

Dear Parent / Carer

Please find below a number of useful contacts and websites for various support services and organisations in the Yorkshire Coast Area and beyond. Here you will find contact details for support with mental health & wellbeing, local financial and housing issues, bereavement, safeguarding and staying safe online.

### **EMERGENCY SERVICES** – 999

Local Police – 101

NHS Helpline 111

Children & Families Services / MAST (Multi Agency Screening Team) 01609 780780

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

### **CORONAVIRUS UPDATES**

<https://www.gov.uk/coronavirus>

### **MENTAL HEALTH / EMOTIONAL WELLBEING**

#### **Kooth**

<https://www.kooth.com/>

Free, safe and anonymous online support for young people aged 11 - 18

Monday – Friday - 12pm – 10pm

Saturday – Sunday - 6pm – 10pm

#### **Compass Buzz**

You can contact us in complete confidence: Tel: 0800 008 7452. Opening hours are 9am to 5pm, Monday to Thursday and 9am to 4.30pm Friday

BUZZ US - offers a confidential text messaging service to young people aged 11-18 across North Yorkshire. Young people can text BUZZ US about any mental health or wellbeing concerns such as low mood, stress, eating problem, self-harm, anxiety or self-esteem. Text the service on 07520 631168.

#### **CAMHS Crisis Team** (Child & Adolescent Mental Health Services)

Scarborough, Ryedale & Whitby Area (including Filey): 01723 346502

#### **The Go-To**

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

Welcome to the home of wellbeing and mental health for young people in North Yorkshire.

#### **Young Minds**

<https://youngminds.org.uk/>

We're the UK's leading charity fighting for children and young people's mental health.

#### **Recovery College Online**

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

Providing a range of online educational courses and resource.

## **Action for Happiness**

<https://www.actionforhappiness.org/>

Keep calm, stay wise, be kind.

## **LOCAL SUPPORT**

**Rainbow Centre** – 01723 500633

The Rainbow Centre provides support to vulnerable people in the community who are homeless, vulnerable and in crisis.

**Salvation Army – Scarborough** 01723 378603

**Salvation Army** – Filey 01723 354874

**Basics Plus** – charity (including furniture) 01723 863143

**Scarborough & Locals Together** 01723 447229

## **FINANCIAL SUPPORT**

### **Step Change Debt Charity**

<https://www.stepchange.org/about-us.aspx>

We provide the UK's most comprehensive debt advice service. We help people with debt problems take back control of their finances and their lives.

### **Our advice process**

You can get debt advice from us online or over the phone. Either way we'll follow a simple, three-step process to deal with your debt:

1. We'll help you work out your budget, income and debts
2. We'll use this information to find a solution to your debt that suits your situation
3. We'll set up your debt solution, and offer support however long it's needed

Tel: 0800 138 1111 - Monday to Friday 8am to 8pm, Saturday 8am to 4pm

## **HOUSING:**

Beyond Housing: 0345 065 5656

Scarborough Borough Council: 01723 232323

Hanover Housing Association Ltd 01723 364820

Anchor Hanover 01723 361781

St Mary's Lodge – Sheltered Accommodation 0800 131 3348

## **CARERS' SUPPORT**

### **Scarborough & Ryedale Carers Resource**

<https://www.carersresource.net/>

Tel: 01723 850155

We are the 'go to' organisation offering support to carers, and the wider community, across the coast and vale. Our core work focuses on unpaid family carers. A carer is someone who looks after a member of their family or a friend when they have an illness, condition, a disability or are elderly. This includes mental illness and difficulties arising from substance misuse.

### **Adult Carer Services**

We can help to reduce the stress of caring for someone by providing you with a range of support, advice and information.

### **Young Adult Carers (16 – 35 years)**

We offer a special service of support and social activities.

### **Young Carers Service (from 8 years)**

Offers a range of support and advice to young carers, including a named support worker, family support, targeted activities and opportunities to meet other carers.

## **BEREAVEMENT**

### **Child Bereavement UK**

<https://www.childbereavementuk.org/>

We help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves or when a child dies.

### **Winston's Wish**

We support children and young people after the death of a parent or sibling.

Helpline: 0808 020 021

<https://www.winstonswish.org/>

### **Cruse Bereavement Care**

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

We offer support, advice and information to children, young people and adults when someone dies.

Helpline: 0808 808 1677

Local: 01904 481162

### **Hope Again**

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

Hope Again is the youth website of Cruse Bereavement Care. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone.

## **OTHER USEFUL CONTACT INFORMATION**

### **Citizens Advice**

<https://citizensadvicehrs.org.uk/>

We provide free, confidential and impartial advice. Our goal is to help everyone find a way forward, whatever problem they face. People come to us with all sorts of issues. You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options.

Our Adviceline is open 9.00 am to 5.00 pm Monday to Friday

0300 3309 036

### **Childline**

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

A free, private and confidential service where you can talk about anything. Whatever your worry, whenever you need help, we're here for you online, on the phone, anytime.

**Helpline: 0800 1111**

### **IDAS**

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

Independent Domestic Abuse Service 01723 354874

### **NSPCC**

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

If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support.

Call us or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

0808 800 5000

### **Barnardos**

<https://www.barnardos.org.uk/support-hub>

#### **See, Hear, Respond Support Hub**

It's a central place for you to explore, where you can find information, resources & tools - from practical advice on how to talk to your children about the pandemic, to tips on managing anxiety and much more.

## **STAYING SAFE ONLINE**

**CEOP** (Child Exploitation & Online Protection)

<https://www.ceop.police.uk/safety-centre/>

CEOP has recently launched a new Parents website [www.thinkuknow.co.uk/parents](http://www.thinkuknow.co.uk/parents). Parents can access advice and support on how to keep children safe from sexual abuse, both online and off.

<https://www.safeguardingchildren.co.uk/children-young-people/staying-safe-online/>

A useful source of advice and resources from North Yorkshire Safeguarding Children Partnership

