

Dear Parents / Carers

To support our families during this uncertain time we have put together an information pack detailing:

- ✓ Useful Contacts / website
- ✓ Family & Community Hub details
- ✓ Safeguarding information
- ✓ Suggestions for isolation
- ✓ Foodbank details

Green Gates Academy contact details during period of isolation:

Website: <https://greengates.horizontrust.org.uk/>

Email: [greengates@horizontrust.org.uk](mailto:greengates@horizontrust.org.uk)

Parent Support: [Annabel.baird@horizontrust.org.uk](mailto:Annabel.baird@horizontrust.org.uk)

Mobile: 07719 535788

We thank you all for your continued support and we will maintain contact throughout this period via text message.

## Useful Contacts

<u>Organisation</u>	<u>Telephone</u>	<u>Website</u>
<b>Anti-Social Behaviour Team</b>	01642 607943	
<b>Citizens Advice Helpline</b>	0344 411 1444	<a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a>
<b>CAMHS</b> (Inc. learning disability) Option 2 – Middlesbrough Option 3 – Redcar Option 4 – Hartlepool Option 5 – Stockton Option 6 – Crisis and liaison team Option 7 – Specialist eating disorders service (Teesside)	0300 013 2000	<a href="https://www.tevv.nhs.uk/">https://www.tevv.nhs.uk/</a>
<b>DLA Helpline</b>	0800 1214600	
<b>Family Information Service</b> Stockton Hartlepool Middlesbrough Redcar		<a href="http://stocktoninformationdirectory.org/">http://stocktoninformationdirectory.org/</a> <a href="https://hartlepool.fsd.org.uk/">https://hartlepool.fsd.org.uk/</a> <a href="https://fis.middlesbrough.gov.uk/">https://fis.middlesbrough.gov.uk/</a> <a href="http://www.peoplesinfonet.org.uk/">http://www.peoplesinfonet.org.uk/</a>
<b>Harbour Services</b> Stockton Hartlepool Middlesbrough	0300 020 2525 01429 270110 01642 861788	<a href="https://www.myharbour.org.uk/">https://www.myharbour.org.uk/</a>
<b>My Sister's Place</b> (Middlesbrough & Redcar area)	01642 241864	<a href="https://www.mysistersplace.org.uk/">https://www.mysistersplace.org.uk/</a>
<b>MIND</b>	0300 123 3393 Text 86463	<a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a>
<b>NHS Adults Psychological Therapies</b>	0800 2300688	
<b>Samaritans</b>	116 123	<a href="https://www.samaritans.org/how-we-can-help/contact-samaritan/">https://www.samaritans.org/how-we-can-help/contact-samaritan/</a>
<b>Stockton Advice &amp; Welfare Network</b>	01642 633877	<a href="http://www.stocktonadvice.org.uk/">http://www.stocktonadvice.org.uk/</a>
<b>Thirteen Group (Housing)</b> Customer Service Pay your rent Report a Repair  Money Advice Team  Out of Hours (8pm – 8am)	0300 1111 000 0300 1111 000 0300 1111 000  0787 6137679 Text MONEY  0300 1111 000	<a href="https://www.thirteengroup.co.uk/">https://www.thirteengroup.co.uk/</a>
<b>Local Authority Services</b>		
Hartlepool	<b><a href="https://www.hartlepool.gov.uk/">01429 266522</a></b>	<a href="https://www.hartlepool.gov.uk/">https://www.hartlepool.gov.uk/</a>
Middlesbrough	01642 245432	<a href="https://www.middlesbrough.gov.uk/">https://www.middlesbrough.gov.uk/</a>
Stockton on Tees	01642 393939	<a href="https://www.stockton.gov.uk/">https://www.stockton.gov.uk/</a>

Redcar & Cleveland	See website for specific areas	<a href="https://redcarcleveland.co.uk/">https://redcarcleveland.co.uk/</a>
<b>SEN Teams</b>		
Hartlepool Middlesbrough Stockton on Tees Redcar & Cleveland	01429 284358 01642 201831 01642 527145/ 528739 01642 304503 /304561	
<b>For up to date news &amp; health advice</b>		
BBC News		<a href="https://www.bbc.co.uk/news">https://www.bbc.co.uk/news</a>
UK Government		<a href="https://www.gov.uk/">https://www.gov.uk/</a>
NHS		<a href="https://www.nhs.uk/">https://www.nhs.uk/</a>

## Local Family Hubs

<b>Stockton Area</b>	<b>Telephone</b>	<b>Opening Times</b>
Billingham Family Hub  Ochil Terrace Billingham Stockton-on-Tees  TS23 2QL	01642 528913 / 527235  Health Visitors 03333202302  Midwives 01642 383441 / 383442	<b>9am – 5pm</b>
Redhill Family Hub (Stockton North)  Redhill Road Roseworth Stockton-on-Tees,  TS19 9BX	01642 524314	<b>9am – 5pm</b>
Stockton Family Hub (Stockton Central)  Yarm Road Stockton-on-Tees  TS18 3PJ	01642 524731	<b>9am – 5pm</b>
Thornaby Family Hub  Tedder Avenue Thornaby Stockton-on-Tees  TS17 9JP	01642 528947	<b>9am – 5pm</b>
<b>Family Action (Outreach service)</b>	<b>01423 557701</b>	

<b>Middlesbrough Area Community Hubs</b>	<b>Telephone</b>	<b>Opening Times</b>
<u>Breckon Hill Community Centre</u> Breckon Hill Road, Middlesbrough TS4 2DS	01642 248704	<b>Please check</b>
<u>Community Hub at Acklam</u> Middlesbrough Borough Council, Acklam Library, Acklam Road, Middlesbrough TS5 7AB	01642 817810	<b>Please check</b>
<u>Community Hub at Berwick Hills</u> Ormesby Road, Middlesbrough, TS3 7RP	01642 246947	<b>Please check</b>
<u>Community Hub at Coulby Newham</u> Rainbow Leisure Centre Parkway Centre, Coulby Newham, Middlesbrough, TS8 0TJ	01642 593696	<b>Please check</b>
<u>Community Hub at Easterside</u> Easterside Hub, Broughton Avenue, Middlesbrough, TS4 3PZ	01642 513150	<b>Please check</b>
<b>Community Hub at Grove Hill</b> Grove Hill Community Hub Bishopton Road, Middlesbrough	01642 278444	<b>Please check</b>
<u>Community Hub at Hemlington</u> Middlesbrough Borough Council, Hemlington Library, Crosscliff, Hemlington, Middlesbrough, TS8 9JJ	01642 591918	<b>Please check</b>
<u>Community Hub at Marton</u> Middlesbrough Borough Council, Marton Library, 7 The Willows, Marton-in-Cleveland, Middlesbrough, TS7 8BL	01642 300255	<b>Please check</b>
<u>Community Hub at Newport</u> St. Pauls Road, Middlesbrough, TS1 5NQ	01642 802892	<b>Please check</b>
<u>Community Hub at North Ormesby</u> The Hub, Derwent Street, North Ormesby, Middlesbrough, TS3 6JB	01642 243581	<b>Please check</b>
<u>Community Hub at Thorntree</u> Thorntree Community Hub, Birkhall Road, Middlesbrough, TS3 9JW	01642 246827	<b>Please check</b>

<b>Redcar &amp; Cleveland Area</b>	<b>Telephone</b>	<b>Opening Times</b>
Grangetown Family Hub, Grange Farm Road, Grangetown TS6 7HP	01642 770810	<b>Please check</b>
South Bank Family Hub, Poplar Grove, South Bank, Middlesbrough, TS6 6FU	01642 457291	<b>Please check</b>
<b>Hartlepool Area</b>		
Community Hub North, West View Advice & Resource Centre, The Community Centre, Hartlepool, TS24 9JQ.)	01429231032	<b>See local authority website</b>
Community Hub Central, 124 York Rd, Hartlepool, TS26 9DE.	01429272905	<b>See local authority website</b>
Community Hub South, Wynyard Road, Hartlepool, TS25 3LQ	01429 272631	<b>See local authority website</b>

## Safeguarding

If you have concerns that a child or young person is being abused or neglected, or that they may be at risk of harm, you should contact one of the following services.

### **The Children's Hub (Hartlepool and Stockton-on-Tees)**

The Children's Hub provides information, advice and guidance on services and support for children, young people and families.

**Telephone: 01642 130080**

**Email: [childrenshub@hartlepool.gov.uk](mailto:childrenshub@hartlepool.gov.uk)**

### **Emergency Duty Team (outside of office hours)**

The Emergency Duty Team provides an out-of-hours response to emergency situations involving child protection, child care, mental health and other adult care service matters.

**Telephone: 01642 524552 (For outside office ours)**

### **Children's Services - South Tees Multi Agency Children's Hub (Middlesbrough & Redcar)**

**Phone: 01642 130700 or 01642 726319**

**Email: [southteesmach@redcar-cleveland.gov.uk](mailto:southteesmach@redcar-cleveland.gov.uk)**

In an emergency contact the Police.

**Telephone: 999**

## Coronavirus and your wellbeing

### Suggestions while self-isolating .....

#### Decide upon your routine:

- ✓ Plan how you'll spend your time. It might help to write this down on paper and put it on the wall.
- ✓ Try to follow your ordinary routine as much as possible. Get up at the same time as normal, follow your usual morning routines, and go to bed at your usual time. Set alarms to remind you of your new schedule if that helps.
- ✓ If you aren't happy with your usual routine, this might be a chance to do things differently. For example, you could go to bed earlier, spend more time cooking or do other things you don't usually have time for.
- ✓ Think about how you'll spend time by yourself at home. For example, plan activities to do on different days or habits you want to start or keep up.
- ✓ If you live with other people, it may help to do the following:
  - Agree on a household routine. Try to give everyone you live with a say in this agreement.
  - Try to respect each other's privacy and give each other space. For example, some people might want to discuss everything they're doing while others won't.

#### Keep in touch with others

- ✓ Make plans to video chat with people or groups you'd normally see in person.
- ✓ You can also arrange phone calls or send instant messages or texts.
- ✓ If you're worried that you might run out of stuff to talk about, make a plan with someone to watch a show or read a book separately so that you can discuss it when you contact each other.
- ✓ Think of other ways to keep in contact with people if meeting in person is not possible. For example, you could check your phone numbers are up to date, or that you have current email addresses for friends you've not seen for a while.

#### Get as much fresh air as you can

Spending time in green space or bringing nature into your everyday life can benefit both your mental and physical wellbeing. It can improve your mood, reduce feelings of stress or anger, and make you feel more relaxed.

It's possible to still get these positive effects from nature while staying indoors at home. You could try the following:

- ✓ Spend time with the windows open to let in fresh air.
- ✓ Have flowers or potted plants in your home.
- ✓ Use natural materials to decorate your living space, or use them in art projects. This could include leaves, flowers, feathers, tree bark or seeds.
- ✓ Arrange a comfortable space to sit, for example by a window where you can look out over a view of trees or the sky, or watch birds and other animals.



- ✓ Grow plants or flowers on windowsills. For example, you could buy seeds online or look for any community groups that give away or swap them.
- ✓ Look at photos of your favourite places in nature. Use them as the background on your mobile phone or computer screen, or print and put them up on your walls.
- ✓ Listen to natural sounds, like recordings or apps that play birdsong, ocean waves or rainfall. Get as much natural light as you can. Spend time in your garden if you have one, or open your front or back door and sit on the doorstep.

Find ways to relax - there are lots of different ways that you can relax, take notice of the present moment and use your creative side. These include:

- ✓ arts and crafts, such as drawing, painting, collage, sewing, craft kits or upcycling
  - ✓ DIY
  - ✓ colouring
  - ✓ mindfulness
  - ✓ playing musical instruments, singing or listening to music
  - ✓ writing
  - ✓ yoga
  - ✓ meditation.
- If you have [panic attacks](#) or [flashbacks](#), it might help to plan a 'safe space' in your home that you'll go to.
  - You can also find ways to comfort yourself if you're feeling anxious. For example, there are [games and puzzles you can use to distract yourself](#), and [breathing exercises](#) which may help.

The British Association for Counselling and Psychotherapy (BACP) has more information on [how to cope if you're feeling anxious about coronavirus](#).

Try to keep active - build physical activity into your daily routine, if possible. Most of us don't have exercise equipment like treadmills where we live, but there are still activities you can do. Exercising at home can be simple and there are options for most ages and abilities, such as:

- ✓ cleaning your home
- ✓ dancing to music
- ✓ going up and down stairs
- ✓ [seated exercises](#)
- ✓ online exercise workouts that you can follow
- ✓ sitting less – if you notice you've been sitting down for an hour, just getting up or changing position can help.

**Foodbank Information:**

***Billingham: (Tues 1100 – 1400hrs / Thurs 1100 – 1400hrs)***

4-6 West Precinct, Town Centre, Billingham, TS23 2NH / Tel: 07583 575522

***Norton: (Mon 1230 – 1430hrs)***

St Michael and All Angels, Imperial Avenue, Norton, TS20 2EN

***Stockton: (Wed 1000 – 1300hrs / Fri 1000 – 1300hrs)***

Hebron Church, Britannia Road, Stockton on Tees, TS19 0AJ / Tel: 07845 689012

***Stockton Hope: (Wed 1100 – 1400hrs)***

St Andrews Methodist Church, Hardwick Road, Stockton on Tees, TS19 8PH / Tel: 07810 521255

***Middlesbrough St Barnabas (Mon 1200 – 1400hrs)*** Linthorpe Road, TS5 6JR /

Tel: 07552 560272

***Middlesbrough Trinity Methodist Church (Fri 1300 – 1500hrs)*** Stainsby Road,

Whinney Banks, TS5 4JS / Tel: 07513 275409 / 01642 909299

***Middlesbrough Berwick Hills Baptist Church (Thurs 1300 – 1500hrs)*** Graygarth

Road, Berwick Hills, TS3 7QE / Tel: 07901 380329

***Redcar: Head office***

Head Office 01642484842 ext 203

***South Bank Baptist Church, (Wed 1030 – 1230hrs)*** Redcar Road East, South

Bank, TS6 6PY

***Grangetown, St Hilda's of Whitby (Mon 1100 – 1300hrs)*** Clynes Road,

Grangetown, TS6 7LY

***Hartlepool Distribution Centre (Tues 1130 – 1330hrs & Fri 1130 – 1330hrs)***, 28

Church Street, Hartlepool, TS24 7DH Tel: 01429 598404

**For more details on how to find your local foodbank:**

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