



**COLMERS SCHOOL**  
& SIXTH FORM COLLEGE

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# Parents and Carers: Safeguarding Help

*Version 1*

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## Introduction

The current national situation has presented all of us with challenges.

Some of those challenges may not have presented much of an issue for us. But, sometimes, a challenge comes along that means we need some extra help. Everyone, at some point, needs that little extra support and advice.

This Safeguarding Guide is here to point you in the right direction for that help. Whether it's for you, your family or your friends, we hope this guide gives you a place to go when you need it the most.

This guide has been created to support everyone – children, parents, carers, guardians and grandparents.

We obviously hope this will never be needed but, if you do, we hope the help you need is somewhere inside.

From all of us at Colmers – be safe and well.

### **Contacts**

School – 0121 453 1778

Local police – 101

Emergency Services – 999

Children's Services – 0121 303 1888

# Family Support

Across the city there is a range of help for families from the Local Authority. These are all free at the time of writing.

## **Emergency response hub**

For vulnerable citizens who need support with services, shopping or other care, provided by Birmingham City Council on:

0121 303 1116

<http://tiny.cc/w12smz>

## **Parent Link Contact Line**

For parent advice and guidance on the current situation:

0121 303 8461

## **Support for carers**

For carers' advice and guidance, available on the current situation:

0333 006 9711

## **Covid-19 Council helpline**

For support from the council for food supplies, house-hold essentials, medication and social contact:

0121 303 1116

## **Pause**

Mental health service for young people's emotional wellbeing is available on:

0207 841 4470

## **Mental Health Support for Adults**

Mental health support for adults is available through:

0121 262 3555.

## **SEN pupils**

For families who have children with special educational needs:

[www.birmingham.gov.uk/localoffer](http://www.birmingham.gov.uk/localoffer).

## **Local Coronavirus Advice**

Local advice and guidance on Coronavirus is available from:

[www.birminghamandsolihullccg.nhs.uk/your-health/coronavirus](http://www.birminghamandsolihullccg.nhs.uk/your-health/coronavirus)

**Family Lives**

*Family lives* - Comprehensive online and telephone support for families ranging from pregnancy and birth, early years, education, health and development, teenagers, bullying, family life including step-families and divorce and separation.

It's an easy-to-access website with some great resources, including online parenting forums and online chat/forum to contact other families.

[www.familylives.org.uk](http://www.familylives.org.uk)

**The Mix**

Support for under 25s. Covers a number of issues including lockdown and coronavirus. And it's very colourful and teenager-friendly:

[www.themix.org.uk](http://www.themix.org.uk)

**Skills You Need**

Comprehensive parenting skills and advice. It's split into different age groups. The teenage section looks particularly useful for parents/carers who are facing challenging times with their teenagers:

[www.skillsyouneed.com/parent/](http://www.skillsyouneed.com/parent/)

**Aquarius**

Aquarius is an organisation created to work with young people to support them overcoming alcohol, drugs and gambling. It is based in the Midlands:

<https://aquarius.org.uk>

## Food Support

If you need help with food during these difficult times, even if you are not eligible for Free School Meals, there is help available. No family should be going without food, whether that's support from Free School Meals, Birmingham City Council or local charities, there is someone out there to help.

### **Free School Meals**

If your circumstances have changed, for whatever reason, you may now be eligible to claim free school meals. This can be done online.

Please review the guidance on the school's website:

<http://www.colmers.bham.sch.uk/free-school-meals/>

If you are eligible, you can make an application using the link at the bottom of that web page, or using this address:

<https://tinyurl.com/uthyc7e>

This link will do an immediate eligibility check.

*If benefits are newly awarded by the Department for Work & Pensions then it may initially reject you but you can re-check eligibility every day for 30 days.*

### **Food banks**

If you, or someone you know, needs urgent help with food, there are a number of food banks in the area. See the list below for your local point:

[http://b31.org.uk/covid19/coronavirus-1/?wpbdp\\_view=all\\_listings](http://b31.org.uk/covid19/coronavirus-1/?wpbdp_view=all_listings)

### **Alternative Food Support**

There is a local community hub who will arrange food for people. Families can call:  
0121 303 1116

### **South Birmingham Community Food Hub Charity**

If you know of a family who need additional food (even if they're already on free school meals) then this community group will deliver fresh food (short-life surplus). Please use any of the three numbers below. Have your NAME, ADDRESS and CONTACT details to hand.

0751 413 1666

0751 413 1667

0778 463 3751

**Newstarts Charity**

This charity provides support to the **B45** and **B31 5** postcodes for those in need of support. Visit them on:

[www.loverubery.com](http://www.loverubery.com)

Click the button to *request help* and complete the info. Food parcels are based on the number of people in the household and are enough for 3 meals a day for all of those in the house.

# Financial Support

For anyone finding money difficult at the moment there are a number of steps available:

## **Birmingham Locality Hub Support**

This is a local authority support for families in Birmingham.

Most of our families will be able to receive support through the Northfield hub.

The Hub helps with emergency relief to the most vulnerable, including emergency funding, support with nappies, medicines and supplies.

Referrals are done through the following form:

<http://www.birmingham.gov.uk/Covid19CYPF>

Email: [northfieldfamilies@northfieldcommunity.org](mailto:northfieldfamilies@northfieldcommunity.org)

Phone: 07516 918 133

You can check which Hub is your local one using this postcode checker:

<https://mapit.mysociety.org>

## **Universal Credit**

This is funding offered by the government for those with income insufficient to support their family.

Follow the link below to see if you are eligible and how to apply:

<https://www.gov.uk/universal-credit/eligibility>

## **Mortgage/rent holiday**

This is available for most people for up to three months. Families should contact their bank or landlord to see how to apply (it's different for each bank so it's worth checking what your bank can offer).

## **Foodbank**

Details for local foodbanks are here:

<https://www.birminghammail.co.uk/news/midlands-news/foodbanks-birmingham-heres-your-nearest-14500125>

## **Citizens Advice**

**Citizens Advice Bureau (CAB)** offers good advice available to all families. This could be legal advice, customer service rights, support with banks, landlords, etc.

The CAB can be reached via:

<http://www.bcabs.org.uk/page/view/call-us>

**Free Guide**

There's a really good guide for ways of saving money and where financial help might be available during the crisis in the link below.

This link is updated daily to keep the advice and information in line with the government's latest details.

There is a lot to read here but it is very detailed:

[https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/?utm\\_source=MSE\\_Newsletter&utm\\_medium=email&utm\\_term=14-Apr-20-50602162-2444&utm\\_campaign=nt-hiya&utm\\_content=5](https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/?utm_source=MSE_Newsletter&utm_medium=email&utm_term=14-Apr-20-50602162-2444&utm_campaign=nt-hiya&utm_content=5)

If the link doesn't work, search for:

**'money saving expert uk coronavirus help and your rights'**

## Anxiety Support

There has been an increase in people reporting 'high' anxiety – 25 million people in April 2020.

Anxiety is at its highest in those who are renting, those furloughed and those self-employed. These feelings will continue long after the lockdown ends as everyone adjusts to new ways of working and living.

It's important to realise that anxiety is a normal reaction to uncertainty. Everyone will be feeling it to different degrees. Below are links that will help you if you're worried.

### NHS advice

There is some very useful advice on anxiety in the link below directly from the NHS:

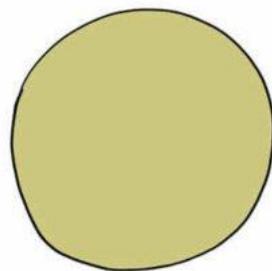
<https://www.nhs.uk/conditions/stress-anxiety-depression/understanding-panic/>

### MIND

The mental health charity, **MIND**, have an excellent guide to coping with anxiety:

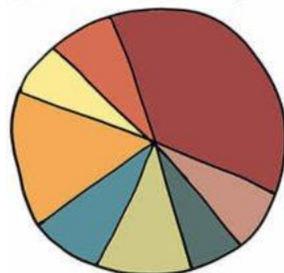
<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapsecbe65>

### WHAT PEOPLE THINK ANXIETY FEELS LIKE



Worrying about everything, all the time

### WHAT ANXIETY ACTUALLY FEELS LIKE



- sweating, a lot
- second-guessing yourself
- muscle tension
- trouble sleeping
- chest pain
- over-thinking all the things
- increased heart rate
- Your mind and body refusing to cooperate, no matter what you know is rational

## Mental Health Support

### **Childrens' Online Counselling Service**

There's an online service from Children's Services:

<https://www.kooth.com>

It offers young people anonymous online counselling, advice and support. The service offers:

- Online **mental health counselling** and **chat** services from midday to 10pm during the week, and 6pm to 10pm at weekends
- And there are **no waiting lists**, referrals or thresholds to access the service

### **Forward Thinking Birmingham**

**Forward Thinking Birmingham** (FTB) offer emergency mental health support for young people. The service is free but there are thresholds that pupils will need meet for FTB to offer access to their services.

Parents and carers should call their GP first if they feel their child needs help. But, if there is an *emergency*, FTB's contacts are:

Phone: 0300 300 0099

<https://www.forwardthinkingbirmingham.org.uk>

### **Educational Psychologist telephone helpline for parents and carers**

If parents and carers themselves need help there is a Birmingham professional service on offer for **free**.

To receive a 30-minute conversation, parents and carers can email the following:

[Stephanie.bowen@birmingham.gov.uk](mailto:Stephanie.bowen@birmingham.gov.uk)

There is a 2 working day turnaround before you will receive a reply.

### **Every Mind Matters**

A site supported by the NHS, **Every Mind Matters** is a site full of good advice, links and an emergency contact (scroll down the linked page to 'Urgent Support'):

[https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc\\_id=MentalHealthGeneric&gclid=Cj0KCQjwuJz3BRDTARIsAMg-HxUCv9AYPDdKYG7xFS17kfcXjunnxi6iBuTOZvikmYhAVRuUa04\\_c8aAnsTEALw\\_wcB](https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=MentalHealthGeneric&gclid=Cj0KCQjwuJz3BRDTARIsAMg-HxUCv9AYPDdKYG7xFS17kfcXjunnxi6iBuTOZvikmYhAVRuUa04_c8aAnsTEALw_wcB)

If this (long!) link doesn't work for you, please search for '**NHS Every Mind Matters**' and it will take you to the same page.

**Need someone to talk to?  
Struggling to cope with feelings?  
We're here for you.**

**If you're under 25 and have a  
registered Birmingham GP, email:  
[askbeam@childrenssociety.org.uk](mailto:askbeam@childrenssociety.org.uk) or call:  
0207 841 4470, 10am-6pm - 7 days a week  
for support.**



**Pause.**



**ForwardThinking  
Birmingham**



## Self-Harm Support

Self-harm is when a person deliberately damages or injures their body. It is usually a way of coping with extreme stress.

Self-harm is a symptom rather than a cause and it's important the person suffering is offered help for both the self-harm actions and the underlying reason, where that can be understood.

### Harmless

**Harmless** is user-led organisation that provides a range of services about self-harm, including support, information and training for people who self-harm, and their friends and families:

<http://www.harmless.org.uk>

### NSHN

The **National Self-Harm Network** is a forum that allows people who suffer from self-harm to support to each other.

<http://www.nshn.co.uk>

### Parents/Carers' Help

**Young Minds** have a helpline and email service to offer support for a number of situations:

<https://youngminds.org.uk/find-help/for-parents/parents-helpline/>

Help for young people can also be found on the **Young Minds** site here:

<https://youngminds.org.uk/find-help/get-urgent-help/>

### Childline

**Childline** offer a call line, chatline and email for young people needing support. See the options here:

<https://www.childline.org.uk/get-support/>

## Domestic Violence Support

Men, women and children can be the subject of domestic violence.

If you know of someone living in these conditions, please share the contact details below. There is help available for all.

### **Women's Aid**

**Women's Aid** is a key charity set up to provide help, advice, support and practical help for women across the UK. Their website is comprehensive:

[www.womensaid.org.uk](http://www.womensaid.org.uk)

### **Refuge (for women and children)**

Offers a 24-hour helpline for women or children in need of support:

[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### **ManKind**

This confidential helpline is available for men in need of support with abuse or domestic violence and can be found on:

[www.mankind.org.uk](http://www.mankind.org.uk)

### **Respect (men's advice line)**

<https://mensadviceline.org.uk>

### **Safe Lives**

A website with a range of collated information and resources for those who are experiencing domestic abuse during the Covid-19 pandemic:

[www.safelives.org.uk](http://www.safelives.org.uk)

### **Police**

The police can also be called and informed secretly of domestic abuse if there is an emergency.

The victim can call 999 and - when asked what service - they can press 55.

### **Birmingham and Solihull Women's Aid for domestic abuse**

Telephone:

0808 800 0028

### **Safe Space Scheme**

'**Safe Space**' is a scheme where a member of the public can go into a chemists and ask for help. This scheme has now expanded: **Boots**, **Superdrug** and approximately 60 independent pharmacies across the country have now joined the scheme. **Knights Pharmacy** in Rubery, Northfield, Longbridge, Harborne and Bartley Green are included. **Morrisons** has also joined the scheme.

Those needing help can ask staff at the pharmacy counter of any of these shops to use the consultation room, where they will be able to contact services for help and advice.

<https://uksaysnomore.org/safespaces/>

### **Bright Sky**

**Bright Sky** is a free-to-download mobile app providing support and information for anyone in an abusive relationship, or those concerned about someone they know.

[https://play.google.com/store/apps/details?id=com.newtonmobile.hestia&hl=en\\_GB](https://play.google.com/store/apps/details?id=com.newtonmobile.hestia&hl=en_GB)

There is a covert mode so that it can be hidden on a person's phone. It contains local support organisations as well as advice. The user can keep a log of incidents and it has some really useful resources.

## Bereavement Support

A lot of us will be facing bereavement, either directly within our family, our extended family or our friends and colleagues.

Grief affects different people in different ways and we hope this page will give some guidance for families on support in these difficult times.

### **Cruse Bereavement Care**

A charity for supporting children and adults through bereavement. There are specific areas on Covid-19 and support during lockdown:

[www.cruse.org.uk](http://www.cruse.org.uk)

### **Birmingham St Mary's Hospice**

**Birmingham St Mary's Hospice** has launched a new telephone bereavement service to help support grieving adults during the Covid-19 pandemic.

The service uses experienced volunteers to provide confidential one-to-one support to people. They can talk through their feelings of grief openly and without judgement.

The service is free-of-charge and open to all adults in the Birmingham area over the age of 18. It can be accessed by anyone who has been bereaved – no matter how the person died, how long ago they died or whether they were supported by the Hospice or not.

The Hospice's new telephone bereavement service is open Monday to Friday, 9am to 5pm. To access the service, please call **Beth Hopkins**, bereavement counsellor, on:

07966 165287

### **Grief Encounter**

A service that offers bereavement support for children and young people. The service is open Mondays to Fridays, 9am to 9pm.

<https://www.griefencounter.org.uk/serviceupdate/>

0808 802 0111

### **Winston's Wish**

'Giving hope to grieving children' is this charity's motto. The following link is a really useful guide on how to speak to children who are experiencing grief. It's full of practical advice on how to have difficult conversations:

<https://www.winstonswish.org/coronavirus-supporting-bereaved-children-and-young-people/>

## Resources for children to communicate their wishes and feelings

### Is someone you love very ill?

#### Ideas to help you stay connected when you can't visit

It can be so hard when someone you love is seriously ill and you can't visit them. Even though they are surrounded by people who are caring gently and kindly for them, it can be very tough to be apart from them. Here are some ways that you can feel closer together, and look after yourself. Tick the ones you feel like trying, and keep this as a reminder.

Listen to music that they like or eat their favourite food

Write them a letter or card, or draw them a picture and send it by phone

Send them something to hug and think of me

Make sure I look after myself by exercising, eating well and getting enough sleep

Ask questions about what is happening even if people get upset. I need the facts to understand, and talking about it will help me

Share with others if I start to think I am to blame

Tell people what helps me feel better and keeps me feeling safe

Keep something that reminds me of them with me in my pocket or in a special place

Record them a message telling them how much I love them, or things about my day. Make a recording of the sounds of home

Ask ..... for help and support whenever I need it.

Stay connected with friends and family even though we have to be apart

Find ways of expressing my feelings by writing, drawing, music or exercise

Ask for any extra help I might need with school work, especially while schools are closed

I'm going to try

.....

.....

.....

## Online Safety Guides

One of the biggest risks to young people's safety during this time is through their use of online activity and social media.

Sometimes the risks are what others do online and sometimes what young people, thinking they are safe. In all cases, learning and communication with parents and carers makes all the difference.

### **NSPCC**

The **NSPCC** has a dedicated section on online safety and their information and guidance is regularly updated.

Forgive the long link here but this gives direct access to

[https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/?utm\\_source=Adestra&utm\\_medium=email&utm\\_content=Online%20safety%20and%20coronavirus&utm\\_campaign=CASPAR-2020-05-04](https://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety/?utm_source=Adestra&utm_medium=email&utm_content=Online%20safety%20and%20coronavirus&utm_campaign=CASPAR-2020-05-04)

If the link doesn't work, search for '**NSPCC online safety**'.

### **Online Safety UK**

A useful site for parents/carers looking at what a range of social media apps do and who should be accessing them.

Scroll down on the link below to see:

[www.onlinesafetyuk.com](http://www.onlinesafetyuk.com)

### **Please also be aware of the following:**

#### **Sad-fishing**

Where young people put up a social media post showing how sad and down they are in the hope it will be shared and generate a response. This has become an issue during lockdown as some children look for attention outside of their household.

This can lead to some young people sharing information with strangers in order to receive attention, or for others to be worried about someone because of what's been posted and potentially exaggerated.

It is worth parents and carers being aware of this phenomenon.

## Social Media Apps

The number of social media apps available to young people is huge and always increasing. As a parent/carer, trying to keep on top of the different names and latest releases, can be near impossible. Thankfully, there are places that do that for you!

### **National Online Safety**

This is an extensive and regularly-updated site that looks at apps, systems and games that young people use and offers free guides to parents, carers and schools to help them understand each and offer good advice for safe usage.

Their site is below:

<https://nationalonlinesafety.com/guides>

### **Net Aware**

The **NSPCC** and O2 have collaborated on a free set of resources designed for parents/carers and children. It has very clear and easy-to-read guides to online resources and apps and is presented in a friendly style:

<https://www.net-aware.org.uk>

Either scroll down to see a list of apps or type in the name of an app at the top of the page.

### **Internet Matters**

**Internet Matters** is a site supported by Virgin and BT and offers helpful advice on how to set privacy settings on a range of apps:

<https://www.internetmatters.org/resources/social-media-advice-on-popular-apps/>

### **Family Education**

**Family Education** offers a great list of apps, their potential dangers and a guide on how to avoid most of the risks. It is American but the Apps are universal. It comes with a really scaremongering title, but the contents are good!

<https://www.familyeducation.com/mobile-apps/a-complete-guide-to-potentially-dangerous-apps-all-parents-should-be-aware-of>

## Cyber-Safety

There has been a significant increase in the number of online scams, many in relation to lockdown and the virus. Please use this page to help you become aware of some of those that are currently taking place.

### NHS Test and Trace

Please be aware of the scam shown below, details from the police cyber-crime division.



**The key advice is that NHS contact tracers will NEVER ask you to:**

- DIAL A PREMIUM RATE NUMBER TO SPEAK TO THEM (E.G. THOSE STARTING 09 OR 087)**
- MAKE ANY FORM OF PAYMENT**
- PURCHASE A PRODUCT OR ANY KIND**
- DETAILS ABOUT BANK ACCOUNTS**
- GIVE SOCIAL MEDIA IDENTITIES OR LOGIN DETAILS, OR THOSE OF CONTACTS**
- SUPPLY ANY PASSWORDS OR PINS, OR SET UP ANY PASSWORDS OR OR PINS OVER THE PHONE**
- DISCLOSE ANY OF YOUR PERSONAL OR MEDICAL INFORMATION TO YOUR CONTACTS**
- DOWNLOAD ANY SOFTWARE TO YOUR PC**
- HAND OVER CONTROL OF YOUR PC, SMARTPHONE OR TABLET TO ANYONE**
- ACCESS ANY WEBSITE THAT DOES NOT BELONG TO THE GOVERNMENT OR NHS**

## NHS Test & Trace

With the launch of the NHS Test and Trace Service it is likely that fraudsters may try to exploit this service by posing as contact tracers. There is a useful guide to the system, issued by the government, on how it works and what to expect if you are contacted.

Visit: <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Find out more information by visiting: <https://www.ncsc.gov.uk/blog-post/nhs-covid-19-app-security-two-weeks-on>

### Tech Talk

#### Latest NCSC Weekly Threat Report Topics:

Exploitation of Exim vulnerability CVE-2019-10149 and Researchers disclose new features of latest ComRAT malware - <https://www.ncsc.gov.uk/report/weekly-threat-report-29th-may-2020>

ShellReset RAT Spread Through Macro-Based Documents Using AppLocker Bypass - <https://www.zscaler.com/blogs/research/shellreset-rat-spread-through-macro-based-documents-using-applocker-bypass>



Please report all Fraud and Cybercrime to Action Fraud by calling **0300 123 2040** or **online**. Forward suspicious emails to [report@phishing.gov.uk](mailto:report@phishing.gov.uk).

## Protecting Your Wi-Fi



### CYBER PROTECT WEEKLY TIP

#### Securing WiFi

Home users and small businesses now use the internet on a daily basis and most connect through a Wi-Fi router or Hub. It is the principal gateway to the online world and also a potential route into your network for cyber criminals.

Most reputable internet service providers (ISP), supply customers with documentation, videos and FAQs to help secure the hub from attack. Advice usually includes the following:

- **Renaming it:** This prevents criminals identifying the make or model of the hub, which can be used to attack it.
- **Set up WPA2 personal:** This will keep a network secure by encrypting communication between devices that connect to the hub.
- **Changing default usernames and passwords:** Because these are known or easily researched by attackers. Consider using 3 random words, separated with a symbol or upper case letter to prevent unauthorised access to the hub.
- **Set up a guest network:** Visitors can have internet access without accessing your network.
- **Placement:** Most hub wireless signals are omnidirectional, broadcasting a signal outwards in all directions. Careful placement of the hub will maximise connectivity inside and help prevent the signal being broadcast outside the premise for any passer-by to see.
- **Signalling:** You can connect devices to the hub using two different frequencies – 2.5 GHz or 5 GHz. Coverage with 5 GHz is less but, is quicker and reduces the risk of the signal extending beyond the premises (see user instructions to configure the frequency).
- **Firewall:** Many hubs come with a firewall, which is often turned on by default. The firewall acts as a gatekeeper - inspecting traffic that enters or leaves a network against known threats.

It is also worth considering:

- **Anti-Virus software** - to prevent malware being downloaded.

## References

## Quick Guide Numbers

**NEVER ALONE**

NSPCC  
0808 800 5000  
(24hrs)

National Domestic Abuse Helpline  
0808 2000 247  
(24hrs free)

Mind  
0300 123 3393  
(Mon-Fri 9-6)

Victim Support  
0808 168 9111  
(24hrs)

Cruse Bereavement  
0800 808 1677  
(Mon-Fri 9-5)

ChildLine  
0800 1111  
(24hrs)

Action on Elder Abuse  
0808 808 8141  
(Mon-Fri 9-5)

Respect - Men's Advice Line  
0808 801 0327  
(Mon-Fri 9-5 or 8pm)

Samaritans  
116 123  
(24hrs free)

National Centre for Domestic Violence  
0207 186 8270

## National Mental Health helplines

### **Anxiety UK**

Charity providing support if you have been diagnosed with an anxiety condition.

Phone: 03444 775 774 (Monday to Friday, 9.30am to 10pm; Saturday to Sunday, 10am to 8pm)

Website: [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

### **Bipolar UK**

A charity helping people living with manic depression or bipolar disorder.

Website: [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk)

### **CALM**

CALM is the Campaign Against Living Miserably, for men aged 15 to 35.

Phone: 0800 58 58 58 (daily, 5pm to midnight)

Website: [www.thecalmzone.net](http://www.thecalmzone.net)

### **Men's Health Forum**

24/7 stress support for men by text, chat and email.

Website: [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

### **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.

Website: [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

### **Mind**

Promotes the views and needs of people with mental health problems.

Phone: 0300 123 3393 (Monday to Friday, 9am to 6pm)

Website: [www.mind.org.uk](http://www.mind.org.uk)

### **No Panic**

Voluntary charity offering support for sufferers of panic attacks and obsessive-compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge

Website: [www.nopanic.org.uk](http://www.nopanic.org.uk)

## **OCD Action**

Support for people with OCD. Includes information on treatment and online resources.  
 Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge  
 Website: [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

## **OCD UK**

A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.  
 Phone: 0333 212 7890 (Monday to Friday, 9am to 5pm)  
 Website: [www.ocduk.org](http://www.ocduk.org)

## **PAPYRUS**

Young person suicide prevention society.  
 Phone: HOPELINEUK 0800 068 4141 (Monday to Friday, 10am to 10pm, and 2pm to 10pm on weekends and bank holidays)  
 Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

## **Rethink Mental Illness**

Support and advice for people living with mental illness.  
 Phone: 0300 5000 927 (Monday to Friday, 9.30am to 4pm)  
 Website: [www.rethink.org](http://www.rethink.org)

## **Samaritans**

Confidential support for people experiencing feelings of distress or despair.  
 Phone: 116 123 (free 24-hour helpline)  
 Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

## **SANE**

Emotional support, information and guidance for people affected by mental illness, their families and carers.  
 SANEline: 0300 304 7000 (daily, 4.30pm to 10.30pm)  
 Textcare: comfort and care via text message, sent when the person needs it most: [www.sane.org.uk/textcare](http://www.sane.org.uk/textcare)  
 Peer support forum: [www.sane.org.uk/supportforum](http://www.sane.org.uk/supportforum)  
 Website: [www.sane.org.uk/support](http://www.sane.org.uk/support)

## **YoungMinds**

Information on child and adolescent mental health. Services for parents and professionals.  
 Phone: Parents' helpline 0808 802 5544 (Monday to Friday, 9.30am to 4pm)  
 Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

## **Abuse (child, sexual, domestic violence)**

### **NSPCC**

Children's charity dedicated to ending child abuse and child cruelty.  
Phone: 0800 1111 for Childline for children (24-hour helpline)  
0808 800 5000 for adults concerned about a child (24-hour helpline)  
Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

### **Refuge**

Advice on dealing with domestic violence.  
Phone: 0808 2000 247 (24-hour helpline)  
Website: [www.refuge.org.uk](http://www.refuge.org.uk)

## **Addiction (drugs, alcohol, gambling)**

### **Alcoholics Anonymous**

Phone: 0800 917 7650 (24-hour helpline)  
Website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

### **National Gambling Helpline**

Phone: 0808 8020 133 (daily, 8am to midnight)  
Website: [www.begambleaware.org](http://www.begambleaware.org)

### **Narcotics Anonymous**

Phone: 0300 999 1212 (daily, 10am to midnight)  
Website: [www.ukna.org](http://www.ukna.org)

## **Financial**

Guidance from:

<https://www.moneysavingexpert.com/news/2020/03/coronavirus-help-and-support/>

## **Bereavement**

### **Cruse Bereavement Care**

Phone: 0808 808 1677 (Monday to Friday, 9am to 5pm)

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

### **Winston's Wish**

Phone: 08088 020 021

<https://www.winstonswish.org/coronavirus/>

## **Crime victims**

### **Rape Crisis**

To find your local services phone: 0808 802 9999 (daily, 12pm to 2.30pm and 7pm to 9.30pm)

Website: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

### **Victim Support**

Phone: 0808 168 9111 (24-hour helpline)

Website: [www.victimsupport.org](http://www.victimsupport.org)

## **Eating disorders**

### **Beat**

Phone: 0808 801 0677 (adults) or 0808 801 0711 (for under-18s)

Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

## Learning disabilities

### Mencap

Charity working with people with a learning disability, their families and carers.

Phone: 0808 808 1111 (Monday to Friday, 9am to 5pm)

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

## Parenting

### Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Phone: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Website: [www.familylives.org.uk](http://www.familylives.org.uk)

# Relationships

## Relate

The UK's largest provider of relationship support.

Website: [www.relate.org.uk](http://www.relate.org.uk)

### Parenting pressures

## Family Action

Telephone: 0808 802 6666

Text message: 07537 404 282 <https://www.family-action.org.uk/what-we-do/children-families/familyline/>

The FamilyLine service supports people who are dealing with family pressures in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.

## Family Lives (previously Parentline)

Call: 0808 800 2222

<https://www.familylives.org.uk/how-we-can-help/confidential-helpline/>

Family Lives offers a confidential and free helpline service for families in England and Wales (previously known as Parentline). for emotional support, information, advice and guidance on any aspect of parenting and family life. The helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday.

## Gingerbread

Single Parent Helpline: 0808 802 0925

[gingerbread.org.uk](http://gingerbread.org.uk)

One Parent Families/Gingerbread is the leading national charity working to help lone parents and their children.

## Grandparents Plus

Call: 0300 123 7015

[grandparentsplus.org.uk](http://grandparentsplus.org.uk)

Grandparents Plus is the only national charity (England and Wales) dedicated to supporting kinship carers - grandparents and other relatives raising children who aren't able to live with their parents.