

Dear parents and carers,

I hope you are all well at this difficult time and we cannot wait to have all of our children back with us when it is safe to do so.

This is obviously a challenging time for safeguarding practice as we are not seeing all of the children and this makes it hard for us to notice issues. Over the last lockdown and over this last week, the number of calls we received about safeguarding concerns has risen. We are so grateful that our school community diligently looks after one another and that safeguarding concerns do not go un-noticed. However, we wish to draw to your attention to the ways you can report directly. As professionals we can only make referrals to social care that are robust and usually first hand - we cannot for example easily make a referral on the basis of what 'someone told us'. We are also limited in the circumstances in which we make home visits due the virus, whereas social care and the police have different guidelines.

So the best thing to do if you have concerns about the care or welfare of any child is to use the information below:

- **If you think a child is in immediate danger –don't delay call the police on 999 or the NSPCC on 0800 800 5000**
- **Call Frist Response on 0117 903 6444 to report concerns- you can do this anonymously**
- **Online at nspcc.org.uk you can fill in a form about concerns you have**

If you still feel you wish to call the school and share concerns, we are happy to listen but we are able to take less action than the agencies above and may not be able to refer as easily as you can as a member of the public.

In order to support us in our responsibility to safeguard your children we would ask you to do the following things:

- **Make sure children attend the online learning offer and we see them on camera.**
- **Let us know if you experience food-poverty we have the resources to support you in this.**
- **Speak to us if you have issues going on in your home through this lockdown- we can help and point you to agencies who can help or offer help ourselves.**

I attach a detailed list of agencies you may wish to turn to for help and wish you to know we have many families who seek help and support. They often say it is a relief once we or other professionals know what is happening as we can really start to support you as a family and your child.

Take care and stay safe and please seek help if you need it and report concerns if you are worried.

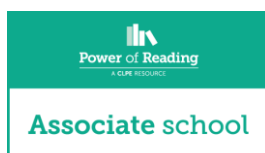
Kindest Regards,

Sasha Paterson

Principal – Clare Robinson

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Name of service	What does the service offer?	Contact details
Bristol First response	If you have a concern about a child or young person living in South Bristol	Telephone 0117 903 6444
Mental Health 24/7 telephone response line	If you or your loved one feels unsafe, at risk or unable to cope without professional advice, the dedicated staff, will respond to your enquiries and arrange for trained mental health advisors and clinicians to help enable you to manage your difficulties.	Telephone 0300 303 1320 App – Head space
Local Foodbank	If you need help with food, there are a number of local food banks that you can go to for support. Square Food Foundation will continue to provide food to families during the summer holidays.	Counter Slip Foodbank—Wells Road 01275 833 377 / 07873 169 304 Victoria Park Baptist Foodbank - 079607752091 vpbc.foodbank@gmail.com
Nextlink	Nextlink provide support for women who have experienced domestic abuse and also offer mental health support services and independent support for victims of rape and sexual abuse. Sarah Johnson is an Independent Domestic Violence Advisor who can also help and can arrange to meet somewhere confidentially to help.	Next Link domestic abuse telephone help lines are open 10am – 4pm Monday to Friday. 0117 925 0680 National Domestic Violence Helpline – Freephone 0808 200 0247 Local support: Telephone – 07834 126 878 sarah.johnson@bristol.gov.uk App -Brightsky
School Health Nursing Team Service	If you need support for your child/young person around anxiety, healthy eating, anger/family concerns, continence, sleep, physical health, friendships/bullying or drugs, Alcohol & Smoking then contact the school nurses	Telephone 0300 124 5816 Monday – Friday 9am - 4pm

<p>National Online safety</p>	<p>Parents can access to support with parenting, mental health, well-being and other useful tips during self-isolation and government guidance</p>	<p>Website: https://nationalonlinesafety.com.guides</p> <p>General enquires hello@nationalonlinesafety.com</p> <p>Telephone 0800 368 8061</p>
<p>NSPCC ChildLine</p>	<p>A service available to all children to use for support on managing anxiety, domestic abuse, helping abuse, depression, boosting your mood and eating habits.</p>	<p>Telephone 0800 1111</p>
<p>Welfare rights and money advice service</p>	<p>Support for parents on debt, benefits advice and appeals</p>	<p>Confidential helpline Benefits & general 0117 985 1122 Debt 0117 903 8358 Universal Credits 0800 328 5644 Email : admin@southbristoladvice.org.uk www.southbristoladvice.org.uk</p>
<p>Bristol Law centre</p>	<p>Helping people access justice. Offer initial advice on most family law issues, including divorce & separation, domestic abuse, issues relating to children such as parental responsibility and arrangements, and some financial issues after separation.</p>	<p>Telephone 0117 924 8662</p> <p>Email mail@bristollawcentre.org.uk</p> <p>Website www.bristollawcentre.org.uk</p>
<p>CHAS Bristol</p>	<p>For anyone facing housing problems or homelessness.</p>	<p>Telephone 0117 935 1260</p> <p>Email advice@chasbristol.co.uk</p>
<p>Star Line</p>	<p>If you are struggling with your child's behaviour.</p>	<p>Telephone 0330 313 9162</p>
<p>Shelter</p>	<p>Shelter can help people with bad housing or homelessness.</p>	<p>Telephone 0344 515 1430 Urgent help out of hours 0808 800 4444</p> <p>Email england.shelter.org.uk</p>

Missing link – Women’s Mental health services	For those in need of mental health support, missing link has a women’s Mental health floating support service in Bristol.	Telephone 0117 925 1811 Email Enquiries@missinglinkhousing.co.uk
Bristol Mind	Could you benefit from understanding how to manage stress and anxiety during COVID -19? Or are you worried about something else? Bristol Mind’s emotional support helpline is open 7 nights a week, 7pm -11pm	Telephone 0808 808 0330 Website https://bristolmind.org.uk
Bristol Sanctuary	The sanctuary is a safe space for you, for when you can’t cope any more or are feeling desperate and alone.	Telephone 0117 9542952 / 07709 295 661 7 days a week 4pm til 10pm Email Awp.bmhsanctuary@nhs.net
See, Hear, Respond	If you are worried about a child or young person experiencing harm and increased adversity or are looking for advice and help.	Telephone 0800 157 7015 Monday – Friday 9am -9pm Saturday & Sunday 10 am -6pm Email www.barnardos.org.uk/see-hear-repond
NSPCC	Children’s charity	0808 800 5000
Cruse Bereavement	The coronavirus outbreak is affecting the way we are able to grieve. You may be dealing with sudden loss or trauma, and may be cut off from your usual support network.	0800 808 1677 (Mon – Fri 9 -5)
RESPECT Men’s advice line	RESPECT run a number of services to support male victims and young people who use violence and abuse in their close relationships, for services across the domestic abuse sector and more broadly.	0808 801 0327 (Mon – Fri 9- 5)
Samaritans	If you need someone to talk to, we listen. We won’t judge or tell you what to do.	Telephone 116 123 Email jo@samaritans.org