

# Are you worried About a child a young person or their Family?

HERE ARE SOME USEFUL NUMBERS AND LINKS WHICH MAY BE OF HELP

## MENTAL HEALTH CRISIS NUMBER

For urgent calls for children and young

people who are experiencing a mental health crisis

contact the Rise Crisis team between 8am-8pm on [02476 641799](tel:02476641799)

or call [0300 200 0011](tel:03002000011) outside of these hours.

or download the Stay Alive app [www.cwrise.com](http://www.cwrise.com)

During the COVID response, this service is available 24-hours a day, 7-days a week, with an advice-only service outside the core hours of 8am-8pm.

## SCHOOL HEALTH & WELLBEING SERVICE

To speak to a school nurse, please contact the School Health & Wellbeing Service.

Phone: [03300 245 204](tel:03300245204)

Email:

[warwickshireschoolhealth@compass-uk.org](mailto:warwickshireschoolhealth@compass-uk.org)

Website:

[https://www.compass-uk.org/services/warwickshire-school-health & wellbeing-service/](https://www.compass-uk.org/services/warwickshire-school-health-&wellbeing-service/)

Parents/carers can [call the service on 03300 245 204](tel:03300245204)

or text Parentline on [07520 619 376](tel:07520619376).

Young people aged 11-19 can text ChatHealth on [07507 331 525](tel:07507331525).

## FAMILY SUPPORT LINE

Family support workers are available across Warwickshire to listen, support and offer advice and guidance to families and professionals about all aspects of parenting and family life.

Talk to a family support worker over the telephone,

call [01926 412412](tel:01926412412),

**Monday to Friday** between

**9am - 4pm**

## FAMILY INFORMATION SERVICE

We provide information, advice and one-to-one support for families with children and young people aged 0 to 25 across Warwickshire on issues including family relationships, finance, housing, parenting support, Special Educational Needs and Disabilities (SEND), childcare and health and wellbeing.

Phone: 01926 742274

Email: [fis@warwickshire.gov.uk](mailto:fis@warwickshire.gov.uk)

Website: <https://www.warwickshire.gov.uk/fis>

## EARLY HELP

All children, young people and families in Warwickshire are entitled to receive Early Help. This means offering information, advice, guidance, and support to families as soon as a concern emerges, or seems likely to emerge.

For more information about Early Help in Warwickshire including documentation and contact details please visit the following web pages:

<https://www.warwickshire.gov.uk/children-families/early-help-warwickshire/1>

## ADULT MENTAL HEALTH SERVICES

To help you cope during this period, the Wellbeing for Warwickshire Hubs will be offering telephone support to anyone who feels they are in need of contact.

To talk to a member of staff or book an appointment, call the **Hubs Team** on 024 7771 2288. Or you can email [wbw@cwmind.org.uk](mailto:wbw@cwmind.org.uk) for more information.

IAPT – IAPT services are available for people experiencing mild to severe anxiety and depression. They can provide advice, information and therapy. Please note this service involves an initial assessment which then determines the support you will be offered.

Call 02476 671090 to self-refer.

For further information on mental health support and services available, please go to

<https://www.warwickshire.gov.uk/mentalhealth>

## Further Organisations offering support Further

### **Childline (under-19s)**

trained counsellors provide confidential support on anything – no matter how small or large.

Call: [0800 1111](tel:08001111)

Chat with a counsellor online about whatever's worrying

you: <https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>

Open: During the Coronavirus opening times are 9am – midnight

### **Samaritans**

offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. You don't have to be suicidal.

Call: 116123 (free from any phone)

[jo@samaritans.org](mailto:jo@samaritans.org) (Sometimes writing down your thoughts and feelings can help you understand them email them to jo - a volunteer will respond)

Open: 24-hours a day, 7-days a week

### **PAPYRUS HOPELINEUK**

(for under-35s) offers confidential support and practical advice.

Call: [0800 068 4141](tel:08000684141)

Text: [07860039967](tel:07860039967)

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Open: 9am – 10pm weekdays, 2pm – 10pm weekends and bank holidays

### **Mental Health Matters (16+)**

Our out-of-hours crisis support services offers mental health support to anyone aged 16 or over, in a welcoming, safe, comfortable, non-judgmental and non-clinical environment.

[0800 616171](tel:0800616171) (landline) or

[0300 330 5487](tel:03003305487) (mobile).

Open: 24/7 helpline number

Live chat is also available [here](#)

### **Barnardo's 'See Hear Respond' service**

See Hear Respond is a service provided across England by Barnardo's and other national and local community-based organisations in response to the coronavirus (COVID-19) outbreak. The programme has been created to help children and young people in England who are experiencing harm and increased adversity during this period by providing support to those who are not being seen by social care or other key agencies. Working with its partners, Barnardo's aims to reduce the likelihood of harm and ensure other support and protective networks are in place using:

- online digital support, including advice and information, online counselling and a telephone helpline
- face to face interventions, such as support for groups at risk outside the home and one to one support
- reintegration into education, including assessments and the delivery of support pathways back to education

**Bernado's 'See Hear Respond' Service** – accept referrals from any source

either through the Freephone number [0800 151 7015](tel:08001517015) and via the [online referral hub](#).