



Where to get support during school closures

Emergency Contacts

Organisation	What do they offer?	Contact Details
Children's Services	Emergency safeguarding	0300 123 4043
Samaritans	Crisis mental health support	116 123
Childline	Support for children and young people	0800 1111
National Centre for Domestic Violence	Providing emergency injunctions within two weeks of police involvements	0808 2000 247 www.ncdv.org.uk
Sunflower	Domestic abuse helpline	0808 808 8088 www.hertssunflower.org/herts-sunflower.aspx
Out of hours mental health support	Emergency mental health support. This service operates through the night from 5pm until 9am on weekdays, and around the clock at weekends and on Bank Holidays.	01438 843322

Hertfordshire Nightlight	Out of hours support for people who are distressed or experiencing a crisis. This service is currently via telephone support only due to Covid 19. Monday: 6pm – 8am Tuesday: 6pm – 11pm Wednesday: 6pm – 11pm Thursday: 6pm -11pm Friday: 6pm – 8am Saturday: 3pm - 8am Sunday: 3pm – 8am	01923 256391
Child Law Advice	Advice on legal matters to do with child and family law	0300 330 5480 www.childlawadvice.org.uk
Shelter	Advice on any matter relating to housing	0808 800 4444 www.shelter.org.uk

COVID - 19 Specific Help

Organisation	What do they offer?	Contact Details
Young Minds	Great resources and ideas about things adults and young people can do to manage any stress and anxiety they may experience in relation to coronavirus	https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-aboutcoronavirus/
Young Minds	The following Young Minds link addresses how to look after your mental health when self isolating	https://youngminds.org.uk/blog/looking-after-your-mental-health-while-selfisolating/
Centre for Disease Control	Helpful messages on how to talk to children about Coronavirus	www.cdc.gov/coronavirus/2019-ncov/co

		mmunity/schools-childcare/talking-with-children.html
Every Mind Matters	Provides general information about looking after your mental health which would be relevant during this challenging time as much as at any other time and provides top tips to improve emotional wellbeing	https://www.nhs.uk/oneyou/every-mindmatters/
Mind	Provides useful information about how to cope if people feel anxious about coronavirus, how to manage staying well at home if being asked to self-isolate and taking care of your mental health and wellbeing among other tips and advice	https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/
Video for parents	Regarding the Coronavirus	https://www.youtube.com/watch?v=ZnANLAcPRZ4&feature=youtu.be https://www.annafreud.org/on-my-mind/
Video for children and young people	Regarding the Coronavirus	https://www.youtube.com/watch?v=ME5Izn4-BAk https://www.annafreud.org/on-my-mind/
Healthy Young Minds	There will be a weekly update via the Healthy Young Minds in Herts website where the information will be shared.	https://healthyyoungmindsinherts.org.uk/schools/how-lookafter-your-mental-health-and-emotional-wellbeing-during-covid-19-outbreak
Just Talk	Helpful advice around managing self-care. There will also be a webpage for young people and families, focusing on how to cope during periods of self-isolation.	www.justtalkherts.org https://www.justtalkherts.org/news/looking-after-your-mental-health-during-coronavirus.aspx
Unicef	Information regarding Coronavirus	www.unicef.org/coronavirus/covid-19

Family Lives	Free downloads for parents Free downloads with practical tips and ideas for parents	https://www.familylinks.org.uk/free-downloads-for-parents
Netmums	Support and information	https://www.netmums.com/support/netmums-parenting-course-welcome
CAMHS Specialist	Support and information 24 hours per day from CAMHS specialist	0300 777 0707 or email: hpft.spa@nhs.net

Mental Health Support

Organisation	What do they offer?	Contact Details
Single Point of Access	Mental health triage for access to mental health support	0300 777 0707
NHS Herts Mental Health Out-of-Hours Helpline	For mental health support - out of hours	01438 843322
NHS Wellbeing Team	A service offering a range of support to help emotional wellbeing - self referral service	www.talkwellbeing.co.uk 0300 777 0707
Hertfordshire Crisis Helpline	Available to provide emotional support 24hours a day, every day of the week.	01923 256391
Mind	Mental health support	0300 123 3393
Young Minds	Parent helpline for children and adolescents with mental health issues	www.youngminds.org.uk/find-help/for-parents/parents-helpline/ 0808 802 5544
Rethink / Give us a shout	Mental health support and advice - online, by phone and via text 24/7 for free.	Text 'SHOUT' to 85258

		www.giveusashout.org www.rethink.org.uk Information on: https://www.crisistextline.uk/
Mind Hertfordshire Network	Provides a crisis helpline for anyone experiencing mental health distress or requiring emotional support and signposting. Professionals, family/ friends can call on someone's behalf with the individual's consent.	01923 256 391 / 02037 273600 https://www.hertsmindnetwork.org/ info@hertsmindnetwork.org
Sane Line	Emotional support (via email only during Covid 19). Open every day 4.30pm to 10.30pm.	Email: support@sane.org.uk 0300 304 7000 www.sane.org.uk
Support Line	Emotional support for people who are vulnerable	Email: info@supportline.org.uk 01708 765200 www.supportline.org.uk
Samaritans	Lines open 24 hours a day. Calls are free	116 123
Mindline Trans+ National Helpline	National helpline for people who identify as Trans, non-binary & their friends and families. Open every Monday and Friday 8pm-Midnight	0300 330 5468
NHS 111	For non-emergency medical help, open 24 hours every day. Calls are free. In emergencies only, call 999.	111
Mental Health Teams	If you are currently under a Mental Health Team and need support, contact the Duty Worker during normal working hours, 9am—5pm Monday to Friday	Borehamwood & Potters Bar Mental Health Team 0208 731 3000 Bishops Stortford Mental Health Team

		01279 464 800 Cheshunt Mental Health Team 01992 818 600 Dacorum Mental Health Team 01442 913 569 Letchworth Mental Health Team 01462 438 139 Watford & Three Rivers Mental Health Team 01923 837 000 Ware Mental Health Team 01920 443 900
Young Minds	Help for parents with a young person struggling with their emotional wellbeing / mental health.	https://youngminds.org.uk/find-help/or-parents/

Parenting Advice

Organisation	What do they offer?	Contact Details
Family Lives	Support and advice relating to all aspects of family life that include all stages of a child's development, issues with schools and parenting/relationship support. We also respond when life becomes more complicated and provide support around family breakdown, aggression in the home, bullying, teenage risky behaviour and mental health concerns of both parents and their children.	Email: askus@familylives.org.uk 0808 800 2222 www.familylives.org.uk
NSPCC	Information and advice on how to keep children safe, online safety and support for parents.	Helpline: 0808 800 5000 Email: help@nspcc.org.uk www.learning.nspcc.org.uk/research-resources/leaflets/positive-parenting/
Care for the family	Support and advice linked to relationships, parenting and bereavement.	Helpline: 029 2081 0800

		www.careforthefamily.org.uk/family-life/parent-support
Action for children	Support and advice for parents on a range of topics and information on fostering and adoption. Things to do with your child at home during Covid 19.	www.actionforchildren.org.uk/support-for-parents
Hertfordshire Family Centre Service	For all families with children under 11, offering help with health and behaviour, speech and language, breastfeeding support and more!	Text - 82228 to register to use the service 0300 123 7572 www.hertsfamilycentres.org
Families Feeling Safe	Protective Behaviours parenting courses - looks at ways to manage behaviour and emotional wellbeing of everyone.	01438 728653 https://familiesfeelingsafe.co.uk/
Natural Flair	Coaching and training - in groups and 1:1.	01992 446051 https://www.natural-flair.com/

Other useful organisations

Kids Hub and Toy Library	The HUBs offer information and support for parents and carers of disabled children and young people aged 0-19 in Hertfordshire.	01992 504013 https://www.kids.org.uk/hub
SENDIASS	Special Educational Needs and Disabilities Information Advice and Support Service or SENDIASS provides free impartial, confidential advice	020 7974 6264 https://www.kids.org.uk/sendiaass
CAFCASS	The Children and Family Court Advisory and Support Service is a non-departmental public body in England set up to promote the welfare of children and families involved in family court.	0300 456 4000 https://www.cafcass.gov.uk/

Youth Connexions	<p>YC Hertfordshire Services for Young People provides youth work projects, information, advice, guidance, work related learning and wider support for young people. They also offer lots of different groups:</p> <ul style="list-style-type: none"> ● Positive Alternatives - for children aged 11 - 17. Sport and Art sessions exploring personal safety, understanding exploitation, gang culture and crime. <p>Online projects:</p> <ul style="list-style-type: none"> ● LGBTQ+ Project - ages 13 - 17 ● Focus Project for Young People with Learning Disabilities aged 13 - 24 <p>They are also running youth work projects at:</p> <ul style="list-style-type: none"> ● Grundy Park and Pond, Cheshunt - 20/07, 27/07, 03/08, 10/08, 17/08 - 3.30 - 5.30pm ● Hoddesdon - Barclay Park, Pound Close, Town Centre, North Hoddesdon - 23/07, 30/07, 06/08, 20/08, 27/08 - 4 - 6pm ● Goffs Lane and Cheshunt Park - 24/07, 31/07, 07/08, 14/08, 21/08, 28/08 - 1.30 - 3.30pm 	<p>01992 588220</p> <p>https://www.ychertfordshire.org/</p>
CGL - Hidden Harm	<p>CGL's Hidden Harm Project supports children and young people who are affected by substance misuse. They offer seven sessions of one-to-one emotional support to Southwark residents aged 5-18 years. These sessions usually take place at the child or young person's school.</p>	<p>0800 652 3169</p> <p>Herts@cgl.org.uk</p>
Future Living	<p>Future Living Hertford offers therapeutic services for addiction recovery and domestic abuse together with affordable counselling.</p>	<p>01992 537344</p> <p>https://www.futurelivinghertford.co.uk/</p>
CAB telephone advice service	<p>New telephone advice service opens 20th July 2020 (Monday to Wednesday - 9.30 - 12.30)</p>	<p>0300 303 4417</p>
Internet Matters	<p>Working with online safety experts, we're here to guide you through the many issues children can experience when using the internet.</p>	<p>https://www.internetmatters.org/</p>
FRANK	<p>Find out everything you need to know about drugs, their effects and the law. Talk to Frank for facts, support and advice on drugs and alcohol today.</p>	<p>https://www.talktofrank.com/</p>
Think u know	<p>Thinkuknow is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline. Explore one of the six Thinkuknow websites for advice about staying safe when you're on a phone,</p>	<p>https://www.thinkuknow.co.uk/</p>

	tablet or computer.	
CVS	<p>CVS have put some resources online, linked to:</p> <ul style="list-style-type: none"> ● Mental Health ● Home Learning ● 'Think u know' activities ● Training and information for parents ● Links to e safety 	http://www.cvsbeh.org.uk/online-resources/
Food Parcels	If you can't afford food, you can call this number (open Monday to Friday, 10am to 4pm). You'll confidentially talk to a trained Citizens Advice agent and, if needed, they'll issue you with a food bank voucher.	0808 208 2138
3Food4u	<p>Free food - no assessment or referral needed, just do drop in. They have basic groceries and essentials that families need.</p> <p>They are open every Friday and Monday, 1:30 - 3:30 at Waltham Abbey town hall (EN9 1DE)</p>	<p>01992 842 6424</p> <p>info.3food4u@gmail.com</p>
Youth Connexions - Text Support	<p>People aged 13 - 19 can get text support by texting the word:</p> <ul style="list-style-type: none"> ● SUPPORT (to discuss any worries or concerns they have) and their name and age. ● RESULTS (to discuss exam advice) and their name, date of birth and their school or college. ● CAREERS (to discuss their future plans) 	07860 065173
Step Change	Debt charity	https://www.stepchange.org/
Herts Help	They help with lots of different aspects, from helping to obtain food, to helping with	0300 123 4044

utility top ups.

<https://www.hertshelp.net/hertshelp.aspx>

Email: info@hertshelp.net