



WELCOME TO
CALMORE HOLIDAY CLUB



PARENT/CARER SUPPORT PACK

PLEASE READ ME

Information for Parents/Carers for Holidays

Thank you for choosing New Forest Child Care CIC for your Holiday Club Care.

We have put together, with assistance from Department for Education (DfE) and Hampshire County Council, some information below that may be of interest to you.

Should you need any help with contacting any of the agencies listed below then please let us know.

We appreciate that these contacts may not be useful to everyone. If there is anything else, we can help you with please ask.

If you require specific contacts at your School then we do have a list of people who can help you with any areas of concern, such as school meals, uniform, attendance, travel assistance and any behaviour concerns and anything else school related. These are not listed in this document but please ask a member of our team and they will provide this to you.

Most of the information listed in the table below is available online at the FISH, this is a Hampshire web site, Family Services Information Hub (FISH for short) there is a lot of useful information on here, if you would like help to navigate this then please let us know. [Family Information and Services Hub \(hants.gov.uk\)](http://Family Information and Services Hub (hants.gov.uk))

A reminder of our contact numbers for the Holidays

- **Club Phone Number 07716 192939 this will be in use during the Holidays if you have questions outside of the holidays please call the office on 02380 893244.**
- **Please email info@newforestchildcare.co.uk if you need to get in touch**
- **Operations Director, Emma 07795 468382**
- **Web site for our full address and Ofsted details; www.newforestchildcare.co.uk**
- **The office isn't always staffed over the Holidays so it's best to ring the Club or email the office at info@newforestchildcare.co.uk**

We will be focusing on offering lots of fun activities based around Food, healthy food options and a balanced diet on a budget. Healthy Mind & Healthy Body with lots of fun games and challenges for both Children, staff and those parents who are game enough to take part!!

We will be playing outside as much as the Weather allows us to. We will have plenty of breaks and water stations for the children to either help themselves or refill their water bottles. Our children will take it in turns to be Water Monitors to ensure that we are all keeping hydrated.

Please can we ask for Children to bring coats & warm clothes as we do like to be outside as much as possible despite the weather.

Please see information below on Local support groups that you may find helpful, after the local ones we have included a wider range of national support groups.

Tax Free Child Care

To see if you can apply for tax free childcare, please visit the following website www.childcarechoices.gov.uk and chose the "Tax-Free Childcare" option and answer the questions to see if this is available to you. If it is then all our Ofsted details can be found on our web site at www.newforestchildcare.co.uk. Tax Free vouchers can be used for all our sessions, so Breakfast, After School and Holiday clubs.

We are starting to work with the two support groups listed below in Totton. Please see their information and if you have any questions, let us know.

Youth & Families Matter

The below information is taken from their website.

Providing support, education, and training, enabling people to cope better with their circumstances and develop the skills and confidence to improve them. Our work is shaped around the needs of the people it helps. For over 30 years, and into the future, it will respond to local needs as identified by the people it serves. They offer parent support classes, group support classes, one to one support and

Address: 238a Salisbury Road, Totton SO40 3LZ.

Phone number 02380 860320.

These are links to their website that will show you what support they can offer to you and your family.

[What We Do | Youth and Families Matter](#)
[Contact Us - Youth and Families Matter](#)

Local Food Banks/Larders

Youth and Families Matter offer a Basics Bank is open at Testwood Baptist Church 10am-12noon Monday-Friday during term time. Please phone, 02380 860320, to check at all other times. Web site link: [Hardship Help - Youth and Families Matter](#)

Youth Options

Their web site is [Youth Support • Children & Youth Charity • Targeted Support \(youthoptions.org.uk\)](#)

The head office is in Eastleigh, but they have a setting in Totton

Phone number: 01794 525510

Email address: enquiries@youthoptions.org.uk

The information below is taken from their website.

“Youth Options run a number of youth sessions for young people to drop in and attend.

Our youth centres are a space for young people to drop in, meet friends, access support, learn new skills and take part in activities if they want. Games, activities and access to drinks and snacks are all available during these sessions as well as any advice or support from the team.

Youth Options’ centre-based youth provisions run on a weekly basis, across Southampton, the Eastleigh Borough, and the New Forest. See when they run below”.

As well as our centre-based work, we also run community outreach in the local area. You can find out more about that [here](#). [Youth Work • Support Young People • Our Mission & Vision \(youthoptions.org.uk\)](#)

Please click on the email link below to see what support they can offer to yourself and your family:

[Youth Charity • Personal Development • Confidence \(youthoptions.org.uk\)](#)

For families who cannot access support in Totton the following agencies maybe able to offer help and support, we do not as yet have a working relationship with them.

Families Matter Hythe

For those families who cannot access Totton there may also be support available with Families Matter in Hythe.

It maybe that they will help you with a referral if they are not the right organisation to assist you. Please ask them to point you in the right direction if needed.

Their website link is [Families Matter – at Hythe United Reform Church \(families-matter.org.uk\)](#)

Their address is United Reform Church, New Road, Hythe SO45 6BR

The following information is taken from their website.

“Services we offer to the whole family.

Dementia support groups, parenting courses, and special needs assistance provide a tapestry of care and education that enriches lives at every stage and ability”.

Parenting courses. Information can be found at this link [Parenting Courses – Families Matter – at Hythe United Reform Church \(families-matter.org.uk\)](#)

Special Needs Support. Information can be found at this link. [Special Needs Support – Families Matter – at Hythe United Reform Church \(families-matter.org.uk\)](#)

Dementia Support for the whole family. More information can be found using this link [Dementia Support Groups – Families Matter – at Hythe United Reform Church \(families-matter.org.uk\)](#)

The Handy Trust

For those families who cannot access Totton there may also be support available with The Handy Trust in Hythe. It maybe that they will help you with a referral if they are not the right organisation to assist you. Please ask them to point you in the right direction if needed.

Their website link is, [Youth Work | The Handy Trust | Hythe](#)

Their address is, The Grove 25 St Johns Street. Hythe, Southampton

To contact them please use this website link, [Contact | Thehandytrust](#)

The following information is taken from their website.

“Young people in our community face many challenges and need our support. Some are vulnerable and disadvantaged. Others struggle with everyday scenarios. We are here for all, offering support and guidance to help them lead healthy, happy and fulfilling lives.

Our small team of Youth Workers and volunteers engage with youngsters where they feel most comfortable, this includes at our youth clubs, out in the community, in school, at home or via social media.

We support those who need us. Some of the issues we help young people face include being bullied, dealing with domestic violence, being disengaged from education, training or work, family breakdowns, poverty, coping with being a young parent and leading unhealthy and dangerous lifestyles. We will listen and help regardless of the issue, without judgement. We also feel it is very important for the family around the young person to feel supported. We can make referrals to foodbanks and support with access to support for finances. If you live in the Waterside area, reach out for support and we will either be able to help you or find someone who can”.

Food Banks

The following information is taken from New Forest District Council website.

New Forest Basics Bank

Issues emergency parcels of food, toiletries, and household cleaning products for those in need but who do not have the financial resources to buy these items. There is also a limited supply of free 6-month UK SIM cards.

Opening times are 9am to 3pm, Monday to Friday (excluding bank holidays).

You can contact New Forest Basics Bank on 01590 610 008

email admin@basicsbank.org.uk

website. www.basicsbank.org.uk

Waterside Food bank, phone number 077 687 13329.

Email: info@waterside.foodbank.org.uk

Opening hours Tuesdays 10am – 4pm. Thursdays & Fridays 10am – 1pm.

Food Larders

FareShare Southern Central Larders

If you need any help applying to the Larder Scheme, please let us know & we will be very happy help.

At FareShare, we are looking at ways to support our communities and one suggestion is to bring a larder to your area once a week. The larder is a community larder run by volunteers for the benefit of their local community. We are a membership scheme aimed at helping people make their money go further by reducing food shopping bills (members can make a considerable saving each year). Memberships vary dependent on the size of your household: Initially membership fees can only be paid in cash.

Single person household - £2.50 per week – for this you are entitled to 10 products per week, which maybe a combination of cupboard items, dairy, meat & some fruit and vegetables

2/3-person household - £3.50 per week – for this you are entitled to 15 products per week, which maybe a combination of cupboard items, dairy, meat & some fruit and vegetables

4- Plus person household - £5.00 per week - for this you are entitled to 25 products per week, which maybe a combination of cupboard items, dairy, meat & some fruit and vegetables

Currently our larders operate on following days/times in following locations:

1. Monday: Marchwood: Marchwood Village Hall, Marchwood Village Centre, SO40 4SX : 12.30pm – 1.30pm
2. Monday: Harefield Primary School. Yeovil Chase, Southampton, SO18 5NZ : 12.30pm – 2pm
3. Tuesday: Hythe: St Anne's Neighbourhood Centre, Warrys Close, SO45 3QR : 1pm – 2.00pm
4. Wednesday: Totton Church, 283a Salisbury Road, Totton SO40 3LZ : 9.30am – 11.30am
5. Wednesday : Located outside back Oslo Towers, International Way, Weston : 9.00am - 10.30am
6. Thursday: Blackfield: Queen Elizabeth Recreation Centre, Thornbury Avenue, Blackfield, SO45 1YP :9.30am – 11am
7. Thursday: Calshot: St Georges Hall, 11 Tristan Close, SO45 1BN: 12.30pm – 1.30pm
8. Thursday: Pennington: St Marks Community Hall, The Square, Pennington, SO41 8QN: 1pm – 2.30pm
9. Friday: Redbridge- Redbridge Community School, Cuckmere Lane, Southampton, SO16: 1pm – 2.30pm

A membership form needs to be completed and proof of address/ID needs to be provided. Unless a recognised referral agent refers you to the scheme.

Application forms need to be requested by emailing: FSSouthernCentral@fareshare.org.uk .

These need to be returned to this email address. Please remember when returning your application form you complete what Larder you wish to join. You only have to pay your membership fee as and when you attend. Please do not request further information via Facebook.

Healthy Eating information and recipe ideas

Web sites that promote Healthy Eating on a Budget & Low Carbon footprint recipes.

We will specifically be focusing on Healthy Eating, growing our own fruit & veges, looking at preparing and cooking our own foods during Holiday Club.

Although we are providing you with this information, we are not personally endorsing these websites but simply providing suggestions to give you ideas.

Some suggested Healthy food websites that provide recipes.

[Top 10 healthy meals for kids | BBC Good Food](#)

[Healthy and quick budget dishes - BBC Food](#)

[Budget dinners - BBC Food](#)

[Budget dinner recipes | BBC Good Food](#)

[Budget Meal Plans with Low cost Dinner Ideas | SoCook](#)

[Cheap healthy meals: healthy eating on a budget \(moneyhelper.org.uk\)](#)

[Full time meals \(endchildfoodpoverty.org\)](#) Marcus Rashford & Tom Kerridge

Low Energy meals and looking at your Carbon Footprint

[Low energy low cost meals | EDF \(edfenergy.com\)](#)

[Climate change food calculator: What's your diet's carbon footprint? - BBC News](#)

Nutritional Information

Change4Life resources from Public Health England – focusing on healthy eating and physical activity for children. Web site [Home | Change4Life \(www.nhs.uk\)](#)

Community Hubs

You can access additional cost of living support at five weekly community hubs, located in Calshot, New Milton, Totton, Pennington, and Fordingbridge.

At the community hubs, residents can meet with officers from our benefits and housing teams, as well as Citizens Advice New Forest, who can provide cost of living advice and signpost to the local and national support that is available.

There are other local groups that also attend to provide support, including Step Up Safe Space.

The community hubs take place at the same time and location as five existing weekly FareShare food larders in the district, which is a membership scheme offering food essentials for a reduced fee.

You can visit the following community hubs and food larders:

- Totton, Testwood Baptist Church, Wednesdays from 9:30 to 11:30am
- Calshot, St George's Hall, Thursdays from 12:30 to 1:30pm
- Pennington, St Mark's Community Hall, Thursdays from 1pm to 2pm (Community hub from 12pm to 1pm)

Other Locally based support Groups

This information is taken from the following website [Food banks, food larders and local support - New Forest District Council](#)

Citizens Advice New Forest

Trained advisers to help people with benefits, employment, housing, debt and relationship issues.

Referrals to all foodbanks and fuel poverty scheme.

0808 278 7860

www.newforestcab.org.uk

New Forest Disability

Free, confidential disability related advice, including welfare benefits, equipment, Blue Badges etc

01425 628750

www.newforestdis.org.uk

info@newforestdis.org.uk

Macmillan Cancer Support

Advice on benefits and non-health matters for people affected by cancer.

0344 847 7727

<https://www.macmillan.org.uk/get-involved/campaigns/get-support>

Age Concern New Forest

Age Concern New Forest provide services for our local people 55 and over. Information and Advice Office, Footcare Clinics, Lunch Clubs, Computers At Home.

02380 841199

www.ageconcernnewforest.org.uk

The Crossings

A local charity set up to support people who are homeless or at risk of homelessness across the Waterside area. Whether you just need a place to come and talk about your situation or you are keen to take steps toward a more stable, hopeful future,

07486 551272

www.thecrossings.org.uk

info@thecrossings.org.uk

Hitting The Cold Spots – help with heating and keeping warm in the Winter.

In partnership with Hampshire County Council, we have been asked to provide you with the following information. Visit the following web site for The Environment Centre (Tec) [Your DIY guide to a warmer home – the Environment Centre \(tEC\)](#)

Following on from the success of our Bikeability project in the Holidays we thought the following information might be useful.

New Forest Bike Project

Web site [New Forest Bike Project \(NFBP\)](#)

The following information is taken from their website.

New Forest Bike Project (NFBP) is a social enterprise – a registered Community Interest Company (CIC, number 10327640) which takes in unwanted bicycles and then repairs, restores and relocates them. We aim to help people from all walks of life get out on two wheels and for it to be an inclusive and fun experience. DON'T dump it, recycle your old bike! If you are in need of a refurbished bike – we take referrals, speak to us. Scroll down further to contact us or click on the menu icon top right to find out more.

Please note – yes we do bike services/fixes and are a bit like a breakers yard for used bike parts if you need something more affordable & be shown how to fix/adjust stuff yourself etc BUT we're NOT a retail shop selling new bikes & new parts and don't get involved in warranty work on your new steed, if you need this take it back to where you bought it or there's plenty of good main dealer shops who sell new stuff in our area – try our friends at: 99bikes/Hargroves (Totton), Boost Bike Hub (Brockenhurst), New Forest Cycling (Burley), Woods Cyclery (Lyndhurst), Forge Cycleworks (Ringwood) or Primera Sports (Bournemouth).

We are a small operation helped by volunteers so don't have set opening hours – best make an appointment if you want to see us. Please also don't leave donations outside the workshop if we are not there, they tend to go walkies. Just let us know first to arrange a time before making a trip. Thanks again!

OPEN BY APPOINTMENT ONLY, we're *normally* about at the workshop Tuesday-Friday 10am-3pm or briefly Saturday mornings but please check first. We are still doing pick-ups & deliveries in the van but only staying very local at the moment as things are so bonkers busy at the workshop we're just not getting much time to escape plus the cost of fuel means we have to justify using the van more. PLEASE ALWAYS CHECK before making a journey to see us.

Mental Health Support (these are not meant as replacements for speaking with your own Doctor)

We would advise your first point of call to be your Doctors Surgery but the following may help you as well. Community and Mental Health Service for Hampshire. Web site [CAMHS \(hampshirecamhs.nhs.uk\)](http://hampshirecamhs.nhs.uk).

The Kooth mental health app is available for young people aged 11 and above.

[Home - Kooth](#)

Mental Wellbeing Hampshire website for signposting, web site [Mental Wellbeing Hampshire | Health and social care | Hampshire County Council \(hants.gov.uk\)](http://Mental Wellbeing Hampshire | Health and social care | Hampshire County Council (hants.gov.uk))

Physical Health support

Oral health – keeping teeth healthy. Web site [Children's teeth - NHS \(www.nhs.uk\)](http://Children's teeth - NHS (www.nhs.uk))

School Nurse Service – provided by Southern Health NHS Trust and known as Hampshire Healthy Families. Web Site Hampshire Healthy Families Portal

Change4Life resources from Public Health England – focusing on healthy eating and physical activity for children. [New Change4Life campaign encourages parents to 'Be Food Smart' - GOV.UK \(www.gov.uk\)](http://New Change4Life campaign encourages parents to 'Be Food Smart' - GOV.UK (www.gov.uk))

[The NHS website - NHS \(www.nhs.uk\)](http://The NHS website - NHS (www.nhs.uk))

NHS telephone help line 111. Find information and advice on health conditions, Dentists, symptoms, healthy living, medicines and how to get help.

Domestic Abuse Support

There are a number of services that you can access locally and nationally. Please search on FISH. FISH website - [Information Hub - Search Results | Family Information and Services Hub \(hants.gov.uk\)](http://Information Hub - Search Results | Family Information and Services Hub (hants.gov.uk))

NSPCC and others have lists of signs that can help you recognise the effects of domestic abuse on children. Phone number if you need help and advice or if you know a family that does, 0808 800 5000. Web site for more information How to Protect Children From Domestic Abuse | NSPCC

Reading & Literacy support

Hampshire Libraries www.hants.gov.uk/libraries

Joining the library is free. www.hants.gov.uk/library

Summer Reading Challenge – free activity for children 4-11. Read or listen to 6 books and win a medal and certificate.

Other Library offers include story time and rhyme time sessions, free holiday activity events, Code Clubs, Chatter books groups. [Kids Zone | Hampshire County Council \(hants.gov.uk\)](http://Kids Zone | Hampshire County Council (hants.gov.uk))

Libraries have rooms that can be hired for sessions, and some will be able to offer facilitated sessions for families to join the library and have a story in branch.

Job/Employment Support

Jobcentre Plus. Help to find work can be found on Gov.UK.

Website: <https://www.gov.uk/find-a-job>

Job Help – provides hints and tips on applying for jobs and job search ideas.

Website: [Support, training and advice on finding your next opportunity - JobHelp](#)

Family Information Services Hub (F.I.S.H)

Hampshire County Council web site for a wide range of Family Support Services, including Housing information, Parenting Support, Health & Emotional wellbeing and Community Support . [Family Information and Services Hub | Family Support \(hants.gov.uk\)](#)

Other possible useful national contacts

- [Advice, support & local welfare assistance, www.connecttosupporthampshire.org.uk](#)
- Contact. A company who can help families who have disabled children, Phone 0808 808 3555. Web site <https://contact.org.uk/>
- Family Lives phone number 0808 800 2222. Web site www.familylives.org.uk
- Family rights Group: phone 0808 801 0366. www.frg.org.uk . Are a national charity that advises parents, grandparents, relatives and friends about their rights and options when social workers or courts make decisions about their children's welfare. They work with parents whose children are in need, at risk or are in the care system and with wider family members and friends who are raising children (known as kinship carers
- Gingerbread who provides support for single parents can be reached on 0808 802 0925. www.gingerbread.org.uk
- Homestart, to help families in Hampshire cope with additional pressures such as money worries, physical or mental illness, disability of difficult life circumstances. Phone number 0330 124 2095. Web site [Meet the Team | Home-Start Hampshire](#)

- Hampshire SENDIASS, offer impartial special educational needs & disability information, advise, & support in Hampshire. Web site www.hampshiresendiass.co.uk. Phone 0808 164 5504.
- Autism Hampshire: Phone 02380 766 162. <https://autismhampshire.org.uk>. Services and advise for parents/carers
- Action for Children, advise for supporting your child's development & tips for managing & coping with Behaviour. Web site <https://parents.actionforchildren.org.uk>
- Hampshire Parent Carer Network, (HPCN) Web site [Hampshire Parent and Carer Network | about-us \(hpcn.org.uk\)](http://Hampshire Parent and Carer Network | about-us (hpcn.org.uk)) Offers parents/cares for children or young adults with disability an opportunity to be heard.

Hampshire Parenting at Barnardo's provide help and support for families who have children that have either:

- Are diagnosed with an Autistic Spectrum Condition (ASC)
- Have the symptoms of or are diagnosed with attention deficit hyperactivity disorder (ADHD)
- Are displaying troubling or challenging behaviours associated with mild-moderate conduct disorder.
- Are teenagers displaying anti-social behaviour including child to parent violence?

Find out more by contacting the Service via [Hampshire and IOW Support for Neurodiverse Families | Barnardo's \(barnardos.org.uk\)](http://Hampshire and IOW Support for Neurodiverse Families | Barnardo's (barnardos.org.uk)) or by phoning 01489 799178.

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- **Club Number 07716 192939**
- **Operations Director, Emma 07795 468382**
- **Email info@newforestchildcare.co.uk**

We appreciate that there is a lot of information here, if you have any questions or need help with anything mentioned in here, please let us know and we will do our best to assist you.