

Useful contact numbers for Parents/ Carers

The internet can provide you with lots of information and guidance on any concerns that you may have however your home academy website can also provide you with information on safeguarding so please have a look. We have provided you with some other contacts below that may be useful for you.

If you are worried about child or young person's safety or wellbeing please contact

- **First Response** : 0117 949 0944- (01454 615165 at weekends and evenings.) <https://bristolsafeguarding.org/>
- **Access and Response:** (If you live in south Glos) 01454 866000 (01454 615165 at weekends and evenings.) <http://sites.southglos.gov.uk/safeguarding/>
- **Single Point Access:** (if you live in North Somerset) 01275888808 (01454 615165 at weekends and evenings.) <https://www.northsomersetsafeguarding.co.uk/>
- **NSPCC 24 hour Helpline:** 0800 800 5000 (free from a landline)
- **NSPCC Text helpline:** 88858 (service is free and anonymous)
- **NHS 111 – NHS:** **NHS 111** can help if you have an urgent medical problem and you're not sure what to do. ... go to **111.nhs.uk**
- **Police** – 101 non-emergency calls or 999 in an emergency



<https://www.saferinternet.org.uk/> Information on Online safety for parents and students.

The parent INFO website (from CEOP and The Parent Zone)
<https://parentinfo.org/>

Alateen: Support for families and friends of alcoholics 0207 403 0888
Confidential Helpline www.al-anonuk.org.uk/alateen

FRANK: Support, advice and information on any issues or questions relating to drugs and alcohol 24/365 Helpline 0300 123 6600 SMS 8211
www.talktofrank.com

Young Minds: Resources and emotional wellbeing tips and advice for parents. Parents' Helpline (Mon-Fri 9:30 - 4pm) 0808 802 5544
www.youngminds.org.uk/forparents

Self Harm UK: A UK based charity that offers support. Useful facts, information, and advice to parents and young people www.selfharm.co.uk

Child Bereavement: UK Charity that supports families who have experienced the loss of a child or when a child is facing loss. www.childbereavementuk.org

Advice for Bristol Residents.

- **Food bank Vouchers** –If your child gets free school meals, you may be able to access food bank vouchers through the council emergency payment scheme. **When you contact the emergency scheme, please explain that your family is in receipt of free school meals and rely on the school to provide a hot meal daily.** You can apply online at: <https://www.bristol.gov.uk/benefits-financial-help/apply-for-an-emergency-payment>
- Or you can contact the team by:
email: lcpf@bristol.gov.uk, include your full name and address
phone: 0117 922 4500, Monday to Friday, 9am to 12noon (we can't take household goods applications by phone)
in person: Citizen Service Point, 100 Temple Street, Bristol, BS1 6AG (by appointment only). You'll need to collect emergency payments here.
- **Talking Money - Talking Money** is an independent charity providing free, confidential advice to individuals with financial problems. There are also drop in centres in Kingswood and Staple Hill. **Main Address:** 1, The Hide Market, West St, Bristol BS2 0BH **Phone:** 0117 954 3990
- **Next Link** –As well as domestic abuse support services we provide women's mental health support services and independent support for victims of rape and sexual abuse nextlinkhousing.co.uk

Domestic abuse telephone help lines are open 8:30am – 5:30pm Monday to Friday and 9:30am – 1:00pm on Saturday 0117 925 0680.

Local Organisations

- **Hillfields Church** : 0117 9654140 – open all week 9.00am – 4pm
- **Children centres**

Hillfields Library - **Phone:** 0117 903 8576 Summerlease, Bristol BS16 4HL

Speedwell childrens centre : **Address:** Speedwell Rd, Speedwell, Bristol BS5 7SY
Phone: 0117 903 0329

Little Hayes Children Centre ; **Address:** Symington Rd, Bristol BS16 2LL
Phone: 0117 903 0405

Kingswood Children Centre: **Address:** Hollow Rd, Bristol BS15 9TP
Phone: 01454 864144