List of External Agencies, Organisations & Support Services for Young People

The pastoral teams at Queen Elizabeth's Grammar School work with a wide range of external agencies and organisations to support children and families. Please keep this document safe so that you are able to refer to it should you need to call upon their support outside of school hours, such as evenings, weekends and holidays when the pastoral teams are not available to provide urgent support.

If you think there is a risk to your life, or the life of someone else, please call 999.

Name of Organisation	Who Are They? What Services Do They Provide?	Contact Details
Early Help and Preventative Services Supporting Children, Young People and Families in Kent	**Early Help and Preventative Services** We provide services that can be accessed at a time and place that suits families to help them to do well, stay safe and resolve problems at the earliest possible opportunity, before they become more serious.	**Website:** https://www.kent.gov.uk/education-and-children/early-help-support-for-families
NHS Kent Community Health NHS Foundation Trust	**Kent School Health** Kent School Health supports Children and Young People with overall physical and emotional health. They provide counselling support services alongside text and chat-based support options. The different services available can be found on the above website address. Referrals for counselling support can be made by completing a referral form through the link below.	**Website:** www.kentcht.nhs.uk/service/school-health/counselling-and-emotional-health/ **Referral Information:** https://www.kentcht.nhs.uk/forms/school-health-kent-referral-form/ **Telephone**: 0800 0113 474

	Soluna Soluna (by Kooth), is a website where young people can explore one-to-one support, interactive features and a library of resources for free, and at their own pace.	**Website:** Soluna Website
	We Are With You - counselling service for adults (17+) across Kent We accept self-referrals and support is free. As well as our Canterbury office, we are based within GP surgeries and other community settings in Canterbury, Herne Bay and Whitstable.	**Website:** www.wearewithyou.org.uk/help-and-advice/find-service/how-we-help-mental-health/
	Relate The organisation provides a range of counselling services, including Children and Young People's counselling support. We also provide friendly and informal workshops for people at important stages in their relationships. To access support, please contact your local centre.	**Website:** www.relate.org.uk/ www.relate.org.uk/find-your-centre **Canterbury Telephone:** 01227 766 094
	Kent Young Carers (IMAGO) KYC works with schools, communities and statutory and voluntary agencies to identify hidden young carers. Following an assessment, KYC offers a range of short-term interventions including signposting, one-to-one support, in school support and workshops. KYC also offers training and information to professionals. The referral form is available on their website.	**Website:** www.imago.community/Children-and-Young-People/Kent-Young-Carers **Telephone:** 0300 111 1110
	Rising Sun Domestic Violence and Abuse Charity We provide programmes for young people affected by domestic abuse and believe in educating and offering our support to prevent the cycle of domestic violence perpetuating in their own families and relationships. We provide a range of support options, please refer to our website for further information.	**Website:** www.risingsunkent.com/ **Telephone:** 01227 452852

the BeYou PROJECT Porchlight NHS	**The BeYou Project** The BeYou Project connects young people in Kent and Medway who are lesbian, gay, bisexual, trans, non-binary or are questioning their sexual orientation and/or gender identity. We offer a safe, welcoming and non-judgemental space where young LGBTQ+ people can meet to socialise, have fun and help each other. Meetups are offered online and in face-to-face groups.	**Website:** https://thebeyouproject.co.uk/ **Email:** beyou@porchlight.org.uk
withyou	**We Are With You - drugs and alcohol support (for young people under 25)** We support young people who are experiencing drug and alcohol difficulties. Practitioners can arrange to meet young people in 'young person friendly' venues convenient to their home e.g. GP settings, educational settings, youth hubs etc.	**Website:** www.wearewithyou.org.uk/services/kent-for-young-people/ **Telephone:** 01795 500881
withyou	**We Are With You - Mind and Body** Mind and Body supports children and young adults (ages 13-25) who are self-harming, at risk of self-harming or struggling with their mental wellbeing. We help people find positive ways to manage difficult thoughts and feelings, working with small groups in secondary schools and within the community.	**Website:** https://www.wearewithyou.org.uk/local-hubs/kent/services/mind-and-body **Telephone:** 01795 500882
ALUMINA FREE ONLINE SELF-HARM SUPPORT FOR YOUNG PEOPLE	**Alumina Self-Harm Support** Alumina is a free, online 7-week course for young people struggling with self-harm. Each course has up to 14 young people, all accessing the sessions from their own phones, tablets, or laptops across the UK. The courses take place on different evenings of the week and are run by friendly, trained counsellors and volunteer youth workers.	**Website:** www.selfharm.co.uk

PAPYRUS PREVENTION OF YOUNG SUICIDE	**Papyrus - Suicide Prevention Charity** Provide a confidential support and advice service for young people under the age of 35 who are experiencing thoughts of suicide. Papyrus also has lots of resources for children, young people, adults and professionals and a range of safety plans.	**Website:** www.papyrus-uk.org/ **Helpline:** 0800 068 4141 (HOPELINE UK)
Cruse Bereavement Support	**Cruse** Cruse Bereavement Care is here to support you after the death of someone close. We offer a range of free confidential support for adults and children. We are committed to being a diverse and inclusive charity that is accessible to all members of society.	**Website:** www.cruse.org.uk **Free helpline:** 0808 808 1677 **Online chat:** www.cruse.org.uk/get-support/crusechat/
Holding On Letting Go	**Holding On Letting Go** Holding On Letting Go is a Kent-based charity that helps children to cope with the death of someone close to them. Many adults don't know how to support children through the grieving process, so we give support and guidance to parents and carers too.	**Website:** www.holdingonlettinggo.org.uk
CHUMS Mental Health & Emotional Wellbeing Service	**CHUMS** A specialist bereavement service in Kent and Medway that supports children and young people from age 3 ½ up until their 26th birthday. This service offers support for people who have experienced complex grief or traumatic bereavement and is established from a wide range of experienced, trained professionals and volunteers. Support will be tailored to provide evidence-based interventions to children and young people through 1:1, group, and drop-in sessions.	**Website:** https://chums.uk.com/kent-bereavement-service/

NHS Kent Community Health NHS Foundation Trust	**Early Intervention for Psychosis (East Kent)** The East Kent Team helps people who live in Ashford, Canterbury, Dover, Folkestone and Thanet. We work with people between 14 and 65 years old who are experiencing their first episode of psychosis and who have been experiencing symptoms for less than three years. The NHS England standard requires that people experiencing their first episode of psychosis start a NICE recommended package of care within two weeks of referral. We offer advice, carry out assessments and can offer support for up to three years. We can advise you about how mental ill health can be identified early and how our service can help. Assessments and interventions are provided by care coordinators who may be mental health nurses, occupational therapists, or social workers. Our psychology team also provides interventions. Support time and recovery workers are a vital part of the team, and they assist people with ordinary practical activities to help their recovery.	**Website:** www.kmpt.nhs.uk/our-services/early-intervention-for-psychosis-east-kent/ **Telephone:** 01227 812390
NELFT NHS NHS Foundation Trust	**All Age Eating Disorder Service** The All Age Eating Disorder Service for Kent and Medway is a specialist service. Our service aims to bring hope and confidence, through help and support, to those who have an eating disorder, to enable them to take back control of their life by overcoming their eating disorder. Minimal referral age is 8 years old.	**Website:** www.nelft.nhs.uk/services-kent-medway-eating-disorders **Telephone:** 0300 300 1980
East Kent Rape Crisis Centre	**East Kent Rape Crisis Centre** East Kent Rape Crisis Centre is a registered charity made up of trained professionals & volunteers providing a safe space to everyone affected by any kind of sexual violence or coercion, experienced at any time during their lives. All our services are open to everyone – children, young people and adults. We also support family and friends. We offer emotional and practical support in the form of face-to-face counselling, therapeutic crisis interventions, support through the criminal justice system and support and crisis phone lines.	**Website:** www.ekrcc.org.uk/ **Telephone:** 01227 451753

Rape & Sexual Abuse Support Services	**Family Matters Rape and Sexual Abuse Support Services** Family Matters Counselling Service has been created to provide skilled help for children and adults who are experiencing physical and mental scars due to rape or sexual abuse. Our counselling practice is supported by qualified professionals who are trained across a wide range of issues and disciplines to help those affected address their fears and identify a clear pathway towards resolution and healing.	**Website:** www.familymattersuk.org **Telephone:** 01474 536661 **Helpline:** 01474 537392
Yana You are not alone	**YANA (You Are Not Alone)** We aim to help children and young adults develop resilience and emotional wellbeing. The project raises awareness of mental health, develops understanding of what that looks like for the individual and explores what they can do themselves and where they can go for further support. The **YANA** project offers: • Online wellbeing and emotional resilience workshop series • Tailored 1:1 sessions for children • Personalised plans and approaches • Information, advice and guidance • Facilitation of peer support groups The **YANA** service is for children and young adults who: • Would like to improve their emotional health and wellbeing • Want to learn more about themselves and the sorts of things that might help them, now and in the future • Do not meet the threshold for support from CAMHS and NELFT • Would like to be involved in developing this meaningful programme	**Website:** www.imago.community/Children-and-Young-People/YANA **Phone**: 0300 011 1965

Porchlight Changing attitudes · Changing lives	**Porchlight** Porchlight supports individuals across Kent. We work with children, adolescents and their families with all kinds of needs e.g., managing relationships, education difficulties, mental health and wellbeing difficulties. We draw on decades of experience to help people facing poverty and inequality in health and housing.	**Website:** www.porchlight.org.uk/commissioners-and-professionals/our-services/young-people-and-family-services **Telephone:** 01227 760078 **Helpline**: 0800 567 7699
SALUS IMPROVING THE LIVES OF CHILDREN	**SALUS** Salus recognises that all children and young people are different and, for any number of reasons, may need support to deal with the challenges they face to ensure they can achieve their potential. Salus offers a diverse range of programmes to support the needs of children and young people. This can be in school, the community or at home. Areas that Salus can support include: emotional wellbeing and social development, domestic abuse, anti-bullying, autism spectrum condition, employment, mentoring service etc.	**Website:** www.salusgroup.org.uk/
NELFT NHS NHS Foundation Trust	**Kent Children and Young People's Mental Health Service (CYPMHS)** CYPMHS stands for the Children and Young People's Mental Health Service. Kent CYPMHS provides emotional wellbeing and mental health advice and support for young people and their families across Kent. If you are in crisis or require out of hours support please call SPA available 24 hours a day, on 0800 011 3474. We will listen and talk through the support available to you and your child.	**Website**: https://www.nelft.nhs.uk/services-kent-children-young-peoples-mental-health www.nelft.nhs.uk/kent-cypmhs-get-in-touch

MHS 24/7 MENTALHEALTHDIRECT 0800 995 1000	**Mental Health Direct** If you need mental health/emotional wellbeing support and it is out of office hours, or you don't know who to contact, you should call NELFT Mental Health Direct. We can arrange for you to speak with a mental health professional. We can also advise you about what service to contact to get the support you need. This is a freephone number and callers will not be charged.	**Website:** www.nelft.nhs.uk/services-mental-health-direct **Telephone:** 0800 995 1000
YOUNGMINDS	**Young Minds** 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.	**Website:** https://www.youngminds.org.uk/
MEE TOO ®MentalHelp	**MeeToo** MeeToo is a multi-award winning, free, anonymous app where young people can talk about difficult things. MeeToo provides a safe, pre-moderated (by humans) space for young people aged 11+ to experiment with opening up about whatever may be on their mind. MeeToo supports over 6,000 young people each month. It is featured on the NHS Apps Library and promoted by more than 1,000 schools in the UK.	**Website:** https://www.youthemployment.org.uk/meeto-free-mental-health-app-for-teens/
MOOD SPARK	**Mood Spark** A space created by young people for young people to help navigate and learn about emotions. Our website signposts young people to organisations that are able to provide further support.	**Website:** https://moodspark.org.uk/

Live well Kent and Medway	**Live Well** Whatever you are going through, we are here to help. You might want to improve your confidence, learn to manage your money, meet new people, learn some new skills or find a job. Our network of voluntary organisations and charities provides free support for anyone aged 17+ who lives in Kent or Medway.	**Website:** https://livewellkent.org.uk/in-your-area/
mind Mid Kent	**Mind - Mid Kent** We provide specialist support for children, young people and adults by providing a range of activities to support wellbeing and resilience. As well as our wellbeing support we also offer training courses.	**Website:** https://midkentmind.org.uk/about/
SAMARITANS	**Samaritans** Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. Call the freephone on 116 123.	**Website:** https://www.samaritans.org/how-we-can-help/if-youre-having-difficult-time/if-youre-finding-things-hard-this-christmas-festive-season/
childline ONLINE, ON THE PHONE, ANYTIME	**Childline** Childline is yours – a free, private and confidential service where you can talk about anything. 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. Our trained counsellors are here to support you. Childline is free, confidential and available any time, day or night.	**Website:** https://www.childline.org.uk/about/about-childline/ **Telephone: 0800 1111**
HEALTH FOR TEENS	**Health For Teens** A useful website offering advice and guidance for teens; ranging from health and lifestyle information, understanding feelings, relationship advice, online safety and much more.	**Website:** https://www.healthforteens.co.uk/

HOPE Support Services	**Hope Support Services** Hope is a UK charity founded in 2009, that provides support to young people when a family member is diagnosed with a life-threatening illness. We support young people aged 5-25, from the moment of diagnosis for however long we are needed.	**Website:** https://hopesupport.org.uk/ **Telephone:** **01989 566317**
Kent County Council	**Social Services** If you think you have any care and support needs, you can contact us to ask for a free assessment.	**Website:** https://www.kent.gov.uk/social-care-and-health **Telephone:** **03000 411111 (Monday - Friday)**
Kent Police	**Kent Police** 101 is the non-emergency contact number for any police force in England and Wales and it is available 24 hours a day, 7 days a week	**Telephone:**101
NHS 111 online	**NHS** NHS 111 can help if you have an urgent medical problem and you're not sure what to do.	**Website:** https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/ **Telephone:**111
EMERGENCY SERVICES COLLABORATION	**EMERGENCY SERVICES** Protecting life is the number one priority for police, ambulance and fire. If there is a real possibility that someone could lose their life or be seriously injured if they don't receive help immediately, then you need to call 999. Is a crime in progress? As the police, we like to be able to catch criminals in the act. You can help us do this by calling 999 when the crime is taking place and if criminals have just left the scene of the crime.	**Telephone:** 999