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Tuesday 14th July 2020

Dear Parent/Carer,

Firstly, I would like to take this opportunity to thank you for all the support you have given our pupils over the last academic year. Without the support and guidance our pupils receive at home they would not be able to adapt to changes as positively as they have done this year.

Below is a list of agencies you may need support from over the Summer Holidays, these are agencies that the safeguarding team liaise and get advice from on a regular basis to ensure our pupils are kept as safe as possible. This list covers a range of issues which may impact a young person on a day to day basis.

Agencies that support Physical Health:

GP: Please remember that although your GP surgery may not be offering face to face appointments it is still important to call them for advice if you have a physical health issue. Many surgeries are still offering telephone consultations.

111: This is the NSH free-to-call non-emergency number medical helpline for all ages, you can receive advice on symptoms and be signposted to the most relevant health service in your area.

NHS Website: www.nhs.uk You can find information on conditions, symptoms and treatments, including what to do and when to get help.

ChatHealth school nurse confidential text line: 07507 333356. ChatHealth is for young people (aged 11-19 years) to confidentially ask for help about a range of issues, or make an appointment with a school nurse, by sending a text message. The School nurse can offer support on the following issues:

- Sexual health
- Emotional health and wellbeing
- Bullying
- Healthy eating
- Smoking, drugs and alcohol

- Self harm
- General health concerns

Agencies that support Mental Health:

GP: Your GP or Doctor's surgery can offer advice and guidance for mental health as well as physical health. Many surgeries are still offering telephone appointments rather than face to face appointments.

Emotional Wellbeing Hub for children and young people aged 0-25 years: You can contact the Emotional Wellbeing Hub in order to access crucial support for your child's mental health. Children and/or their parents or carers can also self-refer to this service if they are having problems or concerns. To access the service, call 0345 600 2090, available Monday to Friday, 8am to 7:30pm.

KOOTH: www.Kooth.com is the online counselling service for all young people age 11-18 years in Suffolk. Kooth can be accessed from any laptop, phone or tablet and is available 12noon to 10pm, Monday to Friday and 6pm-10pm Saturday and Sunday 365 days a year.

ChatHealth school nurse confidential text line: 07507 333356.

Further information about mental health support is on the Farlingaye website:

<http://www.farlingaye.suffolk.sch.uk/Student-Support/>

Online Safety:

CEOP: www.ceop.police.uk You can use this website to report any issues where you are concerned with the way someone is communicating with your child online.

Think u Know: www.thinkuknow.co.uk This website has up to date information on new and popular apps that young people are using, age restrictions and how to manage privacy settings.

101: You can ring the police non-emergency number 101 if an online safety offence has been committed, an example of this could be if your child is being asked to share sexually explicit pictures of themselves or someone else. If someone is in immediate risk or danger then you should call 999.

Welfare of a child in your community:

If you are concerned about the welfare of a child in your community then please ring Customer First – 0808 800 4005 and report this information. Customer First is the first point of contact for social services in Suffolk. Please do not ring this number if a child is at imminent risk of harm such as injury or abuse, in this situation you should call 999 immediately.

Reporting to the police:

You can report non-urgent crimes via ringing 101 or on the Suffolk Constabulary website:

www.suffolk.police.uk/contact-us/report-something/report-crime

I hope you will find the above list helpful, and I wish you all a safe and healthy summer holidays and look forward to working with you all in September.

Yours Faithfully,

Miss Hankers

Safeguarding Manager