

Information from Local Authority which has useful links and contact details

5th May 2020

Dear Parents/Carers,

In the last six weeks we have experienced unprecedented changes. We have worked to ensure that every child who needed a safe place in a school or setting has one. We have helped families to continue to access Free School Meals. We have reached out to families who have children who need additional help and support, with many talking with schools, settings and social workers regularly. We have worked to keep as many services available as possible whilst also recognising that our staff also have families and some have been ill with Covid 19 too. We want to thank you and everyone who has worked to keep our children and young people safe and take care of our residents.

We know that it can be hard to know what is available to help you and that as things change you may want and need different help. Most importantly – you are not alone, and we are here to help.

Below is a useful list that you might want to keep to hand.

If you have a child and need to educate or entertain your child/young person at home, there are lots of new resources available. Schools may have sent you lots of ideas but here is where you can find more:

The Local Authority Cambridgeshire : <https://www.cambslearntogether.co.uk/home-learning>
Peterborough:

<https://fis.peterborough.gov.uk/kb5/peterborough/directory/localoffer.page?familychannel=8>

The Department for Education: <https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education>

BBC Bitesize: <https://www.bbc.co.uk/teach/bitesize-daily-schedules-teach/zdtwjhv>

Pinpoint <https://www.pinpoint-cambs.org.uk/stuck-at-home/>

Family Voice: <https://www.familyvoice.org/>

If your child or young person has special needs and disabilities (with and without diagnosis)

We have a wealth of information for parent carers including lots of new things to help you during this time and your Parent Carer Forums are available to help you find the services and support you need:

Cambridgeshire Local Offer: <https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/about-cambridgeshire-s-local-offer>

Peterborough Local Offer:

<https://fis.peterborough.gov.uk/kb5/peterborough/directory/localoffer.page?familychannel=8>

Family Voice Peterborough: <https://www.familyvoice.org/>

Pinpoint <https://www.pinpoint-cambs.org.uk/stuck-at-home/>

If you need help because you have your child / young person at home are now finding it difficult to manage, then please remember you can:

Speak to the school, setting, social worker or the Local Authority to ask for what help might now be available. **If you need help and support (e.g. essential shopping, prescriptions collected, or a friendly phone call):** you can contact your District Council. Many also have links to very local groups operating where you live. Your Town or parish council can also help you find what you need.

Huntingdonshire: <https://www.wearehuntingdonshire.org/>

East Cambs: <https://www.eastcambs.gov.uk/>

South Cambs: <https://www.scambs.gov.uk/>

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

Cambridge City Council: <https://www.cambridge.gov.uk/>

Peterborough City Council: <https://www.peterborough.gov.uk/>

If you have had a letter from the NHS indicating that you should be shielding: you still need to register on:

NHS website (<https://www.gov.uk/coronavirus-extremely-vulnerable>).

If you are worried about being made homeless: then you need to know that the Government have asked landlords, mortgage companies and banks to give people a three month 'payment holiday' and they have banned evictions – you can find out more on the Government's website:

<https://www.gov.uk/government/news/complete-ban-on-evictions-and-additional-protection-for-renters>

You can also call / email your District Council for help and advice:

Huntingdonshire: <https://www.wearehuntingdonshire.org/>

East Cambs: <https://www.eastcambs.gov.uk/>

South Cambs: <https://www.scambs.gov.uk/>

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

Cambridge City Council: <https://www.cambridge.gov.uk/>

Peterborough City Council: <https://www.peterborough.gov.uk/>

If you are in a housing association property, then talk to them about what help they can provide.

If you are concerned about anyone who you think needs help but won't ask: then do make contact with your District Council, who can check on their safety and well-being

Huntingdonshire: <https://www.wearehuntingdonshire.org/>

East Cambs: <https://www.eastcambs.gov.uk/>

South Cambs: <https://www.scambs.gov.uk/>

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If you or someone you know is at risk of domestic abuse: then you can call:

Refuge 07787 255821, or the National Domestic Abuse Helpline 0802 000 247, or Men's Advice 0808 801 0327 or LGBT Helpline 0800 999 5428. If it's an emergency, then call 999. You can find more information on www.cambsdasv.org.uk

If you are worried for the well-being or safety of someone then you need to let someone know so they can help – it's the same number for both Local Authorities

The Safeguarding Team: 0345 045 5203 (8-6pm Monday to Friday) or 01733 234 724

If you've been bereaved and need help and support then you can:

Get practical advice here: <https://www.gov.uk/browse/births-deaths-marriages/death> and counselling support here: <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief> 0808 808 1677

If your mental health is suffering, then you should:

contact your GP. If you are in crisis the 111, option 2 is available and Samaritan 116 123. Or for self-help try www.everymindmatters.co.uk This resource has been set up by Public Health England as an acknowledgment that the situation we are in is stressful for us all.

If you need personal financial support: you can find information on issues ranging from benefits to council tax from your District Council on their website.

Huntingdonshire: <https://www.wearehuntingdonshire.org/>

East Cambs: <https://www.eastcambs.gov.uk/>

South Cambs: <https://www.scambs.gov.uk/>

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If you are having problems affording enough food, the Food Bank might be able to help – you can find one near you:

Trussell Trust website: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you are concerned about personal Debt, the following organisations can help, including negotiating with creditors on your behalf:

Citizens Advice at www.citizensadvice.org.uk ,

StepChange Debt Charity at www.stepchange.org

The National Debt Line at nationaldebtline.org. **If you have a business or are self-employed and need help:** Your District Council has information about rates relief and local financial aid:

Huntingdonshire: <https://www.wearehuntingdonshire.org/>

East Cambs: <https://www.eastcambs.gov.uk/>

South Cambs: <https://www.scambs.gov.uk/>

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

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In addition, Money Saving Expert offers free independent advice and help.
<https://www.moneysavingexpert.com/news/2020/03/coronavirus-self-employed-and-employment-help/>

Turn2 Us also has details about other grants and help available: <https://www.turn2us.org.uk/>

The Business Debt Line can be reached via www.businessdebtline.org.

And finally,

Do remember that you should trust your usual instinct as we do know that nationally there are criminals taking advantage of the crisis - if you have people at your door or calling you, do take care not to pass on your personal data or valuables!

We would like to thank everyone for playing their part in keeping residents safe, whether you've been staying at home, delivering our key services, keeping two metres apart, or volunteering and helping out. We know it's been a challenging time and we greatly appreciate the amazing community spirit shown as people support each other.

Stay safe, keep well and look after your neighbours.

Sarah Conboy- Pinpoint

Louise Ravenscroft – Family Voice

Toni Bailey – Peterborough / Cambridgeshire SEND / Inclusion