



Uncertain times

We hope that you are coping during these unprecedented times. The situation with Coronavirus is fluid and there is no sense of certainty.

Many of you will be anxious for your family's health, employment and finances. This leaflet aims to:

- Signpost you towards possible avenues of support
- Give you contact details should you have a concern about someone else



Contact Us

Whilst school is still open we can be contact via telephone, email or in person. In the event of a school closure, please use the email address below:

Weaver Vale Primary School
Ship Street
Frodsham
WA6 7PZ

Phone: 01244981115

Email: admin@weavervale.cheshire.sch.uk

Web: www.weavervale.cheshire.sch.uk



Helpful Resources



Frodsham Weaver Vale Primary School

Help & Advice



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The full stay at home guidance for households with symptoms can be found here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Department for Education coronavirus helpline

The Department for Education coronavirus helpline is available to answer questions about COVID-19 relating to education and children's social care. Staff, parents and young people can contact this helpline as follows:

Phone: 0800 046 8687

Opening hours: 8am to 6pm (Monday to Friday), 10am to 4pm (Saturday to

Crisis and emotional support

Samaritans



The following helpline provides emotional and crisis support for everyone affected by mental health:

Phone 116 123 (freephone, 24 hours a day, 7 days a week)

Email: jo@samaritans.org

Website: www.samaritans.org

Saneline



Provides out of hours mental health and emotional support and information to anyone affected by mental ill health, including family, friends and carers.

Phone 0300 304 7000 (Local rates, 6p11pm, 7 days a week)

Mind Infoline



Provides information on types of mental health issues, where to get help, medication and alternative treatments and advocacy.

Phone 0300 123 3393 (Local rates, 9am-6pm Mon-Fri)

Text: 86463

Abuse (domestic violence, child, sexual abuse)

If you think a child or other person is at immediate risk call 999.

To report concerns about a child please contact the NSPCC:

Phone: 0808 800 5000 (Freephone, 24 hours a day, 7 days a week – for adults concerned about a child)

Email: help@nspcc.org.uk

Website: www.nspcc.org.uk

Rape Crisis

Rape crisis is a national charity supporting anyone who has experienced rape, child sexual abuse and/or any other kind of sexual violence.

Phone: 0808 802 999 (Freephone helpline, see website for opening hours)

Website: www.rapecrisis.org.uk

Refuge

Refuge provide help and information about domestic violence and runs a number of safe houses.

Phone: 0808 2000 247 (Freephone, 24 hours a day, 7 days a week)

Email: helplie@refuge.org.uk

Website: 111.refuge.org

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Anxiety

Anxiety UK



A national charity run by people with lived experience of anxiety through information and support. This includes talking therapies and self-help groups.

Phone: 08444 775 774 (Infoline, 9:30am-5:30pm, Mon-Fri) www.anxietyuk.org.uk

No Panic



A charity which helps people who experience any kind of anxiety disorder. It specializes in self-help based recovery via their helpline and resources available on their website.

Phone: 0844 967 4848 (Helpline, 10am-10pm, 7 days a week) www.nopanic.org.uk

OCD Action



National charity focusing on obsessive compulsive disorder. It provides support and information to those affected by OCD, and works to increase awareness of it.

Phone: 0845 390 6232

Website: www.ocdaction.org.uk

Debt

Who can help?

Many mortgage companies and banks are willing to discuss up to 3 months mortgage holiday. You should contact your mortgage provider for more information. In some cases this can also apply to loans.

For more serious debt concerns please see below:

Money Advice Service

A free independent service set up by the government that provides information on all money related matters via a helpline, online information and free web chats.

- Phone: 0800 138 7777 (Freephone, 9am-8pm Mon-Fri, 9:30am-1pm Sat)
- Website: www.moneyadvice.org.uk

Stepchange

This charity provides free advice on problem debt and debt management.

- Phone: 0800 138 1111 (Freephone helpline)
- Website: www.stepchange.org

Employment

ACAS (Advisory, Conciliation and Arbitration Service)

ACAS provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law.

- Phone: 0300 123 1100
- Website: www.acas.org.uk



Fit for Work

A voluntary service that offers the wider working population access to occupational health (OH) advice and support.

Phone: 0800 032 6235

Website: www.fitforwork.org



Employee Assistance Programme

Provides free confidential counselling for teachers, including online chat services.

Phone: 0808 168 2143

Website: www.educationsupportpartnership.org.uk