



The Bishop's Stortford High School

Parent Information Sheet: Safeguarding, Mental Health and Emotional Wellbeing Support



Service	Support	Contact details
Hertfordshire Children's Safeguarding Partnership	Report concerns about a child if you are worried about a child or young person being abused or mistreated.	0300 123 4043 Call 999 if you or your child is in immediate danger or a crime is being committed. www.hertfordshire.gov.uk/services/Childrens-social-care/Child-protection/Report-child-protection-concern.aspx
The Bishop's Stortford High School Safeguarding Team	Contact the Designated Safeguarding Person/Lead: Miss Butler if you have any Safeguarding concerns about a child or young person.	01279 868686 (School) wendy.butler@tbshs.org
Hertfordshire Directory of services	Services to support bereavement, carers, child and family clinics, counselling and therapy, drug and alcohol, emotional and mental health, sexual health, pregnancy and breastfeeding.	https://directory.hertfordshire.gov.uk/Categories/74
Hertfordshire Police	Reporting a crime.	999 for an emergency 0845 3300222 non-emergency https://www.herts.police.uk/Report/Report
National Domestic Violence Helpline	Support if you or someone you know is experiencing domestic abuse.	0808 2000 247 Freephone 24 hour
Herts Domestic Abuse Helpline	A confidential, free, support and signposting service for anyone affected by domestic abuse. Additionally: www.womensaid.org.uk or www.refuge.org.uk	08 088 088 088 - 9am-9pm Monday to Friday and 9am-4pm weekends www.hertsdomesticabusehelpline.org or www.hertssunflower.org/herts-sunflower.aspx or
Safer Places	Safer Places is an independent charity which provides a comprehensive range of services to adults and children affected by all forms of Domestic Abuse	03301 025811 www.saferplaces.co.uk or email: info@saferplaces.co.uk
National Online Safety	Unlimited free online safety guides for teachers and parents.	www.nationalonlinesafety.com/guides
NSPCC (online safety)	If you are worried about something a child or young person may have experienced online.	0808 800 5000 (Free) www.nspcc.org.uk/keeping-children-safe/online-safety/
NSPCC (National Society for the Protection of Children)	If you are worried about a child, even if unsure, contact our professional counsellors for help, advice and support.	0808 800 5000 9am - 7pm www.nspcc.org.uk or email: help@nspcc.org.uk
Childline	Childline offers free, confidential advice and support for Under 18s. Anxiety Support with Coronavirus Childline is a free, private and confidential service where you can talk about anything.	0800 1111 (free) Speak to a Childline counsellor online or phone 9am – 12 p.m. www.childline.org.uk
Families First	Hertfordshire services that work together to support families with children under 18 (25 if they have a learning need or disability). Services include: parenting, mental and physical health problems, drug or alcohol dependency, domestic abuse, school related concerns – such as your child is not attending school, debt problems, risk of becoming homeless	www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx

Family Lives (formerly ParentLine Plus)	Confidential and free helpline service for emotional support, information, advice and guidance on any aspect of parenting and family life.	0808 800 2222 open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday. www.familylives.org.uk
Integrated Services for Learning	Services for children/young people with SEND.	www.hertfordshire.gov.uk/localoffer Twitter @HertsEPS for frequent updates, support and advice.
CAMHS (Child and Adolescent Mental Health Services)	Specialist support service for concerns for children and young people with mental health concerns; such as feelings of depression, anxiety, self-harming, suicidal thoughts or stress.	0300 7770707 www.hpftcamhs.nhs.uk
The Children's Society	The Children's society supports vulnerable young people and have asked one of their well-being practitioners to share her top tips for dealing conflict at home.	www.childrenssociety.org.uk https://www.childrenssociety.org.uk/news-and-blogs/our-blog/dealing-with-conflict-at-home
MindEd	Free education resource for children and young people's mental health.	www.minded.org.uk
Youth Access	Free counselling and advice.	www.youthaccess.org.uk
Healthy Young Minds in Herts	Advice for parents during the COVID-19 outbreak and information on emotional health and wellbeing support for young people in Hertfordshire.	www.healthyyoungmindsinherts.org.uk Just talk: www.justtalkherts.org or call 0300 777 0707
Young Minds Helpline for parents and young people	Contact the helplines if you have a concern about a young person's mental health, you are a parent who needs advice about your child's mental health, or if you are young person experiencing a mental health crisis. Also, advice on children's anxiety relating the COVID-19 outbreak. Heads Together have published a free toolkit with resources and tips to help address anxiety arising from these challenging times.	Parents Helpline: If you can contact the Parents Helpline directly on 0808 802 5544, between 9:30am-4pm. YoungMinds Crisis Messenger: text YM to 85258 for free 24/7 support https://youngminds.org.uk/ https://www.mentallyhealthyschools.org.uk/media/1960/coronavirus-mental-health-and-wellbeing-resources.pdf
Kooth	Provides online mental health and wellbeing support to young people via any internet accessible device. Kooth is a free online counselling and emotional well-being service for young people aged 11-25.	Open 7 days per week, 365 days a year, from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays. www.kooth.com & parents@xenzone.com
Samaritans	Provides emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide.	116 123 (Free) www.samaritans.org
The Mix	Free information and support for under 25s in the UK. Information on sex and relationships, drugs and alcohol, mental health, housing, crime and safety, work and study, travel and lifestyle.	0808 808 4994 www.themix.org.uk
Citizens Advice Bureau Hertfordshire	CAB is an independent charity that provides free, confidential and impartial advice and campaign on big issues affecting people's lives.	https://citizensadviceeastherts.org.uk/
Hertford & District Foodbank	Opening times are Monday, Wednesday, Friday 4 pm to 5 pm.	07851 708470 http://hertforddistrict.foodbank.org.uk
East Herts Financial Support & Food Banks	There are various options for donating or receiving food and drink throughout the District.	https://www.eastherts.gov.uk/benefits-financial-support/food-bank-donations-help
Trussell Trust (food bank)	Offer support in finding local foodbanks and accessing vouchers.	www.trusselltrust.org