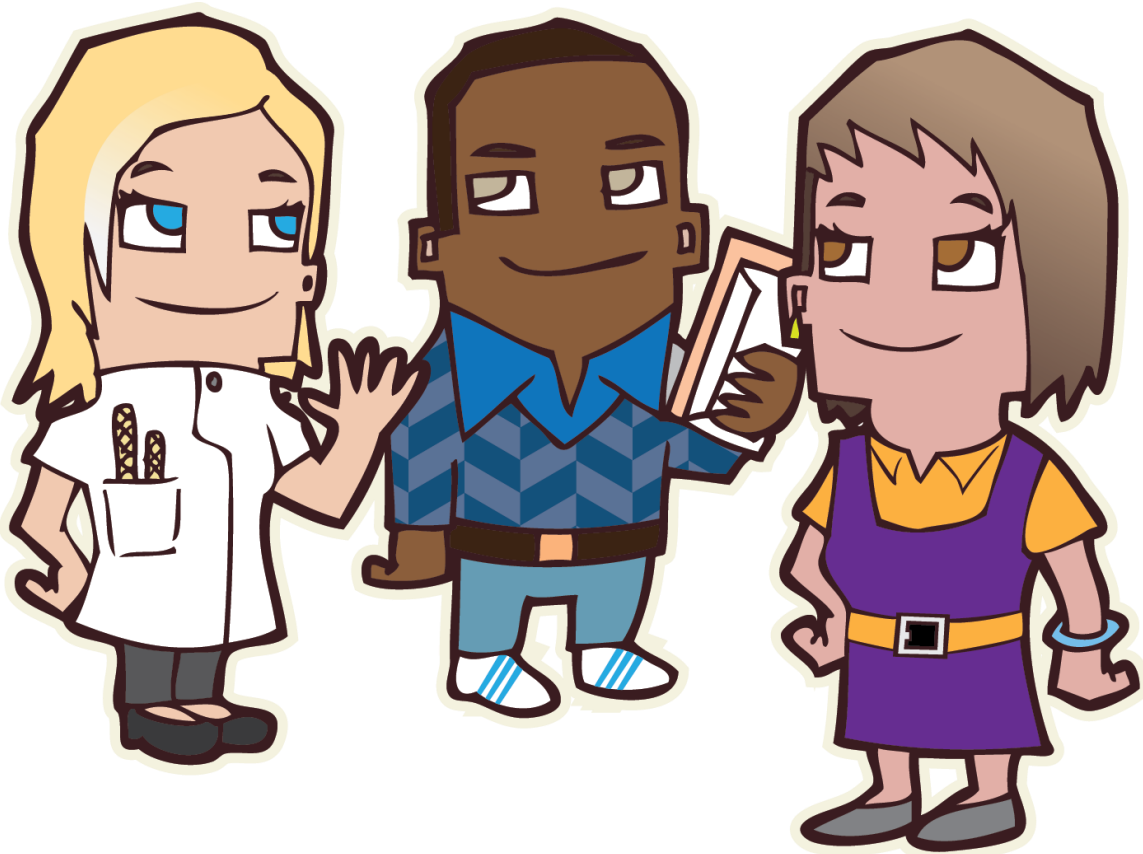




Learner/Parent Help & Support Booklet



National Help/Support Information

Samaritans

24-hour support, What-ever you're going through they are there to listen.

FREE Phone 116 123

Sometimes writing down your thoughts and feeling can help you understand them better. Writing an email can be a calm and safe way to work through what's on your mind. Especially if it feels too upsetting to talk about on the phone.

You can also email jo@samariatsns.org replied within 24 Hours.

Anxiety UK Help Line

Monday – Friday 09:30am – 17.30pm

Phone: 08444 775 774

Mind Info Line

Provides information on a range of topics including – types of mental health problems, where to get help, medication and alternative treatments, and advocacy.

Phone: 0300 123 3393 Web: www.mind.org.uk

Everyone's Invited

A place for survivors to share their stories. Our mission is to expose and eradicate rape culture with empathy, compassion, and understanding.

Web: www.everyonesinvited.uk

Kooth

An online counselling and emotional well-being support service for children And young people. Free, Safe and Anonymous.

www.kooth.com

Child Line

Child Line offers free, confidential Advice and support, whatever your worry, whenever you need help.

Phone: 0800 1111 Web: www.childline.org.uk

Missing Kids

Missing Kids is run by missing people. They have a free and confidential helpline that is open 24 hours a day. You can talk to them in confidence and they will explain your options and try to get you the help you want.

Phone: 116 000 Text: 116000 email: 116000@missingpeople.org.uk

C.A.L.M

A helpline that offers confidential, anonymous and free support, information & signposting to men throughout the UK.

Freephone: 0800 58 58 58 Web: www.thecalmzone.net

Beat

A helpline providing support and information relating to eating disorders For adults, young people, and their carers.

Youth Help Line 0845 634 7650 Help Line General: 0845 634 1414
Text: 07786201820 Web: www.b-eat.co.uk

Harmless

Provides a range of services about self-harm including support, information, training, and consultancy.
Phone: 0115 880 0280 Web: www.harmless.org.uk

Switchboard

LGBTQI+ Offering Advice & Support –
Open 10:00am – 22:00pm Every day 0300 330 0630
Or email chris@switchboard.lgbt (Emails answered within 72 hours)

The Mix

The Mix is a charity that provides free information and support for under 25's. They can help you take on the embarrassing problems, weird question and please-don't-make-me-say-it-out-loud thoughts you have. The Mix gives young people the support and tools you need to take on any challenge you're facing.

Phone: 0808 808 4994 (Open 7 days per week 16:00pm – 23:00pm)
Crisis Messenger (24/7 support if you need help right now)
Text THE MIX to 85258
Or Visit www.themix.org.uk - Where you can send in questions

Jobcentre Plus

To make a claim for Benefit.

New Claims Line

Phone: 0800 055 6688
Or Visit www.gov.uk/contact-jobcentre-plus/new-benefit-claims on Line

Help & Support for Parents or somebody that is concerned about a young person

NSPCC

If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support.
Phone: 0800 800 5000
Or Visit www.nspcc.org.uk

The National LGBTQI+ Domestic Abuse Help Line (Galop)

Phone: 0800 999 5428 Open – 10:00am – 17:00pm Mon, Tue, Fri & 10:00am – 10:00pm Wed & Thur

Staying Safe On-Line

Thinkuknow

This organisation gives advice on staying safe online, and also there are links if you are concerned for yourself or a friend.
Web: www.thinkuknow.co.uk

CEOP

CEOP helps young people who are being sexually abused or are worried that someone they have met either on line or face to face is trying to abuse them. For more information on support.

Visit: www.ceop.police.uk/Safety-Centre/

Local: Help & Support for Parents or somebody that is concerned about a young person

Concerned about a young person – Social Services/Initial Response Team's

Thurrock	Children's Services – Initial Response Team - MASH Phone 01375 652802 Email: thurrockmash@thurrock.gov.uk Out of Hours: Friday from 16:30pm Through the weekend until 09:00am – Monday Phone: 01375 372468
Basildon	Essex Safeguarding Childrens Board – Initial Response Phone: 0345 6037627 Out of Hours: Phone 0345 6061212 www.escb.co.uk
Southend	First Contact Team – Initial Response Phone: 01702 215007 Out of Hours: Phone 0845 6061212

Citizens Advice Service

Thurrock	0344 477 0808
Basildon	0344 477 0808
Southend	0300 330 2103
	Web: www.citizensadvice.org.uk

Family Solutions

Covering: **Basildon, Braintree, Brentwood, Castlepoint, Chelmsford, Colchester, Epping Forest, Harlow, Maldon, Rochford, Southend, Tendring, Thurrock, Uttlesford**

Helping the following families

- Families with members involved in crime or anti-social behaviour
- Families affected by domestic violence
- Families living with drug and alcohol misuse
- Families where children are in need and were open to social care
- Families where children exhibit significant behavioural difficulties
- Families with one or more member of the household with (Tier 2) mental health needs

Phone: 0345 6037627

Web: www.essexeffectivesupport.org.uk/family-solutions/

EWHMS

Emotional Wellbeing & Mental Health Service for Children

Working with young people with:

Mood and anxiety disorders, Behavioural and conduct disorders, Emerging personality and attachment disorders, Eating disorders, Psychotic disorders, Deliberate self-harm and suicidal thoughts, Substance misuse, Autistic spectrum disorder (ASD), Attention-deficit hyperactivity disorder (ADHD), Neurodevelopmental disorders, Prolonged bereavement problems.

**Basildon
Thurrock
Southend**

Phone: 0300 3001660 – 09:00am – 17:00 Monday – Friday

Web: www.nelft.nhs.uk/services-ewmhs

EHC – Education Health & Care Plan – Requests

Basildon

Essex - Local Offer

Phone: 03330134736 Web: www.essexlocaloffer.org.uk

Thurrock

Send Local Offer

Tel: 01375 652801 Web: www.askthurrock.org.uk

Southend

Southend On Sea – Local offer

Phone: 01702 212328 Web: www.southend.gov.uk

Local Help/Support Information – For Young People

Counselling/Mental Health

Basildon

Basildon Mind

Youth Counselling – Counselling for young people aged Between 16 – 18
440 – 442 Whitmore Way, Basildon, Essex SS14 2EZ

Phone: 01268 284130

Motivated Minds

Eastgate Shopping Centre, Basildon.

Phone: 01268 520785 Web: www.motivated-minds.co.uk

Thurrock

Thurrock Mind

Youth Counselling – Counselling for young people

Bridge Road, Grays, Essex.

Phone: 01375 391411

Inclusion Thurrock

Phone: 01375 89868 Web: <https://inclusionthurrock.org/>

Southend Inspire, Open door, Mind Partnership
The three organisations will see children and young people with any of the following issues: low level depression, anxiety, low mood, worries and concerns arising from Covid-19
Phone: 01245 348 707 Email cypcounselling.kidsinspire@nhs.net

Sexual Health

Thurrock Orsett Hospital, School Lane, Orsett, Grays, Essex RM16 3JS
Phone: 01268 592214

Basildon Essex Sexual Health Services - 2nd Floor Southgate House, 88 Town Square, Basildon, Essex SS14 1BN
Phone: 0300 003 1212

Southend Kingsley Ward Centre 42 – 82 Southchurch Road, Southend on Sea, Essex SS1 2LZ
Phone: 01702 577110

Drugs Alcohol/Addiction

Thurrock Wize - Up – Thurrock’s Substance Misuse Service
Unit 2, Thurrock Centre for business George Street, Grays, Essex RM17 6LY
Phone: 01375 376111

Inclusion Visions - Thurrock Adult Substance Misuse Service – For Adults
Phone: 0300 303 1018

Basildon Open Road – For Young people aged between 10 – 18 years
13 Southview Road, Vange, Essex SS16 4ER
Phone: 01268 531435

Southend YPDAT (Young Person’s Drug & Alcohol Service) – Under 18’s & 18 - 21
Civic 2, Victoria Avenue, Southend On Sea, Essex SS2 6ER
Phone: 01702 534300 or 01702 534789

Domestic Violence support

Thurrock Thurrock Women’s Aid Phone: 01375 845899

Basildon Changing Pathways Phone: 01268 729707

Southend Southend Domestic Violence Service Phone: 01702 291266

Victim Support Essex Victim Support
Phone: 08081781694 Out of hours Phone: 08081689111
Victimsupport.org.uk

Housing & Homelessness

Thurrock Thurrock Council – Housing Options

Phone: 01375 652820 Email: housingoptions@thurrock.gov.uk
Thurrock Council Website: thurrock.gov.uk
Basildon Basildon Council – Housing Solutions
Phone 01268 533333 – Ask for Housing
Email: housingsolutions@basildon.gov.uk
Basildon Council Web Site: www.Basildon.gov.uk
Southend Southend Council – Housing Solutions Team
Phone 01702 215002 Email: housingsolutions@southend.gov.uk
Web: www.southend.gov.uk

Young Carers

Thurrock Thurrock Young Carers (Part of Barking & Dagenham Young Carers)
Phone: 0208 593442 Web: www.youngcarerscentre.org.uk

Southend Brenda Lewis Tel: 01702 53400 or Email brendalewis@southend.gov.uk

Disability

Snap An Essex charity for families with children and young people who has special need or disability
Phone: 01277 211300 Web www.snapcharity.org

LGBTQI+ Help & Support

Basildon Basildon Pride Usually takes place in September for more information/ events that are coming up please visit: www.basildonpride.co.uk

Out House East – Basildon - Youth Project – Group – 13 – 18 Years
Mondays 17:00pm – 19:00pm Essex Youth Service
16 – 20 Southernhay, Basildon Essex SS14 1EL
For more information contact Helen on Helen.Jefferson@outhouseeast.org.uk
or Steve steven.conroy@essex.gov.uk or Phone: 07717867315

Southend Southend Pride Usually takes place in July for more information/events that are coming up please visit: <http://www.southendpride.org.uk/>

Transpire Transgender social and support network for Southend-on-sea and surrounding areas of Essex
Phone: 01702 668060 Web: www.transpiresouthend

Out House East Offering Youth sessions/projects, Counselling, Awareness Sessions
19 East Hill, Colchester, Essex CO1 2QX
Phone 01206 871394 email info@outhouseeast.org.uk

MindOUT MindOUT is an on-line Mental Health Service run by lesbians, Gay, Bisexual trans, and queer people
Phone: 01273 234839 or Email: info@mindout.org.uk Web: www.mindout.org.uk