

## Signposts for Supporting Families

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At St Mary's, we recognise the importance of supporting our children and their families. Often a little support put in place quickly is most effective. To do this we need to work together. Although we are an academy, we are still able to access the wide range of agencies and support networks provided by Suffolk County Council as outlined in the document '[Prevention and Early Help Strategy](#)'. If you or your child needs some support, you can access early help provision by contacting the school and speaking to the Principal, SENCo or Designated Safeguarding Lead. You can contact some of these agencies yourself if you wish and sometimes they will ask the school for a referral or more information. Examples of the help available can be found here.



### **St Mary's Academy Website:**

Click on the yellow Thrive Support button on the front page of our website for parenting tips and ideas for family activities at home.

[www.smpsac.org](http://www.smpsac.org)

### **Mildenhall Food Bank:**

The foodbank is in operation in Mildenhall. Vouchers or referrals will be required to collect food. As a school, we are able to issue vouchers but please note there is an allowance of up to 5 referrals per person. After this, clients are required to have a minimum of six weeks without food from the bank, to reduce dependency from this service. If you are concerned about access to food, please contact the school office via email and we will be in contact.





## **Housing**

Should you find yourself in a situation where you are needing advice regarding housing, you can seek advice from the West Suffolk Housing Team: <https://www.westsuffolk.gov.uk/housing/>

Telephone: **01284 763233**

## **Mental Health and Wellbeing Services:**

**Young Minds** a mental health support site for both young people and their parents: <https://youngminds.org.uk/>



**The Children and Young People's Emotional Wellbeing Hub** provides a helpline and referral service for those concerned about the mental health of a child or young person aged 0-25.



If you or your child feel you are in urgent need of mental health support, please contact their helpline on 0345 600 2090. Please be aware that it may take longer for them to reach your call or referral.



**Suffolk Mind** offer resources and a place to talk about and taking care of mental health with healthy mind counselling:

<https://www.suffolkmind.org.uk/>

Telephone: **0300 111 6000**

**Suffolk School Nursing teams** are part of our Health and Children's Centre Service providing a range of services to help you and your family stay safe, happy and healthy:



<https://www.suffolk.gov.uk/children-families-and-learning/childrens-health/school-nursing/>

**Suffolk Health Visiting Service:** For children aged 0-5 years of age

<https://www.suffolk.gov.uk/children-families-and-learning/childrens-health/health-visiting>



**The Samaritans** offer emotional support without judgement, incomplete confidence:

<https://www.samaritans.org/branches/bury-st-edmunds/>

Telephone: 116 123

## **Suffolk Safeguarding Partnership:**



As a member of the public, if you have a concern about the wellbeing of a child or a young person, you can contact the Suffolk Multi Agency

Safeguarding Hub (MASH) Customer First Number: **0808 800 4005**



## **National Online Safety:**

If you have not already created a parent account National Online Safety, you can do so using the following link: <https://nationalcollege.com/categories/online-safety>



This is a fabulous website with a wealth of resources with advice on keeping your children safe online. This is particularly pertinent as we know that families will be online more than usual during the isolation period.

## **Young Carers:**

If your child is registered as a young carer, the young carer's service continues to operate and advisers will be contactable via email

hello@suffolkfamilycarers.org telephone **01473 835477** or online chat via the Suffolk Family Carers website: <https://suffolkfamilycarers.org/young-carers/>



## **Parenting Support:**

### **The Suffolk Parent Carer Network:**

A network of parents and carers of children and young people with additional learning needs/disabilities: <https://spcn.org.uk/>



### **Suffolk Parent Hub:**

A one stop shop for signposting to support for parents and carers:

<https://www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/parent-hub>

### **Families Under Pressure:**

Simple tips and tricks, formulated by researchers and NHS mental health experts, which are backed by science and proven to work with families:

<https://maudsleycharity.org/familiesunderpressure/>



### **Sharing Parenting**

Sharing Parenting delivers inspirational programmes for parents, families and professionals, in a supportive, informal environment, created from a wealth of experience and passion for working with parents to support children.

Email: [info@sharingparenting.com](mailto:info@sharingparenting.com)

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



### **Suffolk Family Information Service**

Offering free and impartial advice to parents about finding childcare, the funded early education entitlement and other family services for 0-19 year olds.



<https://www.suffolk.gov.uk/children-families-and-learning/childcare-information-and-support-for-parents-and-providers/parent-hub/suffolk-families-information-service>

### **Domestic Violence Support:**



**The National Domestic Abuse Helpline** is a freephone 24hour helpline which provides advice and support to people experiencing domestic abuse:

<https://www.nationaldahelpline.org.uk/>

Telephone: **0808 2000 247**

**Anglia Care Trust - Domestic Abuse Outreach Service for Suffolk** offer a 24/7 freephone number to call for support: **0800 9775690**



**Alumah** offer support and advice for those in need: **07770468698**

<https://www.alumah.co.uk/>

### **Supporting Children with Additional Needs and Disabilities**

**Suffolk SENDIASS:** A confidential and impartial information, advice and support service on issues related to Special Educational Needs and Disability (SEND). It is free, easy to access and confidential. We can help children, parents and young people take part in decisions that affect their lives.

<https://suffolksendiass.co.uk/>

Telephone: **01473 265210**



**Activities Unlimited:**

<https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/localoffer.page?localofferchannel=7>

### **Bereavement:**

**Nicky's Way:** Nicky's Way supports children and young people aged five to 18 who are bereaved due to any cause of death.

<https://stnicholashospice.org.uk/how-can-we-help/getting-help/counselling-and-emotional-support/living-with-bereavement/nickys-way-support-for-children/>



**Cruse Bereavement Care:** <https://www.cruse.org.uk/>

**Child Bereavement UK:** <https://www.childbereavementuk.org/>





**Bereaved by Suicide Services:** Support for those who have been bereaved or affected by suicide. Caseworkers provide free and confidential support tailored to your needs.



<https://www.victimsupport.org.uk/more-us/why-choose-us/specialist-services/bereaved-by-suicide-services/bereaved-by-suicide-service-in-suffolk-and-north-east-essex/>

Telephone: **01473 322683**

Email: [SNEE.bereavedbysuicide@victimsupport.org.uk](mailto:SNEE.bereavedbysuicide@victimsupport.org.uk)

### **Financial Advice and Other Support:**



**Suffolk Advice and Support Service** help to access information or support relating to debt, benefits, housing or employment in response to the financial impact that Covid-19 has had, and continues to have, on people across Suffolk:

<https://www.suffolk.gov.uk/coronavirus-covid-19/suffolk-advice-and-support-service>

Telephone: **0800 068 3131**



**The Citizens Advice Service** aim to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem:

<http://www.suffolkwestcab.org.uk/>

Telephone: **0300 330 1151**