



Access to support and information outside school from organisations that are there to offer help when you need it

Contents	Page
Counselling, Listening, Support;	
OTR	3
Kooth	4
Childline	9
Teenage Helpline	11
Mental Health;	
Young Minds	5
Bath Mind	6
Charlie Waller	10
Doc Ready	25
Self-harm support;	
Calm Harm app	7
self injury Support	8
Suicide prevention;	
Samaritans	12
Drugs and alcohol support;	
Frank	13
Project 28	14
Nacoa	15
Bereavement counselling;	
Winston's Wish	16
Cruse	17
Single Parents Support;	
Gingerbread	18
Domestic Abuse Support;	
Southside	19
Refuge	20
LGBTQ+;	
OTR	21
Carers Support;	
Bath Carers	22
Kinship Carers	27
Young people Centres;	
Creative Youth Network	23
Health advice;	
School nurses	25
Community Food Pantries	26
Other useful links	28

Off The Record – Bath, Bristol and South Glos



Off the Record Bath and North East Somerset (OTR) improves the emotional health and wellbeing of young people. We want every young person in Bath and North East Somerset and beyond to be emotionally healthy, confident and empowered in themselves.

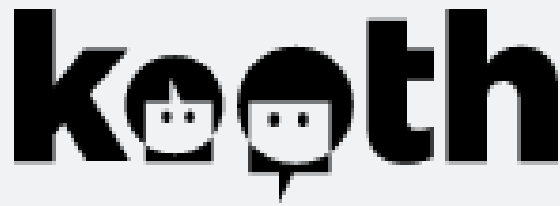
We provide a range of free services including counselling, listening support, youth participation, advocacy and specialist groups, support for care leavers and a LGBTQ+ focused youth group.

www.offtherecord-banes.co.uk



OTR is a mental health social movement by and for young people aged 11-25 living in Bristol and South Gloucestershire. Getting free support couldn't be easier. Come along to one of our regular Hubs or explore this website and sign-up directly to the project or service you want to try.

www.otrbristol.org.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 on-line journal.

www.kooth.com



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

We want to see a world where no young person feels alone with their mental health, and all young people get the mental health support they need, when they need it, no matter what.

We also provide expert knowledge to professionals, parents and young people through our Parents Helpline, online resources, training and development, outreach work and publications.

For children and young people

Not being heard?

For Parents

You are not alone!

www.youngminds.org.uk



We are a local and independent mental health charity, working at the heart of the community in Bath & North East Somerset.

We are here to support you with your mental health and wellbeing and provide local, life-changing services for all to access. We offer both 1:1 and group services across B&NES.

We believe that nobody should face a mental health problem alone.

We are here to make sure that everyone with, or at risk of, mental ill health has somewhere to turn to for information, advice and support.

www.bathmind.org.uk



If you're looking for information on the current operation of Bristol Mind's services, please see [our homepage](#). Otherwise, you'll find useful information on services below:

- 24/7 Support and Connect Line (**0800 012 6549**) – The NHS free mental health helpline for adults in Bristol, North Somerset, and South Glos, staffed by trained counsellors. If you're under 18, please instead call the Children and Young People's Helpline (**0300 303 1320**)
- Bristol Mindline (**0808 808 0330**) – open from 7pm to 11pm each night, providing emotional support and signposting to people in Bristol, North Somerset, and South Glos.
- Bristol Mind Information Service (**0117 980 0370**) – open from 9:30am – 3:30pm Monday to Friday, providing information and signposting to people in the Bristol area.

www.bristolmind.org.uk



About Calm Harm

The urge to self-harm is like a wave.

It feels the most powerful when you start wanting to do it.

Learn to ride the wave with the free Calm Harm app using these activities:

Comfort, Distract, Express Yourself, Release, Random and Breathe.

When you ride the wave, the urge to self-harm will fade.



Calm Harm is an award-winning app developed for teenage mental health charity stem4 by Dr Nihara Krause, Consultant Clinical Psychologist, using the basic principles of an evidence-based therapy called Dialectical Behavioural Therapy (DBT).

Calm Harm provides tasks to help you resist or manage the urge to self-harm. You can make it private by setting a password, and personalise the app if you so wish. You will be able to track your progress and notice change.

Please note the app is an aid in treatment but does not replace it.

www.stem4.org.uk



Our vision

That anyone who uses self-injury knows they are not alone;
that everyone understands that self-injury is a complex and important
issue we should all care about;
and that together we tackle both the causes and stigma of self-injury.
We focus on improving support and knowledge around self-injury

How We Do This

- *offering safe spaces where we listen and never judge, and demonstrating the impact of this support;*
- *creating experience-led tools and information on topics clients tell us they want to know about;*
- *promoting better models of support through training health and social care workers of the future;*
- *working with researchers and policy makers to make sure what people tell us they want is put into practice*

What We Do To Make This Happen

- *We run a **UK-wide multi-channel support service** for women & girls affected by self-injury, trauma and abuse*
- *We develop up-to-date, reliable and free **information and self help tools** for anyone to use*
- *We run **training and consultancy** to share knowledge and expertise with a wide range of staff, especially in health, social care and education*
- *We partner with other organisations and researchers to find out directly from those with lived experience of self-injury find helpful in their lives*

Support available every Tuesday, Wednesday and Thursday evening
from 7pm - 9.30pm.

Text - Message 07537 432444

Phone - Call 0808 800 8088

www.selfinjurysupport.org.uk

childline

ONLINE, ON THE PHONE, ANYTIME

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

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

0800 1111 (free 24 hour)

www.childline.org.uk



We understand mental health

All our work is informed by sound clinical evidence and the experience of our expert trainers. The Charlie Waller community includes renowned authorities on adolescent psychology, childhood anxiety and depression

Our programme of information and support is underpinned by four principles. As a parent or carer:

- **Look after your own wellbeing.** This is vital. If you don't, you will be far less able to look after your child's;
- **Educate yourself** about your child's mental health difficulties – it makes a big difference. It will help you to cope yourself, and it will better enable you to understand and support your child;
- **There is hope.** Remember this. There are practical tools and treatments that work and our knowledge of children's and young people's mental health is advancing all the time. Holding onto hope yourself, and offering hope to your child, is the most important thing you can do;
- **You are not alone,** despite how it may sometimes feel. There are many, many families going through similar difficulties, and help is available.

Free guides and workbooks for professionals, parents, young people and others interested in mental wellbeing. All resources are available as **free downloads**, and some are available as printed copies. We have lots more information and practical advice about mental health.

www.charliewaller.org

TEENAGE HELPLINE



Teenage Helpline is a charitable organisation that provides services to young people across the UK. Our primary service involves putting young people in contact with peers, as well as providing peer-to-peer mentoring and other support that is required.

Our Mission

“To provide all young people with a safe space to work together to achieve their own best potential”

We aim to...

- Support 5,000 young people through any difficult period in their life – whatever that may be – in our first 3 years
- Bring young people together to support each other through peer-to-peer mentoring
- Develop young people through volunteering opportunities, training and experiences
- Keep with the times, and maintain our youth focus through integrating our Board of Young People with our management to help make key decisions.

Here at Teenage Helpline, we have a team of caring mentors that are on hand to listen to you 24/7. Your voice is important to us and you can talk to our trained mentors about any issues that you may have, from struggling with your mental health to going through a difficult stage in your life. We are here for you.

If you're not quite ready to talk to us, take a look around our website – you may find all of the information that you are looking for. Contact our friendly mentors today via our website or by emailing support@teenagehelpline.org.uk.

www.teenagehelpline.org.uk



SAMARITANS

Whatever you're facing, a Samaritan will face it with you

Every day, Samaritans volunteers respond to around 10,000 calls for help.

We're here, day or night, for anyone who's struggling to cope, who needs someone to listen without judgement or pressure.

Samaritans is not only for the moment of crisis, we're taking action to prevent the crisis.

We give people ways to cope and the skills to be there for others. And we encourage, promote and celebrate those moments of connection between people that can save lives.

We offer listening and support to people and communities in times of need.

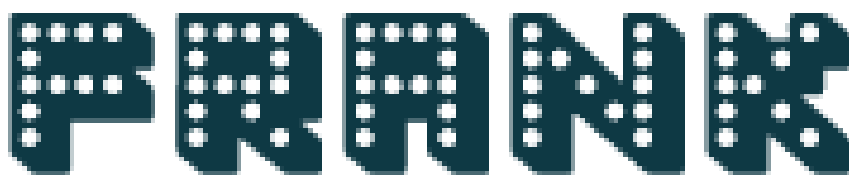
In prisons, schools, hospitals and on the rail network, Samaritans are working with people who are going through a difficult time and training others to do the same.

Every life lost to suicide is a tragedy, and Samaritans' vision is that fewer people die by suicide.

That's why we work tirelessly to reach more people and make suicide prevention a priority.

Phone 116 123

www.samaritans.org



Drugs can be a hard subject to discuss, especially if you think your friend or relative has a problem.

Try to stay open-minded and remember that, with the right help and support, most people overcome their use before any serious harm is caused. Also, even if you do offer support, they might not change their behaviour.

You or your friend can call FRANK anytime on for confidential advice.

Honest and useful advice for parents and guardians

You probably can't stop your child from coming into some contact with drugs, but by staying as informed as possible, you can help them make the right choices when they do.

0300 123 6600

Call FRANK 24 hours a day, 7 days a week.

www.talktoFrank.com



Project 28 is our young people's drug and alcohol service in Bath & North East Somerset. We provide advice, guidance and one-to-one sessions for young people who are having problems with drugs and/or alcohol. The service is free and confidential, and we aim to provide a flexible and non-judgemental space for young people to be open about the problems they are facing.

Young people are offered support and assessment around their drug/alcohol use, employment and training needs and other 'soft' skills to support them move into their future.

Phone

[01225 463344](tel:01225463344)

Email

office@dhiproject28.org.uk

Drop in

12pm-3pm Monday-Friday
28 Southgate Street,
Bath, BA1 1TP

Instagram

[dhiproject28](https://www.instagram.com/dhiproject28)

The Wrap

www.thewrapdhi.org.uk

www.dhi-online.org.uk/get-help/young-peoples-drug-alcohol-services/bath-north-east-somerset-project-28



Help and advice for young people whose parents drink too much

Do you...

- Feel too embarrassed to take friends home?
- Feel confused when your mum or dad change when they drink?
- Feel nobody really cares what happens to you?
- Feel guilty and don't know why?
- Feel different from other children?
- Keep secrets about problems in your family?
- Tell lies to cover up for someone's drinking?
- Believe no one could possibly understand how you feel?

You are not alone. Many families keep alcohol problems a secret, so sometimes it can feel like you are the only one. 1 in 5 children in the UK live with a parent who drinks too much. This means other people you know at school, clubs etc. may have similar problems, and may be trying to hide it.

If your parent, step-parent, grandparent, carer or anyone else important to you drinks too much, it can affect you, even if you are not living in the same house. A child of an alcoholic can be 1 or 101 – it doesn't change the fact that your parent drinks too much, and the problems this brings. Alcoholism is like an illness, where the person has lost control over their drinking and usually needs help to stop. There is help and *you* can feel better if your parent continues to drink or not.

If you are a child affected by your mum or dad's drinking, we hope this page will help. You are not alone. Nacoa is here to help.

Freephone 0800 358 3456

www.nacoa.org.uk



Winston's Wish was the UK's first childhood bereavement charity. We have been supporting bereaved children and young people since 1992 and we continue to lead the way in providing specialist child bereavement support services across the UK. Winston's Wish provides emotional and practical bereavement support to children, young people and those who care for them.

Winston's Wish provides emotional and practical bereavement support to children and young people up to the age of 25, their families and those who care for them. You can call or email our Freephone Helpline team for immediate advice, guidance and support from trained bereavement professionals and ongoing specialist support is available for those who need it.

You'll also find lots of helpful information and resources to support a bereaved child or young person on our website, along with expert advice for those bereaved by suicide, homicide and serious illness and supporting bereaved children with SEND.

Our Helpline team are experienced and trained bereavement professionals who can offer immediate advice, guidance and support to families and professionals supporting a bereaved child or young person.

08088 020 021 - Call us between 9am-5pm, Monday-Friday. Calls are free and confidential.

www.winstonswish.org

For some of us it can be hard to return to normal life after a death. Extra support from a grief specialist can be really valuable

We offer one to one sessions with one of our trained bereavement supporters. These usually take place over the phone or via a video call. You'll normally see one of our volunteers between one and six times.

In one to one sessions you can explore your grief with your bereavement supporter. You can talk about the person who died, how their death is affecting you, and how you are coping. Using counselling skills, your supporter will help you to understand what you are going through and develop coping strategies.

One to one support offers a safe, confidential space for you to explore emotions. It helps to you explore feelings and thoughts and make sense of your world. It can be very helpful if you are feeling a lot of distress.

If you're struggling with grief, you might have been told you need counselling. But there's actually a range of different things that can help if you're finding it hard to cope:

- Reading about what you are going through and learning more about grief
- A one-off call with the Cruse Helpline or a different organisation
- Joining a support group or starting a new group activity

Call our Helpline 0808 808 1677

Our volunteers are trained in all types of bereavement and can help you make sense of how you're feeling right now.

www.cruse.org.uk



We want a society in which single parent families are treated equally and fairly. We provide information to help single parents support themselves and their family. And we campaign and influence policy to reduce stigma against single parents, and make services more accessible to all families – whatever their shape or size.

We want to improve single parents' lives, through championing the voices and needs of single parent families and providing effective support services. Whatever success looks like to a single parent - a healthy family, a flexible job, stable finances or a chance to study – our mission is to work to make it happen.

The Gingerbread Single Parent Helpline provides support and expert advice on anything from dealing with a break-up or bereavement to going back to work or sorting out child maintenance, benefit or tax credit issues. Our expert advisers can provide tailored advice and talk through your options. Your call is free and confidential. We're proud to be AQS-accredited.

Gingerbread supports around 1,000 single parents each year through our training programmes. We offer a range of services to help single parent feel ready to work – from CV writing workshops, to interview preparation, and financial capability training to help with budgeting.

www.gingerbread.org.uk



Southside supports individuals and families living in Bath and North East Somerset to make positive changes in their lives. Rooted in the heart of the communities we have served since 1997, Southside strives to reduce social isolation and to build strong, resilient communities.

Southside is there for you whether you are grappling with problems such as domestic abuse, substance abuse, mental health difficulties; or problems with finance and debt, housing issues or concerns related to education and employment.

We don't have a magic wand - but based on an assessment of your needs we can provide a wide range of specific services that aim to give you the tools to make positive change in your life and that of your family.

There are various **Hub Groups** that provide a safe, nurturing space where difficulties can be discussed and dealt with amid the community. We can provide one-to-one **Therapeutic Play** groups that use art and play to help children - whether they need particular support with dealing with educational problems, anxiety and anger – or problems around domestic violence and abuse or drug and alcohol misuse.

We can provide **counselling services**, one to one work with people trained to listen and help you work out the problems underlying the lives of yourselves or your family. Our **Coaching service**, meanwhile, can help your family set goals and look to the future. We also provide many **volunteer programmes**, which enable members of the community to help run our services.

www.south-side.org.uk



Freephone, 24-hour National Domestic Abuse Helpline [0808 2000 247](tel:08082000247)

Domestic abuse is a pattern of behaviour on the part of the abuser designed to control his partner. It can happen at any point in a relationship, including after you have split up.

Anyone forced to change their behaviour because they are frightened of their partner or ex-partner's reaction is experiencing abuse.

Domestic abuse can happen to anyone, regardless of age, background, gender, religion, sexuality or ethnicity. However, statistics show most domestic abuse is carried out by men and experienced by women.

Domestic abuse is never the fault of the person who is experiencing it.

Domestic abuse is a crime.

We are a team of highly-trained, female advisers. We won't judge you or tell you what to do; we are here to listen.

As a woman fleeing domestic abuse, you may want to access specialist refuge accommodation. The Helpline can help you find a refuge vacancy for you and your children; call us for more information.

We can also support you to find other specialist services in your community, which can provide support whether or not you have left your partner.

www.nationaldahelpline.org.uk



LGBTQ+ SPACE

If you are a young person aged 10-25 and identify as Lesbian, Gay, Bisexual, Trans, Asexual, and /or questioning or unsure of your sexuality and/or gender identity, then OTR offers a range of LGBTQ+ youth group sessions and one-to- one support.

At SPACE we aim to provide a safe space that you can be yourself in and get information and support on LGBTQ+ issues. It is a chance to meet and make new friends. We chat, cook, have fun, play games, get involved with local community projects, raise awareness and celebrate key events on LGBTQ+ calendar we also invite guest speakers, go on trips and so much more!

The groups are all young person led so you tell us what you want in the sessions and we aim to make it happen!

We run our SPACE session every Wednesday 7pm- 9pm in central Bath.

Online SPACE

We discovered online sessions during lockdown and young people have told us this is something they want to continue! There are many reasons online sessions work well for them such as if they don't have access to transport are needing to self-isolate or prefer online communication, or want to meet the team and try out space without leaving the house. Online Space is a safe space set up via video call to meet likeminded people, get support and information, play games and have a chat.

We run Online SPACE once a month on a Monday 5pm-6.30pm

Get in touch to be sent the link and join a session!

www.offtherecord-banes.co.uk/lgbt-space



Bath

We provide trusted information, advice and support to anyone looking after their loved ones in Bath and North East Somerset. We help people of all ages and at any stage in their caring role. We enable people to improve their health and wellbeing by connecting them to others, and by helping them to take control of their caring role.

A young carer is someone that helps look after someone in their family that needs extra help. They may need support due to old age, illness, disability, mental health problems or an addiction. Looking after someone is a pretty amazing thing to do, but it can also be a lot to take on.

We help young carers stay happy and healthy in their caring role. We're a local charity that provides advice, emotional support and assessments to ensure they are full supported. We also offer a range free activities to help young carers take a break, and meet other kids that understand.

www.banescarerscentre.org.uk



Carers Support Centre Bristol and South Gloucestershire

Our Young Carers Service provides help and support to children aged 8-18, their families and professionals working with young carers in Bristol and South Gloucestershire.

How do we support young carers?

a whole family young carers needs assessment
bi-annual reviews

Heroes group and referrals to other suitable groups locally
breaks from caring; trips and activities

[Young Carers Voice](#); our young carers participation group

[Young Carers in Schools Programme](#)

[Young Carers Free Family Days Out](#)

health and wellbeing focused projects

partnership projects

swimming lessons for non-swimmers

awareness raising for a wide variety of professionals and community groups, to

ensure they understand young carer issues and how best to support young carers.

www.carerssupportcentre.org.uk/young-carers



Bristol's Creative Youth Network enables young people, no matter what their background or circumstances, to reach their own potential.

All of our young people are experiencing barriers that are preventing them from flourishing. Many of our young people are marginalised, unemployed, not in education, suffer poor mental health, are in care (or are care leavers), are asylum seekers, refugees, disabled, from low income households or are an ethnic minority.

We work to help young people remove or overcome the barriers young people face by:

1. Building trusting relationships with young people that enable us to address their individual needs
2. Advocating for young people to influence policy and get young voices heard
3. Providing a wide range of programmes and activities to help young people reach their potential

Youth Centres

Our four youth centres (**The Station, Hillfields, The Stokes, Hanham**) are safe and creative spaces for young people to hang out, explore their interests and build positive relationships, filling the gap between school and home.

Young people at all our Centres are supported by our youth workers in organising their own events. Cooking, DJing, arts activities, discussions or debates - activities are all planned to encourage and empower each young person to find their voice and reach their potential.

Advice and support

We offer advice and support to young people no matter what their situation and background.

Our youth workers build positive relationships with young people to help them navigate difficult situations. No problem is too big or too small when we tackle it together, whether it's mental health, housing, family breakdowns or struggles at school.

www.creativeyouthnetwork.org.uk



We know it can be difficult to talk about mental health and especially hard to talk to people or ask for help. We've put together some tools that will help you prepare for the first time you visit a doctor to discuss your mental health.

Info & Advice

Find information and advice about speaking to a GP about your mental health, including what to expect and how to plan.

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.

www.docready.org

School Nursing



School nurses provide health related support, advice and treatment to school age children and their families in a variety of settings. School nurses help children and young people learn how to make decisions about living in a healthy way so that they can enjoy and achieve things in their lives. Sometimes children and young people feel unable to talk with their parents or carers about health problems or worries. School nurses can listen and help them to decide what to do next.

All children and young people referred will be offered an initial assessment of their health and well-being, following consent from a parent/young person in the case of children. Young people can also self-refer.

School Nurses cover the following:

General health and wellbeing

Sexual health

Emerging mental health problems

Vulnerable children

Risk taking behaviours

Enhanced safe sexual health service for young people

Social and family concerns

01225 831666

www.bathneshealthandcare.nhs.uk/childrens/school-nursing

Community Food Pantries

Community food pantries supply low cost, high quality food each week to families on low incomes. To access this service individuals can self-refer online. Families pay a weekly membership fee and then choose from a range of chilled, fresh and long life food. Generally families are encouraged to join their nearest food pantry or live or work within a 15 minute walk or drive. Some food pantries offer other services such as support with mental health and access to clothes. Families are only allowed to join one food pantry.

Weston & Newbridge Food Club & Welcome Café - Text: 07470 262372, Weston Hub, Penn Hill Road, Weston, Bath BA1 4EH.

Free drinks and a meal available at the Welcome Café on the same site.

Action Pantry – Mercy in Action: Text: 07874 387717,
Email: clothesline@mercyinaction.org.uk, Mercy in Action, Jubilee Centre, Lower Bristol Road, Bath, BA2 9ES.

Clothes rail project also available – free clothes for children aged between 5-15 years. This includes school uniform.

Oasis Food Pantry: Text: 07984 014704, Email: pantry@oasisbath.org, Ground Floor, Fountain Buildings, Oasis Church, Bath BA1 5DU

For more details and to fill in an online self-referral form go to https://oasisbath.org/wpos_portfolio/oasispantry/#more-918

Kinship Carers

A Kinship Carers' Support Group is run by Oasis Hub, Bath with help from BANES Family Placement Team.

If you'd like to attend the kinship carers group please email welcome@oasisbath.org

Kinship care is 'when a child lives full-time or most of the time with a relative or friend who isn't their parent, usually because their parents aren't able to care for them'. (source: Grandparents plus). There are around 200,000 children in the UK living in kinship care, and approximately 100 kinship carers in BANES. Research shows that around half of children (52%) are in kinship care as a result of parental drug or alcohol misuse, although other reasons include bereavement, imprisonment, parental abuse or neglect and parental ill health. Almost half of children in kinship care have some kind of special needs (49%), most commonly emotional and behavioural difficulties. Despite these complex needs kinship carers often don't receive the same level of support as foster carers, so our monthly support group provides an important service and enables kinship carers to access vital peer support, as well as being able to talk with social care and be signposted to relevant support and resources.

www.kinship.org.uk

Some other useful links

Anxiety Powerpoint produced by the Mental Health Support Team

www.oldfieldschool.com/school-information/care-guidance-support/pastoral

Youtube – Mindful Mike, Dragon Breathing Meditation

www.youtube.com/watch?v=d4-3RtD6_5w

advice, information and guidance to those affected by low mood, depression and suicidal thinking.

www.studentsagainstd Depression.org

essential support for under 25's

www.themix.org.uk

Youth website from Cruse Bereavement

www.hopeagain.org.uk

Children & Adolescent Mental Health Service

CAMHs BANES 01865903889

CAMHs South Glos 01454 862774

CAMHs Bristol 0117 3408600

Support for Parent and Carers

<https://happymaps.co.uk/help-directory/looking-after-yourself-and-your-family>

<https://www.bristol.gov.uk/social-care-health/parenting-courses-currently-running-in-bristol>

<https://livewell.bathnes.gov.uk/children-and-families/family-support-services-and-organisations/parenting-and-family-support>

Brightstart Children's Centre and Family Action -Odd Down: 01225 396004,

Email Brightstartcc@bathnes.gov.uk, St. Martin's Children Centre, 150 Frome Road, Odd Down, Bath BA2 5RE.

Support for families and students with eating disorders

ABC <https://www.anorexiabulimiicare.org.uk/help-for-you>

Beat <https://www.beateatingdisorders.org.uk/>

Suicide Prevention

<https://www.papyrus-uk.org/>