Mental Health Policy

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Related Documents: Safeguarding and Child Protection Policy Anti-Radicalisation (PREVENT) Policy Bullying and Online Safety Policy Absent or Missing Student Policy

Your Success, Our Pride

Oxbridge Group Ltd: Mental Health Policy

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Oxbridge Group Ltd: Mental Health Policy

Safeguarding Statement

Oxbridge Group Ltd is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers, homestays and any individual working with the organisation to share this commitment. Every young person in the care of Oxbridge Group Ltd should feel safe and protected from any form of abuse or neglect.

Oxbridge Group Ltd believe that:

- Guardians and Homestays can contribute to the prevention of abuse.
- All children have the right to be protected from harm.
- Children need support which matches their individual needs, including those who may have experienced abuse.
- Children need to be safe and feel safe in school and when staying with their guardian or homestay.

Policy Statement

Oxbridge Group Ltd recognises that physical and mental health are of equal value and importance, and the factors which impact health can be varied and complex. We have ensured our mental health policy is reflective of our understanding of mental health and commitment to reducing the stigma and stereotypes which mental ill health may have; allowing us to support students and promote an openminded and collaborative environment which promotes best practice for being mentally well. Due consideration and a full risk assessment based on the recommendations of Health Care Professionals would be undertaken prior to offering Guardianship to any student with existing mental health issues, so that we can ensure that we may meet their needs accordingly.

Policy Aims

This policy is designed to give all members of the Oxbridge Group Ltd team a clear list of guidelines in case of any student who may be suffering with mental ill health.

The purpose of the policy is to help the young person reach the appropriate support for their own needs, and to raise awareness of the different types of mental health.
Oxbridge Group Ltd will respond appropriately to mental health emergencies in line with both this policy and the relevant policies and procedures of the schools.

When a student is suffering from mental ill health they may be at risk from all forms of serious harm including abuse, exploitation, radicalisation and trafficking. The Oxbridge Group Ltd Safeguarding and Child Protection Policy clearly states our commitment to protect children and young people from these risks.

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Promoting a mentally healthy environment

Encourage students to develop resilience and mindfulness with mental health; promoting open conversations and reducing stigmas

The policy provides a model and framework for response and dealing with incidents dependent on the risk posed, and encourages partnership working with other agencies to reduce the number of students who may suffer from mental ill health.

Relevant Government Guidance

Oxbridge Group Ltd refers to several government guidance and policies which are detailed in the following documents:

- Keeping Children Safe in Education – Statutory guidance for schools and colleges, (from Sept 2026) Keeping_children_safe_in_education_2026_.pdf
- Working together to Safeguard Children (2026) Working_together_to_safeguard_children_2026_a_guide_to_multi_agency_working.pdf
- Improving the Mental Health of Babies, Children and Young People: Improving the mental health of babies, children and young people - GOV.UK (www.gov.uk)
- Promoting Children and Young People's Mental Health and Wellbeing Promoting children and young people's mental health and wellbeing - GOV.UK (www.gov.uk)
- Mental Health and Behaviour in Schools Mental health and behaviour in schools - GOV.UK (www.gov.uk)
- Mental Health Act 1983 Mental Health Act 1983 (legislation.gov.uk)
- Mental Health Act 2007 Mental Health Act 2007 (legislation.gov.uk)
- Promoting and Supporting Mental Health and Wellbeing in Schools and Colleges (2021, updated 2025) Promoting and supporting mental health and wellbeing in schools and colleges - GOV.UK (www.gov.uk)
- Equality Act 2010 Equality Act 2010 (legislation.gov.uk)
- Human Rights Act 1998 Human Rights Act 1998 (legislation.gov.uk)
- Five Year Forward View for Mental Health (2016) Five Year Forward View for Mental Health: government response - GOV.UK (www.gov.uk)

Definitions

- *Mental Health:* "Mental health is an individual's cognitive, behavioural and emotional wellbeing" (Mind, 2020).
  It's something we all have - including every child and young person. Mental Health can be viewed as on a continuum or flexible/fluid – we have periods of being mentally healthy and periods of mental ill health and support or response may differ dependent on this.

- *Wellbeing:* "The state of feeling healthy and happy" (Cambridge English Dictionary)
  There are actions and behaviours which promote wellbeing and health; including lifestyle, social, physical health and emotional health. Outside factors or influences may have

positive or negative impact on wellbeing and students can ensure to understand their own wellbeing and what promotes a healthy mindset for them individually.

Key Contacts

Within each school, there will be a Mental Health Lead. In the Host Family, the Lead Host would be responsible for the promotion of good mental health and to escalate or ask for outside support should they feel the student may be in need of further support.

The Mental Health Lead of Oxbridge Group Ltd is **Steph Gilbert**, UK Director and DSL. She is responsible for promoting best practice in the promotion of a mentally healthy environment and for assisting students to access further mental health support services should they require it. She is not a medical professional, and so she would not be able to offer assessment or diagnosis of any mental health conditions. She would work with the student and/or school, parent, health professional or host family to ensure the most relevant and appropriate support for the student.

Other Relevant Contacts for Mental Health Support

- Mind: Information for young people on mental health and wellbeing - Mind
- Childline: 0800 1111
- GP
- CAMHS
- School Mental Health Lead
- Private Assessment/Counselling (online or in person) Full

List of Mental Health Support is listed in Appendix D.

If the student presents as a high risk mental health emergency, emergency procedures would be followed with assessment and medical support from A&E in line with any other medical emergency.

Promoting good Mental Health; a whole company approach

Oxbridge Group Ltd recognises that mental health can be viewed as fluid or on a spectrum, and that external or internal factors may cause changes to what students may describe as normal mental health. There are additional considerations; such as pre-diagnosed mental health conditions, or undiagnosed mental health conditions. As students are away from home in an environment which may not be familiar, this presents opportunities for poor mental health to manifest.

By openly discussing and normalizing fluctuations in mental health, Oxbridge Group Ltd hope to remove the stigma which some mental ill health or mental health conditions may carry for students or their families. We also hope to ensure that all staff, schools and hosts are able to signpost students to access accurate support or reference services.

The Mental Health Continuum is detailed in Appendix A, and students may fluctuate between the categories based on a multitude of aspects. Oxbridge Group Ltd would like all students to ideally be within the Healthy (Green) section during their stay in the UK, and would signpost students who are Reacting, Injured or Ill to relevant social or professional care.

Oxbridge Group Ltd focus on the four areas below to promote a mentally healthy environment:

- Reduce Stigma and improve mental health awareness
- Encourage connection and open conversations about mental health and support access
- Being physically active – mental and physical health are greatly linked
- Providing a mentally healthy environment (at School, Home and beyond)

Oxbridge Group Ltd promote a mentally healthy environment by encouraging open discourse with students, parents, hosts and schools about mental wellbeing and prioritising mental health and wellbeing in equal measure to physical health.

Staff are trained to have awareness of any significant changes in behaviour in order to ensure efficient support is provided where required. Oxbridge Group Ltd work closely with Schools (for internal counselling support), CAMHS for NHS referred counselling or GP appointments and with private providers for counselling or psychiatric support where required.

Oxbridge Group Ltd staff are all trained in Safeguarding, with internal annual training focus on mental health and wellbeing. The DSL has a qualification in NCFE CACHE Level 2 Certificate in Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace, and ensures that staff and host families are updated on mental health support and advocacy for young people.

Impacts of Mental Ill Health

The impact of mental health issues cover a variety of areas, and students should be aware of them in order to afford themselves with the appropriate tools to improve their wellbeing. Staff, hosts, schools and parents should also have awareness in order to support students appropriately.

Mental ill health can affect the following areas, which include but are not limited to;

- **Personal** – low mood, anxiety, change in behaviour, self esteem, decreased confidence.
- **Learning and Education** – ability to concentrate, ability to remember information, absenteeism, regular absences, decrease in academic achievement, decrease in motivation.
- **Relationships** – Tension, strained relationships, communication issues, overwhelm, frustration, helplessness.
- **Day-to-day** – hygiene, sleep, appetite, maintaining relationships, leisure activities.

The impact can vary based on the severity of the mental health issue, and the support available to the individual. Other factors are the attitude and perceptions of mental health in the community which provide context to the student.

Factors which can impact Mental Health and Wellbeing

For our students, we must always be mindful of the fact that they are not with their family. A supportive and communicative community around people is one of the most important factors to impact mental health and promote general wellbeing. In this way, the communication with parents is a factor which can improve mental health and wellbeing, allowing for a feeling of place and purpose, promoting positive relationships. Similarly, social factors can have an influence; with relationships with friends, school staff, host families and more having an impact. Financial stresses may add pressure to students, alongside academic pressure, exam pressures or specific cultural expectations. By promoting a positive and open environment we can try to allow students the ability to manage their own perceptions of mental health and navigate any cultural or contextual stigmas or stereotypes.

Signs and Symptoms

Host families and Guardians are uniquely placed to notice any change in behaviour or small adjustments in attitude which may indicate mental health issues. Whilst we would not provide any assessment based on this; we ask hosts, staff, schools and parents to be mindful of the following indicators of low mood or potential mental health issues.

Signs and symptoms of mental ill health or wellbeing issues include but are not limited to;

- Physical harm
- Socially withdrawn/changed relationships
- Change in eating habits
- Change in sleeping habits
- Change in mood
- Joking/making light of self harm
- Joking/making light of suicide
- Discussing plans for self harm
- Discussing plans for suicide
- Drug/Alcohol abuse
- Unsuitable clothing for the time of year (baggy/oversized)
- Disruptive behaviour

Whilst these indicators could be for a variety of reasons, in line with our Safeguarding Policy we ask that all concerns are reported to Oxbridge Group Ltd DSL.

Process for raising concerns about Mental Health and Wellbeing

In the same way which staff, hosts, school and parents would raise a safeguarding concern, the process of raising mental health concerns is exactly the same procedure. Concerns should be raised to the DSL on (07837778298) or through the webform so that relevant support services can be signposted to as appropriate for the student.

Disclosures regarding mental health would be managed in exactly the same way as any other safeguarding disclosure, with confidentiality and only shared with relevant people in accordance with our Confidentiality and Data Sharing Policy, and Safeguarding and Child Protection Policy.

The DSL would generally discuss the matter with the School or Host as appropriate to the location of where the student is at that time, and would work with School, Parents, Hosts and Medical professionals to ensure access to the relevant support services.
Dependent on the situation and the level of severity, Oxbridge Group Ltd may signpost to the following services:

- School DSL
- CAMHS
- Local Safeguarding Children Partnership
- Mental Health organisation websites (such as KOOTH)
- Mental Health Organisations (such as MIND)
- Mental Health guidance and support (through School)
- Professional Support (NHS or Private)
- Urgent Help: 111
- Emergency Help: 999 or A&E

How to Support in a Mental Health Crisis:

A Mental Health Crisis could be:

- There is significant risk to the individual (self harm/suicide)
- There is a significant risk to others
- You do not feel that you/others can keep the individual safe
- Risk of harm to wellbeing is generally significant
- Individual may **ask** for emergency help

In the case of an emergency, Oxbridge Group Ltd would always refer the student to A&E for assessment.

It is very important to note that schools offer counselling as part of their services and may not always notify parents/guardians of these arrangement unless a disclosure meant that the wellbeing or safety of the student was at risk. Oxbridge Group Ltd have partnerships with online private counselling as well as connections with mandarin speaking BACP or HCPC registered professionals in Educational Psychology, Psychiatric Support and Counselling.

Oxbridge Group Ltd are not appropriately trained to make assessments on student's mental health; any assessment, diagnosis or recommendation for treatments or next steps would be informed by a relevant and appropriate medical practitioner.

Process for Removal from School

There are some specific circumstances whereby it may not be possible for the School to accommodate the student due to mental ill health. In these circumstances, and only on completion of a 'Removal of a Student' form, Oxbridge Group Ltd would take care to place students with appropriately trained host families who are able and willing to host students with mental health issues.

Should a student be high risk, or Oxbridge Group Ltd feel we'd be unable to prevent risk of harm to this student within a host family environment, we would refer the student back to A&E for emergency assessment. In cases whereby a student is not well enough to attend school due to significant mental health issues, we would seek support of parents to facilitate student's return home, or for parents to come to UK to support their child, whichever is most appropriate.

Any assessment or recommendation for removal from school would d be informed by a relevant and appropriate medical practitioner.

Oxbridge Group Ltd have a small number of families with appropriate training who would be able to host students suffering from significant mental health issues, such as suicidal ideation. These hosts are based in:

- London (Mental Health Social Worker)
- London (Nurse)
- Hull (Retired Psychiatric Nurse)
- London (Social Worker)
- London (Young People Support Worker)
- Oxford (Teacher)
- Leicestershire (Nurse)
- Brighton (Teacher)

Ongoing Support for Students with Mental Health issues

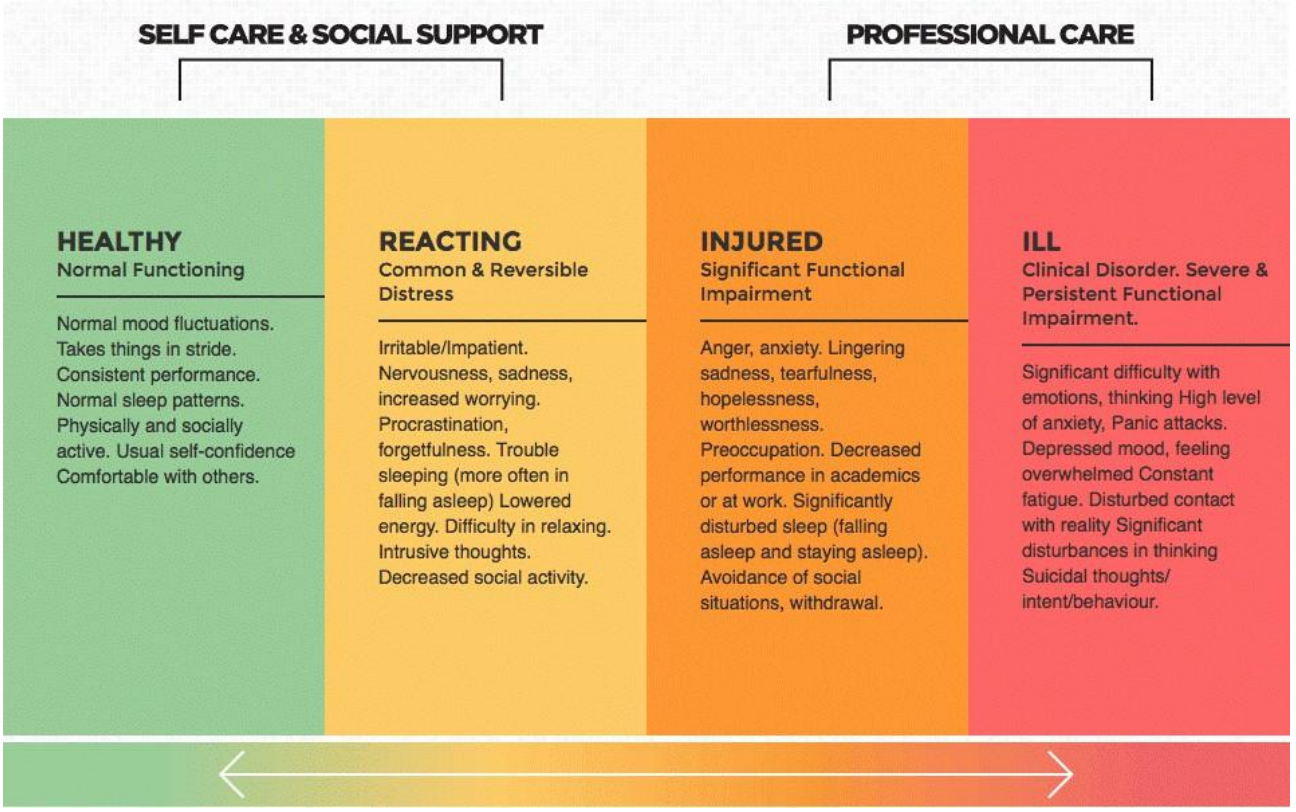
For students who are receiving support or recovering from periods of mental ill health, Oxbridge Group Ltd would work with the School, Parents and Hosts as appropriate to ensure a safe and supportive environment for the young person. Due consideration and a full risk assessment based on the recommendations of Health Care Professionals would be undertaken prior to offering Guardianship to any student with mental health issues, so that we can ensure that we may meet their needs accordingly.

Health Care professionals would normally create a 'Safety Plan or Wellness Action Plan' which Oxbridge Group Ltd would take time to go through with the student to ensure that they have understanding and feel it is appropriate for them at that time.

This plan would be shared with appropriate people in order to offer the best support to the young person, and would be drawn up by a Mental Health Professional, with the young person, to ensure that goals are achievable and manageable. The Safety Plans will often include information on access to further support should mental ill health prevail or worsen, and we would work with the appropriate professionals to ensure that the student is able to access relevant services.

Suffering from mental ill health should not prevent students from accessing their education or living their life as they normally would, and only in cases where the student is a risk to themselves or others would removal from these environments be discussed by medical professionals.

Appendix A: Mental Health Continuum



Appendix B: Wellness Action Plan/Student Safety Plan

WELLNESS ACTION PLAN

WHAT IS A WELLNESS ACTION PLAN?

A Wellness Action Plan is the personalised strategy for an individual to help them to maintain or improve physical, mental or emotional health. Generally it can include goals, actions, resources, dietary or exercise, lifestyle changes, stress management or medical assistance and is designed to empower the individual to take control of their own health, wellness and wellbeing.

NHS GUIDANCE

Wellness Action Plans include: developing a Wellness Toolbox, and then

- Evolving a daily maintenance plan
- Understanding triggers and what I can do about them
- Identifying early warning signs and an action plan
- Signs that things are breaking down and an action plan
- Crisis planning
- Post crisis planning

PREVENTATIVE AND INDIVIDUALISED

- Identify and increase your own (and your support system's) awareness of mental health and wellbeing needs
- Contributing factors to mental ill health
- Signs or indicators that you may be unwell
- Support you would like to receive, and in what capacity/from whom

The plan is made when you are feeling well, so that you can refer to it when it is necessary.

FRAMEWORK

1. Individual strategies for wellness
2. Signs and Indicators of mental ill health
3. Triggers for stress or low mood (in and outside of workplace)
4. Possible impact of poor mental health on work/productivity
5. Support - resources, links, people
6. Regular Review Date
7. Additional factors - not 'one size fits all'

PROMOTING CONVERSATION

Wellness Action Plans promote active, ,engaging and structured conversations, leading to further understanding of wellness in the workplace and anticipating mental health needs.

Managers, team members, stakeholders and service users can all benefit from these structured conversations.

UNDERSTANDING

Promoting awareness has many benefits, but most of all it demonstrates the need for support, consideration and sensitivity to all. The awareness, investment and commitment to a mentally healthy workplace through a Wellness Action Plan allows for further positive change such as to policy, procedure, guidance and other preventative action.

CULTURE

Where there is a strong work culture of healthy environments and a proactive and preventative approach to mental health (through Wellness Action Plans and other similar approaches) the workplace is more likely to be mentally healthy. Employers and employees are more likely to have an environment which promotes wellbeing and prioritises individual mental health.

BENEFITS

The benefits of a Wellness Action Plan include, but are not limited to:

- Awareness of own and others mental health and wellbeing needs
- Awareness of contributing factors or triggers for own and others mental health or wellbeing
- Awareness of own or others signs or symptoms of suffering with mental ill health
- Identification of support systems, and people who may be able to offer guidance or support in the event of mental ill health.

In terms of the workplace, by promoting a more mentally healthy environment employers will see the benefits of better productivity, more engaged staff, happier workforce and a more open and less stigmatised approach to mental health in general.

Wellness Action Plans would be provided by Health Care Professionals or Educational Professionals.

As A Guardianship Company we would work with each professional provider to create a relevant Wellness Action Plan or Safety Plan which is personalised to the student's needs, but we recognise that we are not medical professionals and we would not advise students on medical issues accordingly.

All plans would be discussed with parents and shared with relevant parties as required for the safety and wellbeing of the student.

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Appendix C: Student Removal from School form

Oxbridge Group Ltd: Student Removal from School Form

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following student removal form. Please note that a representative of insert guardianship organisation name will not be able to collect the student until this form has been completed and returned to us by email: steph.gilbert@oxbridgeguardians.co.uk.

School Name	
Student Name	
DOB	
Reason for request of removal of Student	
Has the student been assessed by a medical professional?	
Date of assessment if applicable	
Summary of assessment if applicable	
Is the student at risk of harm to themselves?	
Is the student at risk of harm to others?	
Has the School followed its mental health and child protection policies and procedures?	
Please provide a cope of any relevant policies and procedures	
Any other additional information we should be aware of	
Please detail all medication prescribed to and taken by the young person including dosage and frequency.	
Signature	
School Staff Name	
Position	
Date	

Please note any additional information in terms of context or requirements for re-entry to school as relevant to the DSL (Steph Gilbert). For further discussion, please contact: 07837778298

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Appendix D: Mental Health Support Services list

A&E Department (Wandsworth)	Tel: 020 8672 9944
Action for Children - Parent Talk Parenting advice for parents/carers of 0-19 year olds, including parenting coaches.	https://parents.actionforchildren.org.uk/
Activity Alliance Join members, partners and disabled people to make active lives possible. Challenges perceptions and changes the reality of disability, inclusion and sport.	www.activityalliance.org.uk/about-us
ADHD and You Resources & people to turn to about ADHD. Help to find what works for individual YP: To keep ADHD to themselves, just involve their family & ADHD management team, or to share their story with a friend or family.	www.ADHDandyou.co.uk Tel: 01256 894003 For general enquiries: Shire Pharmaceuticals Limited 1 Kingdom Street, London, W2 6BD
ADHD Foundation Health & education service offering support to people living with ADHD, Autism, Dyslexia, Dyspraxia, Dyscalculia and Tourette's Syndrome. Website has information & useful resources for CYP, adults, parents & professionals. Topics include: returning to school after lockdown; coping with feelings of anger; boundaries; MH; conflict resolution, self-care; 10 tips to support your teenager; EHCP & transition.	www.adhdfoundation.org.uk
Age UK For people alone who want to talk.	Tel: 0800 298 0579
Amaze Gender issues, sex education, relationships.	www.amaze.org
Anna Freud MH charity for children & families.	www.annafreud.org

Anxiety Canada Information, programmes and videos on the website to help reduce excess anxiety. Home management strategies and professionals providing help. Works with experts to increase awareness, promote education and improve access to evidence based resources on anxiety. Many free of charge, self-help, downloadable resources to support management of anxiety for young people, adults, new mothers, children.	www.anxietycanada.com www.youth.anxietycanada.com The "Mindshift" app can be downloaded via this website (anxietycanada.com/resources/mindshift-cbt/)
Anxiety UK For any form of anxiety, mild to severe. Fast access to reduced cost therapy and access to several specialist helplines.	www.anxietyuk.org.uk Helpline: 08444 775 774 (Mon-Fri 9.30-5.30)
Asperger's and ASD (see also AUTISM section below) Resources & links for professionals, parents & people with Aspergers.	www.tonyattwood.com.au
2gether Assertive Outreach Team Help in a crisis. Develops supportive & therapeutic relationships with service users with severe enduring mental illness.	0800 169 0398 24hrs
Aston Project Works with 9-17 year olds to reduce harm, crime and anti-social behaviour. Helps inspire YP to make better decisions, utilise their skills, promote ethos of 'work for reward'.	www.astonproject.co.uk Email: AstonProject@gloucestershire.pnn.police (referral form online)
At a Loss.org Website with information and support to find bereavement help, practical information, resources and free counselling via the livechat service, GriefChat.	

Autism – The National Autistic Society (see also The Girl with the Curly Hair Project) Early Bird programmes	www.autism.org.uk Helpline: 0808 800 4104 (Mon—Thu 10am-4pm; Fri 9am-3pm Email: autismhelpline@nas.org.uk Education Rights – Tel. 0808 800 4102 Parent to Parent Support Line: Tel. 0808 800 4106 (freephone) Autism support nationwide helpline tel: 0800 031 5445 Mon-Thu 9am-8pm Fri 9am-5pm www.autism.org.uk/earlybird EarlyBird (for parents with Autistic children under 5 years) and EarlyBird Plus (ages 4-9) are support programmes for parents and carers, offering advice and guidance on strategies and approaches for dealing with young autistic children. The EarlyBird Healthy Minds programme is a six-session parent support programme to help promote good mental health in autistic children.
Carol Gray's website Social stories and other resources.	https://carolgraysocialstories.com/social-stories
Barnado's Provides a number of services to YP and families.	www.barnardos.org.uk
Beat Eating disorders support, recovery information, support services.	www.beateatingdisorders.org.uk I'm Supporting Someone (beateatingdisorders.org.uk) Helpline: 0808 801 0677. Youthline: 0808 801 0711
Blue Cross for Pets Pet bereavement and pet loss support. If you have lost, or are facing saying goodbye to, a much loved pet and need somebody to talk to, our Pet Bereavement Support Service is here.	https://www.bluecross.org.uk/pet-bereavement-and-pet-loss Free Helpline: 0800 096 6606 (every day from 8.30am – 8.30pm) Email: pbssmail@bluecross.org.uk
Blurt it out Resources/information to help understand more about depression and lifestyle changes.	https://www.blurtitout.org/resources
Bristol Mindline Suicide helpline (Bristol and South Gloucestershire)	Tel: 0808 808 0330 (Wed-Sun 8-12 midnight)
British Dyslexia Association (BDA)	www.bdadyslexia.org.uk

Brook Sexual health & wellbeing for under 25's. Emergency Contraception, Chlamydia screening under 25s. Advice for professionals on CSE, health & wellbeing, sexual behaviours traffic light tool, etc	www.brook.org.uk
Bullying UK (see also Family Lives) Part of Family Lives service	www.bullying.co.uk
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.	www.cafcass.gov.uk 0300 456 4000 (Mon-Fri, 9-5, excluding BH) www.cafcass.gov.uk/contact-us
CAMHS Link to lots of websites and resources	www.CAMHS-resources.co.uk/websites WEBSITES | CAMHS Resources (camhs-resources.co.uk)https://www.camhs-resources.co.uk/websites
CAMHS Practitioner Advice Line Support and advice given to any professionals working with YP.	Wandsworth Telephone: 020 3513 4644 Email: wandsworthcamhs@swlstg.nhs.uk
Calm (Campaign against living miserably) Helpline for men who are down or have hit a wall for any reason, who need to talk or find information and support. Open 5pm–midnight, 365 days a year.	www.thecalmzone.net/ Helpline: 0800 58 58 58
Christians agains poverty (CAP) Advice on debt, life skills, job clubs, fresh start.	www.capuk.org Tel: 01274 760720 Email: info@capuk.org
CareConfidential Support following abortion	www.careconfidential.com Tel: 0300 4000 999
Carers Trust A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Help for young carers to cope with their caring role through specialised services across the UK.	www.carers.org/about-us/about-young-carers For general enquiries, please email: info@carers.org
Centrepoint Homelessness support	www.centrepoint.org.uk 0800 587 5158 or email supportercare@centrepoint.org

Chat Health For ages 11-19, advice on drinking, alcohol, smoking, problems with friends and family, body changes, relationships, bullying, feeling sad or angry, social media, exam anxiety, self harm, mental health and healthy eating.	Text a School Nurse on: 07507 333 351
Child Bereavement UK Supports families and educates professionals when a baby or child dies or is dying, or when a child is facing bereavement. The support and information helpline provides confidential support, information and guidance to families and professionals.	www.childbereavementuk.org Tel: 0800 02 888 40 Helpline: 0800 028 8840 (Monday to Friday, 9am-5pm) Email: support@childbereavementuk.org Online Chat: https://www.childbereavementuk.org/booked- telephone-support
Child Death Helpline	http://childdeathhelpline.org.uk/
Helpline for anyone affected by the death of a child of any age, under any circumstances, however long ago.	Free Helpline: 0808 800 6019 (from mobile) / 0800 282 986 (Mon- Fri, 10am-1pm; Tue 1pm-4pm; Wed 1pm-4pm; Every evening 7pm- 10pm) Email: contact@childdeathhelpline.org
Child Mind A-Z information for anyone with a child struggling with their MH.	https://childmind.org Topics A-Z | Child Mind Institute
ChildLine **(Also see app 'For Me')** Support on abuse, bullying, family issues	www.childline.org.uk Tel: 0800 1111
Childnet Sexual harassment 13-17 years. To help make the internet safe	www.childnet.com/ Tel: +44 (0)20 7639 6967 Email: info@childnet.com
CHUMS Tics and Tourettes support	www.chums.uk.tics-and-tourettes
Citizen's Advice Bureau Advice on a range of issues, including money, work, debt, consumer, housing, family, law, immigration, health.	www.citizensadvice.org.uk Tel: (insert your local number)
Crime stoppers To report any crime or child exploitation	Tel: 0800 555 111

Cruse Bereavement Care (See Hope Again for the youth website) The free national helpline offers a listening ear and emotional support to anyone who has lost someone they love, or been affected by a bereavement.	www.cruse.org.uk Email helpline: helpline@cruse.org.uk Helpline: 0808 808 1677 (Mon-Fri 9.30-5pm (excluding bank holidays), with extended hours on Tue, Wed and Thu evenings until 8pm).
Ditch the Label Anti-Bullying Charity. Provides emotional, psychological and physical support to those who are impacted by bullying in offline and digital environments.	https://www.ditchthelabel.org/ Helpline: (01273) 201129 (We're in the office between 09:00 – 17:30) Email via online form: https://www.ditchthelabel.org/contact/ Facebook: https://www.facebook.com/DitchtheLabel/
ERIC Bedwetting information, advice and helpline.	www.eric.org.uk Helpline: 0808 169 9949
Facts4life Support on health for schools, parents/carers, and health professionals.	www.facts4life.org
Family Links Online support and nurturing programmes. Good ideas and resources.	www.familylinks.org.uk/
Family Lives Advice on family issues and bullying. 24 hour helpline.	www.familylives.org.uk Tel: 0808 800 2222 (Mon-Fri 9am-9pm; Sat-Sun 10am-3pm) www.bullying.co.uk
Fearless Non-judgemental info and advice about crime and crimality. A safe place to give info about crime anonymously. Also has a section for professionals, with resources to use with YP and info about: Weapons, CSE, Theft/ Robbery, Criminal damage, Violence, Gangs (County Lines), Drugs, Abuse, Cybercrime.	www.fearless.org/en
Genderbread A teaching tool for breaking the big concept of gender into bite sized pieces.	www.genderbread.org
Get Connected Provides private rehabilitation to treat drug and alcohol addiction, and process addictions like gambling, sex & love and eating disorders	www.getconnected.org.uk Tel: 0203 993 5571 Email: info@getconnected.org.uk

Get Self Help Website provides CBT self help & therapy resources, worksheets, information sheets and self help mp3s.	www.getselfhelp.co.uk/anxiety.htm
GIDS The Gender Identity Development Service (GIDS) is for children/YP and their families, who experience difficulties in the development of their gender identity. It's a national specialised service, based in London and Leeds.	www.tavistockandportman.nhs.uk/care-and-treatment/our- clinical-services/gender-identity-development-service-gids http://gids.nhs.uk/ Tel: 020 8938 2030/1 Email: gids@tavi-port.nhs.uk
Gingerbread Support for single parents.	www.gingerbread.org.uk Tel: 0207 428 5400
Your Local Hospital	St George's Hospital (Wandsworth) Blackshaw Rd, London SW17 0QT
Your Local Safeguarding Children Partnership	Wandsworth MASH Family and Community Service Children's Social Care, Children Services 2nd Floor Town Hall Extension Wandsworth High Street London SW18 2PU
Grief Encounter A free service that supports bereaved children and young people.	www.griefencounter.org.uk Helpline: 0808 802 0111 (Mon - Fri 9-9). Can chat via website. Email: contact@griefencounter.org.uk For advice & guidance, email: ecounselling@griefencounter.org.uk
HappyMaps Worried about a YP's behaviour or mental health and not sure what's normal? Signposting to books, websites, counselling and parent groups.	www.happymaps.co.uk
harmLESS For those who have contact with YP who are self-harming. Designed to help you talk about self- harm with a YP so that you can decide what support might be helpful.	www.harmless.org.uk
Headway Promoting life after brain injury.	www.headway.org.uk Tel: 0808 800 2244

Hollie Guard Turns phone into a personal safety device. If in danger, a shake or tap activates Hollie Guard and sends your location and audio/video evidence to your emergency contact. A second shake sends out a high pitched alarm and the flash starts to strobe.	www.hollieguard.com
Intercom Trust A lesbian, gay, bisexual & trans charity working across Cornwall, Devon, Dorset and South West, providing support, advocacy, counselling, training, info, groups, online directory, etc.	www.intercomtrust.org.uk Helpline: 0800 612 30100
Kidscape Advice about bullying for children and parents.	www.kidscape.org.uk Tel: 0171 730 3300
Kooth Free advice and support. Counsellors.	www.kooth.com/ Mon – Fri 12pm – 10pm; Sat–Sun 6pm – 10pm
Live, Life, Well Suicide prevention, med info, self help (depression, anxiety, sleep), 16- 19 year old section. Exercise Well/Eat Well/Manage Well Socialise Well/Think Well	www.live-lifewell.net
ManKind	Tel: 01823 334 244
Multi-Agency Safeguarding Hub (MASH)	020 8871 6000 (Wandsworth)
Men's Advice Line Helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members).	www.mensadviceline.org.uk Freephone: 0808 801 0327 (free), Mon-Fri 9am-5pm Email: info@mensadviceline.org.uk
Mermaids A safe place for young trans people (up to 20 yrs) to find support & help one another.	www.mermaidsuk.org.uk Helpline: 0808 801 0400 (Mon-Fri 9am-9pm)
Mind Information, advice and support for young people with a mental health problem and their carers. Sleep support.	www.mind.org.uk Tel: 0300 123 3393 Text: 86463 www.mind.org.uk/information-support/types-of-mental-health- problems/sleep-problems/sleep-problems/

Mindful Meditation, anxiety.	www.mindful.org
Moodcafe Info and resources relevant to common psychological problems. Self help guides and websites.	www.moodcafe.co.uk
Moodjuice Online support for a range of issues, eg anxiety.	www.moodjuice.scot.nhs.uk www.moodjuice.scot.nhs.uk/obsessioncompulsion.asp.ocdinfo
Muslim Youth Helpline	Tel: 0808 808 2008
NCDV (National Centre for Domestic Violence) Free, fast emergency injunction service to survivors of DV regardless of their financial circumstances, race, gender or sexual orientation	www.ncdv.org.uk Freephone: 0800 970 2070 Text: Text "NCDV" to 60777 and we'll call you back To Make A Referral: Tel: 0207 186 8270 or 0800 970 2070 (Press option 1)
National Citizen Service (NCS) For 16-18 year olds. Helps build skills for work and life, while taking on new challenges and meeting new friends. Runs in spring, summer and autumn. Short time away from home taking part in a team community project. Brings together YP from different backgrounds & helps them develop confidence, self- awareness & responsibility. Encourages personal & social development.	https://www.gov.uk/government/get-involved/take-part/national- citizen-service
National Domestic Violence Helpline For women experiencing DV, their family, friends, colleagues & others calling on their behalf. The Helpline gives support, help & info, wherever the caller might be in the country. Female helpline support workers & volunteers. Confidential. Translation facilities & a service for callers who are deaf or hard of hearing.	https://www.refuge.org.uk/get-help-now/phone-the-helpline/ Tel: 0808 2000 247 (Freephone, 24 hours)
National Self Harm website	www.nshn.co.uk
National Suicide Prevention Alliance (NSPA)	Preventing suicide together - NSPA
NHS 111 Health advice 24 hours a day.	www.nhs.uk Tel: 111
NHS Choices Low mood and depression. Suicidal thoughts.	www.nhs.uk/livewell/depression/pages/depressionhome.aspx www.nhs.uk/conditions/suicide www.nhs.uk/conditions/stress-anxiety-depression

Nip in the bud Works with MH professionals to produce short films and fact sheets on ADHD, anxiety, conduct disorder, depression, OCD, PTSD, etc) to help parents, teachers & others caring for/working with children to recognise MH disorders and inform them how to obtain professional assessment to improve the prospects of early diagnosis and effective treatment.	www.nipinthebud.org
No Panic Info and advice for carers/young people aged 13-20. Panic, Anxiety, Phobias, OCD, exam stress, family anxiety. Youth mentoring, helpline, and workshops.	www.nopanic.org.uk Youth Helpline Tel: 0330 606 1174 (3-6pm Mon, Tue, Wed, Fri; 3-8pm Thu; 6-8pm Sat)
NSPCC NSPCC helpline (new helpline for CYP who have been victims of abuse at school, and for worried adults and professionals who need support and guidance. The helpline is called Report Abuse in Education).	NSPCC helpline: 0800 136 663 Email: help@nspcc.org.uk
If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support. ChildLine offers free, confidential advice and support whatever your worry, whenever you need help.	www.nspcc.org.uk Tel: 0808 800 5000 NSPCC FGM helpline: 0800 028 3550 18 or under, contact ChildLine free: Tel: 0800 1111
Papyrus Charity for the prevention of young suicide. HOPELineUK – specialist telephone service staffed by professionals who give support, advice & information to children, teenagers & YP up to the age of 35 who are worried about how they are feeling, & anyone concerned about a YP.	www.papyrus-uk.org Email: pat@papyrus-uk.org Tel Tel: 0800 068 41 41 Email: pat@papyrus-uk.org Tel: 07786 209697
Parent Support Link Supporting & informing families & friends of people who use drugs and alcohol.	https://www.parentsupportlink.org.uk/ Helpline: 023 8039 9764 (24/7)

Your Success, Our Pride

Place2be MH resources for schools.	www.place2be.org.uk Mental health resources for schools – Place2Be
Pregnancy Choices Directory Help for those facing unplanned pregnancy or following an abortion.	www.pregnancychoicesdirectory.com
Prospects Advice and guidance on employment and skills. Support to vulnerable YP to help reduce risk, keep them safe and improve their life chances. Education and learning for early years, schools and prisons.	www.prospects.co.uk/What-We-Do
RAE (Relationships, Advice, Education) Workshops to schools & groups, complimenting the school curriculum. Identify healthy & not healthy relationship, abuse, forced marriage, fgm, who to contact.	Tel: 08456 029 035 – project coordinator
Rainbow Trust Supports families who have a child aged 0-18 years with a life threatening or long term illness.	www.rainbowtrust.org.uk Tel: 01372 363438
Refuge Support & advice for women & children on dealing with domestic violence.	www.refuge.org.uk Free Helpline: 0808 2000 247 (24-hour)
Relate Help with challenging relationships, problems with friends, parents, teachers, or in love life. Confidential space to express thoughts, feelings and emotions. Live Chat service connects to a counsellor who will listen & help find solutions to get life back on track.	www.relate.org.uk Tel: 0300 100 1234 Email: relate.enquiries@relate.org.uk
Relax Kids Child relaxation training, classes and resources. Online mindfulness.	www.relaxkids.com
Riprap Support for teenagers when a parent or carer has cancer.	www.riprap.org.uk
Royal College of Psychiatrists	www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/parentsc arers/worriesandanxieties.aspx
Samaritans For emotional support to people in despair and potential suicide	www.samaritans.org.uk Free 24 hour helpline: 116 123

SAMM (Support after Murder and Manslaughter) UK Charity supporting families bereaved by Murder and Manslaughter. Advice and training to many agencies on issues relevant to the traumatically bereaved.	www.samm.org.uk Tel: 0121 471 1200
Sands Stillbirth and neonatal death charity	Sands | Saving babies' lives. Supporting bereaved families. Helpline: 0808 164 3332
Sane Saneline suicide helpline. Provides practical help, emotional support and specialist information to individuals affected by MHproblems, their family, friends and carers.	www.sane.org.uk Helpline: 0300 304 700 (4.30pm-10.30pm every day) Textcare: comfort and care via text message, sent when the person needs it most: www.sane.org.uk/textcare Peer support forum: www.sane.org.uk/supportforum
Self Injury Support (see also Rethink and National Self Harm) Support for professionals. Improving support and knowledge around self injury	www.selfinjurysupport.org.uk Tel: 0117 927 9600 Email: info@selfinjurysupport.org.uk
Sexting Advice SWGfL is a charitable trust that specialises in supporting schools, agencies and families to effect lasting change with the safe and	www.swgfl.org.uk/magazine/Managing-Sexting- Incidents/Sexting-Advice.aspx SWGfL Main Office Tel: 0345 601 3203 Email: enquiries@swgfl.org.uk
secure use of technology. Educational online safety tools, services and resources. Works closely with UK and International Governments & Agencies; organisations and technology providers in advising and shaping policy, practice and legislation.	https://parentinfo.org/page/for-schools https://parentzone.org.uk/
Shelter Housing & homelessness. Helpline for if someone has nowhere to sleep, might be homeless soon, have somewhere to sleep but nowhere to call home, could be at risk of harm, or feel very overwhelmed about their housing situation	https://england.shelter.org.uk/ Free helpline (open every day): 0808 800 4444 (for urgent need of housing advice –8am – 8pm on weekdays; 9am – 5pm on weekends)
Shout 24/7 text service for anyone in crisis, not coping, and needing immediate help. Support for anxiety, depression, abuse, panic attacks, suicidal thoughts, self harm, relationships, bullying.	Text SHOUT to 85258

Sibs For brothers and sisters of disabled children and adults.	www.sibs.org.uk Contact online
SmiRA (Selective Mutism Information and Research Association) Support for professionals.	www.selectivemutism.org.uk/ www.selectivemutism.org.uk/information/information-for-professionals/
Social Prescribing Service Local agencies (GP, pharmacies, multi disciplinary teams, hospital discharge teams, health professionals, fire service, police, job centres, Social Care, housing, voluntary, community and social enterprise – or by self referral) to refer people to a link worker who will give them time and focus on 'what matters to me', taking a holistic approach. Works for those with long- term conditions; who need support with their MH; who are lonely or isolated; who have complex social needs which affect their wellbeing.	Contact details for further information www.england.nhs.uk/personalisedcare/social- prescribing
Stem4 Anxiety and depression, eating, self harm, addiction support	www.stem4.org.uk Calm Harm app (see apps at end of list)
Stress and Anxiety in Teenagers Online support for stress and how to manage it.	www.stressandanxietyinteenagers.com
Stroud Beresford Group Refuge and outreach DV.	www.stroudwomensrefuge.co.uk Tel: 01453 764385
Students against depression Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking.	www.studentsagainstdepression.org
Suicide Bereavement UK	Suicide Bereavement Support | Suicide Bereavement UK
Suicide Crisis	contact@suicidecrisis.co.uk
Sunflower Suicide Support Based in Stroud. Help families who have sadly lost people to suicide! They have a website and an advice line!	www.sunflowerssuicidesupport.org.uk
SurvivorsUK Helps sexually abused men (aged 13 and above), as well as their friends and family, no matter when the abuse happened.	www.survivorsuk.org Text helpline: 020 3322 1860

Talk to Frank information, advice and support about drugs.	www.talktofrank.com Tel: 0300 123 6600 Text: 82111 www.talktofrank.com/treatment-centre/youth-support-team- gloucester Link for alcohol/drug information cards which can be given outto young people and their families/carers: www.gscb.org.uk/media/1671/workbook_cards_screenprints- 56954.pdf
The Calm Zone The Campaign Against Living Miserably. Online support, helpline & webchat for young men from 15 years with low mood. Suicide prevention. Information & support. For anyone who needs to talk about life's problems. Support for those bereaved by suicide through the Support After Suicide Partnership (SASP)	www.thecalmzone.net Free nationwide helpline: Tel: 0800 58 58 58 & webchat (5pm- midnight every day) Webchat is available on the website (same times as the helpline).
The Chil**dren's Sleep Charity**	www.thechildrenssleepcharity.org.uk Tel: 01302 751 416
Supporting children with sleep issues. Support for families and accredited training and leaflets for professionals and commercial organisations.	Email: info@thechildrenssleepcharity.org.uk
The Girl with the Curly Hair Project Supports people on the Autistic Spectrum and the people around them. Not just for girls, we have also helped thousands of Spiky Haired Boys too! Resources used by psychiatrists, GPs, psychologists, counsellors & teaching professionals. You'll need to subscribe and pay for this.	http://thegirlwiththecurlyhair.co.uk Join the community on Facebook Email: alis@thegirlwiththecurlyhair.co.uk or fill out the contact us form.
The Hideout Online support to help children understand domestic abuse.	www.thehideout.org.uk
The Lullaby Trust Information and advice about safe baby care to reduce the risk of cot death. How to support a grieving sibling.	https://www.lullabytrust.org.uk/bereavement-support Helpline: 0808 802 6868 (10am-5pm, Mon-Fri; Tue & Thu 7-9pm; weekends and bank holidays, 6pm-10pm) Email: support@lullabytrust.org.uk
The Mix Support on all issues for under 25's (mental health, homelessness, drugs, money, abuse, bullying, etc).	www.themix.org.uk Tel: 0808 808 4994 (11am-11pm) Crisis text line 24/7 by texting THEMIX to 85258 Email or chat online (4pm-11pm) via the website.

The Sleep Council An impartial advisory organisation that raises the awareness of the importance of a good night's sleep to health and wellbeing and provides helpful advice and tips on how to improve sleep quality and create the perfect sleep environment.	www.sleepcouncil.org.uk info@sleepcouncil.org.uk Tel (for admin): 01756 791089 Freephone leaflet line: 0800 018 7923 Fax: 01756 798789
The Tavistock and Portman NHS Foundation Trust (see GIDS)	www.tavistockandportman.nhs.uk
TIC+ (Teens in Crisis) Face to face and online counselling for 9-21 year olds. Works closely with CYPS. Parent Support & Advice Line for parents of children aged 0-25 years.	www.ticplus.org.uk Email: admin@ticplus.org.uk Tel: 01594 372777 (office opening hours: Mon & Wed 9am-4pm and 6-8pm; Tue & Thu 9am-1pm and 6-8pm; Fri 9am-3pm; Sun 6- 8pm Text support: 07520 634063 Parent Support & Advice Line: 0800 652 5675 www.ticplus.org.uk/parents-carers Mon & Wed: 5pm-9pm; Tue & Sat: 9.30am-1pm.
TICS	www.nhs.uk/conditions/tics/treatment/#selfhelp
upport for yp with tics.	

Time To Heal Works with homeless people in hospital.	
TOP (Triumph Over Phobia) Self help groups in Cheltenham & Glos.	www.topuk.org
Tourette Syndrome	https://www.nhs.uk/conditions/tourettes-syndrome/
Voice Collective UK-wide, London-based, project that supports CYP who hear voices, see visions, have other 'unusual' sensory experiences or beliefs. Support for parents/families. Training for youth workers, social workers, MH professionals, etc.	www.voicecollective.co.uk Email: info@voicecollective.co.uk Tel: 020 7911 0822 Not able to provide immediate crisis support, so if you need to talk with someone urgently please call Childline (0800 1111) or NHS 111. If you're an adult looking for a peer support group near you, visit: www.hearing- voices.org for support groups across the UK, and www.intervoiceonline.org for support groups in other countries.
Winston's Wish Bereavement service.	www.winstonswish.org.uk National helpline: 08088 020 021.
Women's Aid National charity working to end domestic abuse to women and children.	https://www.womensaid.org.uk/ For information and support, email: helpline@womensaid.org.uk, or contact a local domestic abuse service by using the Domestic Abuse Directory: www.womensaid.org.uk/domestic-abuse-directory
Young Minds Website with a range of information for YP, their families and practitioners, including tips, advice & guidance for support during the Covid-19 pandemic, such as anxiety about returning to school; struggling with selfisolation & social distancing and for those who have lost a loved one due to coronavirus. They also provide a parents' helpline, which can be contacted by phone, webchat or email.	www.youngminds.org.uk Young person looking for help and support Text the YoungMinds Crisis Messenger, free 24/7 support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258 Parent Help Line: 0808 802 5544
Youth Access Advice, counselling, money, rights. Works closely with Government, NHS, academic and voluntary sector to improve youth MH policy.	www.youthaccess.org.uk Tel: 020 8772 9900 Email: admin@youthaccess.org.uk
Zero Suicide Alliance (ZSA) Suicide Awareness Training.	Zero Suicide Alliance (ZSA)
ZERO TO THREE Works to ensure that babies and toddlers benefit from the family and community connections critical to their well-being and development. Healthy connections help build babies' brains.	https://www.zerotothree.org/parenting