



As we are now very near to the end of term, we would like to remind you of some of the helplines and services that there are available to you should you need support with your mental health and emotional wellbeing. We have also included some online safety information as we know that many of you will be spending an increasing amount of time online using gaming or social media to keep in touch with family and friends.

Your parents or carers may want to chat to you about your use of the internet and social media. They may ask you what you are using to stay in contact with friends, who you may be communicating with and may check that your privacy settings are in place. **Remember that they only want to ensure you are safe and to show you that you can go to them if you have any concerns.**



We wish you a safe and restful summer holiday and we look forward to welcoming you back to College in September.

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### Who can I contact if I have a safeguarding concern over the summer holiday?

If you live in Norfolk and have a safeguarding concern for yourself or a friend who lives in Norfolk, you can speak to the Children's Advice and Duty Service (CADS). The Customer Service Centre can be contacted on 0344 800 8020.

If you have a safeguarding concern for yourself or a friend who lives outside of Norfolk, please contact their local MASH (the Multi-Agency Safeguarding Hub). Information on this can be found online.

If you believe you or a friend is at risk of immediate harm, please call 999.

### Where can I seek support for my mental health and emotional wellbeing?

We know that recent months may have been difficult for you. You may have found the change to your daily routine, remote learning and isolation from family and friends very challenging and upsetting at times. In addition to your parent, carer or GP, there are a wide variety of support services and advice lines available for you to access. These services can vary according to where you live.





### Support for students who live in Norfolk

#### Just One Norfolk

[Just One Norfolk](#) has support and advice for all young people and their families in Norfolk. Call **0300 300 0123**. This is the 'go to' health website for Norfolk.



#### Chat Health

ChatHealth is a secure NHS approved text messaging service for 11- 19 year olds.

All you need to do is text **07480 635 060** to start a conversation. You will receive a response from a member of the 5-19 team in the Norfolk Healthy Child Programme. They are able to answer any messages and offer confidential support and advice to young people.



#### Norfolk County Council Children's Services

Norfolk Children's Services have launched a new phone line and text message service for young people to use if they feel worried. Call **0344 800 8029** or text **07480 635 060**.





### Support for students who live in Norfolk or Suffolk

#### First Response

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.



**First Response**  
Call: 0808 196 3494  
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

#### Kooth

[Kooth](#) is a free, online counselling service for young people aged 11-19 who are experiencing emotional and mental health issues.



#### Wellbeing Service – Norfolk and Waveney (16 years & over)

[Wellbeing Norfolk & Waveney](#) and provide a range of support for people with common mental health and emotional issues, such as low mood or stress. You can self-refer using the form on their website or by calling: **0300 123 1503**.



#### Wellbeing Service – Suffolk (16 years & over)

[Wellbeing Suffolk](#) provide a range of support for people with common mental health and emotional issues, such as low mood or stress. You can self-refer using the form on their website or by calling: **0300 123 1503**.





### Support for Young Carers that live in Norfolk or Suffolk

#### YoungCarersMatter – Norfolk

[Young Carers Matter Norfolk](#) offer a free advice line if you are a young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction.

Call **0800 083 1148**. There is also an online chat facility.



#### Suffolk Family Carers

[Suffolk Family Carers](#) offer a free advice line if you are a young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction.

Call **01473 835 477**. There is also an online chat facility.





### Support for all students

**Young Minds:** [www.youngminds.org.uk/](http://www.youngminds.org.uk/) Lots of information about young people's mental health, with various resources available.

**Young Minds Crisis Messenger** - Free 24/7 mental health support for young people. Text YM to 85258

**Shout:** [www.giveusashout.org/](http://www.giveusashout.org/) Free 24/7 mental health support. Text Shout to 85258

**Childline:** [www.childline.org.uk/](http://www.childline.org.uk/) Lots of advice for children, young people and parents/ carers. Plenty of ideas for activities too.

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

A mental health charity offering an extensive range of support, advice and information to the young people.

**Norfolk and Waveney MIND:** [www.norfolkandwaveneymind.org.uk/](http://www.norfolkandwaveneymind.org.uk/)

**Suffolk MIND:** [www.suffolkmind.org.uk/](http://www.suffolkmind.org.uk/)

**On My Mind:** [www.annafreud.org/on-my-mind/](http://www.annafreud.org/on-my-mind/) A website to help young people find the mental health support they need. The website has many simple self-care activities which young people can do at home if they are feeling low or anxious.

### Other useful safeguarding contacts

**Childline:** [www.childline.org.uk/](http://www.childline.org.uk/) 0800 1111

**Samaritans:** [www.samaritans.org/](http://www.samaritans.org/) 116 123

**NSPCC:** [www.nspcc.org.uk](http://www.nspcc.org.uk) 0808 800 5000

**Norfolk Community Eating Disorder Association:** 0300 300 0142

**Drugs and substance abuse:** [www.talktofrank.com](http://www.talktofrank.com) 0300 123 6600 or text 82111

Worried about FGM? Call the **FGM helpline:** 0800 028 3550 or email [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk)

**Leeway Domestic Violence and Abuse Services (Norfolk and Suffolk):** Helpline 0300 561 0077



### Grief and Bereavement

When someone close to you dies, it is natural to feel sad, worried or angry. Everyone reacts in their own way. If you are finding it hard to cope, please speak to your parent, carer or a trusted adult. We have put together a list of resources to help you find support.

#### Advice, support and guidance:

**Young Minds:** Grief and loss - [www.youngminds.org.uk/find-help/feelings-and-symptoms/grief-and-loss/](http://www.youngminds.org.uk/find-help/feelings-and-symptoms/grief-and-loss/)

If you live in Norfolk, the following support service are available to you:

**Nelson's Journey:** [www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk)

Call: 01603 431788

To find out about bereavement support for your local area, the website below allows you to search by your locality:

[www.charitychoice.co.uk/charities/family/bereavement](http://www.charitychoice.co.uk/charities/family/bereavement)

The following nationwide support services are also available to you:

**Child Bereavement UK:** [www.childbereavementuk.org/](http://www.childbereavementuk.org/)

Helpline: 0800 02 888 40

**Grief Encounter:** [www.griefencounter.org.uk/](http://www.griefencounter.org.uk/)

Call: 0808 802 0111 (Mon-Fri 9am-9pm) Email: [contact@griefencounter.org.uk](mailto:contact@griefencounter.org.uk)



**Winston's Wish:** [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

Freephone Helpline: 08088 020 021 (Mon - Fri 09:00 – 17:00)

Email their ASK email service for free advice and support following a bereavement:

[askmailbox@winstonswish.org.uk](mailto:askmailbox@winstonswish.org.uk)

**Hope Again:** Cruse Bereavement Care's website for young people with information, vlogs, podcasts, videos and sharing personal stories - [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

Freephone helpline: 0808 808 1677 (Mon-Fri 09:30-17:00)

Email for young people, they can send a private email to: [hopeagain@cruse.org.uk](mailto:hopeagain@cruse.org.uk)

**YoungMinds Crisis Messenger:** Provides free, 24/7 crisis 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 support from experienced clinical supervisors

Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

**Samaritans:** [www.samaritans.org](http://www.samaritans.org)

If you are in distress and need support, you can ring Samaritans for free at any time of the day or night. Freephone (UK and Republic of Ireland): 116 123 (24 hours)

**Childline** - [www.childline.org.uk](http://www.childline.org.uk)

If you are under 19 you can confidentially call, email, or chat online about any problem big or small

- Freephone 24h helpline: 0800 1111





### Online Safety

If you are concerned about your online safety or something that has happened online, it can really help to talk to someone.


Talking to an adult that you know and trust is a good starting point, but if you don't want to speak to someone you already know then there are other options...

You can always call a helpline, such as [Childline](#) (0800 11 11) or [The Mix](#) (0808 808 4994).

If something has been shared online which is upsetting you, you may also be able to [report it](#).

There is more information about all of the different support available when things go wrong online on the [Need Help](#) page.

### Useful websites for learning how to keep yourself safe online

<p><b>Childnet</b></p> <p>A <a href="#">website</a> to help with many topics including social media, digital wellbeing, bullying and much more.</p>	 The logo for Childnet International, featuring a stylized smiley face icon to the left of the text "Childnet International".
<p><b>ThinkuKnow</b></p> <p><a href="#">Thinkuknow</a> is a website which has advice about staying safe when you are using your phone, tablet or computer. You can also make a report via <a href="#">CEOP</a> if you are concerned by the way someone is communicating with you online.</p>	 The logo for ThinkuKnow, featuring the words "THINK U KNOW" in a bold, black, sans-serif font, with ".CO.UK" in smaller text below. The text is set against a black, splatter-like background.