

Concerned about a child/Young person

- Access and Response – **South Gloucestershire**
- 01454 866000 Monday to Friday 9-5
- 01454 615165 out of hours and at weekends
- If a child or young person is in immediate danger then please dial 999 and ask for police assistance
- First Response – **Bristol**
- 0117 903 6444 - www.bristol.gov.uk/firstresponse
- NSPCC 24 hour Helpline: 0800 800 5000 (free from a landline)
- NSPCC Text helpline: 88858 (service is free and anonymous)
- NHS 111 – NHS: NHS 111 can help if you have an urgent medical problem
- Police – 101 non-emergency calls or 999 in an emergency

Young people's mental health

- **Off The Record:** Free, self-referral counselling service for young people age 11-15, who are experiencing low mood, depression, anxiety, phobias, self-harm, eating problems and/or anger. Young people can call, email or text, and services operate in Patchway, Kingswood and Yate. Also offer parent support groups and sessions. Can also see [Facebook](#), [Twitter](#) and [Instagram](#) for more information and up to date groups and activities.
Tel: 0808 808 9120. Text: 07896 880011. Website: www.otrbristol.org.uk.
Email: hello@otrbristol.org.uk
- **Kooth:** Free, safe and anonymous online support for young people 11-18. Monday – Friday 12pm – 10pm, Saturday – Sunday 6pm – 10pm. On Kooth you can: Chat to our friendly counsellors; Read articles written by young people; Get support from the Kooth community; Write in a daily journal. <https://kooth.com/>
- **Childline:** Free counselling via online webchat, and free support/advice available 24/7 via confidential helpline, and emails via the website. Tel: 0800 11 11.
Website: www.childline.org.uk
- **HELP Counselling:** Low-cost counselling for children and young people age 9-25 years old. Website: <https://www.help-counselling.org.uk/>
- **Young Minds** national charity offers confidential online and telephone information and support for anyone worried about the emotional, behaviour, or mental health of a child/young person up to 25 years of age, including ADHD, Autism and Aspergers. **Parents Helpline:** 0808 802 5544 Website: www.youngminds.org.uk
- **Young Minds Crisis Messenger Service** for free 24/7 support across the UK if you are experiencing a mental health crisis. Text YM to 85258.

Adult mental health

- **South Gloucestershire Talking Therapies:** Therapeutic interventions including counselling and group courses, in line with people's differing needs, age 16+. Self-referral via the website: <https://www.wellaware.org.uk/projects/talking-therapies-south-gloucestershire/> Tel - **0333 200 1893** <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/bristol-north-somerset-south-gloucestershire/>
- <https://southernbrooks.org.uk/>
- **Samaritans:** Free, confidential emotional support for those experiencing despair, distress, self-harm or suicidal feelings.
Tel: 116 123 (free, from any phone, 24/7). Website: www.samaritans.org.
Email: jo@samaritans.org

Family/parenting support

- **NHS website:** Advice for parents on a range of parenting issues, including talking to teenagers, fussy eating and teenage aggression. Website: www.nhs.uk/family
- **Parent Buddies** is a confidential, universal, one-to-one listening service offering short-term support depending on family need. Volunteers are trained to provide parents/carers with listening, and signposting to specialist services. <https://www.parentbuddies.co.uk/>
- **CCP – Caring for Communities and People** – Offer outreach support for families at an early help level. Families can self-refer. www.ccp.org.uk

Support for families who have children with additional needs

- **Supportive Parents:** Local SEN and disability information service (SENDIAS) - Information and support around Special Educational Needs and Disabilities, for children, young people and families.
Tel: 0117 9897725 Mon-Fri 9.30 - 4.30 (answerphone at other times), Email: mail@supportiveparents.org.uk Website: www.supportiveparents.org.uk
- **South Glos Parents and Carers:** Information and groups for parents who have children with a disability and/or additional needs. Offers a weekly drop in for parents and carers, support groups, workshops, counselling and events. They also run the Parent Carer forum in South Gloucestershire to collect feedback and views from families with disabled children.
Website: www.sglospc.org.uk Email: team@sglospc.org.uk
- **JIGSAW Thornbury** Support families who have children who are 0-25 years and have any additional needs or disability. This can be anything from learning needs such as dyslexia to complex disabilities or medical problems. Many children who come have no diagnosis. Weekly support group for parents, carers and children + training courses on a range of topics. Telephone: 01454 416381 Website: <https://www.jigsawthornbury.org.uk/>

Child Sexual Exploitation

- <https://www.avonandsomerset.police.uk/report/child-sexual-exploitation-cse/>

FGM

- NSPCC FGM Helpline 0800 028 3550 - fgmhelp@nspcc.org.uk

Drug and Alcohol Services

- Alateen: Support for families and friends of alcoholics 0207 403 0888
www.al-anonuk.org.uk/alateen
- FRANK: Support, advice and information on any issues or questions relating to drugs and alcohol 24/365 Helpline 0300 123 6600 SMS 8211 - www.talktofrank.com

Domestic Abuse Support Services

- Next Link - Domestic abuse telephone help lines are open 8:30am – 5:30pm Monday to Friday and 9:30am – 1:00pm on Saturday 0800 4700 280
<https://www.nextlinkhousing.co.uk/southglos/contact/>
- call 999 if a crime is happening now or you're in immediate danger
- call 101 or Crimestoppers on 0800 555 111

Sexual Abuse and Sexual Violence

- SARSAS (Somerset & Avon Rape & Sexual Abuse Support) is a support service for people who have experienced sexual violence at any point in their life.
- Women and girls, call 0808 801 0456
- Office hours: Monday and Friday, 11am to 2pm, Tuesday, Wednesday and Thursday, 6pm-8.30pm
- Men and boys, call 808 801 0464
- Office hours: Monday, 11am to 2pm, Tuesday, 6pm-8.30pm
- NSPCC Run helpline for victims of sexual abuse in school 0800 136 663

Online Safety

- <https://www.thinkuknow.co.uk/>
- <https://www.internetmatters.org/>
- <https://www.saferinternet.org.uk/>
- <https://nationalonlinesafety.com/>

Supporting gender non-conforming and trans youth and their families

- <https://mermaidsuk.org.uk/> - 0344 334 0550
- <https://www.diversitytrust.org.uk/>

Support/Advice around Finances

- <https://www.citizensadvice.org.uk/> - 0800 144 8848

Emergency Food Aid

- <https://oneyou.southglos.gov.uk/for-your-body/eat-well/food-poverty-support/>