a resilient person and it enables you to track your progress. It helps you to find happiness in your life every day. (Students can contact their Progress Leader or Pastoral Manager if they do not have a password)
- **Calm Harm** – an app that provides tasks that can help you resist or manage the urge to self-harm.
- **SAM anxiety management** – an app to support young people to understand and cope with anxiety
- **Mindshift** – an app with anxiety coping tools.
- **Smiling Mind** – an app designed to assist people in dealing with the pressure, stress and challenges of daily life.
- **Sleepio** – an app for those with sleeping difficulties
- **Bereavement** - They support children and young people after the death of a parent or sibling www.winstonswish.org 08088 020 021
- **Counselling Service** – there are a few new online services – **Reaching Families** are offering counselling, **CGL** are offering video counselling for 13-18 year olds affected by parental alcohol or drug misuse and **Sussex Community NHS Trust** are offering confidential text messaging support.
- **Rise in unemployment** – We would refer the family to the **Jobcentre** as they are best placed to offer appropriate support.
- **Rise in poverty** – Families in Crawley are able to ring **Crawley Borough Council Community Hub** 01293 438000. The response from the Crawley community has been phenomenal and there is a Crawley Covid-19 Mutual Aid group (facebook) <https://www.facebook.com/groups/664329407675639/?ref=search> .There is also an organisation called **Turn to us** <https://grants-search.turn2us.org.uk/> and **The Three Oaks Trust** have supported families too <http://www.thethreeoakstrust.co.uk/>
- **Money issues:** We are still able to make a referral to **Step Change** or contact Liz Harrison from the **DWP**.

- **Domestic violence Worth services** should be contacted in the first instance when there has been domestic abuse. 07834 968539 or 033 022 28181 or emailing domesticabuseservicescentral@westsussex.gov.uk (9am to 5pm)

In School Support

- **Dr Rob Kirkwood, our independent Mental health and Well-being consultant.** As part of our on ongoing community support in response to the COVID 19 pandemic and related shutdown, Dr Rob Kirkwood, our independent Mental health and Well-being consultant, is offering thirty-minute telephone or Zoom consultations. These consultation slots are available to ICC students and/or parent/carers on a first come, first served basis. These are an opportunity to think about the impact of the current situation upon routines, relationships and family dynamics as we live out life at home. Significant limitations or changes to our usual daily activities; our closer proximity with others in confined spaces; and dealing with the uncertainty reported in the news, is likely to be impacting the mental health and emotional well-being of each of us and our families. There are no easy solutions to the current situation, as we all are discovering. What is offered is a thoughtful thirty-minute space in which you can think about and reflect upon ideas and strategies that may help to alleviate some of the particular challenges facing each of us in our own contexts. Consultations are available each Wednesday. If you would like to book a slot, please email in advance at rki@ifieldcc.co.uk and he will contact you directly.
- **Dr Xavier Eloquin, our Educational Psychologist** -As part of our on ongoing community support in response to the COVID 19 pandemic and related shutdown, Dr Xavier Eloquin, our Educational Psychologist, is offering thirty minute telephone or Zoom consultations. These consultation slots are available on a “first come, first served” basis and are an opportunity to think about and reflect on your child’s emotional and psychological needs – and their impact on the wider family – as a result of the current coronavirus pandemic and the anxieties it evokes. It can also be a chance to discuss more general difficulties as you as a family struggle to manage the demands of social distancing, self-isolation and lockdown. There are no easy solutions to the current situation, as we all are discovering. What is offered is a thoughtful thirty-minute space in which you can think about and reflect on your child, your family and yourself. At times of intense pressure in families, this can make all the difference. Consultations are available each Wednesday. If you would like to book a slot, please email in advance at drxeloquin@gmail.com who will contact you.
- **School Counselling** – Any student that would like some online counselling support with our school councillor can email Mrs Jackson at the college aja@ifieldcc.co.uk. Parents / Carers can contact Mrs Jackson on behalf of their son / daughter.

If you feel that due to you or a family member's mental health, you or they are at immediate risk of harm, please visit your GP, contact NHS 111 out of hours, or visit your local Accident and Emergency department at hospital. The Sussex Mental Health Line is available 24/7 on 0800 0309 500 or 0300 5000 101. If you or they have seriously harmed themselves please immediately dial 999 or go straight to Accident and Emergency.

We will continue to offer the best safeguarding support possible to our students and families at this time of unprecedented challenges. If you have concerns about a young person you should use the resources and contacts above to pass those concerns on, and please encourage your sons/daughters to do the same.

Stay Safe

Mr K Laundon

Assistant Headteacher