



# Isle of Wight Education Federation

Please find listed below  
some useful numbers and advice over this period

## School mobiles for general enquiries (available during school hours):

Carisbrooke College: 07760 559186

Medina College and The Island VI Form: 07801 386065

## Coronavirus Information:

GOV.UK Coronavirus information service via WhatsApp: add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started. A set of menu options is then presented which the user can choose from and then be sent relevant guidance from GOV.UK pages as well as links to GOV.UK for further information.

Department for Education Coronavirus helpline: For any questions about COVID-19 in relation to education. Phone: 0800 046 8687 | Email: DfEcoronavirushelpline@education.gov.uk  
Opening hours are 8.00 am—6.00 pm Monday to Friday.

## To report a concern:

### **What to do if you are concerned about a child**

If you are worried about a child or young person who could be in danger please contact:

**0300 300 0117.**

(This number is for the general public and runs 24 hours a day).

In an **emergency** always contact the police by dialling **999**.

### **If you suspect child abuse:**

Do listen to the child.

Do take what the child says seriously.

Do act quickly.

Do continue to offer support to the child.

Don't delay.

Don't probe or push the child for explanations.

Don't assume that someone else knows and will help the child. You must act.

Don't be afraid to voice your concerns, the child may need urgent protection and help.

### Health concerns:

The NHS 0-19 Public health team, including Health Visitors and School nurses will continue to be available via their duty desk: If young people have a health worry, they can call or email the school nurses directly via:

Tel: 01983 821388

Email: [0-19dutydesk@nhs.net](mailto:0-19dutydesk@nhs.net)

They also have a Facebook page <https://www.facebook.com/IOWPHTEAM/>

We recommend that parents and young people have a look at these websites for general health advice:

<https://what0-18.nhs.uk/>

<https://www.nhs.uk/>

### Other services:

**CCAMHS** – 01983 523602

**Adult Social Care** – 01983 814980

**Barnardo's hub** – 01983 529208

**Young Carers** – 01983 861071

**Community Fire Safety** – 01983 823399

**Youth Trust** – 01983 529569 email: [info@iowyouthtrust.co.uk](mailto:info@iowyouthtrust.co.uk) twitter: @IOWYouthTrust

**Wight DASH** - Refuge and outreach service for practical and emotional help

01983 825981 - 24 hours a day

**Hampshire and IW Police**

08450 454 545 to report an incident, or to ask for the public protection department

IW police direct number – 01983 538707

In an emergency, dial 999

**Homelessness department** - for victims requiring emergency accommodation

01983 821105

### Mental health:

Text the **YoungMinds** Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis.

- If you need urgent help text YM to 85258
  - All texts are answered by trained volunteers, with support from experienced clinical supervisors
  - Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.
  - **Call the Parents' Helpline: 0808 802 5544** (Monday to Friday 9.30am – 4pm, free for mobiles and landlines)
  - **YoungMinds on Facebook**
  - **Youngmindsuk- Instagram**
  - **Youngmindsuk- Twitter**
- [www.youngminds.org.uk/](http://www.youngminds.org.uk/)

**Kissy Puppy - Children's and Families Bereavement Service – 01983 533776**