

Some useful links to help you find support during the COVID-19 crisis.

If you need to contact a member of staff please use these email addresses we aim to reply within 48 hours:

School Teacher Contacts:

nursery@icknielwalk.herts.sch.uk

reception@icknielwalk.herts.sch.uk

year1@icknielwalk.herts.sch.uk

year2@icknielwalk.herts.sch.uk

year3@icknielwalk.herts.sch.uk

year4@icknielwalk.herts.sch.uk

North Herts District Council helpline: A phone line for all residents across the district to find out about services available in the current situation, including: financial support, food sources, childcare, transport, mental health, exercise, diet and much more. The number to call is: 01462 474111 but people can also email questions to: healthyhub@north-herts.gov.uk

School Nurse: contact the School Nursing Service on the duty line number 0300 123 7572 opt 2, opt 1.

The school nursing team are also on Instagram @hct_schoolnursing, they also have chat health for 11 - 19 year olds which they can text using the following number 07480 635050.

Other useful websites that can be accessed are

<http://www.healthforkids.co.uk> and <http://www.healthforteens.co.uk>

Educational Psychologist Team: Visit www.hertfordshire.gov.uk/localoffer for services for children/young people with SEND. Find them on Twitter @HertsEPS for frequent updates, support and advice during the COVID-19 outbreak. Please call if you would like to speak directly to an Educational Psychologist to discuss a child or young person's development, learning or emotional wellbeing, or to find out more about their service and the support they can offer.

From March 2020, Contact line will be available: Monday to Friday from 2:00pm to 4:30pm for all parents/caregivers and young people (aged 16 -25).

Mental health or well being issues:

- For parents or children call Samaritans 01462 455 333 (local charge) or 116123 (free to call)
- Young people can also chat to and get free online advice anonymously by contacting KOOH.com
- they can help with self harm, low mood, relationships, bullying, eating disorders.

Domestic Abuse Support - call the National Domestic Violence 24 hour free helpline on 0808 2000 247

For Drug and Alcohol issues - parents can call Alcoholics Anonymous on 0800 9177 650. Parents and Children can go online to <http://www.talktofrank.com/> and read or talk to someone about any alcohol or drugs related issues.

For **Parenting Support** Family Lives can be contacted on 0808 8002222.

Website www.familylives.org.uk

In addition , Hertfordshire County Council (who are in charge of Children's Services) have a part of their website dedicated to helping families - its called the **Families First Portal** and is full of information and contact details if you need support. This is the link:

<https://directory.hertfordshire.gov.uk/kb5/hertfordshire/directory/familiesfirst.page?familiesfirstchannel=0>

If you or a family member are at immediate risk from harm please use the emergency services 999 number

Or if you are concerned about someone else's safety contact Children's Services on 0300 123 404