From the Student Advice and Safeguarding Team at Oaklands College.

As you may be aware the college closes for half term and holiday periods, so we wanted to make sure you know what you can access for additional support.

Please find a list of services who provide vital support to young people and their families at times of need.

**GP Surgery –** call your local surgery for advice and guidance, GP surgeries are doing online consultation during COVID19 pandemic and can support you appropriately.

**Physical Health:**

* **Safeguarding concerns** – If there are immediate concerns of a safeguarding nature, please contact the out of hours local Children and Adults Care Services for the appropriate council for where the student and/or family are living.
* **Children’s Services or Adult Care Services at Hertfordshire County Council** - can be contacted on 0300 123 4043, 8am to 8pm Monday to Friday and 9am to 4pm on Saturday. At all other times calls will be automatically diverted to the emergency duty team.

**Who to contact if you have immediate concerns:**

* **999** – If there are immediate concerns regarding risk to life, including to self and others, please contact emergency services on 999.

**NHS Direct –** call 111 for help if you have an urgent medical problem and you’re not sure what to do.

**Accident & Emergency (A&E)** at your local hospital if you feel you cannot keep yourself safe, it is best to attend your local A&E so they can help to keep you safe.





**Report a crime online**, search for your local police constabulary website and you can report a crime online, link for Hertfordshire police: <https://www.herts.police.uk/Report/Report-Shared/Report-a-crime>

**Police/Crime:**

**Call 999**, if you are unable to talk press 55, the operator will process the call through to police

**Crime stoppers**, 100% anonymous reporting – telephone: 0800 555 111

**Men’s Advice Line** – confidential helpline for male victims of domestic abuse. Phone: 0808 801 0327

**Victim Support** – provide free and confidential help to victims of crime, witnesses, their family and friends. Phone: 0808 1689 111

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**Safer Places –** support for thosein Herts and some of Essex – telephone: 0330 102 5811

**Domestic Abuse: support for anyone experiencing domestic abuse**

**National Domestic Violence helpline and refuge support** – telephone: 0808 2000 247 or visit their website on: <https://www.nationaldahelpline.org.uk/>

**Women’s Aid** – visit their website on: <https://www.womensaid.org.uk/>

**National Stalking Helpline** – provides guidance on the law, how to report stalking, gathering evidence, staying safe and reducing the risk. Phone: 0808 802 0300

**999 or A&E** – call 999 or visit your local A&E if you feel you are unable to keep yourself safe, most emergency departments have crisis mental health workers onsite who can support you.

**Family lives** – provide online parenting advice and support and free helpline. Telephone: 0808 800 222, visit the website on: [www.familylives.org.uk](http://www.familylives.org.uk) or email: askus@familylives.org.uk

**Parenting Support:**

**NHS Herts Mental health Service**, Single Point of Access (SPA) Telephone: 0300 777 0707 from 8am - 7pm. Out of hours helpline, including weekends, evenings and bank holidays, telephone: 01438 843322.

**Herts Young Homeless** – provide a free service for young people aged 16-24 who are homeless or threatened with homelessness, including family mediation. If you are aged 16 - 17 years call 03003 230130, if you are aged 18 - 24 years call 08000 355 775. Visit their website: <https://www.hyh.org.uk/>

**GP** – contact your local GP surgery as they can advise and refer you to the local mental health service appropriate for you.

**Mental Health and Wellbeing:**

**Samaritans** - free confidential support 24/7. Telephone: 116 123 or send an email to: jo@samaritans.org

**Schools and Families Advice Line (SFAL)** - a new service established to provide emotional wellbeing advice and early help to children and young people, families and schools during the COVID-19 pandemic. Contact the team via Telephone: 0300 777 0707 or Email: hpft.spa@nhs.net and a mental health practitioner will contact you back between 8am-5pm.

**Just Talk** - provides mental health and wellbeing support. Young people self help resources, parent/carer advice and professional guidance including COVID19. Telephone: 0300 777 0707 (8am–7pm) or 01438 843322 (5pm–8am). Website: <https://www.justtalkherts.org/just-talk-herts.aspx>

**Young Minds** – offers support and signposting for young people who are carers for others, visit this website for more info: <https://youngminds.org.uk/find-help/looking-after-yourself/young-carers/>

**Talk to Frank** – A free resource for drug and alcohol information and advice including coronavirus and alcohol/drug use. Visit the website on: <https://www.talktofrank.com/> or Telephone: 0300 1236600

**Counselling / Bereavement**

**CRUSE** – bereavement support please phone the Adult helpline on: 01707 278 389 or the Children and Young People's helpline on: 01707 264 293. You can visit their website on: <https://www.cruse-hertfordshire.org.uk/>

**Youth Access** – is the advice and counselling network for young people – visit their website on <https://www.youthaccess.org.uk/>

**Drugs and alcohol support:**

**Change Grow Live -** Drug and alcohol support service, providing information, advice and signposts for adults and young people in Hertfordshire <https://www.changegrowlive.org/>

**Youth Access** – is the advice and counselling network for young people – visit their website on <https://www.youthaccess.org.uk/>

**Young Carers:**

**Healthy Young Minds in Herts** - Emotional health and wellbeing support. Tools and tips for young people parents/carers and professionals. Visit: <https://www.healthyyoungmindsinherts.org.uk/>

**Carers UK** – offers guidance on support available for carers, including guidance on COVID19 pandemic, visit their website on <https://www.carersuk.org/>

**Herts Young Homeless** – Free service for young people aged 16-24 who are homeless or threatened with homelessness, including a health service and family mediation. If you are aged 16 - 17 years call 03003 230130, if you are aged 18 - 24 years call 08000 355 775. Visit their website: <https://www.hyh.org.uk/>

**Your local council** – visit their website for details of your local housing/homelessness team who can support you with your needs, complete assessments and look at housing provision in your area.

**Shelter** – free service with expert housing advisers. You can telephone; 0808 800 4444 or visit their website on: <https://england.shelter.org.uk/> for more info and you can chat to an adviser

**LGBT Switchboard** – provides free support, advice and guidance. Visit their website: <https://switchboard.lgbt/> or call the team on: 0300 330 0630

**YC Hertfordshire –** provides youth work projects, information, advice, guidance, work related learning and wider support for young people. Visit the website on: <https://www.ychertfordshire.org/> or email yc@hertfordshire.gov.uk or call 0300 123 7538

**LGBT support:**

If you are fleeing from domestic abuse, you can present to any council and report yourself as homeless. Please be advised you may need to contact the local council via telephone beforehand to ensure that local council has duty housing workers onsite due to the current COVID19 pandemic.

**Support and Resettlement St Albans** – preventing homelessness and support people requiring support to remain in their own homes. Telephone: 01727 844181 or visit their website on https://directory.hertfordshire.gov.uk/services/9806 You can also email the team on: stalbans@hightownha.org.uk

**Housing/Homelessness:**

**LGBT Foundation -** **LGBT Foundation** is a national **charity** delivering **advice, support and information services**to **lesbian, gay, bisexual** and **trans** (LGBT) communities. Visit their website: <https://lgbt.foundation/>