



Pastoral Support and Guidance Team



Where can
I access support from?



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EMOTIONAL WELL-BEING (coping with anxiety, low self esteem, etc)



Local service



Emotional Wellbeing and Mental Health Service

EWMHS are the NHS services that assesses and treat young people with emotional, behavioural or mental health difficulties.

EWMHS support covers depression, problems with food, self-harm, abuse, violence or anger, bipolar, schizophrenia and anxiety, to name a few.

There are local NHS EWMHS services around the UK, with teams made up of nurses, therapists, psychologists, support workers and social workers, as well as other professionals.

Telephone : 0300 300 1600 (9am to 5pm)

0300 555 1201 (out of hours)

Email : NELFT-EWMHS.referrals@nhs.net (to make a self-referral)

Online : www.nelft.nhs.uk



Online service

Kooth is a transformational digital mental health support service. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Access is free of the typical barriers to support: no waiting lists, no thresholds, no cost and complete anonymity.

Free, safe and anonymous online support and counselling service for young people.

Online : <https://kooth.com/>



For better
mental health

National & Local service

When you're experiencing a mental health problem, supportive and reliable information can change your life. That's what we do. We empower people to understand their condition and the choices available to them through:

- Our Infoline which offers callers confidential help for the price of a local call
- Our Legal Line which provides information on mental health related law to the public, service users, family members/carers, mental health professionals and mental health advocate.

We believe no-one should have to face a mental health problem. We'll listen, give you support and advice, and fight your corner.

Telephone : 01702 601123 (Mind Southend)

Infoline : 03001233393

Website : www.mind.org.uk



National service – mobile phone support

Did you know?

3 children in every classroom have a mental health problem. We're here to put them at the heart of tackling the problem.

We're leading the fight for a future where all young minds are supported and empowered, whatever the challenges. We're here to make sure they get the best possible mental health support and have the resilience to overcome life's difficulties.

Text the YoungMinds Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis.

- If you need urgent help text YM to 85258
- All texts are answered by trained volunteers, with the support from experienced clinical supervisors

Website: <https://youngminds.org.uk>



National service

Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom and Ireland, often through their telephone helpline.

Telephone : 116 123 (Freephone) – Open 24 hours a day, 365 days a year

Email : jo@samaritans.org

Or visit your local branch



National service

ANNA FREUD

The Anna Freud National Centre for Children and Families is a children's mental health charity with over 60 years' experience of caring for young minds. Their vision is a world in which children and their families are effectively supported to build on their own strengths to achieve their goals in life.

Telephone : 020 7443 2313

Email : referrals@annafreud.org

Big White Wall[®]

Online service

People come to Big White Wall for help with a wide range of mental health and wellbeing issues – from anxiety, depression, stress and trauma, to relationship problems and lifestyle challenges.

Website: www.bigwhitewall.com



Elefriends.org.uk

Online service

Elefriends is a supportive online community where you can be yourself. We all know what's it like to struggle sometimes, but now there's a safe place to listen, share and be heard.

Website: <https://www.elfriends.org.uk/>



Childline provides free confidential advice and support for all young people up to 19 years old. Whatever your worry, Childline counsellors are here to help. Speak to them by phone, online or email 24 hours a day. You'll speak to someone who takes your details and puts you through to a counsellor. The number won't appear on any bill (landline and mobile).

Childline also has a free app called Zipit. If you're feeling uncomfortable when someone's trying to get you to send them naked images of yourself, Zipit helps you take control of the situation with smart comebacks to flirty requests with the power of GIFs. To download the app, go on the Childline website, search Zipit. You can download it through the Apple Store or Google Play.

Childline have created new content with the help of a dedicated crew of young people and revised our flirting guide with helpful tips on how to navigate intimate chats.

Telephone : 0800 1111 (Freephone)

Opening Times : **24 hours**

Online : www.childline.org.uk



We are an independent charity offering Information, Advice, Advocacy, Emotional and Practical Support, Education and Counselling and Activities to young people between 11 and 25.

Yellow Door can help you!

If you are feeling low, depressed or anxious. If you are having family problems.

If you need advice about drugs and alcohol. If you would like support to claim benefits. If you are a young parent or need a CV, training or work advice. If you are facing homelessness and need advice on finding accommodation.

We have a range of service including:

An Advice and Information Drop-in, Counselling Service, Emotional Support Service, Counselling in schools, Educational Workshops, Performing Arts Club and Young Parents Group.

Canvey Island Youth Project (Yellow Door)
Yellow Door Youth Hub, Poplar Road,
Canvey Island, Essex SS8 7BN

Telephone : 01268 683431 or 01268 514792

Mobile : 07436102825

Fax : 01268 683431

Email : drop-in@cyp-yellowdoor.org.uk



National service

Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Shout is powered by a team of volunteers, who are at the heart of the service. We take people from crisis to calm every single day.

Text: 85258 for help



National service

Life's tough, we know that. It can throw a lot your way and make it hard to know what to do with it all. So, welcome to The Mix. Whether you're 13, 25, or any age in between, we're here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts you have. We give you the information and support you need to deal with it all. Because you can. Because you're awesome. We'll connect you to experts and your peers who'll give you the support and tools you need to take on any challenge you're facing - for everything from homelessness to finding a job, from money to mental health, from break-ups to drugs. We're a free and confidential multi-channel service. That means that you choose how you access our support, without the worry of anyone else finding out. Whether it be through our articles and video content online or our phone, email, peer to peer and counselling services - we put the control in your hands. You can even volunteer with us too. We want to be the first place young people turn to get support. Sometimes what you're told at school or at home just doesn't cut it. We're here whenever you need us, wherever you are. We can ensure you have all the best information to make the right choices for yourself. Life is hard, but support doesn't have to be. We've got this.

Telephone : 0800 808 4994 Monday – Friday 9.30-5.30

Online : <http://www.themix.org.uk/>

SPECIFIC TARGETED SUPPORT



National service

Cancer can leave you facing many challenges, from coping with your cancer care, to finding the help you need or planning a holiday after a diagnosis. At our local information and support centres, you'll find a team of experts and trained volunteers on hand to answer your questions. They aim to give you a 'time away' from the cancer clinic, where you can find a listening ear and information on everything from local support groups to help for the financial problems cancer may create. If you are a carer, relative or friend, and need to talk, Macmillan will help you too.

Telephone : 0808 808 0000



Local service

Our counselling service includes providing support, advice and information to children, young people and adults when someone dies, and to enhance society's care of bereaved people.

Telephone : 0845 2669710

Email : southendonsea@cruse.org.uk

Website : <http://www.cruse-essex.org.uk>

Address : 29-31 Alexandra Street, Southend-on-Sea, Essex SS1 1BW

GRIEFTALK

National service

Teenagers and young adults are notoriously 'hard-to-reach' group for bereavement support. If you have lost someone close and need to talk, you can talk to a Griefftalk counsellor in various ways:

- On the phone by ringing 0808 802 0111 (free from mobiles and landlines)
- Online chat at [Grief Encounter](#)
- By email on griefftalk@griefencounter.org.uk

It is available from Monday to Friday 9am-9pm, and you can speak to Griefftalk as little or as often as you like.

The service is confidential, and you don't have to give your name or any other details if you don't want to.

SEXUAL HEALTH



Local service

KWC – Kingsley Ward Clinic

The KWC aims to provide confidential, non-judgemental contraception and sexual health services. Our team listen, advise discreetly and realistically. This allow privacy in which clients can make positive decisions about their sexual and reproductive health needs.

Telephone : 01702 456860

Website : www.thekwc.nhs.uk/



Local service

We provide free, confidential, non-judgemental service available to the people of Essex regardless of sex, age, ethnic origin and sexual orientation.

Our expertise means everyone can expect appropriate, effective advice and care to benefit their sexual health. Our clinics are run by a team of doctors, nurses and health advisers, offering the following services:

- Testing and treatment for sexually transmitted infections (STIs/STDs) in-clinic and online.
- HIV testing via 'Test at Home' feature, (Finger prick test available at Basildon Clinic).
- eC-Card Scheme (free condoms for young people).
- Chlamydia screening.
- Pregnancy tests.
- Most forms of contraception.
- Emergency contraception/morning after pill.
- General sexual health advice, counselling and support.

The service runs an appointment only system to ensure people see the most appropriate person for their needs without a significant wait.

The intelligence centre opening times:

- Monday to Friday - 8 am to 8 pm (Closed bank holidays).
- Saturday - 8 am to 1 pm

Call the Intelligence Centre today on 0300 003 1212

Address : Essex Sexual Health Clinic, 1 The Stow, Harlow CM20 3AH



National service

If you seeking information about anything related to sexual health, 'Ask Brook' is a service that gives support and signposting for anyone under 25, anywhere in the UK. Brook promotes the health, particularly sexual health of young people and those most vulnerable to sexual ill health, through providing information, education and outreach, counselling, confidential clinical and medical services, professional advice and training.

You can contact 'Ask Brook' via:

- A webchat service run by advisors
- A text chat service run by advisors
- The Ask Brook 24/7 tool

Text chat: 07537 402 024

Opening Times: 09:00 - 15:00 Monday - Friday

Online: www.brook.org.uk (webchat available)

TRAUMA SERVICES/RELATIONSHIPS



National service

FEMALES

If you are a girl who has experienced rape, sexual abuse or sexual assault you can get help, information and support from trained female support workers via their helpline. They will be able to tell you details of your nearest support services. They also provide information for partners, family, friends and other people who are supporting a survivor of sexual violence. You can get more information on their website.

Telephone : 0808 8029999 (Freephone)

Opening Times : 12:00 - 14:30 / 19:00 - 21:30 daily

Online : www.rapecrisis.org.uk

MALES

While Rape Crisis focuses particularly on the needs and rights of women and girls, and providing specialist services in women-only safe spaces, we of course recognise that boys and men also experience sexual violence. The impacts on their lives are no less devastating and can be just as wide-ranging and long-term. We believe all survivors deserve specialist support.

Telephone : 0808 8005005 (Freephone)



National service

The Men's Advice Line

If you are a boy who is experiencing abuse, or have in the past, you can speak to trained advisors who provide support specifically for men experiencing violence from their partners, and who can offer you emotional support and practical advice.

All calls are confidential.

Telephone : 0808 801 0327 (Freephone)
Opening Times : 09:00 - 17:00 Monday - Friday
Online : www.mensadvice.org.uk (webchat available)
info@mensadvice.org.uk



National service

National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge

If you are a girl who is experiencing violence, or has experienced it in the past, the National Domestic Violence Helpline can support you. The Helpline is staffed by fully-trained female support workers who can provide confidential, non-judgmental emotional support and information on a range of issues – from reporting to the police, to accessing local services in your area. All calls are confidential. You can also call them if you are worried about a friend or someone you know.

The Helpline number will not show up on BT landline phone bills. If you have another service provider, you'll need to check with their customer services team whether the number will be visible on your bill.

Calls are free from landlines, but other mobile services providers may charge.
Telephone : 0808 2000 247 (Freephone)
Opening Times: 24 hours
Online : www.womensaid.org.uk



Local service

Break the Cycle inspires and supports young people 12 - 24 to build healthy relationships and create a culture without abuse. We are a culturally affirming organization that centers young people, caring adults, and communities in our prevention and intervention efforts. Our dynamic and diverse team believes that all young people deserve to live in a world where they can thrive.

Telephone : 01702 343868
Email : referrals@sosdap.org
Website : www.breakthecycle.org



National service

Galop

The Galop National, Lesbian, Gay, Bisexual and Trans Domestic Abuse Helpline: Provides confidential and specialist telephone and WebChat service for all members of LGBT communities, their family, friends and agencies supporting them who have experienced issues with domestic violence and abuse. Domestic abuse can be psychological, financial, sexual, physical and/or emotional. Need support? We're here to help.

Telephone : 0800 999 5428 (Freephone)

Opening Times :

10am – 5pm Monday, 10am – 5pm Tuesday*, 10am – 5pm Wednesday, 10am – 8pm Thursday
1pm – 5pm Friday (*1pm – 5pm Tuesday is a trans specific service).

Weekend chat service Saturday and Sunday 3pm – 7pm

Online : www.galop.org.ukwww.galop.org.uk/domesticabuse
help@galop.org.uk



National service

Elop is a holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT communities, and its core services include counselling and young people's services.

Telephone: 020 8509 3898

Email: info@elop.org

Website: www.elop.org/

National service

FGM - Female Genital Mutilation

There are no medical reasons to carry out FGM. It doesn't enhance fertility and it doesn't make childbirth safer. It is used to control female sexuality and can cause severe and long-lasting damage to physical and emotional health.

If you are worried or have concerns, please contact the free and anonymous helpline on: 08000283550 or fgmhelp@nspcc.org.uk.

REPORTING EXPLOITATION



National service

Thinkuknow

If someone has asked you to do things online that you don't feel comfortable with, Thinkuknow offers advice to young people on sex, relationships and staying safe online. It may be talking about sex, asking you to send nude photos of yourself, or pressuring you to meet in real life, you can report this using their online Child Exploitation and Online Protection (CEOP) 'Report it' button. They'll ask for information about you and what's happened, which will help them to understand more about the situation and keep you safe. You can also report to CEOP if you are worried about a friend, or someone you know.

Online : www.thinkuknow.co.uk



National service

CEOP – Child Exploitation and Online Protection Command

If you're worried about online abuse or the way someone has been communicating to you. CEOP is here to keep children safe from sexual abuse and grooming online.

Contact CEOP : 08700003344

Website: <https://www.ceop.police.uk/safety-centre/>

National service

FORCED MARRIAGE

You have the right to choose who you marry, when you marry or if you marry at all.

Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (eg if you're made to feel like you're bringing shame on your family). If you know you are at risk or you know someone is at risk, please contact the Forced Marriage Unit :

Website: fm@fco.gov.uk

Telephone: 020 7008 0151

From overseas: +44 (0)20 7008 0151

Monday to Friday, 9am to 5pm

Out of hours: 020 7008 1500 (ask for the Global Response Centre)

RADICALISATION

National service

Spotting signs and getting help

Radicalisation can be really difficult to spot. Signs that may indicate a child is being radicalised include:

- isolating themselves from family and friends
- talking as if from a scripted speech
- unwillingness or inability to discuss their views
- a sudden disrespectful attitude towards others
- increased levels of anger
- increased secretiveness, especially around internet use.

Children who are at risk of radicalisation may have low self-esteem, or be victims of bullying or discrimination. Extremists might target them and tell them they can be part of something special, later brainwashing them into cutting themselves off from their friends and family.

However, these signs don't necessarily mean a child is being radicalised – it may be normal teenage behaviour or a sign that something else is wrong. If you notice any change in a child's behaviour and you're worried, you can call the NSPCC helpline on 0808 800 5000

RESOURCES FOR POSITIVE WELL-BEING

USEFUL APPS:

THIS WAY UP

12 Free Apps to help you beat stress

- Headspace
- Stop, Breathe and Think
- Calm
- Happify
- Pacifica
- Mindshift
- Self-help for Anxiety Management
- Colourfy
- Breath2relax
- 7Cups
- Digipill
- This Way Up

<https://thiswayup.org.au/12-free-apps-to-help-you-beat-stress/> (search engine – this way up 12 free apps)

Calm Harm App

If you are worried about self harm

<https://calmharm.co.uk/> (use the search engine to find 'Calmharm app' – download from Google Play or the Apple Store).

distrACT App

The FREE distrACT app gives people who self-harm and may feel suicidal quick, easy and discreet access to information and advice, so they can manage difficult feelings, cope with a crisis and find help and support.

<https://www.expertselfcare.com/health-apps/distract/> (use the search engine to find distract app)

Stay Alive App

Stay Alive: Grassroots Suicide Prevention App. Stay Alive is a suicide prevention app which offers help and support both to people with thoughts of suicide and to people concerned about someone else. The app can be personalised to tailor it to the user. Key features include: ... Strategies for staying safe from suicide. (use the search engine to find 'Stay Alive app')

FOR BOOKS ON STUDY SKILLS, STRESS, ANXIETY, SELF ESTEEM, ETC, PLEASE VISIT THE SCHOOL LIBRARY WHERE THEY HAVE MANY RESOURCES AT HAND FOR YOU.

