



Wellbeing support for parents/carers & families – where to go for help.

Updated September 2023

Pastoral Support in school

Tel: 0115 974 4444

Heads of Year / Assistant Heads of Year:

- Y7- Mr Thompson / Mr King
- Y8- Mr Asif / Miss Young
- Y9- / Mrs McGoldrick
- Y10- Mr Pickup / Mrs Healey
- Y11- Mr Atkinson / Miss Bradley

Contact via Synergy

Student Welfare Team / Safeguarding Leads

Graham Johnston, Assistant Principal

Shea Tipping, Student Welfare Manager

School Counsellors

Holly Hudspith

Support for Young People Base 51 – Nottingham Be U Notts Bullying UK Childline NSPCC The Mix – support for U25s	Bereavement Child Bereavement UK Cruse Bereavement Winston's Wish
Online safety CEOP – police - report concerns about online safety Report Remove (request to remove on line images) Think You Know – online safety	LGBTQ+ Mermaids Stonewall
Mental health & anxiety CAMHS resources Harmless (self harm) Kooth Tellmi (App) Nottalone Think Ninja – mental health App Young Minds	Disability & Special Educational Needs Ask Us Nottinghamshire Autism East Midlands Notts Help Yourself : the SEND Local Offer
Support for families Family Lives Juno – Women's Aid Nottinghamshire Karma Nirvana (Honour Based Abuse) Notts Help Yourself Relate Tu Vida – Young Carers	Health & Sexual health ChatHealth – healthcare texting service Children & Young People East Midlands Sexual Assault Service Healthy Families Team Health for Teens Victoria Health Centre – NHS sexual health clinic Your Health Your Way
Eating concerns Beat	Drugs & alcohol CGL – drug and alcohol support Frank: honest information about drugs

Need to talk to someone now ...?

HopeLine (Papyrus – prevention of young suicide)

- 0800 068 41 41 (9am – midnight, for people up to 35 years old or those supporting them)

CALM (Campaign Against Living Miserably – suicide prevention)

- 0800 58 58 58 (5pm to midnight)

ChildLine

- **0800 1111** (24 hours, up to 19 years old)

SANEline

- 0300 304 7000 (4-10pm)

Samaritans

- 116 123 (24 hours)



- www.askusnotts.org.uk
- Access impartial advice, information and support across education, health and social care issues to parents and carers of children and young people with special educational needs and disabilities living in Nottinghamshire. Children and young people with SEND can also use the service.

Autism East Midlands



www.autismeastmidlands.org.uk

The charity works to ensure autistic people can live their lives with dignity, choice and independence. Autism East Midlands was started on the initiative of a group of parents in 1968. Today they are still led by the parents and friends of autistic people. They provide help and support to families and individuals affected by autism from across Nottinghamshire, Derbyshire, surrounding counties and beyond.

- support and information for families and individuals
- a specialist day school, Sutherland House School
- play and leisure activities for children and young people
- adult residential homes
- outreach services
- support for independent living
- day services
- training for parents, carers and professionals
- a diagnostic and assessment centre

www.base51.org

Base 51

29-31 Castle Gate

Nottingham

NG1 7AR

E mail: info@base51.org.uk

Tel: 0115 952 5040



Supporting vulnerable young people (11-25) to build life skills, healthy relationships and resilience to prepare them for the transition to adulthood.

Everybody is welcome to take part in activity sessions, counselling, workshops and much, much more...

Situated in Nottingham City Centre



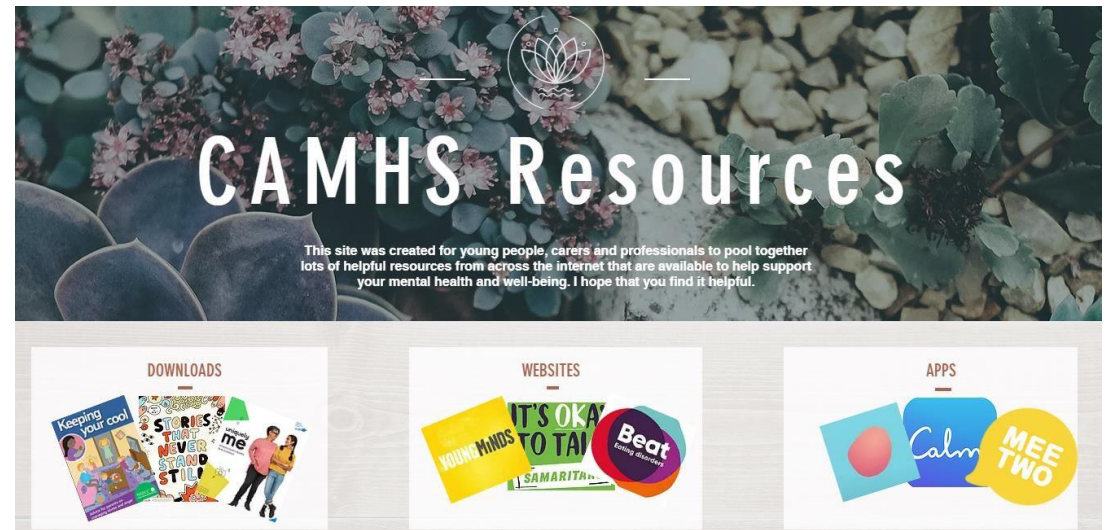
- www.beateatingdisorders.org.uk
- National helpline: 0808 801 0677
- Beat's [national Helpline](#) exists to encourage and empower people to get help quickly. People can contact Beat online or by phone 365 days a year.
- Beat supports anyone affected by eating disorders, difficulties with food , weight and shaper. They also support family and friends, equipping them with essential skills and advice, so they can help their loved ones recover whilst also looking after their own mental health



- <https://www.beusupport.co.uk/>
- 0115 708 0008 Mon-Fri 9-5, or leave a message out of hours
- Free Mental Health Service for Children and Young People, aged 0-25 and living in Nottingham City and Nottinghamshire (except Bassetlaw)
- Online self-referral for free 1:1 counselling and group therapy



- This website was created by young people, carers and professionals to pool together lots of resources to help support your mental health and wellbeing. Lots of downloads, website recommendations, apps, videos, Covid info and much more
- To access CAMHS resources click [here](#)





Chat Health Text: 07507 329952

- This is a confidential texting service for 11 to 19-year-olds in Nottinghamshire Healthcare NHS Trust. The ChatHealth text service is an easy way for young people to confidentially ask for help about a range of issues. They can also find out how to access other local services including emotional support or sexual health services.



Nottinghamshire Healthcare
NHS Foundation Trust





- www.ceop.police.uk/Safety-Centre
- To support young people and their parents/carers who are worried about online abuse or the way someone has been communicating with a young person online.
 - Make a report to one of CEOP's Child Protection Advisors





www.changegrowlive.org/nottinghamshire/children-young-people

CGL supports young people affected by someone else's substance use and support for young people using substances.

“Children and young people can be affected by drugs and alcohol in different ways.

Some of the children and young people we help are using alcohol or drugs themselves. Other children and young people we help are affected by other people's drug and alcohol use, usually by those in their immediate family.

Whichever way you are affected, we want to help you with the challenges you are facing.



We will listen to you without judgement.”

- <https://www.childbereavementuk.org/>
- Helpline: 0800 02 888 40

Child Bereavement UK helps children, parents and families to rebuild their lives when a child grieves or when a child dies. They support children and young people up to the age of 25 who are facing bereavement, and anyone affected by the death of a child of any age.

They offer free, confidential bereavement support by telephone, video or instant messenger, wherever you live in the UK.



- www.childline.org.uk

“Childline is yours – a free, private and confidential service where you can talk about anything. We’re here for you online, on the phone, anytime.”



Somewhere to turn when someone dies

- www.cruse.org.uk
- Helping people through one of the most painful times in life – with bereavement support, information and campaigning.



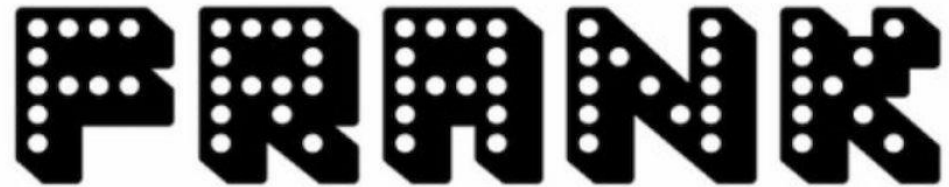
- An NHS service open to children and young people under the age of 18 who have been raped or sexually assaulted.

“Anyone can be a victim of rape or sexual assault; so at our centres, we see all children and young people who have been assaulted, regardless of race, religion, gender identity or sexual orientation. The service is also available for young people over the age of 18 with learning difficulties as our service is often more suited for them.”

- www.emcypsas.co.uk
- Advice line: [0800 183 0023](tel:08001830023)



- www.familylives.org.uk
- Helpline - 0808 800 2222
- Family Lives was formed over forty years ago by volunteers, with the aim of ensuring that all parents had somewhere to turn before they reached crisis point. They know that the right support at the right time makes all the difference.
- Family Lives provides targeted early intervention and crisis support to families who are struggling. The issues they support families with include family breakdown, challenging relationships and behaviour, debt, and emotional and mental wellbeing.



0800 77 66 00 talktofrank.com

Friendly, confidential drugs advice

<https://www.talktofrank.com>

Tel: 0300 123 6600

Text a question to 82111 and FRANK will text you back.

Find out everything you need to know about drugs, their effects and the law. **Talk to Frank** for facts, support and advice on drugs and alcohol today.



- www.harmless.org.uk

HARMLESS HQ

The Sanctuary,
1 Beech Avenue,
Nottingham,
NG7 7LJ

Harmless work to provide support and information to young people who self harm and their friends & families.



Each **Healthy Family Team** works within a geographical area. These areas are based around local populations with the same boundaries as our children's centres and include the relevant 'families of schools'.

Parentline Text: 07520 619919

- The Healthy Family Teams' confidential texting service to provide parents and carers advice around child development, parenting advice and support, emotional health and wellbeing, behaviour difficulties and family health.

Advice Line Tel: 0300 123 5436 and pick option 4



- A 'single point of access' Advice Line for parents and carers who want to speak to the Healthy Family Team for advice or support, covering the 0-19 years age range. It operates Monday to Friday, from 9am to 4.30pm.

www.healthforteens.co.uk/?location=Nottinghamshire

This website features bite-sized information on a comprehensive range of physical and emotional health topics for teenagers, including healthy eating, body image, managing stress, advice on relationships, puberty, sexuality and much more.

Users can also find out about accessing support from local services.



- www.junowomensaid.org.uk
- The Women's Centre, Chaucer Street, Nottingham, NG1 5LP
- Helpline: 0808 800 0340 (24 hours, 365 days, Freephone, specialist trained female support workers)

Services include:

- Information and advice
- Drop-ins and one-to-one support
- Healthy relationship courses and therapeutic groups



- Refuge and emergency accommodation
 - Foster care for family pets
 - www.karmanirvana.org.uk
 - Honour Based Abuse Helpline: 0800 5999 247
-
- Karma Nirvana is a national charity (established 1993) who give practical and emotional support for male and female victims and survivors of honour based abuse, forced marriage and domestic abuse.



- <https://www.kooth.com/>
- Online counselling service for young people who offer free, safe and anonymous online support. Visit the website for online chat with trained counsellors to support mental wellbeing.



The Tellmi app allows you to talk anonymously about difficult things with other people of a similar age or experience. You can get help with your problems or use your experiences to help others. The app is a safe space where all posts and replies are checked before going live so there is no harassment, bullying or grooming.





- www.mermaidsuk.org.uk
- Tel: 0808 8010 400
- Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care. We also currently offer web chat support to students up to the age of 25.
- Transgender, nonbinary and gender-diverse children and teens need support and understanding, as well as the freedom to explore their gender identity. Whatever the outcome, Mermaids is committed to helping families navigate the challenges they may face.



- www.nottalone.org.uk
- NottAlone is a new website sharing local mental health advice and help for young people in Nottingham and Nottinghamshire, all in one place.
- Visitors to the NottAlone website can search the site according to the specific mental health issue they need help with and there are different versions of the information for young people, parents and carers.



- www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page
- Tel: Council's Customer Service Centre on 0300 500 80 80

Find information about a whole range of organisations and services including: activities, groups and events in your local community; childcare providers; support for children and young people aged 0 – 25 with a special educational need and/or a disability; health and social care information and support for adults and children; workplace health schemes.



- [SEND Local Offer | Notts Help Yourself \(family servicedirectory.org.uk\)](https://family servicedirectory.org.uk)
- Tel: Council's Customer Service Centre on 0300 500 80 80

The **SEND (Special Educational Needs and Disabilities) Local Offer** brings together useful information across education, health and social care within one website where you can find information, advice and guidance and a range of provider services listed who support children and young people with SEND in our area.





If you have any concerns at all about a child's safety or wellbeing, don't hesitate to contact us.
Call or email help@nspcc.org.uk / tel: 0808 800 5000

NSPCC parents' guide to help keep your child safe online: www.nspcc.org.uk/keepingchildren-safe/online-safety/

18 or under?

Childline offers free, confidential advice and support whatever your worry, whenever you need help. **Tel: 0800 1111**



Relate

- A network of licensed local counsellors offering counselling in person, over the phone and online. And if you're not quite ready to speak to anyone yet, they have loads of self-help resources to get you started on your journey.
- Services include relationship counselling for individuals and couples, family counselling, counselling for children and young people and sex therapy.
- <https://www.relate.org.uk/>



- Includes web chat support for relationship and parenting challenges
www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/remove-nude-image-shared-online/
- The NSPCC's service, Childline, has launched the Report Remove tool with the Internet Watch Foundation (IWF) to help young people remove nude images of themselves from the internet.
- The Report Remove tool can be used by any young person U18 to report a nude image or video of themselves that's appeared online. The IWF then review these reports, and work to have the content removed if it breaks the law.



- www.stonewall.org.uk
- Can be contacted via email Info@stonewall.org.uk, or via their online form at the bottom of the webpage.

Information and support for LGBT communities and their allies.



- www.Samaritans.org
- jo@samaritans.org
- Tel: 116 123 (Freephone, 24 hours a day, 365 days a year)

"We're waiting for your call

Whatever you're going through, a Samaritan will face it with you.

We're here 24 hours a day, 365 days a year."



- www.themix.org.uk
- Tel: 0800 808 4994
- The Mix is one of the UK's leading support services for young people. Supporting young people under 25 to take on any challenge - from mental health to money, from homelessness to finding a job, from break-ups to drugs.
- *"Talk to us via our online community, on social, through our free, confidential helpline or our counselling service".*



- ThinkNinja is a mental health app designed for 10 to 18 year olds. Using a variety of content and tools, it allows young people to learn about mental health and emotional wellbeing, and develop skills they can use to build resilience and stay well.
- Introduction to Think Ninja: https://www.youtube.com/watch?v=2pY36_kxIB0





www.thinkuknow.co.uk

Thinkuknow is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline. The home page has links to separate websites for parents/carers and for young people of different ages. They include advice about staying safe when you're on a phone, tablet or computer.



- www.tuvida.org/nottsyoungcarers
 - Nottinghamshire Young Carers Service: supporting a young people aged 7-17 years old, who care for a family member in Nottinghamshire.
 - Information, advice, support... and fun!
- “As a young carer, you'll be providing care for a parent, grandparent, brother or sister, or maybe somebody else. This is probably because they have an illness or disability, a mental health problem or problems with addiction to alcohol or drugs. The Nottinghamshire Young Carers Service is here to help young carers take breaks and get hold of information, advice and support when it's needed. We hold regular events where young carers across the county can meet, make new friends and learn new skills*



Nottingham University Hospitals
NHS Trust



– as well as trying lots of fun activities.”

Victoria Heath Centre – Nottingham Sexual Health Services

- tel: 0115 9627627
- www.nuh.nhs.uk/sexual-health-services
- Glasshouse Street, Nottingham, NG1 3LW
- Contraception & Sexual health clinic & teenage services



Giving hope to grieving children

- www.winstonswish.org.uk
- Free helpline: 08088 020 021.

A national bereavement support service, offering practical support and guidance for children, young people and families after the death of a parent or sibling.



www.youngminds.org.uk

- YoungMinds Textline Text YM to 85258
Provides free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. 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. Texts can be anonymous, but if the volunteer believes you are at immediate risk of harm, they may share your details with people who can provide support.
- A UK charity providing young people with reassurance and advice to help them make positive choices for their mental health and know what to do next if they are struggling.



www.yourhealthnotts.co.uk

Tel: 0115 772 2515

E mail: yourhealth.notts@ablhealth.co.uk

Your Health Your Way is Nottinghamshire's new Integrated Wellbeing Service funded by Nottinghamshire County Council and delivered by ABL Health. The services provide help to all residents of Nottinghamshire (excluding Nottingham city) to get more active, eat healthier, manage weight, drink less alcohol and stop smoking. Realistic and practical support for people to make life long healthy behaviour changes.

Alphabetical index of organisations supporting young people and their families

- [Urgent helplines – talk to someone now](#)
- [Ask Us Nottinghamshire](#)
- [Autism East Midlands](#)
- [Base 51](#)
- [Beat – eating disorders](#)
- [Be U Notts](#)
- [CAHMS resources](#)
- [ChatHealth – healthcare texting service](#)
- [CEOP – police - report concerns about online safety](#)
- [CGL – drug and alcohol support](#)
- [Child Bereavement UK](#)
- [Childline](#)
- [Cruse Bereavement](#)
- [Children & Young People East Midlands Sexual Assault Service](#)
- [Family Lives](#)
- [Frank : honest information about drugs](#)
- [Harmless](#)
- [Healthy Families Team](#)
- [Health for Teens](#)
- [Juno – Women’s Aid](#)
- [Karma Nirvana \(Honour Based Abuse\)](#)

- [Kooth – mental well being](#)
- [Meetoo – mental health App](#)
- [Mermaids](#)
- [Nottalone](#)
- [Notts Help Yourself](#)
- [Notts Help Yourself: the SEND Local Offer](#)
- [NSPCC](#)
- [Relate](#)
- [Report Remove \(request to remove on line images\)](#)
- [Samaritans](#)
- [Stonewall](#)
- [The Mix – support for U25s](#)
- [Think Ninja – mental health App](#)
- [Think You Know – online safety](#)
- [Tu Vida – Young Carers](#)
- [Victoria Health Centre – NHS sexual health clinic](#)
- [Winston’s Wish – bereavement support](#)
- [Young Minds – mental health support](#)
- [Your Health Your Way](#)