

SENIOR LEADERSHIP BRIEFING

Support for professionals and families in lockdown

The UK-wide lockdown has been tough on everyone, but it has presented a unique set of challenges for those of us who work with children and families.

To help you support them more effectively, we've pulled together a signposting list to services which are providing COVID-specific support for young people, parents and professionals.

Childline

Anyone under 19 can get in touch with Childline to talk about any problem they're facing. Normally, the service is 24/7 but due to the COVID-19 outbreak, counsellors are available from 9am to midnight either on the phone (0800 1111) or via [1-2-1 online chat](#). You can also find [a hub dedicated to COVID-19-specific advice](#) for young people.
www.childline.org.uk

Childnet

Here you'll find lots of guidance and toolkits for young people, parents and professionals on several internet safety topics – including screen time, digital resilience and reporting.
<https://www.childnet.com/>

Child Bereavement UK

Child Bereavement UK seeks to support families who have lost a child and offers training to professionals so that they can provide the best possible care for bereaved families. On its website, you can find a [hub with help for families](#) who have suffered the loss of a child during the lockdown period.
<https://www.childbereavementuk.org/>

Coram

Coram has created a page with support services for families who have concerns about COVID-19's impact on benefits and childcare.
<https://www.familyandchildcaretrust.org/parents/covid-19>

Council for Disabled Children

Parents who have children with learning disabilities or Autism Spectrum Disorder (ASD) can download an information pack with advice on how to help their child deal with the disruptions to their routines and switch to remote learning.
<https://councilfordisabledchildren.org.uk/help-resources/resources/supporting-children-learning-disability-asd-coping-covid-19-isolation>

Department for Education

On the Department for Education's website, you can find a directory of organisations who are providing free, online educational resources to help children learn at home. Both teaching professionals and parents can take advantage of the services the directory offers.

<https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education>

DevicesDotNow

Backed by the Department for Digital, Culture, Media and Sport (DCMS), DevicesDotNow's aim is to reduce the number of people who don't have access to the internet or the devices to take advantage of it. Some community organisations, like online centres, are eligible to request equipment.

<https://futuresdotnow.uk/devicesdotnow/>

Gingerbread

Through Gingerbread, single parents can find resources to help them deal with the challenges they're facing in lockdown. There's also a helpline they can call on 0808 802 0925 if they need further support

<https://www.gingerbread.org.uk/covid-19-response/>

Good Thinking

Good Thinking offers digital mental wellbeing support for anyone suffering from stress, low moods, or anxiety. You can find a [COVID-19 hub](#) on its website with advice on how to take care of your mental health in lockdown.

<https://www.good-thinking.uk/>

Help at hand

The Children Commissioner's Help at hand service offers free advice and support for young people living in care, who have just left care and living on their own. There's also a confidential helpline they can call if they have any further questions on 0800 528 0731.

<https://www.childrenscommissioner.gov.uk/help-at-hand/>

Internet Matters

Internet Matters is helping families adjust to the "new normal" by offering resources to help them address tech challenges – including screen time, video chatting and remote learning – that might arise in lockdown through its '[#StaySafeStayHome](#)' hub.

<https://www.internetmatters.org/>

London CLC

The new 'Remote Learning Hub' includes advice for schools on how to adapt to the new teaching environment – including guides on how to use Zoom, a break-down of safeguarding issues and more.

<https://londonclc.org.uk/remote-learning/>

London Grid for Learning (LGfL)

LGfL has pulled together a [hub of resources](#) designed to help schools support their communities through the COVID-19 pandemic and advice on how to adapt to remote learning.

<https://coronavirus.lgfl.net/home>

MEIC Cymru

MEIC Cymru is a helpline for young people in Wales under 25 which has added lots of advice to its website related to COVID-19. Young people can get in touch with MEIC Cymru about any issue they're facing by calling 0808 80 23456, texting 84001 or via [live chat](#).

<https://www.meiccymru.org/>

National Society for Prevention of Cruelty to Children (NSPCC)

The NSPCC has created a [hub for parents and carers](#) filled with resources on how to cope in lockdown and be safer online. Their helpline (0808 800 5000) is available on weekdays between 8am and 10pm, and 9am to 6pm at the weekend, for anyone who has a concern about a child.

<https://www.nspcc.org.uk/keeping-children-safe/coronavirus-advice-support-children-families-parents/>

Net Aware

Created by O2 and NSPCC, Net Aware is a portal for young people where they can find information about all of the apps, games and services they use and advice on how to use them safely.

<https://www.net-aware.org.uk/>

Parent Info

Parent Zone and NCA-CEOP's service Parent Info has information and advice for parents and carers on all the issues caused or amplified by the internet. There are also plenty of articles aimed specifically at the challenges caused by the COVID-19 outbreak.

<https://parentinfo.org/>

ProMo Cymru

Here you'll find resources designed to help youth organisations and charities based in Wales support their networks remotely. ProMo Cymru also runs workshops to help professionals make better use of the tools available to them.

<https://www.notion.so/Digital-Resources-for-the-third-and-youth-sector-in-Wales-Covid-19-bdf7a6dcdb66478a9a3477c4cda7eaf1>

PSHE Association

The PSHE Association has pulled together a '[Coronavirus Hub](#)' for parents and professionals, with guides and articles on how to teach PSHE from home. Teachers can also participate in [CPD-accredited webinars](#) which break down how to adapt PSHE lessons for distance learning.

<https://www.pshe-association.org.uk/content/coronavirus-hub>

The Mix

Young people between the ages of 13 and 25 can get free mental health support by calling The Mix's hotline on 0808 808 4994 or sending an [email](#). The Mix's website also has lots of articles for young people on how to cope with the lockdown.

<https://www.themix.org.uk/>

UK Safer Internet Centre (UKSIC)

In the new '[Safe remote learning hub](#)', teaching professionals can find resources and guidance to help them organise remote learning in a safer way, for instance how to set up livestreams.

<https://www.saferinternet.org.uk/>

Unicef

On Unicef's website, you can find evidence-based information and advice for parents and carers on COVID-19.

<https://www.unicef.org/coronavirus/covid-19>

YoungMinds

The mental health charity has a wealth of resources for [young people](#) and [parents](#) to help them respond to mental health challenges they're facing in lockdown. YoungMinds also has a hotline (0808 802 5544) where parents can get advice from a professional on how to tackle mental health issues.

<https://youngminds.org.uk/>

Youth Work Support

Here you'll find information, resources and advice for young people, organisations and family professionals, designed to help them with the challenges they're faced with as a result of the COVID-19 pandemic. The website was created by the National Youth Agency, UKYouth and The Mix.

<https://youthworksupport.co.uk/>