

# Where to Find Help and Support

There are many organisations that offer information, help and support outside school. Click on a topic below for a full list of these organisations with links to their website or contact details.

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## General Support



### About Childline

Childline is yours – a free, private and confidential service where you can be you. Whatever your worry, whenever you need help, however you want to get in touch. We're here for you online, on the phone, anytime.

### Who we are

Childline is here to help anyone under 19 in the UK with any issue they're going through. Whether it's something big or small, our trained counsellors are here to support you.

Childline is free, confidential and available any time, day or night. You can talk to us on the phone, by email or through 1-2-1 counsellor chat. Whatever feels best for you.

<https://childline.org.uk>



Meditation.....Anytime, anyplace, anywhere

On your mobile and tablet, you can listen to the Headspace app on the go and download sessions to use offline. On your computer, you can play any session, any time. Headspace — your gym membership for the mind

Headspace is your very own personal trainer to help you train your mind. Download the free app.

Meditation can help with a healthier, happier, more enjoyable life. In scientific studies meditation has been shown to have a myriad of benefits.

<i>Focus more</i>	<i>Sleep better</i>
<i>Live more</i>	<i>Love better</i>
<i>Stress less</i>	<i>Train better</i>
<i>Worry less</i>	<i>Listen better</i>
<i>Smile more</i>	<i>Eat better</i>



<https://www.headspace.com>



Each year, Citizens Advice helps millions of people find a way forward. We do this by providing advice, education and support, and influencing policies and practices that affect our clients.

<https://www.citizensadvice.org.uk/>



Easing the pressures on children and young people by teaching them how to manage their emotional wellbeing is our priority.

No one is born knowing how to deal with emotions. You have to learn, and some people find it harder than others. However, it is as important as learning to read and write, and we want to help children grow up to be resilient in the face of life's traumas and setbacks.

You don't have to be suicidal to call us. Whatever you're going through, call us free any time from any phone on 116 123 (this number is FREE to call and will not appear on your phone bill).

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

## Mental Health



Wiltshire Mind to open Young People's Counselling Service in Melksham January 2019.

Call 01225 706532.

Many people suffer the anguish, isolation and stigma of mental illness, whether they have a diagnosed mental health problem, or have not but are looking for help and support. We're here to provide friendly, safe places where anyone at risk of or experiencing mental health issues can find the support and respect they need and deserve

<http://www.wiltshiremind.co.uk>



**Free, safe and anonymous  
online support for young people**

Kooth is a free online service that offers emotional and mental health support for children and young people. When you sign up you can choose an avatar, which helps to keep you safe and anonymous. You can have a 'drop-in' chat with a counsellor or therapist or book a one-to-one session.

Kooth's counsellors and therapists are available until 10pm, 365 days a year. You can talk to other young people anonymously on the forums whenever you like, and keep an online journal.

<https://beta.kooth.com>



YoungMinds is 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.

<http://www.youngminds.org.uk>



Helping you to get Doc Ready

We know that it can be difficult to talk to people when you're having difficulties with your mental health. Doc Ready helps you get ready for the first time you visit a doctor to discuss your mental health

### Info & Advice

Doc Ready has info and advice about what to expect and how to plan speaking to a GP about your mental health.

### Build Your Checklist

It can be awkward, scary or embarrassing talking about your mental health. Doc Ready helps you to plan what you're going to say to your doctor.

<https://www.docready.org>



### Advice and information

We provide expert, accredited advice and information to everyone affected by mental health problems. When mental illness first hits you or your family, it can be hard to know who or what to trust. We give people clear, relevant information on everything from treatment and care to benefits and employment rights.

We believe a better life is possible for millions of people affected by mental illness.

Today we directly support almost 60,000 people every year across England to get through crises, to live independently and to realise they are not alone. And we change attitudes and policy for millions.

<https://www.rethink.org>

## Family Dynamics



*Listening, supportive and non-judgemental*

Family Lives is a charity with over three decades of experience helping parents to deal with the changes that are a constant part of family life.

We know that many people play active roles in raising children, from dads and mums, grandparents, stepparents and non-resident parents.

Our role is to support all of you to achieve the best relationship possible with the children that you care about, as well as supporting parenting professionals.

We believe that happy children come from happy families and currently support families to improve the outcomes for over 1 million children each year.

<http://www.familylives.org.uk/>

## Gingerbread

Single parents, equal families

We provide expert advice, practical support and campaign for single parents

At Gingerbread, we think single parents do a brilliant job.

We're the leading charity working with single parent families. Supporting, advising and campaigning with single mums and dads to help them meet their family's needs.

Whatever success means to you – a healthy family, a flexible job, stable finances or a chance to study – we'll work with you to make it happen.

Our [helpline and online advice](#) can help you make confident choices about your family's future, whether that's working or studying, managing money or making arrangements with your child's other parent

Our [training programmes](#) can help you develop your skills and get a job that fits with your family.

<https://gingerbread.org.uk>

## Drugs



A confidential helpline for anyone in the UK concerned about drug use. Questions via online submission, news, leaflets as well as other information for teachers and parents.

### Drugs A-Z:

Know what's what, this A-Z of drugs has all the information and all the slang.

### Are you 'under the influence'?

What to do if you're feeling under pressure to take drugs.

### Find Support Near You

Get details of your local and national services for drug counselling.

### Legal Highs

What are 'legal highs'? Find out the effects, the [risks and the law](#).

[www.talktoFrank.com](http://www.talktoFrank.com)

## Self-Harm



Calm Harm app - helps you manage the urge to self harm.

Calm Harm provides tasks that help you resist or manage the urge to self harm. You can add your own tasks too and it's completely private and password protected.

The **stem4** Calm Harm app is available as a free download

What does it do?

The four categories of tasks target the main reasons for why people self harm:

**Distract** helps to combat the urge by learning self-control;

**Comfort** helps to care rather than harm;

**Express** helps get feelings out in a different way;

**Release** provides safe alternatives to self-injury.

How does it work?

The app is developed for **stem4** by Dr Krause, Consultant Clinical Psychologist, using ideas from an evidence-based therapy called DBT. The focus is to help learn to identify and manage your 'emotional' mind with positive impact. The app enables you to track your progress. Please note that the app is an aid in treatment but does not replace it.

[www.stem4.org.uk](http://www.stem4.org.uk)



TESS : text and email support

For girls and young women affected by self-injury. TESS is Open Sunday-Thursday 7pm – 9pm

Text us on 0780 047 2908, or for Webchat click on the box on the web site or email TESS.

If you don't know how to start talking, just text or email "hello".

- What we believe at TESS lots of girls and young women self-injure
- People self-injure for lots of reasons
- Self-injury can be a way of dealing with things that are difficult in life.
- A person will change or stop their self-injury when they are ready to and not before.
- It can be helpful to understand your reason for self-injury and what it means to you.
- There are no right answers or single solutions to self-injury, different things work for different people.

WE ARE CONFIDENTIAL AND WE WON'T JUDGE YOU.

Text 07800 472908

[www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)

## Bereavement



*Somebere to turn when someone dies*

Grief is a natural process, but it can be devastating. For those who need help, Cruse offers free confidential support for adults and children, and this can be by telephone, email or face-to-face.

### Helpline

Cruse Bereavement Care is here to support you after the death of someone close. If someone you know has died and you need to talk, **call us freephone on 0808 808 1677**.

The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday

<http://www.cruse.org.uk/bereavement-services>

## Winston's Wish

the charity for bereaved children

Winston's Wish is a charity that understands the impact of bereavement at a young age and has developed a range of practical support and guidance on bereavement to children, their families and professionals via a national helpline and publications for all ages. Winston's Wish offer specialist support programmes for children affected by deaths related to murder, manslaughter, suicide or the military community.

We believe in a society where every bereaved child has access to support as and when they need it.

Free Phone Helpline 08088 020021

<https://www.winstonswish.org>



## Anxiety



Focus  
Counselling

### ANXIETY GROUP

A friendly and informal group for 13-18 year olds struggling with anxiety

This supportive environment will provide a chance to learn more about your anxiety and how to manage it.

If you are interested, please contact the office to arrange your initial appointment.

01225 330096      office@focusbath.com

Every other Wednesday, 7.00-8.00pm  
The Crypt at St. Michaels Church

Led by two professional counsellors, we will meet every two weeks and explore more ways to understand and cope with anxiety. We hope that this space will offer a chance for you to support one another through your shared experience. There is no charge to attend, but donations are welcome.

## Domestic Violence

**women's aid**  
until women & children are safe  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

24-hour National  
Domestic Violence  
Freephone Helpline

0808 2000 247

Run in partnership between  
Women's Aid and Refuge



Are you experiencing domestic violence?  
Do you know of someone who is experiencing abuse and may need help and support?

The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.

<http://www.nationaldomesticviolencehelpline.org.uk>

## Young Carers



### Young carers

There are more than 800,000 young carers across the country. We raise awareness of their needs, campaign for policy change, support schools, and work to see that these young people get the future and support they deserve

<https://www.childrenssociety.org.uk/what-we-do/helping-children/young-carers>



<https://carersupportwiltshire.co.uk/>

## Eating Disorders



Eating difficulties and disorders don't just affect the sufferer, they can have wide ranging implications for all those connected to the individual. At First Steps we believe that support should be available for all those affected including family, carers, parents and that accessing support early can be vital in ensuring an early and sustained recovery. Eating disorders are rarely about food, sufferers often just use this as a way of coping with their underlying emotional difficulties.

<https://www.firststepsed.co.uk>

## Sexuality and Gender

If you are questioning your gender identity, you may feel confused, scared, anxious or upset. A lot of teenagers question themselves as they become young adults and some people may question their gender identity in some way, either temporarily or permanently, so you are not alone.

You should feel reassured that we are an inclusive school and we celebrate the diversity of our community. We are committed to the values of compassion, equity and respect and we do not tolerate prejudice or discrimination.

You may wish to find out more about gender identity and gender dysphoria and we recommend that individuals and their families seek support from organisations that can offer the right kind of advice and guidance. Your GP is a good starting place as they can make referrals to other health services.



### Wiltshire LGBT Youth Groups

Wiltshire LGBT Youth Support Groups are held in various safe places spread across Wiltshire for young lesbian, gay and bisexual, transgender, pansexual and questioning ++ people, aged 13-19.

Phone: 07920 450618

Email: Shelley.Frost@wiltshire.gov.uk

<https://www.intercomtrust.org.uk/directory/wiltshire-and-swindon/wiltshire-lgbt-youth-groups>



If you are a young person that feels at odds with their birth gender, or you are a parent with a child who feels this way, Mermaids can help.

Mermaids is passionate about supporting children, young people, and their families to achieve a happier life in the face of great adversity. We work to raise awareness about gender issues amongst professionals and the general public. We campaign for the recognition of gender dysphoria in young people and lobby for improvements in professional services.

We work to:

Reduce isolation and loneliness for parents and young people dealing with gender issues.

Empower families and young people with the tools they need to negotiate the education and health services.

Reduce suicidality and self-harm in the young people who contact Mermaids, equip their parents to support their children to the same end.

<https://www.mermaidsuk.org.uk/>



If you are aged between 13-21 years and identify as Lesbian, Gay, Bisexual, Trans, Asexual or other sexual/gender minority, or you are questioning your sexuality and/or gender identity, then Off the Record offers a weekly LGBT+ youth group called SPACE for young people living in the Bath and North East Somerset area (B&NES).

At SPACE we aim to provide a safe space that you can be yourself in and get information and support on LGBT+ issues. It is a chance to meet and make new friends. We chat, have fun, get involved with local community projects, raise awareness in our settings, invite guest speakers, go on trips and much more!

SPACE meets every Tuesday in Bath city centre. It is free, independent and confidential. For further information or to talk about issues affecting your life as an LGBT+ young person, please text or phone our SPACE mobile **07872992879**, or phone **01225 312 481** or email

[space@offtherecord-banes.co.uk](mailto:space@offtherecord-banes.co.uk)

## Self-Help Tips

### CALM DOWN WITH TAKE 5 BREATHING

1. Stretch your hand out like a star.
2. Get your pointer finger ready to trace your fingers up and down.
3. Slide up each finger slowly ~ slide down the other side.
4. Breathe in through your nose ~ out through your mouth.
5. Put it together and breathe in as you slide up and breathe out as you slide down. Keep going until you have finished tracing your hand.



When you want to feel a little calmer and a bit more grounded, just take 2 minutes to try this 5-4-3-2-1 exercise.



Name .....

- 5 things you can see
- 4 things you can feel
- 3 things you can hear
- 2 things you can smell
- 1 thing you can taste