

Support for Families - Coronavirus (Covid-19)

Isles of Scilly Children and Family Services

We want to let you know that we are here to support you, however we are working differently.

Find out below how you can get in touch with us and where to find up to date and useful information.

If you need support, have a question or want information, please make contact with one of the team.

Children and Family Services



Council of the
ISLES OF SCILLY



How to contact us

We are mostly working from home, please do not visit our offices unless asked to. We regularly check our emails including:

- childrensocialcare@scilly.gov.uk
- childrensservicesemail@scilly.gov.uk
- localofferscilly@scilly.gov.uk

Keep up to date and information from Children & Family services:

- For Isles of Scilly children and families our Family Scilly website provides information, resources and advice at: www.familyscilly.org.uk
- For children, young people with SEND and their and families our local offer is available www.localofferscilly.org.uk
- The Children's Services 0 – 25, Isles of Scilly Facebook page is regularly updated with tips and ideas for you and your family including online play sessions. Please keep following and interacting with the page so that it pops up in your feed. Children's Services 0-25, Isles of Scilly: <https://www.facebook.com/ioschildrensservices/>

Children's Social Services

Children's Social Care are providing the same service, but contact may be socially distanced or virtual. Any safeguarding issues will be dealt with safely by the use of PPE where needed.

Tel: 01720 424481 and you will be directed to Lynn Plummer.

Out of hours Tel: 01720 422699 and ask for the children's duty social worker to ring you back.

If you need to speak to a social worker please ring Sam Hillman 07825 313 550 or 01720 424 483 or Lynn Plummer 01720 424481 and calls will be forwarded.

Children's and Family Services

We are sorry that you are unable to contact us directly by phone, please use email and we will get back to you. Email: Nicola.Lawson@scilly.gov.uk

Early Years

Children's Services provide early years sessions. These will be limited to numbers in line with government guidance and must be pre booked. Please see our Facebook page <https://www.facebook.com/ioschildrensservices> for details.

The Early Years team, are very much available to support you where we can and work closely with the Health Visiting team. We will provide telephone, email, video calls or a preferred method of communication in consultation with each family. Please treat our service as if you were still physically seeing us on a daily/weekly basis.

You can contact the Early Years Team by email: childrensservicesemail@scilly.gov.uk

Meriel King Tel: 01720 422820 Email: Meriel.King@scilly.gov.uk

Tamasin Bridge Email Tamasin.Bridge@scilly.gov.uk

SEND & Inclusion

Helen McGuinness is available to support with any questions or concerns relating to your child's Education and Health Care Plan (EHCP) via telephone, email, video calls or a preferred method of communication in consultation with each family.

Helen McGuinness Tel: 07843 318137 Email: Helen.McGuinness@scilly.gov.uk

If you are worried about reviews or meetings you think need to happen please contact Rebecca Streeter, Five Islands Academy Email: rebeccastreeter@fiveislands.org

Family Information and Access Assistants

Ruth and Julie are keeping the Local Offer and Family Scilly websites up to date and ensuring our families with SEND and disabilities have the information they need. If you have a question or can't find information that you are looking for, please get in touch.

Email: localofferscilly@scilly.gov.uk website: <https://www.localofferscilly.org.uk/>



Useful Information

Health Visitor and School Nurse

Although Alison and Paula are able to do some home visits, are available for phone advice and a chat, and they also attend some Early Years Stay and Play sessions.

Please phone if you have any questions about, eating sleeping, infant feeding, behaviours, minor ailments etc.

Health Visitor, Alison Stedeford: 07483 351147.

0-19 Community Nurse, Paula Wilkins: 07827 284105 Monday to Friday 10am – 3pm.

Or call the Advice Line: 01872 322779

Five Islands Academy:

Information can be found on their website <https://www.fiveislands.scilly.sch.uk/>

Key Information <https://www.fiveislands.scilly.sch.uk/topic/key-information> and regular parent emails are sent to parents and guardians.

Reception: Email enquiries@fiveislands.org Tel: 01720 424850

Mrs Shave is available to support students with their wellbeing Email: sarahshave@fiveislands.org

Mrs Streeter is the school SENDCo Email: rebeccastreeter@fiveislands.org

Coronavirus information and advice: <https://www.fiveislands.scilly.sch.uk/coronavirus-information-and-advice/>

Stay informed

The Council of the Isles of Scilly has a Coronavirus (Covid-19) information and advice on the Council of the Isles of Scilly website

[Coronavirus \(COVID-19\) information and advice | Council of the ISLES OF SCILLY](#)

To contact the Council of the Isles of Scilly, for payments or enquiries either Tel: 0300 1234 105 and select option 5 to speak to one of our local enquiries team, or Email: enquiries@scilly.gov.uk.

The Council of the Isles of Scilly Facebook page <https://www.facebook.com/ioscouncil>

Keep up to date by regularly checking the gov.uk webpages, including Covid-19 guidance and information for employees, benefit claimants and businesses.

<https://www.gov.uk/>

Coronavirus latest information and advice

<https://www.gov.uk/coronavirus>

Department for Education

<https://www.gov.uk/government/organisations/department-for-education>

Department for education Coronavirus helpline Tel: 0800 046 8687, lines are open 8am-6pm

(Monday – Friday), and 10am – 4pm (Saturday and Sunday). If you have a query about coronavirus (COVID-19), relating to schools and other educational establishments in England.

Getting advice

Citizens Advice have the latest up-to-date information on a wide range of subjects such as debt, benefits, income, housing, rent and employment

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

Useful link: Coronavirus and what it means for you

<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Citizens Advice Cornwall <https://www.citizensadvicecornwall.org.uk/>

During the coronavirus outbreak offices are closed for face-to-face advice but you can still access services.

- **Text ADVICE** to 78866 or for debt issues **text DEBT** to 78866. We'll call you back within 48 hours (excluding weekends).
- **Call us** on 03444-111444 Mondays to Fridays from 10am to 4pm.

FOR THE MACMILLAN CANCER ADVICE SERVICE:

Our office in The Cove at the Royal Cornwall Hospital is closed during the coronavirus outbreak but our advisers are still working. **Please email macmillan@citizensadvicecornwall.org.uk**

...or call 01872-672090. Callers will be asked to leave a message and can expect a call back within 24 hours (excluding weekends).

Remember to check online with your bank, Credit Card Company, utility supplier etc. for up to date information on how they can support you if you are having issues with debt and paying your bills.

Stay Healthy

NHS advice on Coronavirus (Covid-19)

For everyone

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Advice for people who are at higher risk from Coronavirus

<https://www.nhs.uk/conditions/coronavirus-covid-19/advice-for-people-at-high-risk/>

Staying at home if you or someone you live with has symptoms of Coronavirus

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>



Looking after your health and wellbeing

NHS Every Mind Matters: 10 tips to help if you are worried about Coronavirus

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/>

NHS Every Mind Matters: How to look after your mental wellbeing while staying at home

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

Money Saving expert has a Mental Health and debt guide.

<https://www.moneysavingexpert.com/credit-cards/mental-health-guide/>

Young Minds: Committed to improving children's wellbeing and mental health. Discover information, advice & support for young people affected by mental health, helpline for Parents.

<https://youngminds.org.uk/>

We are with you: (Formally ADDACTION) Get free confidential support with alcohol, drugs or mental health; chat online or contact local support workers. There is an Isles of Scilly worker who can support adults and families.

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

Over 18 years of age please contact the Penzance office Tel: 01736 365467 Online chat available

<https://www.wearewithyou.org.uk/services/cornwall-penzance/>

Under 18 years of age, Cornwall for Young People offer support by phone and online. Tel: 01872 300816 or you can contact the Penzance office and ask to be put in touch with the Isles of Scilly worker

<https://www.wearewithyou.org.uk/services/cornwall-for-young-people/>

Samaritans: Are there to listen 24 hours a day 365 days a year. <https://www.samaritans.org/>

Tel: 116 113 Free Email: jo@samaritans.org Response time 24 hours

Samaritans advice on mental health during Coronavirus outbreak

<https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

We have useful links to organisations and services that can support your wellbeing on our Family Scilly website

<https://www.familyscilly.org.uk/further-wellbeing-information>



Healthy relationships

Free online parenting courses

Free online parenting courses are available for families across Cornwall and the Isles of Scilly. The courses have been created by the Solihull Approach and they focus on supporting the relationships between parents, grandparents, and/or carers and their children by improving emotional health and wellbeing and one for and about teenagers

Access to the free online courses is available at www.inourplace.co.uk using the code **TAMAR**, which provides lifetime access.

Online parenting resources

Other online courses for parents, parents-to-be and families, along with resources and podcasts can be found on our Family Scilly website, support for parents and families

<https://www.familyscilly.org.uk/support-for-families>

Relate: Our relationships will be hugely important for getting us through this, but self-isolation, social distancing and other concerns may also place them under added pressure. Here you can find blogs, advice and tips for helping your relationships stay healthy during the pandemic.

<https://www.relate.org.uk/relationship-help/covid-19-advice-and-information>

The Incredible Years: have a handy PDF to download about keeping calm and providing supportive parenting during the Coronavirus

[Keeping Calm and Providing Supportive Parenting during the Coronavirus](#)

Domestic Abuse

First Light provides specialist support to victims – male and female, adult and child – of sexual violence and domestic abuse in Devon, Cornwall and Isles of Scilly.

Safer futures Cornwall and Isles of Scilly – Domestic abuse & sexual violence service

Tel: 0300 777 4777

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

If you are in danger, please dial 999 immediately or 101 in a non-emergency. If you ring 999 but can't talk, make sure the Police know you are there by coughing or tapping the handset, or by dialling 55. Alternatively, you can visit <https://www.devon-cornwall.police.uk/>

#You Are Not Alone

Bereavement

Cornwall Bereavement Network is supporting Bereaved Families during Covid-19.

Visit www.cornwallbereavementnetwork.org for a list of charities and services able to offer support to those bereaved, from any cause and of any age.

You can also contact them on 01208 834620 9am-5pm Monday-Friday.

(Note this is hosted by PALS CFT)



Five Islands Academy has a useful directory of organisations to help with bereavement as well as a visual list of books explain bereavement to children. For further information [Coping with bereavement | Five Islands Academy](#)

Penhaligon's Friends

Supporting Bereaved Children during the Coronavirus Outbreak. For information and advice on how to support a child when a death occurs during Covid-19 visit their website for information <https://penhaligonsfriends.org.uk/supporting-bereaved-children-coronavirus-outbreak/>

Cruse Bereavement

Offer support, advice and information to children, young people and adults when someone dies. Helpline: 0800 808 1677 Email: helpline@cruse.org.uk

Cornwall Tel: 01726 76100 Email: cornwall@cruse.org.uk