



Keep Wales Learning: parents and carers who are having difficulty supporting their children with their distance learning

This section is for parents and carers who are having difficulty supporting their children's learning. If you are a child and your parents or carers are having difficulty supporting your learning, the information below may also help you to find support.

The most important thing you can do for your children is to keep them safe and happy. The well-being of your family always comes first. You are not expected to recreate school at home or to be your children's teacher, but there may be ways you can support their learning.

First way to support learning



Contact your school or local authority

Your school should be your first contact and will be able to support you or get help for your children's needs. They will also be able to give you activities and tasks that you and your children can try together.



Check in, catch up, prepare

Children will be able to check in and catch up with their school teachers before the summer holidays. Speak to your school if you need further information about this.



Talk with your children

Talk with your children about going back to school, moving class, changing teachers, or arrangements for after leaving the place they learn at now. Schools will be able to help with this.

Other ways to support learning

There are many ways of learning, not just with technology or with a teacher.

Children can learn through playing, talking and doing everyday activities like cooking, gardening, and cleaning. They may also learn through more 'formal' things like doing activities online or on paper.

Here are some ideas to help with their learning and behaviour.



Talking about what is going on

See things from your children's point of view, they may be struggling or unable to understand the situation. Talk together about coronavirus and why things have changed.

Coronavirus – A book for children

<https://nosycrow.com/blog/released-today-free-information-book-explaining-coronavirus-children-illustrated-gruffalo-illustrator-axel-scheffler/>

My Hero is You – how kids can fight COVID-19!

<https://interagencystandingcommittee.org/iasc-reference-group-mental-health-and-psychosocial-support-emergency-settings/my-hero-you>

Meic Cymru

www.meiccymru.org/get-help/



Balance between learning and relaxation

Find a routine that fits your family. Remember downtime is important.



Help children with their behaviour and anxiety

The Mental Health Foundation has some useful advice on this at www.mentalhealth.org.uk/coronavirus/parenting-during-coronavirus-outbreak.



Be active

You can play together, go outside, dance or go for a walk as a family.



Stay connected

Stay in touch with friends and family that your children are missing.

You could do this on the phone, online, through letters or face to face (remember social distancing).



Online virtual experiences

Virtual tours of zoos and museums, for example, can be great fun.



Activities and support for learning

If possible try to follow what the school is setting. If you want some other ideas you can find some here:

- 3 to 7-year-olds

hwb.gov.wales/distance-learning/distance-learning-tools-through-hwb/welcome-to-parents-and-carers-support/keep-wales-learning/children-aged-3-to-7/

- 7 to 11-year-olds

hwb.gov.wales/distance-learning/distance-learning-tools-through-hwb/welcome-to-parents-and-carers-support/keep-wales-learning/children-aged-7-to-11/

- 11 to 16-year-olds

hwb.gov.wales/distance-learning/distance-learning-tools-through-hwb/welcome-to-parents-and-carers-support/keep-wales-learning/children-aged-11-to-16/

- 16 years and older

hwb.gov.wales/distance-learning/distance-learning-tools-through-hwb/welcome-to-parents-and-carers-support/keep-wales-learning/young-people-aged-16-and-older/



Exam results

If older children have concerns around how results will be awarded this summer help can be found at Qualifications Wales and careers advice about post-16 options can be found at Careers Wales.

www.qualificationswales.org/english/coronavirus---covid-19/frequently-asked-questions/

<https://careerswales.gov.wales/>



Additional support

If you need more support or advice you can ask:

- the local authority
- a social worker or carer
- a welfare officer, family engagement officer or attendance officer
- a health visitor

or contact any other appropriate community service.

If you're not already in contact with any of the above services and think you should be, speak to your children's school as they will be able to tell you about services in your local area.



Helplines

Carers Wales and **Carers UK** – **0808 808 7777** (Monday to Friday: 9am–6pm)

For people who need help with looking after a friend or family member.

www.carersuk.org/wales/help-and-advice

www.carersuk.org/help-and-advice/practical-support/getting-care-and-support/young-carers-and-carers-of-children-under-18?gclid=EAlaIQobChMI0oSgwp2c6QIVmLPtCh2G0QFZEAAAYAAEgJRA_D_BwE

Carers Trust

Provides help finding services in your area.

<https://carers.org/around-the-uk-our-work-in-wales/our-work-in-wales>

Childline – 0800 1111

A private and confidential service where anyone under 19 can talk about anything.

www.childline.org.uk/get-support/contacting-childline/

Live Fear Free – 0808 80 10 800 (24-hour)

Offer help and advice for anyone experiencing domestic abuse or anyone who knows someone who needs help.

gov.wales/live-fear-free/contact-live-fear-free

Meic Cymru – 080880 23456 (daily 8am–12pm)

An information, advice and advocacy helpline for children and young people up to the age of 25 in Wales.

www.meiccymru.org/get-help/

Mind Cymru – 0300 123 3393

Offer advice and support for anyone experiencing a mental health problem.

www.mind.org.uk/about-us/mind-cymru/

NSPCC – 0808 800 5000 (Monday–Friday: 8am–10pm, weekends: 9am–6pm)

For adults who have a concern about a child or young person.

www.nspcc.org.uk/about-us/contact-us/

Samaritans – 116 123 (24-hour) or Welsh language line: **0808 164 0123** (7pm–11pm)

A safe space to talk over problems, feelings, stress or any worries.

www.samaritans.org/how-we-can-help/contact-samaritan/

SNAP Cymru – 0808 801 0608

Provides information, advice and support for parents/carers, children and young people who have, or may have, special educational needs or disabilities.

www.snapcymru.org/

Adoption UK (Wales helpline) – 029 2023 0319

Offer parenting and adoption advice.

www.adoptionuk.org/pages/category/covid-19

The Fostering Network

Support for foster carers.

www.thefosteringnetwork.org.uk/about/about-us/our-work-in-wales

NHS Direct – 111

If you are feeling unwell but the problem is not a medical emergency. (Currently available in the following health board areas – Hywel Dda, Powys, Aneurin Bevan and Swansea Bay – including Bridgend). If you are outside these areas, please call **0845 46 47** (2p per minute).

<https://111.wales.nhs.uk/contactus/>

In an emergency you should always call 999.

The information in this document is taken from the 'Parents and carers' section of the 'Distance learning support' area on the Hwb website. These online pages are being updated frequently to include additional information and resources as they become available. Please view Hwb for updates.

hwb.gov.wales/distance-learning/distance-learning-tools-through-hwb/welcome-to-parents-and-carers-support/