

SIGNPOSTS FOR SUPPORT DURING COVID-19 MAPLE INFANTS' SCHOOL CLOSURE 2020

This is not an exhaustive list of all the support currently available but will provide you with a few places to start if you are in need – also remember that you can email the school at office@maple.rbksch.org and a member of the team will try to assist you.

Name	Contact Details	Type of Support
Kingston Council	<p>https://www.kingston.gov.uk/info/200287/health_and_wellbeing/1748/covid-19_coronavirus/2</p> <p>Tel: 020 8547 5000 (Please call between 9am-5pm Mon-Fri if your request is not urgent. The number will be answered outside of these hours for urgent calls only)</p>	<p>To make sure Kingston residents get the help they need during the coronavirus pandemic, the council has now launched a new online and phone service. This service is for residents who are self-isolating because they have symptoms of the coronavirus or who have received a letter from the NHS advising them to stay home for 12 weeks.</p> <p>If you are worried about paying your rent or mortgage as a Kingston resident, or for any other questions related to housing, please see the relevant housing page on the council website, via the link provided.</p> <p>If you are worried about your business during this time, and want to learn about the support available, please see the relevant business page also on the website.</p>
Elmbridge Council	<p>https://www.elmbridge.gov.uk/news/coronavirus-covid-19-updates/</p> <p>Tel: 0300 200 1008 (Community helpline Mon-Fri 8am-6pm)</p>	<p>Up-to-date advice for Elmbridge (Surrey) residents regarding support during the coronavirus pandemic. They have information pages to support residents with Universal Credit, council tax support, housing allowance and housing benefit queries. A business rates page is dedicated to Elmbridge's actions, detailing up-to-date information about grants, 100% payment holiday and payments in April.</p>
NHS Every Mind Matters	<p>https://www.nhs.uk/oneyou/every-mind-matters/</p>	<p>Expert advice on how best to look after mental wellbeing while staying at home during the coronavirus outbreak. The advice contains practical steps a person can take and includes videos, tutorials and links to other useful resources.</p>
Citizens Advice	<p>https://www.citizensadvicekingston.org.uk/</p> <p>Tel: 020 3166 0953</p>	<p>Citizens Advice Kingston is a local charity offering information and advice to people who live, work or study in the Borough – they can help signpost you to the right support service you need.</p>
Samaritans	<p>https://www.samaritans.org/branches/kingston-upon-thames/</p> <p>Tel: 116 123 free from any phone or 0330 094 5717</p> <p>Email: jo@samaritans.org</p>	<p>If you need someone to talk to, the Samaritans listen. They won't judge or tell you what to do, but provide emotional support on the phone and by email for anyone who is struggling to cope.</p>

Mind UK	https://www.mind.org.uk/	Mind UK provide advice and support to empower anyone experiencing a mental health problem – an online mutual support community.
Family Action	https://www.family-action.org.uk/ Tel: 0808 802 6666 (Mon-Fri, 9am-3pm & 6-9pm) Text message: 07537 404 282 Email: familyline@family-action.org.uk	Family Action provide a listening ear, answer particular parenting questions or help with guidance around more complex issues. All support takes place via telephone, text message or email and is free.
Family Lives	https://www.familylives.org.uk/ Tel: 0808 800 2222 (Mon-Fri 9am-9pm & weekends 10am-3pm) Email: askus@familylives.org.uk	Family Lives offers a confidential and free helpline service for families in England (previously known as Parentline) with emotional support, information, advice and guidance on any aspect of parenting and family life.
Gingerbread	https://www.gingerbread.org.uk/ Tel: 0808 802 0925 (Mon 10am-6pm, Tues/Thus/Fri 10am-4pm, Wed 10am-1pm & 5-7pm)	Gingerbread is the leading national charity working to help single parent families and their children. The Gingerbread Single Parent Helpline provides support and expert advice on anything from dealing with a break-up to going back to work or sorting out child maintenance, benefit or tax credit issues.
Grandparents Plus	https://www.grandparentsplus.org.uk/ Tel: 0808 800 22 22	Grandparents Plus is a national charity dedicated to supporting kinship carers - grandparents and other relatives raising children who aren't able to live with their parents.
Transport for London	https://tfl.gov.uk/	<p style="text-align: center;">STAY HOME. DON'T TRAVEL. SAVE LIVES</p> Public transport should <u>only</u> be used if the journey is essential but anyone who needs to make an essential journey can check with TfL for any advice or updates before you travel.
Kingston Local Offer	https://kr.afcinfo.org.uk/local_offer	For support information and advice for children with special education needs and their families.
Kingston Domestic Violence Hub	Tel: 020 8547 6046 (Mon-Fri 9am-5.30pm)	Support for those suffering from domestic or sexual violence - The Kingston One Stop Shop and face to face meetings are closed until further notice but support is still available by contacting The Kingston Domestic Violence Hub.