

## **Support and Assistance During School Closures**

At Sybil Andrews Academy, we wish to ensure that all our students and families are able to access support services if necessary throughout the school closures. We understand that this time of year may be especially difficult for some families and hope that the following contact details might help those needing additional support.

Below are contact details of a variety of external agencies that families may wish to call on for support should the need arise.

### **Food / Financial Support**

#### Unity Schools Trust Support

There is a hardship fund available through the Unity Schools Trust. For families experiencing financial difficulties, support may be possible through this hardship fund. Please contact the school if you would like more information regarding this.

#### Suffolk Local Welfare Assistance Winter Scheme

Suffolk LA have a winter scheme to support families in need for financial support as a direct result of Covid. Applications for this support can include food, household essential items, support towards heating bills and clothing. Please contact the school if you would like more information regarding this.

Gatehouse Foodbank is working in partnership with other organisations, churches and individuals throughout Bury, supported by local County and Borough Councillors providing three days of emergency food to local people in crisis. Those in need are identified by local care professionals. Gatehouse also signposts people to organisations able to help solve the longer term problem.

Food packages are available via a referral form the school.

Gatehouse are also able to offer assistance with heating costs.

If you need some assistance with either of these options, please call the school for more information regarding this.

Pink Orange is operating again over half-term and covers both Norfolk and Suffolk. Part of the local authority support strand, Pink Orange provides food parcels for families with children who are eligible for Free School Meals.

**[www.pinkorange.co.uk](http://www.pinkorange.co.uk)**

West Suffolk Vineyard Church Storehouse is a foodbank ministry which gives away food bags through agencies within Bury St Edmunds, to people who are living on the streets or are unable to provide enough food for themselves or their families. These food bags are offered completely free of charge and with a no-strings attached policy. As well as emergency food, Storehouse provides toiletries and nappies for clients of our local Health and Social Care Services.

If you or someone you know would like to receive a food bag, you can get a referral from agencies throughout Bury St Edmunds. Please use the number below to find out how this works.

**Phone** 01284 765874

The Best Before Shop collects surplus food to stop it going to the landfill and then sells to people on a 'pay as you feel' (minimum donation £1) basis to individuals and families from the local area, especially those on low or zero incomes.

The shop is open every Tuesday (10am-2pm)

**Email** bestbeforebse@gmail.com

**Address** 4 Elseys Yard  
Risbygate Street  
Bury St Edmunds  
Suffolk  
IP33 3AA

## Wider Support

<u>School Safeguarding Team</u>  For safeguarding concerns	Harrison Ruffell  <a href="mailto:hruffell@sybilandrewsacademy.co.uk">hruffell@sybilandrewsacademy.co.uk</a>  Kirsten Putt <a href="mailto:k.putt@sybilandrewsacademy.co.uk">k.putt@sybilandrewsacademy.co.uk</a>	01284 413400
<u>Family Lives Support Group</u>  Help and support to families that are struggling	<a href="http://www.familylives.org.uk">www.familylives.org.uk</a>	0808 800 2222
<u>Action for Children</u>  Support and help for vulnerable children and their families	Actionforchildren.org.uk  Advice.actionforchildren.org.uk	
<u>Homestart</u>  Helps families with mental health/bereavement/isolation	Email: <a href="mailto:info@home-start.org.uk">info@home-start.org.uk</a>	01164645490
<u>First Response</u>	<a href="https://www.nsfthelp.org.uk/Findhelp/Pages/Help-in-a-Crisis.aspx">https://www.nsfthelp.org.uk/Findhelp/Pages/Help-in-a-Crisis.aspx</a>	0808 196 3494

A 24/7 helpline for immediate support for mental health difficulties, all ages.		
<u>Young Minds Support</u> Mental health support for children and young people		0800 802 5544  Free and Confidential Helpline
<u>Relate</u> Support for families	<a href="http://www.relate.org.uk">www.relate.org.uk</a>	02392 827026
<u>KOOTH</u> Free Online Counselling up to 10pm	<a href="http://www.kooth.com">www.kooth.com</a>	Mon-Fri 12pm-10pm  Sat-Sun 6pm-10pm
<u>Childline</u> Support for children/young people	<a href="http://www.childline.org.uk">www.childline.org.uk</a>	0800 1111
<u>NSPCC</u> Support for children	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a> <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>	0800 800 5000
<u>Samaritans</u>	<a href="http://www.samaritans.org">www.samaritans.org</a> Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>	116 123 from a mobile (you do not need to have credit or call allowance to call)
<u>Suffolk Customer First</u> Suffolk Social Care Contact for social care / safeguarding / mental health concerns.	<a href="https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/advice.page?id=NYF Izl7NuJU">https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/advice.page?id=NYF Izl7NuJU</a>	0808 800 4005 (Child social care)  0800 917 1109 (adult social care)