



22nd April 2020

Dear Parents and Carers,

We hope all our families are keeping safe and well. School is open Monday – Friday every week for child care for key workers and the school phone is on from 8.30 – 3.30 every day if you would like to contact us. You can also contact the school emergency number (07424867865) out-of-hours or if you are unable to get through to the school number. If either line is busy, please leave a message and someone will get back to you. For less urgent enquiries please email: [admin@lakeside.doncaster.sch.uk](mailto:admin@lakeside.doncaster.sch.uk) and your query will either be answered by the business support staff or forwarded to the relevant member of staff.

After a very slow start, the FSM vouchers issued by the new provider have mostly now been received. Please be aware that this is not the fault of school. Hopefully, the system will work smoothly from now on. However, if you have still not received a voucher in the last week or so please do contact us as we can now issue emergency vouchers directly.

This week, teachers have started to phone every child and parent in their class to ask how they are and to find out if additional support is needed for learning. Be prepared to receive a phone call in the next couple of weeks. The number might show as withheld so please do answer or allow the teacher to leave a message rather than disconnecting the call.

Thank you for supporting your child's learning. We appreciate it is often very difficult when parents have many other responsibilities and the current situation is very challenging in itself. Good mental health and wellbeing must still be the main focus. If you or your child need any advice or support in coping with worries about the virus, bereavement or wellbeing generally, there are lots of resources and advice on the Mental Health and Wellbeing page of the school website:

<https://lakesidedoncaster.com/home-learning-resources/mental-health-and-wellbeing>

There is also a list of important contact numbers, if you feel that you are in a crisis situation, on the parent updates page:

<https://lakesidedoncaster.com/coronavirus-school-updates>

The updated important contacts list is also provided below.



We are really pleased to see on the Kidzone page of the website so many children learning and being creative at home. The year group pages on the Home Learning Resources page have been put into weekly sections, these include a plan of learning for the week, plus additional resources. The website links have also been grouped into sections and these are regularly updated.

Please see below for some more important updates and information that you might find useful. The first is about online safety – some children are spending even more time online and it is vitally important that parents supervise their child's online use. Please report any issues of online bullying or abuse.

We understand that many families are experiencing financial difficulties because of the current situation. Please see below details of Doncaster Community Hub, which provides help and advice to anyone in difficulties. If you are struggling in any way please also contact school and we will do our very best to help.

Finally, there is an updated list of emergency contact numbers.

Do contact us if you have any worries, concerns or queries whatsoever.

**Please note that, if needed, school will be open for key worker children on the Bank Holiday, Friday 8<sup>th</sup> May.**

Yours sincerely,

Mr J Bullock  
Headteacher



## 1. **Online safety**

As children are generally spending more time online than usual, it is even more important to be aware of possible cyber bullying and abuse. The following links give good advice about these issues:

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

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

<https://lakesidedoncaster.com/home-learning-resources/foundation-stage/online-safety-home>

In summary, parents should:

Click on [ThinkUKnow](#) for advice and activities on safe online learning and discuss the steps below with your children.

### 8 steps to keep your child safe online

1. Explore together: Ask your child to show you their favourite websites and apps and what they do on them. Listen, show interest and encourage them to teach you the basics of the site or app.

2. Chat little and often about online safety: If you're introducing them to new learning websites and apps while school is closed, take the opportunity to talk to them about how to stay safe on these services and in general. Ask if anything ever worries them while they're online. Make sure they know that if they ever feel worried, they can get help by talking to you or another adult they trust.

3. Help your child identify trusted adults who can help them if they are worried: This includes you and other adults at home, as well as adults from wider family, school or other support services who they are able to contact at this time. Encourage them to draw a picture or write a list of their trusted adults.

4. Be non-judgemental: Explain that you would never blame them for anything that might happen online, and you will always give them calm, loving support.

5. Supervise their online activity: Keep the devices your child uses in communal areas of the house such as in the living room or kitchen where an adult is able to supervise. Children of this age should not access the internet unsupervised in private spaces, such as alone in a bedroom or bathroom.

6. Talk about how their online actions affect others: If your child is engaging with others online, remind them to consider how someone else might feel before they post or share something. If they are considering sharing a photo/video of somebody else, they should always ask permission first.



7. Use 'SafeSearch': Most web search engines will have a 'SafeSearch' function, which will allow you to limit the content your child can access whilst online. Look out for the 'Settings' button on your web browser homepage, which is often shaped like a small cog.

8. Parental controls: Use the parental controls available on your home broadband and all internet enabled devices in your home. You can find out more about how to use parental controls by visiting your broadband provider's website.

## **2. Doncaster Community Hub**

### **What is the Community Hub?**

The Community Hub was set up as part of the Governments requirement to "shield" the extremely vulnerable and to enable them to self-isolate for 12 weeks through the provision of essential food, medication and other forms of support. Doncaster has expanded this to include support for other vulnerable people who have similar levels of need. It isn't a physical presence for the public but is a collection of activities and support.

### **How can I access the Hub?**

You can refer anyone into the Hub if you feel that they are vulnerable, need support and have no one else to support them. The contact details are below.

You can use this to request support for someone who you feel is vulnerable and has no other help, to enquire on someone's behalf if they have any queries about their support or to report in any feedback about the support received. Please also feed in any compliments or complaints about the service so that we can address these directly.

### **Who runs the Hub?**

The Hub is a partnership with the Council, Doncaster Culture and Leisure Trust (DCLT), Age UK Doncaster, St Leger Homes, South Yorkshire Fire and Rescue Service and many other voluntary and community sector partners. DCLT are managing the Helpline and distribution of food.

### **Who is the Community Hub there to help?**

Anyone who has received a letter from the NHS telling them that they are extremely vulnerable who have no other form of support and they need help to self-isolate. Support is also available to other vulnerable people such as:

- People over 70 who have no other support
- Those with underlying health conditions who cannot get out and have no one else to help
- Carers where they have no other support and cannot get out
- Families parents with a child in need or in crisis who have no other support and are unable to get out

### **What can the Community Hub help with?**

- Delivery of emergency food
- Collection and delivery of medication
- Regular check in's with people who are isolated
- Signpost and support to others who can help including local volunteers

### **Is this support free?**



If someone has received a letter from the NHS to say they are extremely vulnerable and they have not yet had any food delivered then an emergency food pack can be delivered free (see below). Other people who are vulnerable will be charged for food packs (available at different prices) unless, in exceptional circumstances they have no means to pay for this food. The food is charged at cost and no profit is made. Delivery is free.

#### **What is in an emergency food pack?**

The packs are available at different prices depending on needs. They can be purchased from £5 to £20 and contain basic goods to tide people over until other arrangements can be made. They are not a replacement for someone's normal shopping.

The breakdown of items within each pack is attached – there are only illustrative and can change depending on food availability.

All purchase prices are passed on, no profit is generated from the packs.

#### **What if people have specific dietary requirements?**

If people have specific dietary needs then the Hub will determine this on contact and will source appropriate foodstuff as part of their pack.

#### **Can people get help more than once?**

Yes, however, we will work with people to connect them to other forms of ongoing help such as volunteers to help with shopping or to get online food. The Hub is there to help throughout this emergency and in some cases this will mean accessing more than once.

#### **Can people attend the Hub?**

There is no need for anyone to attend the Community Hub – access is available through the Helpline, email or on line (see below). There are a number of distribution sites across the Borough but these are not open to the public.

#### **How do people access the Community Hub?**

Anyone who needs help and has no other support can ring the Helpline or email the Hub 7 days a week from 8am to 8pm.

HELPLINE: 01302 430300

EMAIL: [enquiries@dncommunityhub.org.uk](mailto:enquiries@dncommunityhub.org.uk)

ONLINE: [www.dncommunityhub.org.uk](http://www.dncommunityhub.org.uk)

You can use this to request support for someone who you feel is vulnerable and has no other help, to enquire on someone's behalf if they have any queries about their support or to report in any feedback about the support received.



### 3. Important contact numbers

#### School

- Lakeside Primary Academy: 01302 368879
- Lakeside Primary Academy Emergency Phone: 07424867865
- School email: [admin@lakeside.doncaster.sch.uk](mailto:admin@lakeside.doncaster.sch.uk)

#### Social Care

- Social Care: 01302 737777
- Social Care out of hours: 01302 796000

#### Domestic Abuse

- **Domestic Abuse** – If you are concerned about possible domestic abuse, either in your own house or others, there is a range of guidance here [Information and support – Domestic Abuse](#)
- **If a family member feels at risk from abuse, they need to ring 999 and press the number 5 on their phone twice if they can't talk.**
- Domestic Abuse Line: 0802000247

#### Children at Risk

- Childline: 08001111
- Childline also has advice for children who are feeling anxious: [Childline.org.uk](http://Childline.org.uk)

#### Mental Health and Bereavement

- Samaritans: 116 123
- Mind: 0300 123 3393
- Listening Ear (Bereavement): 0800 048 5224 / [helpline@listening-ear.co.uk](mailto:helpline@listening-ear.co.uk) / <https://listening-ear.co.uk/refer/>
- Age UK: 0800 169 6565
- Doncaster Mental Health Crisis Team: 01302 566999

#### Doncaster Council

- St Leger Homes: 01302 862862
- Doncaster Community Hub: [www.dncommunityhub.org.uk](http://www.dncommunityhub.org.uk)  
01302 430300
- Doncaster Council: 01302 736000
- School Nursing (non-coronavirus issues only): 01302 566776