

# **The Bessemer & Keyworth Federation Mental Health and Wellbeing Policy**

## **Introduction**

This document is a statement of the aims, principles and strategies in promoting mental health and wellbeing at the Bessemer and Keyworth Federation. It was developed during the Autumn of 2021 through a process of consultation with staff, parents, children and governors. It will be reviewed regularly by the governors. This policy is made available as part of the induction process for new staff.

## **Aims, objectives and expectations**

The Mental Health and Wellbeing Policy describes the school's approach to promoting positive mental health and wellbeing for all members of our school community. We pursue this aim using both universal, whole school approaches and targeted approaches aimed at vulnerable pupils. In addition to promoting positive mental health, we aim to recognise and respond to mental ill health. We aim to promote a safe and stable environment where everyone feels secure and supported, and is expected to be upheld and promoted by all adults working in the school.

### **Policy objectives:**

- to promote positive mental health in all staff and pupils
- to increase the understanding of common mental health issues
- to define the role of staff in recognizing early signs of mental ill health and supporting pupils
- to support staff or pupils struggling with their mental health or wellbeing
- to define the role of the Executive Headteacher & Heads of School in promoting positive mental health and wellbeing across the federation
- to define the role of the governors
- to define the role of parents

## **Lead Members of Staff**

Any member of staff who is concerned about the mental health or wellbeing of a pupil should fill out a SEND referral form in the first instance and submit this to the Inclusion Team. If there is a fear that the pupil is in danger of immediate harm then the normal child protection procedures should be followed with an immediate referral to the designated safeguarding leads. If the student presents a medical emergency then the normal procedures for medical emergencies should be followed, including alerting the first aid staff and contacting the emergency services if necessary.

## **Teaching about Mental Health**

The skills, knowledge and understanding needed by our students to keep themselves and others physically and mentally healthy and safe are included as part of our developmental PSHE curriculum. The specific content of lessons will be determined by the specific needs of the cohort we are teaching but there will always

be an emphasis on enabling pupils to develop the skills, knowledge, understanding, language and confidence to seek help, as needed, for themselves or others.

We will follow the PSHE Association Guidance to ensure that we teach mental health and emotional wellbeing issues in a safe and sensitive manner which helps rather than harms.

We will ensure that staff, pupils and parents are aware of sources of support within school and in the local community. What support is available within our school and local community, who it is aimed at and how to access it is outlined in Appendix A.

We will display relevant sources of support in communal areas and classrooms, and will regularly highlight sources of support to students within relevant parts of the curriculum. Whenever we highlight sources of support, we will increase the chance of student help-seeking by ensuring students understand:

- What help is available
- Who it is aimed at
- How to access it
- Why to access it
- What is likely to happen next

### **Warning Signs**

School staff may become aware of warning signs which indicate a student is experiencing mental health or emotional wellbeing issues. Staff observing any of these warning signs should communicate their concerns with the Inclusion Team via the SEND referral form, and/or the Designated Safeguarding Leads if staff believe that there is a risk of immediate harm.

Possible warning signs include:

- Becoming socially withdrawn and quiet
- Regressions in behavior or development
- Changes in mood and behaviour
- Changes in academic achievement
- Hurting themselves, or talking about hurting themselves
- Loss of weight
- Toileting accidents, or a change in bladder or bowel control
- Frequently complaining of headaches or stomach aches
- Expressing feelings of failure, uselessness or loss of hope
- Secretive behavior
- Missing or avoiding school
- Behaviour that does not seem age appropriate (eg. sexualised language)
- Changes in eating or sleeping habits
- Skipping PE or getting changed secretly
- Physical signs of harm that are repeated or appear non-accidental

### **Managing Disclosures**

A pupil may choose to disclose concerns about themselves or a friend to any member of staff, so all staff need to know how to respond appropriately to a disclosure. If a pupil chooses to disclose concerns about their own mental health or that of a friend to a member of staff, the member of staff's response should always be calm, supportive and non-judgmental. Staff should listen rather than advise and our first thoughts should be of the pupil's emotional and physical safety rather than of exploring 'Why?'

For more information about how to handle mental health disclosures sensitively also refer to the federation's **Safeguarding Policy**.

All disclosures should be recorded in writing. This written record should include:

- Date
- The name of the member of staff to whom the disclosure was made
- Main points from the conversation
- Agreed next steps

This information should be shared with the Inclusion Team and/or the Designated Safeguarding Leads if staff believe that there is a risk of immediate harm.

### **Confidentiality**

We should be honest with regards to the issue of confidentiality. If it is necessary for us to pass our concerns about a student on, then wherever possible we should discuss with the student:

- Who we are going to talk to
- What we are going to tell them
- Why we need to tell them

We should never share information about a pupil without consulting or informing parents/carers first. In most cases we will receive their consent, though there are certain situations (e.g. where a pupil is at serious risk of harm) when information must always be shared with a member of the designated safeguarding team, who will then take the lead on communicating with parents/carers.

Always report a disclosure to the Inclusion team and/or the Designated Safeguarding Leads if staff believe that there is a risk of immediate harm. This helps to safeguard our own emotional wellbeing as we are no longer solely responsible for the student; it ensures continuity of care in our absence; and it provides an extra source of support. We should explain this to the pupil and discuss with them who it would be most appropriate and helpful to share this information with.

Parents/carers will be kept informed and contacted at the earliest convenience, unless a child gives us reason to believe that there may be underlying child protection issues or safeguarding concerns. The Designated Safeguarding Leads will be responsible for information sharing in such cases, as per our safeguarding policy.

## **Working with parents & carers**

Where it is deemed appropriate to inform parents/carers, we need to be sensitive in our approach. Before disclosing to parents/carers we should consider the following questions (on a case by case basis):

- Can the meeting happen face to face? This is preferable.
- Where should the meeting happen?
- Who should be present? Consider parents/carers, the pupil and other members of staff.
- What are the aims of the meeting?

It can be shocking and upsetting for parents/carers to learn of their child's issues and they may respond with anger, fear or upset during the first conversation. We should be accepting of this (within reason) and give the parent/carer time to reflect.

We should always highlight further sources of information and give them information to take away where possible, as they will often find it hard to take much in whilst coming to terms with the news that you're sharing. Sharing sources of further support aimed specifically at parents/carers can also be helpful too, e.g. parent helplines and forums.

We should always provide clear means of contacting us with further questions and consider booking in a follow-up meeting or phone call, as parents/carers often have many questions as they process the information. Finish each meeting with agreed next steps and always keep a brief record of the meeting on the child's confidential record.

## **Working with all parents**

In order to support all parents/carers, we will:

- Highlight sources of information and support about common mental health issues on our school website
- Ensure that all parents are aware of who to talk to, and how to go about this, if they have concerns about their own child or a friend of their child
- Make our mental health & wellbeing policy easily accessible to parents
- Share ideas about how parents can support positive mental health in their children through our newsletter and parent-teacher communication
- Keep parents informed about the mental health topics their children are learning about in PSHE and share ideas for extending and exploring this learning at home

## **Support for pupils**

- All pupils will be able to access a range of support within the school. All Year groups have a Phase Lead to provide pastoral care as well as the pupil's class teacher

- Each classroom has a Discussion Box and/or emotion strips for pupils to communicate with the teacher. PHSE lessons support the teaching of wellbeing and mental health. Assemblies are also used to reinforce positive messages.
- Pupils can be identified by staff and parents and referred to relevant targeted interventions; our trained staff will facilitate group and one to one sessions
- Pupils requiring more intensive support can be referred for therapy sessions via the SEND referral form if appropriate
- Pupils who need further professional and medical support will be referred to CAMHS via GP or through the Inclusion Team

### **Supporting Peers**

When a pupil is suffering from mental health issues, it can be a difficult time for their friends. Friends often want to support but do not know how. In order to keep peers safe, we will consider on a case by case basis which friends may need additional support. Consent will be sought by all parents/carers. Discussion can include:

- What it is helpful for friends to know and what they should not be told
- What is a manageable approach to being in school

Additionally, we will want to highlight with peers:

- Who they can speak to if they are worried about their friend, or the impact that it is having on them
- Safe sources of further information
- Healthy ways of coping with the difficult emotions they may be feeling

### **Examples of good practice may include:**

- organising whole-school or year group assemblies to discuss specific mental health and wellbeing issues
- arranging for external speakers to visit and discuss topical issues such as the use of social media or the impact of body image
- using key dates such as Mental Health Awareness Week and World Mental Health Day as opportunities to raise the profile of mental health
- holding designated health and wellbeing days, organising activities across the curriculum
- dedicating time to celebrate pupils' academic and extracurricular achievements
- including pupil wellbeing in lesson observation criteria for teaching staff
- using mindfulness sessions to prepare pupils for a relaxed day
- using displays and bulletins to signpost pupils to sources of support

### **Training**

As a minimum, all staff will receive regular training about recognising and responding to mental health issues as part of their regular child protection training to enable them to keep students safe. The MindEd learning portal provides free online training suitable for staff wishing to know more about a specific issue.

Training opportunities for staff who require more in depth knowledge will be considered as part of our performance management process and additional CPD will be supported throughout the year where it becomes appropriate due to developing situations with one or more students. Where the need to do so becomes evident, we will arrange training sessions for relevant staff to promote learning or understanding about specific issues related to mental health.

Suggestions for individual, group or whole school CPD should be discussed with our Senior Leadership Team, who can also highlight sources of relevant training and support for individuals as needed.

### **Useful links**

- Young Minds is one of the UK's leading charities for children and young people's mental health.
- Anna Freud Centre for Children and Families- is a charity dedicated to providing training & support for child mental health services
- Place2Be is one of the UK's leading children's mental health charities.
- Mind is the UK's leading mental health charity, offering a great deal of useful information on children's mental health.
- EGFL- Ealing Mental Support Teams, Health Improvement Team have a range of resources on a number of topics relating to Mental Health and wellbeing 2 [www.minded.org.uk](http://www.minded.org.uk)
- Mentally Healthy Schools- Quality – assured information, advice and resources to help primary schools understand and promote children's mental health and wellbeing
- Child and adolescent mental health services (CAMHS) provide support to children and young people with a wide range of behavioural and emotional issues.
- The Charlie Waller Memorial Trust provides funded training to schools on a variety of topics related to mental health including twilight, half day and full day INSET sessions.

### **Related policies**

This policy should be read in conjunction with policies for:

- Anti-bullying
- Safeguarding and Child Protection
- Online safety
- Personal, social, health and economic (PSHE) education
- Relationships, Sex and Health Education (RSHE)
- Behaviour

# **Appendix: Mental Health Directory**

**If it's an emergency...** If you are in an emergency and there is risk of serious harm...  
Phone 999

## **In School Support:**

### **Class Teachers**

Parents and carers can discuss concerns with class teachers, if necessary the class teacher can discuss this with their phase leader. The decision may be to pass this concern on to the Inclusion Team, the Designated Safeguarding Leads, or to continue to monitor the student.

### **Zones Of Regulation**

Your child may be offered a space in a Zones of Regulation group, a cognitive-behavioural approach to helping students gain skills in self-regulation.

### **ELSA**

It may be that the Inclusion Team decide that your child could benefit from our ELSA intervention. These are sessions based on building emotional literacy, understanding and coping with feelings about themselves and others, developing their self esteem and having positive interactions with others.

### **One to One Therapeutic Support**

Some students will be identified as needing more support, in this instance we will offer a one to one therapeutic intervention which will take place during school hours. Students will be referred by their class teachers and the level and duration of support will be determined by the Inclusion Team. Parents or carers will be asked to attend a meeting before the intervention can begin.

## **Mental Health Support for Young People:**

### **National Support**

#### **Calm (app):**

Calm is the #1 app for sleep and meditation. Join the millions experiencing better sleep, lower stress, and less anxiety. Calm app is free but if you want the premium subscription with many more features it is £29.99 a year.

**Website:** [www.calm.com](http://www.calm.com)

#### **Calm Harm (app):**

The urge to self-harm is like a wave. It feels the most powerful when you start wanting to do it. Learn to ride that wave with the free Calm Harm app using these activities: Comfort, distract, express yourself, release, random and breathe. When you ride the wave the urge to self-harm will fade.

**Web:** [www.calmharm.co.uk](http://www.calmharm.co.uk)

**Childline:**

Calls are free from landlines and mobiles in the UK. And they won't show up on your phone bill. Even if you don't have credit on your mobile phone you can still call us for free.

**Additional features:** Instant Chat, email or use the App: 'For Me' (iPhone 5 or later, no android app yet)

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

**Phone:** 0800 1111

**Clear fear (app):**

Clear Fear app - design to help young people focus on learning to reduce responses to anxiety through breathing and mindful activities, looking at changing thought patterns and behaviours and releasing emotions.

**Website:** [www.clearfear.co.uk](http://www.clearfear.co.uk)

**Cove (app):**

Is the musical journey of your mental health: improve your mental health by making music with this free app for your mobile phone.

**Website:** [www.cove-app.com/#about](http://www.cove-app.com/#about)

**Crisis Help line – text SHOUT to 85258:**

Text SHOUT is open 24/7, is free to use, and a trained volunteer will aim to reply to you within 5 minutes. You can stop the conversation at any time by texting STOP. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile, Telecom Plus, Lebara, iD Mobile and Sky Mobile.

**Website:** [www.giveusashout.org](http://www.giveusashout.org)      **Text:** For urgent support, text **SHOUT to 85258** anytime

**Headspace (app):**

Less stressed. More resilient. Happier. It all starts with just a few minutes a day.

**Website:** [www.headspace.com](http://www.headspace.com)

**I am me (app):**

- I am me is the not-for-profit initiative that helps young people cope with the pressures of growing up in today's fast-paced world.
- I am me is all about prevention: equipping young people with the tools and know-how to better cope with the challenges that they face, through the i am me app, and face-to-face workshops.
- I am me is driven from an authentic passion to educate, enable and empower, and to make an almighty shift in the stats surrounding mental health in young people.

I am me supports young people through Covid-19. By searching 'Covid-19' in the search function on the app, a whole host of relevant articles will appear.

**Website:** [www.iammeapp.com](http://www.iammeapp.com)

**Insight timer (app):**

The number one free app for sleep, anxiety and stress. The insight timer provides Mindful activities to boost your mental health and emotional wellbeing through mindfulness, meditations, podcasts, music, morning activities and psychoeducation for parents, on sleep and meditations which works around the time you have available whether it's two minutes to an hour. More time is spent meditating with our timer than anywhere else. Customise your routine and drift away!

**Web:** <https://insighttimer.com/meditation-timer>

**Kooth (suitable for 11+):**

Want someone to understand or advice to help a friend? Free, safe and anonymous online support for young people

**Website:** [www.kooth.com](http://www.kooth.com)    **Times:** Mon-Fri: 12pm -10pm and Sat/Sun: 6pm -10pm

**Mindshift (app):**

A user-friendly self-help tool based on proven scientific strategies, MindShift™ CBT (cognitive behaviour therapy) teaches about anxiety, helping users to engage in healthy thinking and to take action. Users check in each day to track their anxiety and work with tools in the app.

**Website:** <https://www.anxietycanada.com/resources/mindshift-cbt/>

**Moshi (app):**

Moshi is an award-winning, audio-only app that helps infants, young children and kids get to sleep faster and stay asleep for longer. In a recent study\*, scientists at New York University discovered that on average, when using Moshi: Kids fall asleep 28 minutes faster, Kids sleep for 22 minutes longer, Night wakings decrease by up to 50%

**Website:** <https://www.moshisleep.com/howithelps/>

**Ninja focus:**

The mindfulness platform helps kids fall asleep faster, regulate their emotions and learn to focus. Designed with the help of child development experts, behavioral pediatricians, yoga instructors, mindfulness experts, parents and school leaders, Ninja Focus drives positive behavior. As a parent, you'll love our guided meditations, bedtime stories, yoga flows and poses and music for children ages 3-12.:

**Website:** <https://www.ninjabfocus.com/>

**NSPCC:**

If you are worried or have a problem, even if you are unsure, contact our helpline to speak to one of our counsellors or fill out our online form.

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

**Phone:** 0808 800 5000

**Email:** [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Papyrus**

We provide confidential support and advice to young people struggling with thoughts of suicide.

**Phone:** [HopeLineUK](http://HopeLineUK) on 0800 068 41 41 **hours:** Monday to Friday 9.00am to 10.00pm.

Weekends and bank holidays 2.00pm to 10.00pm.

**email:** [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

**Text:** 07860 039 967

**Smiling Mind App:**

Practice your daily meditation and mindfulness exercises from any device. Smiling Mind is a free unique tool developed by psychologists and educators to help bring balance to your life. We suggest 10 minutes a day. The app shares mindfulness, meditation and yoga practices to support mental health and emotional wellbeing and it can be helpful for people with Autism.

**Web:** [www.smilingmind.com.au](http://www.smilingmind.com.au)

**The Mindfulness App:**

Offering a free download, not only do you get a five-day introduction to mindfulness with [this app](#), but there is also a range of guided and silent timed sessions to choose from. Browse short refreshers and deeper sessions to find what works for you. There are also daily

reminders and statistics, so you can stay focused on your practice and keep up to date with your progress.

**Web:** [www.themindfulnessapp.com](http://www.themindfulnessapp.com)

**Think Ninja (app):**

Empowering children and young people to build resilience, manage their emotional health and to fulfil their potential.

**Website:** [www.healios.org.uk/services/thinkninja1](http://www.healios.org.uk/services/thinkninja1)

**Try life:**

**YOU MAKE THE CHOICES. YOU ARE THE DIRECTOR.** TryLife is an interactive drama series, designed by some of the best people from the creative, youth, education and health care industries in which the story is moulded and shaped by the user. Pick a character, guide them through life and make the decisions. You live with the consequences. You Try Life.

**Website:** [www.trylife.tv/resources](http://www.trylife.tv/resources)

**Local Services**

**Faces in Focus:**

Counselling service for 11-25 year olds who live, study or work in Southwark and Lambeth

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

**Phone:** 020 3920 7454

**Off the Record Youth Counselling Service (for older siblings):**

Off the Record (OTR) Youth Counselling Croydon was founded in 1994 to provide free, independent and professional counselling for 14 – 25 year olds in the Croydon area. Since then the charity has expanded to include further areas of work including BME mental health work; a young carers service offering support to young people under 26 who are caring for a parent or sibling; a specialist counselling service for young refugees; online counselling and workshops; and our young people's counselling service in the boroughs of Sutton and Merton.

**Website:** [www.talkofftherecord.org/croydon](http://www.talkofftherecord.org/croydon)

**Phone:** 0208 251 0251

**The Nest in Southwark:**

Suitable for 11+. You can book a first chat by messaging. You'll be put in contact with one of the friendly team who will arrange to get back in touch at a time that suits you. They offer one to one sessions, currently online or over the phone.

**Phone:** 0208 138 1805

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

**The Well Centre (Streatham):**

The Well Centre is a youth health centre where you can see a youth worker, counsellor or doctor to discuss any of your health concerns.

**Website:** [www.thewellcentre.org](http://www.thewellcentre.org)

**Phone:** 0208 473 1581

**Text:** 07797 805 819

**Family Wellbeing Support:**

**Family Early Help (FEH) Southwark:** *'The right help, at the right time, in the right place'*

In Southwark, we want to ensure that children, young people and families receive the best possible support at times of need in order to address and resolve issues rapidly and effectively. Sometimes a child, young person or family faces a number of different problems at the same time and requires more support to resolve them. Where needs are beyond the level that universal services can address, a range of targeted services are provided in partnership with others (children and family centres, health professionals, schools, and the voluntary sector) to continue to assist a family to prevent problems from escalating. Southwark's services operating at a targeted level as part of the Early Help offer are:

### **Family Early Help Duty**

**Phone:** 0207 525 1922 which will give four options:

1. General enquiries and signposting<sup>1</sup>
2. Family Early Help Duty Manager for general advice including consultations around potential and new referrals and current casework
3. Education, Inclusion and Attendance support and advice including all enforcement activity
4. Parenting support and advice and information on parenting course and group work programmes

**Web:** <https://localoffer.southwark.gov.uk/education/specialist-services-offered-by-the-council/family-early-help-feh/>

### **Care for the family:**

Help and advice to help strengthen families with marriage support, parent support and bereavement support.

**Web:** [www.careforthefamily.org.uk](http://www.careforthefamily.org.uk)

**Phone:** 029 2081 0800

### **Common Sense Media:**

[Common Sense Media](http://CommonSenseMedia.org) rates movies, TV shows, books, and more so parents can feel good about the entertainment choices they make for their kids. We offer the largest, most trusted library of independent age-based ratings and reviews. Our timely parenting advice supports families as they navigate the challenges and possibilities of raising kids in the digital age. [Learn how we rate and review](#) and see our [founding editors' 10 Beliefs](#). *Our vision: Families taking charge of their digital choices.*

**Web:** [www.common sense media.org](http://www.common sense media.org)

### **Insight timer (app):**

The number one free app for sleep, anxiety and stress. The insight timer provides Mindful activities to boost your mental health and emotional wellbeing through mindfulness, meditations, podcasts, music, morning activities and psychoeducation for parents, on sleep and meditations which works around the time you have available whether it's two minutes to an hour. More time is spent meditating with our timer than anywhere else. Customise your routine and drift away!

**Web:** <https://insighttimer.com/meditation-timer>

### **Ninjabfocus**

The mindfulness platform helps kids fall asleep faster, regulate their emotions and learn to focus. Designed with the help of child development experts, behavioral pediatricians, yoga instructors, mindfulness experts, parents and school leaders, Ninja Focus drives positive behavior. As a parent, you'll love our guided meditations, bedtime stories, yoga flows and poses and music for children ages 3-12.:

**Website:** <https://www.ninjabfocus.com>

**Parentinfo (Online only):**

Help and advice for families in a digital world. Parent info is a collaboration between ParentZone and NCA-CEOP, providing support and guidance for parents from leading experts and organisations regarding issues like: Games apps and tech, parenting, safety and settings, relationships and sex, education and the future and health and wellbeing.

**Web:** [parentinfo.org/articles/parenting/all](http://parentinfo.org/articles/parenting/all)

**Email:** [support@theparentzone.co.uk](mailto:support@theparentzone.co.uk)

**Parenting Mental Health:**

Parenting Mental Health is a community and charity that supports parents of young people with mental health issues. We offer support, training and connection with other parents going through similar situations. And, possibly most importantly, we offer you hope and a reminder that you are not alone.

**Web:** [www.parentingmentalhealth.com](http://www.parentingmentalhealth.com)

**Smiling Mind app (australia):**

Smiling Mind is a free, unique tool developed by psychologists and educators to help bring balance to your life. We suggest 10 minutes a day to promote mental health and wellbeing through mindfulness exercises, meditations and yoga which can also be helpful for people with ASD.

**Web:** <https://www.smilingmind.com.au/>

**The Mindfulness App:**

Offering a free download, not only do you get a five-day introduction to mindfulness with [this app](#), but there is also a range of guided and silent timed sessions to choose from. Browse short refreshers and deeper sessions to find what works for you. There are also daily reminders and statistics, so you can stay focused on your practice and keep up to date with your progress.

**Web:** <https://theminfulnessapp.com/>

**YoungMinds:**

Is the UK's leading charity committed to improving the emotional well-being and mental health of children and young people. Driven by their experiences, it campaigns, researches and influences policy and procedure and has a free helpline for parents.

**Web:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Phone:** 020 7089 5050

**Email for parents with concerns about a child:** [parents@youngminds.org.uk](mailto:parents@youngminds.org.uk)

**Email for general enquiries:** [ymentquiries@youngminds.org.uk](mailto:ymentquiries@youngminds.org.uk)

**Mental Health Support for Adults****The Black, African and Asian Therapy Network:**

Access the directory broken down into areas of the UK via the weblink below. There are services available throughout the UK which offer free counselling specifically set up to serve the community. Many of these services encourage you to self-refer but if you are unsure your GP can signpost or assist you with a referral. You should be aware that there is often a waiting list and you may be asked to make a nominal contribution to the session fees if you are able.

**Web:** [www.baatn.org.uk/free-services](http://www.baatn.org.uk/free-services)

**Bromley Community Counselling Service:**

BCCS is a registered charity whose community counselling service is accredited by The British Association for Counselling & Psychotherapy (BACP). It aims to provide counselling to anyone over the age of 18 who lives in the London Borough of Bromley or surrounding areas. If you can get to Bromley you can access the support. Zoom meetings available. Sessions range from £20-£50 and £16 for people on welfare benefits. People can be seen for up to a year of weekly sessions

**Web:** [www.bccs.uk.com](http://www.bccs.uk.com)

**Phone:** [0208 460 7711](tel:02084607711)

**Email:** [contact@bccs.uk.com](mailto:contact@bccs.uk.com)

### **Guild of Psychotherapists:**

A Southwark organisation offering reduced fee sessions for £5 after an initial assessment costing £35. The service is available to anyone over the age of 18 living in Lambeth, Lewisham or Southwark.

**Web:** [www.guildofpsychotherapists.org.uk](http://www.guildofpsychotherapists.org.uk)

**Phone:** 020 7401 3260

### **One Vision Counselling Service:**

One Vision Counselling Service is a low cost privately run counselling service supporting people with emotional and psychological difficulties. One Vision Counselling Service is an Organisational Member of the British Association for Counselling & Psychotherapy, working with adults, children and couples.

**Web:** [www.onevisioncounselling.co.uk](http://www.onevisioncounselling.co.uk)

**Phone:** 07833 636 432 / 0208 001 3818

**Email:** [onevisioncounselling@gmail.com](mailto:onevisioncounselling@gmail.com)

### **Sikh Helpline:**

The services of Sikh Helpline are available to any individual. The service aims to assist anyone in need of emotional support, guidance and advice on a one-to-one basis with various issues, including but not limited to: Bullying and Racism, Substance Abuse (including Smoking / Drinking / Drugs), Domestic Violence and Abuse, Depression and Mental Health Issues, Relationship Issues, Grooming Awareness Campaign, Discrimination within the work place, Problems at school or home, Issues regarding Articles of faith, Child abuse (sexual, physical or emotional)

**Web:** [www.sikhhelpline.com](http://www.sikhhelpline.com)

**Phone:** 0845 644 0704

**Phone:** 07999 004 363

**email:** [info@sikhhelpline.com](mailto:info@sikhhelpline.com)

### **Southwark Talking Therapies:**

If you have a Southwark GP then you can access support through Southwark Talking Therapies. You can self-refer on the website, and they will then get in touch to assess what support would be the most appropriate for you. They offer online and face to face sessions, and it is free to access.

**Web:** [www.talkingtherapiessouthwark.nhs.uk](http://www.talkingtherapiessouthwark.nhs.uk)

**Phone:** 020 3228 2194

### **Mindshift (app):**

A user-friendly self-help tool based on proven scientific strategies, MindShift™ CBT (cognitive behaviour therapy) teaches about anxiety, helping users to engage in healthy thinking and to take action. Users check in each day to track their anxiety and work with tools in the app.

**Web:** <https://www.anxietycanada.com/resources/mindshift-cbt/>

### **Waterloo Community Counselling:**

A low-cost or free multi-ethnic counselling service, currently only offering online or phone sessions. They offer counselling sessions in Albanian, Amharic, Arabic, Bengali, Cantonese, Farsi, Farsi (Dari), French, Hindi, Italian, Kurdish, Mandarin, Pashto, Polish, Portuguese, Russian, Somali, Spanish, Tamil, Tigrinya, Turkish, Twi and Urdu.

**Web:** [www.waterloocc.co.uk](http://www.waterloocc.co.uk)

**Email:** [info@waterloocc.co.uk](mailto:info@waterloocc.co.uk)

### **Qwell by Kooth**

Free online mental health support without waiting lists, commissioned by the NHS. Download the app and sign up for one-to-one regular or drop in sessions with an accredited therapist

**Web:** [www.qwell.io](http://www.qwell.io)

## **Support by Category**

### **Bereavement:**

#### **Child Bereavement UK:**

Supports families and educates professionals when a baby or child of any age dies or is dying or when a child is facing bereavement.

**Web:** [www.childbereavementuk.org](http://www.childbereavementuk.org)

#### **Child Death Helpline:**

The helpline aims to provide a quality freephone service to anyone affected by the death of a child of any age. Callers to the helpline might be parents, grandparents, siblings, other family members, friends or involved professionals.

**Web:** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

#### **Cruse:**

Cruse has a UK-wide network of branches that provide bereavement support to anyone who needs it.

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

#### **Grief Encounter:**

Grief Encounter helps families address difficult issues such as death and helps them make sense of the hurt and confusion.

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

#### **Headspace:**

Podcasts on loss, meditations of how to deal with loss, articles from other people's experiences of loss.

<https://www.headspace.com/blog/category/death/>

#### **Hope Again:**

Hope Again is the youth website of Cruse Bereavement Care. It is a safe place where young people who are facing grief can share their stories with others.

**Web:** [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

**Living On:**

The loss of a loved one can be difficult for children to understand. Sometimes it's even harder for adults to talk about it. Living On is here to help you with these conversations and to encourage children to

ask the questions they may have. To discover ways and strategies to deal with their grief, adapt

to the changes it may have brought to their lives and manage their difficult feelings. We encourage children and young people to support each other. With the right support, bereaved children and young people can continue to reach their full potential and become resilient adults.

**Web:** [livingon.org.uk/](http://livingon.org.uk/)

**Phone:** 07808 527677

**Email:** [admin@livingon.org.uk](mailto:admin@livingon.org.uk)

**Rainbow:**

A national charity aiming to make a positive impact on the lives of children, young people and adults grieving a significant and often devastating loss in their lives.

**Web:** [www.rainbowsqb.org](http://www.rainbowsqb.org)

**St Christopher's: Candle Child Bereavement Service:**

St Christopher's has been providing bereavement counselling to patients' families for over 40 years. Our Candle Child Bereavement Service extends this support to all children, young people and their families in the south east London area. We also offer specialist training, advice and consultancy services to schools and other agencies working with children facing bereavement.

**Web:** [www.stchristophers.org.uk/candle](http://www.stchristophers.org.uk/candle)

**Phone:** 020 8768 4533

**Survivors of Suicide Loss:**

Forget-Me-Not offers support for all those affected by suicide loss, the group is self-led, and informal where you can connect with other survivors.

**Web:** [survivorsofsuicidelos.org.uk](http://survivorsofsuicidelos.org.uk)

**The Compassionate Friends:**

The Compassionate Friends has been offering support to families in their time of greatest need.

**Web:** [www.tcf.org.uk](http://www.tcf.org.uk)

**WAY:**

WAY is the only national charity in the UK for men and women aged 50 or under when their partner has died. It's a peer-to-peer support group run by a network of volunteers who have been bereaved at a young age themselves, so they understand exactly what other members are going through.

**Web:** [www.widowedanyoung.org.uk](http://www.widowedanyoung.org.uk)

**Winston's Wish:**

We support children and young people after the death of a parent or sibling. This is one of the most devastating losses a child will ever face.

**Web:** [www.winstonswish.org](http://www.winstonswish.org)

**Phone:** 08088 020 021

## **Domestic Violence Support:**

### **Athena Run By Refuge:**

Supporting those who have experienced violence and abuse is at the core of everything we do. A range of specialist services are available to help survivors access safety and rebuild their lives. Refuge can help you to explore what support is needed.

**Web:** [www.refuge.org.uk/our-work/our-services/one-stop-shop-services/athena/](http://www.refuge.org.uk/our-work/our-services/one-stop-shop-services/athena/)

**Phone:** 0808 2000 247

### **Womens Aid:**

We are a grassroots federation working together to provide life-saving services and build a future where domestic violence is not tolerated.

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

**Phone:** 0808 2000 247 (Freephone 24hr National

Domestic Violence Helpline)

### **The Hide Out:**

Helping young people understand domestic abuse, and how to take positive action.

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

## **Drugs and alcohol advice:**

### **Drink Aware:**

Information on the effects of alcohol.

**Web:** [www.drinkaware.co.uk](http://www.drinkaware.co.uk)

### **Smoke Free:**

Information, advice and support to quit smoking.

**Web:** [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

### **Talk To Frank:**

Confidential and friendly information and advice about drinking and drugs.

**Web:** [www.talktofrank.com](http://www.talktofrank.com)

## **Equality advice:**

### **Equality & Human Rights Commission:**

Gives free advice, information and guidance to individuals on equality, discrimination and human rights issues.

**Web:** [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### **London Lesbian & Gay Switchboard:**

Free & confidential support & information to lesbian, gay, bisexual & transgendered communities throughout the UK.

**Web:** [www.llgs.org.uk](http://www.llgs.org.uk)

### **Albert Kennedy Trust:**

Supports lesbian, gay, bisexual and trans homeless young people in crisis.

**Web:** [www.akt.org.uk](http://www.akt.org.uk)

### **Gendered intelligence:**

Gendered Intelligence (GI) is a trans-led charity working across the UK. We were originally a Community Interest Company, established in 2008. Our mission is to increase

understandings of gender diversity. Our vision is of a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued. We work with the trans community and those who impact on trans lives; we particularly specialise in supporting young trans people aged 8-25.

**Web:** [www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)

**Mermaids:**

Helping gender-diverse kids, young people and their families since 1995

**Website:** <https://mermaidsuk.org.uk/>

**Mind Line Trans:**

Mindline Trans+ is an emotional and mental health support helpline for anyone identifying as transgender, non-binary, genderfluid. They also support family members, friends, colleagues and carers.

**Phone:** MindLine Trans: 0300 330 5468

**Web:** [www.mindlinetrans.org.uk](http://www.mindlinetrans.org.uk)

**Financial and Legal support:**

**CAFCASS (Children & Family Court Advisory and Support Service)**

Cafcass represents children in family court cases in England. We put children's needs, wishes and feelings first, making sure that children's voices are heard at the heart of the family court setting, and that decisions are made in their best interests. Operating within the law set by Parliament (Criminal Justice and Court Services Act 2000) and under the rules and directions of the family courts, we are independent of the courts, social services, education and health authorities and all similar agencies.

Our duty is to safeguard and promote the welfare of children going through the family justice system. Our experienced Family Court Advisers may be asked by the court to work with families and then advise the court on what we consider to be the best interests of the children involved in three main areas:

- divorce and separation, sometimes called 'private law', where parents or carers can't agree on arrangements for their children
- care proceedings, sometimes called 'public law', where social services have serious concerns about the safety or welfare of a child
- adoption, which can be either public or private law.

**Phone:** 0300 456 4000

**Website:** <https://www.cafcass.gov.uk/>

**Email online form:** [www.cafcass.gov.uk/contact-us/](http://www.cafcass.gov.uk/contact-us/)

**Citizens advice Southwark:**

Our offices in Bermondsey, Peckham and Walworth operate 5 days a week – advice is available over the telephone, by email, online, and at our drop-in sessions.

We run a number of specialist projects and services to help people with particular requirements – browse our [Projects and Services](#) page to find out what we can help with.

We provide free, confidential, independent and impartial advice to help people resolve their problems with money, housing, employment, certain legal issues, and much more besides.

We gather information about the problems people are currently facing and campaign for social justice, using our valuable evidence to influence policymakers to make decisions that

are fairer for everyone.

We seek to empower clients where possible to gain the confidence to deal with their problems. Our work improves clients' financial situations, as well as their overall health, stress levels and well being.

**Website:** [www.citizensadvicesouthwark.org.uk/advice/#tele](http://www.citizensadvicesouthwark.org.uk/advice/#tele)

**Phone:** 0344 499 4134 (Mon, Wed, Thurs and Fridays 9.30-4.30pm. Tuesday: 9.30-7.00pm)

### **Southwark Legal Advice Network:**

Southwark Legal Advice Network aims to improve access to quality assured advice services and self-help information in Southwark for people in greatest need. This website provides information about advice services in Southwark, listed according to the area of advice – Money/Debt/Tax, Housing & Homelessness, Employment, Welfare Benefits & Tax Credits, Immigration, Discrimination, Goods & Services, Fuel Costs, Family, Community Care, Domestic Violence, Education, Personal Injury and Public Law.

Advice agencies can provide information, advice and help to resolve your basic problems, and typically offer free drop-in sessions, for which no appointment is necessary; specialist agencies can provide legal services, but can only take on cases by referral from other agencies.

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

**Phone:** 020 7358 7025 (housing, discrimination, benefits. Monday to Friday 10.00 to 13.00 and 14.00-16.00)

**email:** [lawcentre@ch1889.org](mailto:lawcentre@ch1889.org)

### **Gambling and Gaming Support:**

#### **Gamcare:**

Are gambling problems affecting you, or those close to you? GamCare is the leading national provider of free information, advice and support for anyone affected

**Web:** [www.gamcare.org.uk](http://www.gamcare.org.uk)

#### **YGAM:**

The Young Gamers and Gamblers Education Trust (YGAM) is a national charity with a social purpose to inform, educate, safeguard and build digital resilience amongst young and vulnerable people. Helping them to make informed decisions and understand the consequences around gambling and gaming.

**Web:** [www.ygam.org](http://www.ygam.org)

**Email:** [hello@ygam.org](mailto:hello@ygam.org)

**Phone:** [0203 837 4963](tel:02038374963)

### **Gang Support:**

#### **Catch22:**

Catch22 works nationally to address the multiple and complex issues that can lead to gang involvement. People engage best with a service that operates flexibly, so we offer a responsive and needs-led service, focusing not on the behaviour but its cause.

**Web:** [www.catch-22.org.uk/](http://www.catch-22.org.uk/)

**Online enquiry form:** <https://www.catch-22.org.uk/contact/>

#### **Gangline:**

Gangline is a non-profit organisation to provide help and support to young men and women

involved in gang culture.

**Web:** [www.gangline.com](http://www.gangline.com)

**Phone:** 01375 483 239 or 07753 351 256

## **Physical Health and Mental Health Wellbeing Support:**

### **Headspace:**

Podcasts on loss, meditations of how to deal with loss, articles from other people's experiences of loss.

**Web:** [www.headspace.com](http://www.headspace.com)

### **Mind:**

Mind offers advice and support to anyone affected by a mental health problem.

**Web:** [www.mind.org.uk/help/advice\\_lines](http://www.mind.org.uk/help/advice_lines)

**Phone:** 020 8519 2122

**Email:** [contact@mind.org.uk](mailto:contact@mind.org.uk)

**Address:** 15-19 Broadway, Stratford, London E15 4BQ

### **NHS 111:**

NHS 111 is for when you need medical help fast but it's not a 999 emergency. The service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

**Website:**

[www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx)

### **Samaritans:**

What to do if you're not feeling okay: You can get in touch about anything that's troubling you, no matter how large or small the issue feels.

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

**Phone:** 116 123

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

### **Saneline:**

A national helpline providing information and support for people with mental health problems and those who support them.

**Web:** [www.sane.org.uk](http://www.sane.org.uk)

**Phone:** 0845 767 8000

### **Smiling Mind App:**

Practice your daily meditation and mindfulness exercises from any device. Smiling Mind is a unique tool developed by psychologists and educators to help bring balance to your life. We suggest 10 minutes a day. What are you waiting for?

**Web:** [www.smilingmind.com.au](http://www.smilingmind.com.au)

### **Your local GP service:**

If you're worried about anything relating to physical or emotional health go to your local GP. They can refer you for specialist services such as Physiotherapy etc. but also support you with mental health issues. Furthermore if you have a child who you are worried about and need to get more support (for example; if you feel they have special educational needs or emotional and behavioral challenges) the GP can give you advice and refer them on to appropriate services.

**Web:** [www.nhs.uk/service-search/other-services/GP/LocationSearch/5](http://www.nhs.uk/service-search/other-services/GP/LocationSearch/5)

### **Sexual Abuse:**

**Mosac:**

Mosac supports all non-abusing parents and carers whose children have been sexually abused. With 25 years of experience, we provide a range of support services and information for parents, carers and professionals dealing with child sexual abuse.

**Web:** <https://mosac.org.uk/>

**Phone:** MOSAC NATIONAL HELPLINE: Freephone: 0800 980 1958 or you can call on 020 8293 9990 (charges apply and may vary, subject to your network provider).

**Oneinfour (219 Bromley Road, Bellingham, London SE6 2PG):**

One in Four specializes in supporting survivors of sexual violence and abuse, and particularly survivors of child sexual abuse and trauma.

**Phone:** 020 8697 2112      **Email:** [admin@oneinfour.org.uk](mailto:admin@oneinfour.org.uk)

**Single Parent Support:****Gingerbread:**

We want a society in which single parent families are treated equally and fairly. We provide information to help single parents support themselves and their family. We run programmes to equip single parents with the skills and opportunities to gain employment. We campaign and influence policy to reduce stigma against single parents, and make services more accessible to all families, without prejudice.

**Web:** [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

**Phone:** 0808 802 0925

**Turn2us:**

Turn2us is a national charity helping people when times get tough. We provide financial support to help people get back on track.

**Web:** [www.turn2us.org.uk](http://www.turn2us.org.uk)

**Phone:** 0808 802 0925

**Special Educational Needs Support:****Mencap:**

Mencap is the leading voice of learning disability. Everything we do is about valuing and supporting people with a learning disability, and their families and carers. Our vision is a world where people with a learning disability are valued equally, listened to and included.

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

**Phone our learning disability helpline:** 0808 808 1111. We're here from 9am to 3pm, Monday to Friday.

**Suicide Ideation and Self-harm Support:****Calm Harm (app):**

The urge to self-harm is like a wave. It feels the most powerful when you start wanting to do it. Learn to ride that wave with the free Calm Harm app using these activities: Comfort, distract, express yourself, release, random and breathe. When you ride the wave the urge to self-harm will fade.

**Web:** [www.calmharm.co.uk](http://www.calmharm.co.uk)

**Get connected:**

A website for young people

**Web:** [www.getconnected.org.uk/](http://www.getconnected.org.uk/)

**Web:** 0808 808 4994

**Impact Wellbeing:**

Impact Wellbeing is a non-profit social enterprise committed to tackling the impact of trauma on children and young people to reduce self-harm and suicide as a choice. Workshops, reflective practice, film making, supervision and bespoke programmes are available for individuals, groups, schools and services in communities UK wide. All available to young people, families, and professionals.

**Web:** [www.impactwellbeing.org.uk](http://www.impactwellbeing.org.uk)

**Facebook:** [www.facebook.com/impactwellbeing](http://www.facebook.com/impactwellbeing)

**Phone:** 01273 844 194

**Email:** [jude@wellbeingprojects.co.uk](mailto:jude@wellbeingprojects.co.uk) (founder) or [edwina@wellbeingprojects.co.uk](mailto:edwina@wellbeingprojects.co.uk) (programme director).

**National Self harm network:**

A UK charity offering support, advice and advocacy services to people affected by self-harm directly or in a care role.

**Web:** [www.nshn.co.uk](http://www.nshn.co.uk)

**Papyrus Prevention of young suicide:**

Papyrus was founded in 1997 by Jean Kerr, a mother from Lancashire. She and a small group of parents who had lost a child to suicide were convinced that many young suicides were preventable.

**Web:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Phone:** 01925 572 444 (Monday to Friday 9am to 5pm)

**Confidential help and support line:** 0800 068 4141

**For Older Siblings:****Exam stress:****Gojimo Revision (app):**

Gojimo Revision is the free app that helps you pass exams.

Access over 40,000 practice questions for free.

- 28 GCSE subjects (AQA, CCEA, Edexcel, OCR, WJEC)
- 20 A Level subjects (AQA, CCEA, Edexcel, OCR, WJEC)
- 11+ and 13+ Common Entrance
- Ireland's Junior Certificate
- USA's SAT, ACT and APs
- South African Matric
- Gojimo allows you to:
  - Download quizzes for offline use
  - Track your progress, strengths and weaknesses

- Check off each topic as you learn it

### **Goji Life (app):**

Goji Life provides students with loads of information, from help with essay writing to managing stress and exam pressure. Access over 70 articles preparing students for the future for free.

- Help with taking the next step including university, apprenticeships, work or gap years
- Support during exams with tips on how to revise successfully
- Information about future jobs and careers
- Helping students balance their workloads and manage stress
- Information on Clearing
- Support and advice on Student Finance

**Website:** [www.gojimo.com](http://www.gojimo.com)

### **Health advice:**

#### **Health for teens:**

The NHS website is to support you with taking care of 'stuff down there' or general advice about your health. Love your body, love your health, love yourself.

**Website:** [www.healthforteens.co.uk/sexual-health/](http://www.healthforteens.co.uk/sexual-health/)

#### **B-Eat:**

Helpline, online support and self-help groups to people beat their eating disorders.

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

#### **Brook:**

Free and confidential information on sexual health and wellbeing support for under 25s.

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

#### **Come Correct:**

Provides access to free condoms in locations across London.

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

#### **You Choose:**

An innovative new sexual health information site, created by young people in Lambeth for young people.

**Website:** [www.uchooseonline.co.uk](http://www.uchooseonline.co.uk)

### **Staying safe advice:**

#### **Drop The Weapon:**

Provides links to support and organisations.

**Web:** [www.droptheweapons.org](http://www.droptheweapons.org)

#### **Suzy Lamplugh Trust:**

Provides free personal safety tips.

**Web:** [www.suzylamplugh.org](http://www.suzylamplugh.org)

**Think U Know:**

How to stay safe online and what to do when things go wrong online.

**Web:** [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

**Victim Support:**

Free and confidential help to victims of crime, witnesses as well as their family and friends.

**Web:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Young People's experiences/Online support groups/Psychoeducation:**

**ChildLine:**

Real life stories and helpful animations, spanning various issues such as bullying, anxiety, self-harm, abuse, neglect and more. As well as 'Voicebox': Familiar faces from across the internet pass on practical advice, words of encouragement and kick-start big discussions on the issues that affect young people. New videos every Wed at 3pm.

**Website:** <https://www.youtube.com/user/childline>

**The Mix:**

The Mix supports under 25s in the UK with anything they're going through, from sex to drugs, and mental health to money.

**Website:** <https://www.youtube.com/user/TheSiteVideos>

For more information and support:

- Visit: <https://www.themix.org.uk>

- Discuss this on our community: [community.themix.org.uk/](https://community.themix.org.uk/)

**Young Minds:**

The UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. We also provide expert knowledge to professionals, parents and young people through our Parents' Helpline, online resources, training and development, outreach work and publications. Videos include first hand experiences of young people's mental health issues from self-harm, bereavement and anxiety to creating your own self-soothe box.

**Website:** <https://www.youtube.com/user/youngmindscharity>