

Please be aware that the support portal is not monitored daily during the school holidays.

The service will be resumed from Monday 14th April 2025 at 8am when all staff and the Safeguarding Team are back on site.

If you or someone else are at risk or in danger please contact the emergency services (Police, Fire and Ambulance) by dialling 999. You can also contact Children's Services (Social Care) via the Sheffield Safeguarding Hub on 0114 2734855 if there is an issue relating to a child at risk of significant harm.

There are also other support services that can be accessed (for non-urgent matters) via the Safeguarding and Wellbeing sections of our website.

Safeguarding: <https://www.sheffieldpark-academy.org/information/safeguarding>

Wellbeing: <https://www.sheffieldpark-academy.org/information/spa-wellbeing/mental-health-and-emotional-wellbeing>

Out of school hours - If you are a child or have concerns that a child is at risk of significant harm or in immediate danger, you can:

- call the emergency services on 999.
- You can also call the Sheffield Safeguarding Hub on 0114 2734855 (24hrs per day) and speak to a duty social worker.

The Safeguarding and Wellbeing sections of Sheffield Park website also have lots of links to support and advice for non urgent issues and also regarding issued linked to mental health, wellbeing and safety. You can access these via:

• <https://www.sheffieldpark-academy.org/information/spa-wellbeing> (Wellbeing)

• <https://www.sheffieldpark-academy.org/information/safeguarding> (Safeguarding)

Kooth Digital Health offers free and anonymous therapeutic mental health and wellbeing support to young people in Sheffield aged between 10- 25. Kooth services remain available over the winter period, offering 'on the day' wellbeing support from the comfort of your own home, via any web-enabled device via the following website www.kooth.com

Please see more information on Kooth via a link to the video [HERE](#).

Childline is here to help anyone under 19 in the UK with any issue they're going through. You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you. Childline is free, confidential and available any time, day or night. You can contact them via:

- by calling 0800 1111
- by [email](#)
- through [1-2-1 counsellor chat](#)