



Hillcroft
Primary School

Head of School: Miss Louise Summers

Executive Principal: Mr John Williams

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Nurturing children to achieve
their personal best

20th March 2020

Dear Parents / Carers,

Please see below useful information during school closure:

Contacting School

If you need to contact the school whilst we are shut, please use the office@hillcroftschoool.org email address. The office staff will be monitoring this email address and forward any queries, questions and concerns to the most appropriate person.

Foodbank Vouchers

If you feel that your family would benefit from a Foodbank voucher, please contact Debbie Pearson at D.Pearson@hillcroftschoool.org
In the email you need to include:

- your surname
- your postcode
- how many adults and children are in your household
- permission to share this information with Caterham Foodbank, who will store this information securely.

We can then liaise with Caterham Foodbank to let them know that you need some support during this time. As you won't have a voucher, you will **need to bring some ID** with you when you collect the food. You will be able to collect food once a week.

Foodbank vouchers can be picked up from:

- Mondays 12-2pm Caterham Baptist church, Beechwood Road
- Thursdays 12-2pm Sacred Heart Church, Essendene Road

Safeguarding

If, during the school closure, you have any safeguarding concerns for your family or another family, then please use our dedicated safeguarding email - DSL@hillcroftschoool.org

We will then endeavour to get back to you as soon as possible and offer any support we can.

You are also able to contact Surrey Children's Services:

<https://www.surreycc.gov.uk/social-care-and-health/childrens-social-care/contact-childrens-services>

Contact Children's Services

If you are concerned about the safety of a child or young person, you can contact the Surrey Children's Single Point of Access (SPA).

The SPA is based at [County Hall](#) and acts as the front door to children's services in Surrey.

The SPA provides residents and people who work with children in Surrey with direct information, advice and guidance about where and how to find the appropriate support for children and families.

Availability: 9am to 5pm, Monday to Friday

- **Phone:** 0300 470 9100
- **Out of hours phone:** 01483 517898 to speak to our [emergency duty team](#).
- **Email:** emails are dealt with during normal office hours
 - **For concerns for a child or young person:** csmash@surreycc.gov.uk
 - **For concerns for an adult:** ascmash@surreycc.gov.uk
- **SMS:** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)
- **Fax number:** 01483 519862

If you are concerned that a child may be at imminent **risk of significant harm please call 999 for police.**

Many thanks



Miss L Summers

Head of School