

At Oasis Academy South Bank, we are committed to supporting all our students and their families during these uncertain and challenging times.

During the summer holidays if you feel that anyone in your family needs to talk to someone, seek support from a service or find out more details on what is available, we hope the providers listed below will help address your needs.




The first section is a list of services to help keep you and others safe




The second section is a list of some services and people to talk to for emotional and wellbeing support.

- If you have a serious concern please do get in touch with us during the Summer holidays via the **Oasis National office 020 7921 4200**






Safety Services





- As usual, please call 999 to report an emergency (e.g. someone is currently at risk or hurt and needs urgent care, or there is a fire).
- 111 for non-emergency medical advice, including mild coronavirus symptoms and support to get tested.
- 101 for non-emergency police support. For example, reporting a stolen car.

| Name of the service | What does the service offer? | Contact Details |
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| 999 text service  | This is an alternative to calling 999 for two specific situations: -You are deaf or hard of hearing. -There is a reason you cannot speak (e.g. domestic violence where someone might hurt you if they hear you calling). You MUST pre-register to use this. ALWAYS phone if you can. The response to 999 texts is slower than phone calls. | Instructions on how to register and use texts with 999 is here: https://www.relayuk.bt.com/how-to-use-relay-uk/contact-999-using-relay-uk.html |
| NSPCC  | If you are worried about a child, it is always important to share these concerns. Calling the NSPCC does not mean that a child will be taken away from their parents, it just means that someone will check that everything is ok and offer support if it is needed. | If you are worried about a child, you can call: 0808 800 5000 Or email: help@nspcc.org.uk or visit the website to fill out a form: www.nspcc.org.uk/about-us/contact-us/ If you think a child is in immediate danger you MUST call the police on 999. |
| Lambeth Children's Social Care  | If you are worried about a family living in Lambeth, or want to self-refer for family support you can call Lambeth directly. Support can include parenting courses, individual advice and goals, and referrals to other specialists. | 020 7926 5555 https://www.lambeth.gov.uk/children-young-people-and-families/childrens-social-care If you think a child is in immediate danger you MUST call the police on 999. |

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| <p>Southwark Children's Social Care</p>  | <p>If you are worried about a family living in Southwark, or want to self-refer for family support you can call Southwark directly. Support can include parenting courses, individual advice and goals, and referrals to other specialists.</p> | <p>Self-referral: Family Early Help duty manager on 020 7525 1922 or email earlyhelp@southwark.gov.uk</p> <p>Or to report a concern, call Southwark MASH on 0207 525 1921</p> <p>If you think a child is in immediate danger you MUST call the police on 999.</p> |
| <p>The Gaia Centre</p>  | <p>Confidential, non-judgemental and independent support for anyone experiencing gender-based violence (e.g. domestic violence, rape and sexual assault, sexual exploitation, stalking, FGM). Support is for women and girls 13 or older and men and boys aged 16 or older who are experiencing gender-based violence, as well as anyone aged 11-17 who has been impacted by domestic violence.</p> | <p>020 7733 8724</p> <p>lambethvawg@refuge.org.uk</p> <p>www.refuge.org.uk/gaia</p> <p>Or, call the 24/7 freephone National Domestic Abuse Helpline to seek advice for yourself or someone else: 0808 2000 247</p> <p>If you or someone else is in immediate danger always call police on 999.</p> |
| <p>National Online Safety</p>  | <p>A breadth of interactive services, which parents can access to make the internet a safer place for children. Equipping parents with the knowledge you need to understand online dangers and how best to react should an incident arise.</p> | <p>Visit the Website: https://nationalonlinesafety.com/guides</p> <p>General enquires hello@nationalonlinesafety.com</p> <p>Telephone – 0800 368 8061</p> |

Emotional and Wellbeing Support and Networks

| Name of the service | What does the service offer? | Contact Details |
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| <p style="text-align: center;">Childline</p>  | <p>A free, confidential helpline for children to use for support on managing anxiety, domestic abuse, helping a friend, reporting online abuse, depression, boosting your mood and eating habits. This service also has an instant messaging service which is designed to help you navigate you to the right areas and seek the support you need.</p> | <p>Website https://www.childline.org.uk</p> <p>Telephone 0800 1111</p> <p><i>Please note that due to COVID, the phone line is only available 9am-midnight.</i></p> |
| <p style="text-align: center;">Young Minds</p>  | <p>Support for young people who want to understand their feelings, get information about a mental health condition or know what support is available.</p> <p>Parents can also contact the service for advice on how to help a child or young person with emotional needs and mental health.</p> | <p>For parents/families worried about a child: Parent Helpline 0808 802 5544 (Mon-Fri 9.30-4pm) or fill out an online form.</p> <p>Children and young people can access a range of support services via the website: https://youngminds.org.uk/</p> |
| <p style="text-align: center;">Lambeth Talking Therapies Service</p>  | <p>Lambeth Talking Therapies Service is part of the Improving Access to Psychological Therapies service (IAPT). Our service is available to anyone 18 years and older registered with a Lambeth GP.</p> <p>We offer talking therapies for people experiencing mild to moderate depression, general anxiety and worry, panic attacks, social anxiety, traumatic memories and obsessive compulsive disorder. We also offer help with other problems including anger, eating, and relationship or sexual difficulties.</p> <p>If our service isn't right for you, we'll suggest alternatives that are more likely to meet your needs and put you in contact with an appropriate service.</p> | <p>The website has an online referral form: https://slam-iapt.nhs.uk/lambeth/welcome-to-lambeth-talking-therapies-service/</p> <p>Due to home working during coronavirus, you cannot call the main telephone line. However, if you need to call you can leave a message on the answerphone on: 07971 717534 And they will try to get back to you the next working day.</p> <p>For urgent help, contact your GP, the SLAM crisis line on 0800 731 2864 or the Samaritans on 116 123</p> |
| <p style="text-align: center;">Samaritans</p>  | <p>A free listening service to talk confidentially about anything.</p> <p>More information on the website: https://www.samaritans.org/how-we-can-help/contact-samaritan/</p> | <p>Call 116 123</p> <p>Email jo@samaritans.org</p> |
| <p style="text-align: center;">Carers Hub Lambeth</p>  | <p>A service to support carers (anyone including parents/carers who look after someone with an illness or disability).</p> <p>They will ask a bit about your situation and then try to find support networks and other services to help. Or you can use the website to find links to other services.</p> | <p>https://www.carershub.org.uk/</p> <p>Call 020 76501 8970</p> <p>connect@carershub.org.uk</p> |

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| <p>Family Lives</p>  | <p>Support for parents on mental health, relationships, bullying, development and more. This service offers a phone line service and additional a skype service too. This service is operational between the hours of 9am – 9pm Monday to Friday and 10am – 3pm on Saturday and Sunday.</p> | <p>Website: www.familylives.org.uk Includes an online chat option. Telephone or Skype: 0808 800 2222 Email: askus@familylives.org.uk</p> |
| <p>Waterloo Hub</p>  | <p>The Hub will continue to provide family support and community connection even when the school is closed for the Summer.</p> <p>Keep an eye out for updates about activities over the summer.</p> | <p>Visit the website: www.oasiswaterloo.org/families/</p> <p>Facebook: https://www.facebook.com/oasiswaterloofamilies</p> <p>Or call Felicity (Flic) on 07772 412 247 Felicity.maries@oasiswaterloo.org</p> |
| <p>Covid 19 Mutual Aid Group</p>  | <p>Local communities are supporting one another through these groups. They are grassroots with neighbour helping neighbour and are being supported to operate in Southampton by the NHS.</p> | <p>Website https://covidmutualaid.org/local-groups/</p> |
| <p>Winston Wishes</p>  | <p>A service, which is designed to help children and young people affected by bereavement. The service provides specialist child bereavement support services across the UK. This includes in-depth therapeutic support in individual, group settings, as well as a Freephone National Helpline and online chat.</p> | <p>Website : https://www.winstonswish.org/supporting-you/</p> <p>Helpline: 08088 020 021</p> |