



# **A Support and Advice Guide for Parents/Carers and Students**

## **Achieving Positive Attendance at Ivybridge Community College**

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# **Ivybridge Community College Details and Staff Contacts**

Ivybridge Community College  
Harford Road  
Ivybridge  
Devon  
PL21 0JA

Principal: Rachel Hutchinson  
Principal's PA: Melanie Vincent

Telephone: 01752 691000

Absence Line: 01752 891777 (24hr answer machine)

Email: [icc@ivybridge.devon.sch.uk](mailto:icc@ivybridge.devon.sch.uk) - please contact your child's Tutor via the College email by writing the Tutor name in the subject heading i.e. FAO Mr Jones.

## **Pastoral Leaders:**

Year 7: Lisa Setter  
Year 8: Karen Allen  
Year 9: Chris Liddicoat  
Year 10: Jade Tyrrell  
Year 11: Taylor Wynn

## **College Directors:**

Year 7: Tom Brown  
Year 8: Oliver Elliott-Smith  
Year 9: Nick Beard  
Year 10: Matt Kibler  
Year 11: Eddie Willow

Assistant Principal – Inclusive Education: Claire Warne

## **Sixth Form:**

Director of Sixth Form: Imogen Martin  
Personal Development and Welfare Lead: Kim Daniel  
Pastoral Lead (Welfare and Attendance): Sarah Street  
Pastoral Lead (Futures): Sharon Terry

## **Safeguarding:**

Deputy Designated Safeguarding Lead - Compliance: Amy Pearce  
Designated Safeguarding Lead: Matt Anniss  
Deputy Designated Safeguarding Lead - Student Welfare: Sharon Hughes  
Deputy Designated Safeguarding Lead - Student Welfare: Shelley White  
Deputy Designated Safeguarding Lead - Attendance: Nikki Halloren  
Welfare Officer: Jenny Hill

## **SEND:**

SENDCo: Abi Newman  
Email: [SEND@ivybridge.devon.sch.uk](mailto:SEND@ivybridge.devon.sch.uk)

## The Purpose of this Guide

At Ivybridge Community College we recognise that some students may need more support than is available in College hours. As such we have created this Parent/Carer Guide to additional services which we are aware may further help young people in times of adversity.

Please do let us know if these are outdated or if you have others to add. We are pleased to continue to support our parent/carers community and of course our students to attend College as near to 100% as possible.

Firstly, please note in Staff Contacts (page 3) who may be able to support you and your child.

## Mental Health and Wellbeing

Name	Link to support	What this support offers
Kooth	<a href="https://www.kooth.com/">https://www.kooth.com/</a>	Online Mental Wellbeing community. Access free, safe and anonymous support.
YoungMinds	<a href="https://www.youngminds.org.uk/">https://www.youngminds.org.uk/</a>	YoungMinds is leading the movement to make sure every young person gets the mental health support they need, when they need it, no matter what.
Mind	<a href="https://www.mind.org.uk">https://www.mind.org.uk</a>	We are here to fight mental health. For support, for respect, for you.
Stem4	<a href="http://stem4.org.uk">http://stem4.org.uk</a>	Stem4 is a charity that promotes positive mental health in teenagers and those who support them.
Beat Eating Disorders	<a href="https://www.beateatingdisorders.org.uk/">https://www.beateatingdisorders.org.uk/</a>	We are the UK's eating disorder charity. Our mission is to end the pain and suffering caused by eating disorders.
Shout	<a href="https://giveusashout.org/">https://giveusashout.org/</a>	Shout is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

## Bereavement

Name	Link to support	What this support offers
Jeremiah's Journey	<a href="https://jeremiahsjourney.org.uk/">https://jeremiahsjourney.org.uk/</a>	A Plymouth-based charity that provides free support to children, young people and their parents/carers who have or are about to experience the death of someone special.
Children and Families in Grief	<a href="https://www.childrenandfamiliesingrief.co.uk/">https://www.childrenandfamiliesingrief.co.uk/</a>	Charitable organisation that provides practical, emotional and creative support for children and their families in South Devon following bereavement.
Pete's Dragons	<a href="https://www.petesdragons.org.uk/">https://www.petesdragons.org.uk/</a>	Pete's Dragons has a passion for making sure those impacted by suicide are supported.

## Support

Name	Link to support	What this support offers
Young Devon	<a href="https://www.youngdevon.org/">https://www.youngdevon.org/</a>	Building quality relationships to help young people thrive is our guiding principle.
Let's Talk Teenagers	<a href="https://www.eventbrite.co.uk/e/lets-talk-teenagers-june-2022-tickets-337133002887">https://www.eventbrite.co.uk/e/lets-talk-teenagers-june-2022-tickets-337133002887</a>	Free online support sessions for parents and carers of teenagers (and pre-teens).
Early Help Information	<a href="https://www.dcfp.org.uk/early-help/">https://www.dcfp.org.uk/early-help/</a>	Early Help is the extra support your family can get if you need it.
Stop, Breath, Think.	<a href="https://www.stopbreathethink.org.uk/">https://www.stopbreathethink.org.uk/</a>	We are a game changing mental health service for young people.
Happy Families, Happy Futures	<a href="https://www.dcfp.org.uk/early-help/early-help-information-for-workers/happy-families-happy-futures-devon">https://www.dcfp.org.uk/early-help/early-help-information-for-workers/happy-families-happy-futures-devon</a>	Offers support to parents to improve the quality of interparental relationships.
Plymouth and Devon Racial Equality Council	<a href="https://www.plymouthanddevonrec.org.uk/pdrec-services-plymouth-devon-racial-equality-council-exeter-torbay.html">https://www.plymouthanddevonrec.org.uk/pdrec-services-plymouth-devon-racial-equality-council-exeter-torbay.html</a>	To work towards the elimination of racial discrimination and promote equality of opportunity.
Victim Care	<a href="https://www.victimcaredevonandcornwall.org.uk/">https://www.victimcaredevonandcornwall.org.uk/</a>	To provide support for anyone affected by crime in Devon, Cornwall and Isles of Scilly.

Proud2Be	<a href="https://www.proud2be.org.uk/">https://www.proud2be.org.uk/</a>	Free groups and support for LGBTQ+ Young People aged 11-18.
Papyrus	<a href="https://www.papyrus-uk.org/">https://www.papyrus-uk.org/</a>	Papyrus Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.
Y-Smart	<a href="https://www.y-smart.org.uk/">https://www.y-smart.org.uk/</a>	Y-Smart Drug and Alcohol Services for under 18's. We provide support and advice for young people, parents, families and professionals.
Livewell Southwest	<a href="https://www.livewellsouthwest.co.uk/">https://www.livewellsouthwest.co.uk/</a>	Livewell Southwest is a recognised provider of integrated health and social care services operating across South Hams.
Samaritans	<a href="https://www.samaritans.org/">https://www.samaritans.org/</a>	We're here, day or night, for anyone who's struggling to cope, who needs someone to listen without judgement or pressure.
The Zone	<a href="https://www.thezoneplymouth.co.uk/">https://www.thezoneplymouth.co.uk/</a>	We are a charity which provides free confidential information & support to young people.
Intercom Trust	<a href="https://www.intercomtrust.org.uk/">https://www.intercomtrust.org.uk/</a>	We are an LGBT+ led charity, proudly working with 1000's of people each year to improve wellbeing and inclusion across the region.
School Nurse – Devon County Council	<a href="https://www.devon.gov.uk/educationandfamilies/health/public-health-nursing-school-nursing/">https://www.devon.gov.uk/educationandfamilies/health/public-health-nursing-school-nursing/</a>	Provides information and support to school-aged children and their families who live in Devon or who attend a Devon school.
Space Youth Services	<a href="https://www.spaceyouthservices.org/">https://www.spaceyouthservices.org/</a>	Space delivers professional youth work, community projects and other services to ensure young people have the best opportunities to succeed.
Devon Rape Crisis	<a href="https://devonrapecrisis.org.uk/">https://devonrapecrisis.org.uk/</a>	We offer confidential, professional support to survivors of rape, sexual assault and childhood sexual abuse in Devon.

Relate	<a href="https://www.relate.org.uk/">https://www.relate.org.uk/</a>	We are a source of support. We are here to help you make the most of your relationships; past, present or future.
Family Lives	<a href="https://www.familylives.org.uk/">https://www.familylives.org.uk/</a>	Family Lives provides targeted early intervention and crisis support to families. If you need to talk, we're here to listen.

## Safety

Name	Link to support	What this support offers
Childline	<a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>	Support and advice for children and young people.
NSPCC	<a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>	A leading UK children's charity.
CEOP Education	<a href="https://www.ceop.police.uk/Safety-Centre/">https://www.ceop.police.uk/Safety-Centre/</a>	A place for under 18s to report online child sexual abuse, if they feel unable to disclose to a trusted adult.
SafeLives	<a href="https://safelives.org.uk/">https://safelives.org.uk/</a>	The UK-wide charity dedicated to ending domestic abuse, for everyone and for good.



# Kooth

## Your online mental wellbeing community

### Free, safe and anonymous support

#### Overview

1 in 5 children and young people suffer from mental health illness in any given year. At Kooth, we believe every young person has the right to thrive and to access high quality mental health care.

Kooth.com is commissioned by the NHS, local authorities, charities and businesses to provide anonymous and personalised mental health support for Children and Young People. With over 4000 logins per day, we provide end to end support whatever the need.

Kooth is an anonymous site which helps children and young people to feel safe and confident in exploring their concerns and seeking professional support.

Our live counselling functionality allows children and young people to receive professional support through either booked or drop in sessions as and when a session is required. Our qualified practitioners are real people, not bots, with significant experience in working with children and young people.

Our suite of applications allows children and young people to choose how they want to access help: Magazines, Forums, Activity Centres, Messaging, Live Counselling. Each component can be accessed as a standalone or as part of a wider care package.

Access to Kooth is immediate. There is no need for a referral, no waiting lists and the service is available 24/7.

Managing risk is what we do. We have a robust risk profiling system across all parts of the platform that allows us to prioritise and to reach out. Safeguarding encompasses all we do at every level of care. We know when to signpost and refer on and how to psychologically hold people and keep them safe during crisis.

On every part of our platform we ask for feedback on functionality and measure outcomes. 94% of our children and young people would recommend Kooth to a friend.

## **Some of the things you will find on Kooth**

### **Articles**

Helpful articles, personal experiences and tips from young people and our Kooth team.

### **Discussion Boards**

Start or join a conversation with our friendly Kooth community. Lots of topics to choose from!

### **Chat with the team**

Chat to our helpful team about anything that's on your mind. Message us or have a live chat.

### **Daily Journal**

Write in your own daily journal to track your feelings or emotions and reflect on how you're doing.

### **What our community is saying**

"I really like how you can share your problems anonymously and have help from others. It makes me feel accepted and that people will not judge me."

**Our community is here to support you through anything. Big or small.**

<https://www.kooth.com/signup/available-in-many-areas>



# YoungMinds

## How can YoungMinds help me?

We provide young people with tools to look after their mental health. Our website is full of [advice and information](#) on what to do if you are struggling with how you feel. We empower parents and adults who work with young people, to be the best support they can be to the young people in their lives. And we give young people the space and confidence to get their voices heard and change the world we live in. Together, we can create a world where no young person feels alone with their mental health.

## What is mental health?

We all have mental health, just like we all have physical health. It's about how we think, feel and act. Sometimes we feel well, and sometimes we don't. When our mental health is good, we feel motivated and able to take on challenges and new experiences. But when our mental health is not so good, we can find it much harder to cope.

## How do I know if I have a 'mental health problem'?

We all have good days and bad days, but when negative thoughts and feelings start to affect your daily life and stop you doing the things you enjoy, or your ability to feel ok, this means you probably need some support with your mental health. For example, nearly everyone gets anxious before an exam, a job interview or a first date. But if we feel anxious all the time, constantly worrying that the worst could happen, and this stops us sleeping well or meeting up with friends, we might benefit from some help.

## How do you help parents?

We help parents and carers who are worried about their child's mental health with tips, information and advice online and through our [Parents Helpline](#) service. Use our [helpfinder](#) to find the right support for you.



# Mind

## About us

We will not give up until everyone experiencing a mental health problem gets support and respect.

## What we do

Even though 1 in 4 people have mental health problems, most of us don't get the help we need.

This has to change.

We are Mind. We are here to fight mental health. For support for respect, for you.

We change minds across England and Wales by making mental health an everyday priority. By standing up to the injustices – in healthcare, in work, in law – which make life harder for those of us with mental health problems.

We support minds – offering help whenever you might need it through our information, advice and local services.

And we connect minds. Bringing together an unstoppable network of individuals and communities – people who care about mental health to make a difference.

## Information and Support

When you are experiencing a mental health problem, supportive and reliable information can change your life. That's what we do. We empower people to understand their mental health and the choices available to them through the following:

- Our Infoline, which offers confidential help for the price of a local call.
- Our Legal Line, which provides information on mental health related law to the public, service users, family members, carers, mental health professionals and mental health advocates.

[Take a look at our information and support.](#)

## Local Minds

Our local Minds provide help and support directly to those who need it most. There's a [network of more than 130 local Minds](#) across England and Wales that offer specialised support and care based on the needs of the communities they support.

## Membership and Networks

Our members are at the heart of everything we do. [Join us](#) and we will keep you up to date with opportunities to shape our work.

We are also developing national and local support networks for anyone experiencing a mental health problem.

## Campaigning for Change

We believe everyone with a mental health problem should be able to access excellent care and services. We also believe you should be treated fairly, positively and with respect.

[We campaign on a range of issues](#) that could affect anybody with a mental health problem. This includes health services, legislation, protection of legal rights and employment. Join us to campaign for change.

## Professional Training

We can help bring about real change, end discrimination and promote good mental health for all through our [training and consultancy](#). We offer a range of national and local services including workplace training to develop mentally healthy offices, applied suicide intervention skills, Mental Health First Aid and bespoke training sessions.

## Depression Alliance

Depression Alliance has been supporting people with depression for almost 40 years. Raising awareness and campaigning to improve attitudes towards depression has been central to Depression Alliance's work.

On Monday 1 August 2016, Depression Alliance merged with Mind to continue providing its Friends in Need wellbeing network and online community as well as its 60 self-help groups.

Find out more about [the merger and Depression Alliance services now being delivered by Mind](#).



# Stem4 Supporting Teenage Mental Health

## Who we are

Stem4 is a charity that promotes positive mental health in teenagers and those who support them including their families and carers, education professionals, as well as school nurses and GPs through the provision of mental health education, resilience strategies and early intervention.

This is primarily provided digitally through our innovative education programme, pioneering mental health apps, clinically-informed website and mental health conferences that contribute to helping young people and those around them flourish.

## Our mission

To foster the development of good mental health in teenagers through enhancing early understanding and awareness in individuals, their families, schools and the community, promoting shared early detection and signposting towards prompt action and intervention.

## Our apps



*Calm Harm is a free app to help teenagers manage or resist the urge to self-harm.*



*Clear Fear is a free app to help children and young people manage symptoms of anxiety.*



*Move Mood is a free app to help teenagers manage low mood and depression.*



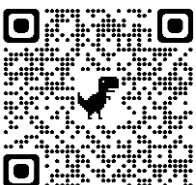
COMBINED MINDS

*Combined Minds is a free app to help families and friends provide mental health support.*



WORTH WARRIOR

*Worth Warrior is a free app to help young people manage low self-worth, poor body image and related eating disorders.*





# Beat Eating Disorders

## Our Mission

We are the UK's eating disorder charity. Founded in 1989 as the Eating Disorders Association, our mission is to end the pain and suffering caused by eating disorders.

## About eating disorders

Around [1.25 million people in the UK](#) suffer from these illnesses, many in secret. They are of all ages, genders and backgrounds – eating disorders do not discriminate. [Eating disorders](#) include bulimia, binge eating disorder, avoidant/restrictive food intake disorder (ARFID), other specified feeding or eating disorder (OSFED), and anorexia, which tragically has the highest mortality rate of any mental illness, though all eating disorders can be deadly. While this is the worst-case scenario, there are many ways in which eating disorders severely affect the quality of life of both those suffering and those who care about them. They steal childhoods, devastate relationships and pull families apart. But, with the right treatment and support, recovery is possible.

## What we do

Our [national Helpline](#) exists to encourage and empower people to get help quickly, because we know the sooner someone starts treatment, the greater their chance of recovery. People can contact us online or by phone 365 days a year. We listen to them, help them to understand the illness, and support them to take positive steps towards recovery. We also support family and friends, equipping them with essential skills and advice, so they can help their loved ones recover whilst also looking after their own mental health. And we campaign to increase knowledge among healthcare and other relevant professionals, and for better funding for high-quality treatment, so that when people are brave enough to take vital steps towards recovery, the right help is available to them.

The work we do means that every year lives are saved, families are kept together, and people are able to live free of eating disorders.

## Our Values

We share the vision of an end to the pain and suffering caused by eating disorders. We are inspired by the people we serve, by the difference we can make, and by our commitment to each other.

To make our vision a reality, we need to be bold. It takes a particular courage for our beneficiaries to ask us for help. And we need to be courageous in return – being proactive in seeking new opportunities, embracing new ways of working, and challenging things that are preventing our vision from becoming a reality.

Central to our success is our commitment to building and maintaining supportive and mutually empowering relationships with our colleagues, supporters and beneficiaries. In turn, these relationships provide us with unique experience and learning, which we use to speak with both compassion and authority about the realities of eating disorders.

We also believe that people performing at their best are happier in their work and that happy people perform at their best. So, we create and protect a trusting and collaborative environment where people can experiment, learn and flourish.

We all have the responsibility of ensuring our behaviours and relationships reflect these values on a day-to-day basis and for holding ourselves and each other accountable when they do not.

When we get this right, we will achieve brilliant results together, making Beat a truly inspiring and enjoyable place to work.

## **Get Information and Support**

### **Our services: Here to help**

Whether you need 1-2-1 emotional support, want to connect with others or to learn new skills, our range of support services can help.

[Browse all of our services](#)



# Shout

## About Shout 85258

Shout is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

We launched publicly in May 2019 and we've had more than 1.7 million conversations with people who are anxious, stressed, depressed, suicidal or overwhelmed and who need in-the-moment support.

Shout 85258 is a free, confidential, anonymous text support service. You can text us from wherever you are in the UK.

To start a conversation, text the word 'SHOUT' to 85258. Our trained volunteers are here to listen at any time of day or night, and messages won't appear on your phone bill.

### We can help with:

- Anxiety and stress
- Depression or sadness
- Suicidal thoughts
- Self-harm
- Panic attacks
- Loneliness or isolation
- Abuse
- Bullying

## Resources to support your Mental Health

We have lots of resources available on a range of issues including anxiety, bullying, eating disorders, relationships, LGBTQ+ mental health, support for students, men's mental health and more.

[\*\*EXPLORE OUR RESOURCES\*\*](#)

## How Shout is making an impact

Since our launch in May 2019, we now have:

- **2,100** trained and active Shout Volunteers
- **1.7 million** text conversations with **540,000** children, young people and adults in distress
- **2,000** conversations every day. We're a 24/7 service and our texters contact us round the clock.

## **What happens when you use the service?**

### **1. Text**

To start a conversation, text the word 'Shout' to 85258. If you are feeling low, anxious, worried, lonely, overwhelmed, suicidal or not quite yourself, we are here for you.

### **2. Connect**

Once you text us, you will receive four automated messages before you are connected to one of our empathetic Shout Volunteers.

### **3. Chat**

The volunteer will introduce themselves and ask you to share a bit more about what's bothering you. This might include feeling anxious, having relationship problems, addiction, depression, bullying, self-harm and suicide. You will text back and forth and share what you feel comfortable with.

### **4. Plan**

The goal of the conversation is to help you reach a calm and safe place, with a plan of how to support yourself going forwards. As well as listening without judgement, our volunteers may provide you with further resources or tools to help you get more expert support.

### **5. Calm**

As the conversation comes to a close, we encourage you to reflect on the thoughts, feelings and experiences you've explored, how you want things to be and how you may be able to get there. You'll be safe in the knowledge that if you're in distress again and struggling to cope that we're here 24/7. Conversations tend to last around 45-60 minutes.



# Jeremiah's Journey

## What We Do

Children from Plymouth and the immediate surrounding area are put in touch with us for support when they have experienced or are anticipating bereavement. This is often a call into the charity's helpline. We usually begin with a conversation with each family. For some this might offer enough reassurance or ideas to help. Where a family would like more, then we meet and decide together, how we can be of most help.

## The types of support that we offer may be:

### Advice Line

We run a helpline on 01752 424348

National helplines are also available:

Winston's Wish – 08088 020 021

Child Bereavement UK – 0800 02 888 40

## Pre-bereavement Support – when someone has a terminal illness

We have always offered support and information to families where someone significant is terminally ill. Where appropriate, we make contact and offer resources to help them prepare for their bereavement.

## Groups

We run different groups to meet the needs of children and young people that have been bereaved, as well as their parents and carers. It lets them connect with others who have been bereaved, whilst engaging in activities based around building resilience, wellbeing and having fun, supported by a member of the Jeremiah's Journey Clinical Team and volunteers. We plan our groups according to age and need.

## We believe that no child or family should feel alone in their grief

Our work is centred around grieving children, young people and their families and we always aim to do our best to help them through their individual grief. Families need support at different times and may be facing many challenges. We are respectful of each child and their family's experiences and circumstances.



# Children and Families in Grief

## How Can We Help?

Children can be adversely affected by grief in the following ways:

- Difficulty in concentrating - can lead to problems at school and affect learning capacity
- Withdrawal from peers and family - can lead to isolation
- Anger - which can lead to behavioural problems inside and outside of school
- Depression - which is on the increase in young people
- Suicidal thoughts

The process of grief can involve, shock, denial, anger, yearning, despair, a person may experience a mixture of these feelings or may experience all of them in the space of one day. Sometimes children and adults “get stuck” and struggle coming to terms with their loss; we offer bereavement support through trained therapists to facilitate healthy grief.

**Weekend workshops** help different age groups, through the shared experience, learn from one another and develop healthy responses to grief.

Children and Families in Grief finds that families often maintain contact with others in a similar position through the weekend workshops and social activities.

Children and Families in Grief is a charitable organisation that provides practical, emotional and creative support for children and their families in South Devon following bereavement.

Children and Families in Grief has a dedicated team who are committed to supporting families at this difficult time. The therapists are experienced, sensitive and intuitive individuals brought together by their desire to help families through the process of grief.

The main aims of Children and Families in Grief are:

- To help increase the reality of death
- To help encourage expression of feelings
- To help readjust to the loss
- To help find ways to remember the person who has died
- To help in affirming continuing bonds with the person who has died
- To help families reinvest in life

Once a referral has been made to our charity our Lead Therapist will call the family to have an initial telephone conversation to introduce them to our service, explain how we work and when we can offer them our service. This is also an opportunity to find out from the family a little more about the death of their special person, how this is affecting them and how we can best help and support them at this time.

Our Lead Therapist will then arrange to visit the family at their home with a co-therapist to undertake an initial assessment visit. At this assessment visit we take some resources to support the family on particular aspects of grief as an additional and on-going support. Our therapists discuss with the family what we can offer to them and find out what the family need in way of support from us and then we agree together the best way forward. We also offer telephone support until the therapeutic work starts with families.

We have several different options for our therapeutic support that we can offer to families that we see and we discuss these options with each family at the initial assessment visit to ensure they have the right support for them. Our support and counselling is tailored around the needs of the family. Some families may benefit from just receiving an initial assessment visit, talking things through together and receiving some resources, other families may benefit from a series of home visits by two of our therapists and some families may benefit from a series of home visits along with the addition of attending a bereavement day with other bereaved families.

We always undertake a closing visit to families who have received our support to ensure that they are referred on, if this is appropriate, for any other support needed, we collect feedback and we also offer families the chance to stay in touch with us and other bereaved families via our social events, which are held a couple of times each year.



# Pete's Dragons

## **We are here for you if you have been impacted by suicide**

Pete's Dragons has a passion for making sure those impacted by suicide are supported. The Dragons are a team that have experienced the aftermath first-hand and worked together to ensure that all those impacted by suicide in Devon and North Somerset have access to timely and appropriate support.

We are honest, brave and vibrant - losing someone to suicide is just so totally devastating. We know, we've been there. We know that as families, partners, friends and colleagues adapt to the world without their loved one, we can help in a number of practical and meaningful ways, such as: practical advice, emotional support, peer support, talking and holistic therapies, activities and events, grief courses and counselling. We also know that psychological and therapeutic support must be timely, appropriate and carried out by professionals and we work hard to ensure we have a range of quality therapists and specialists within our team to provide their support.

## **Suicide Bereavement has been described as “grief with the volume turned up”.**

Everyone impacted by suicide will have a unique experience. Our support is for **anyone** impacted by suicide within the county of Devon (see our North Somerset page for our support in that area) and is available for adults and children. We do not hold waiting lists so our support begins within 48 hours of you contacting us and it continues for as long as you need.

How can we help?

- Provide a resource pack tailored specifically to your needs
- We offer a listening service which can be through face-to-face visits, over the telephone or even by email, whichever is right for you
- Offer practical advice and assistance on issues such as: how to inform others of the death, dealing with the media, wills and probate, applying for benefits, funeral arrangements, inquest advice and support and/or anything else that is causing concern
- Source and liaise with other appropriate support services to ensure that you get the right help for you just when it is really needed
- Counselling, alternative therapies, peer support and events & activities
- Regular 8-week Grief Recovery courses which teach small and correct steps to resolve grief and say goodbye to the pain, isolation and loneliness caused by significant emotional loss
- Mindfulness through play and THRIVE
- Regular workshops and learning events focused towards emotional and physical wellbeing



If you need advice or support, do not hesitate to contact us via our online referral form (which you can find on the 'Contact' page or by emailing [support@petesdragons.org.uk](mailto:support@petesdragons.org.uk) or just give us a call on 01395 277780.

### **We help people understand how they can contribute to preventing suicide**

Our overarching aim at Pete's Dragons is to put ourselves out of business, we don't want to be supporting people after a suicide because we don't want suicides to occur in the first place.

Our contribution to this aim is our highly skilled and experienced training and consultancy department which offers workshops and courses in all aspects of suicide prevention (bereavement), intervention and prevention as well as wellbeing and mental health maintenance.

As with our postvention support our training and consultancy offering is completely bespoke and can be tailored for individual/organisational need.

### **Self-Referral Forms**

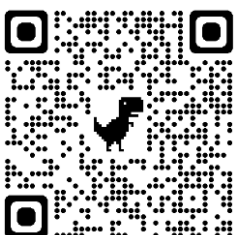
If you would like to refer yourself to our Devon services, you can complete this online form.

<https://www.smartsurvey.co.uk/s/Self-Referral/>

Once you have completed the form, a Dragon will be in contact within 48 working hours.

Please only complete this form if you are interested in ongoing support for the impact of suicide in Devon.

If you are looking for advice or you were going to complete this form on behalf of somebody else, please use our website enquiry form or telephone the office on 01395 277780.



# Young Devon

## Changing the odds in favour of young people

We are proud to be able to support so many young people across Devon, Plymouth and Torbay. We have been finding new and different ways to help young people thrive for over 70 years and are passionate about putting young people at the heart of Devon.

"I love Young Devon, they've always supported me".

Building quality relationships to help young people thrive is our guiding principle; the principle at the centre of every service we offer, that sits behind everything that we do. It is why our Skills, Accommodation, Wellbeing and Voice Teams can help over 2000 young people every year.

## Wellbeing

Our Wellbeing service is nationally recognised and has been running for over 20 years. Our staff are hugely experienced, will listen, help and never judge. We give straightforward support for problems that young people might be facing.

Are you looking for support with your mental health and wellbeing?

Do you live in Devon, Plymouth or Torbay, and are 11-25 years old?

If you answer yes to the above, there are several ways you can contact us for help:

- Call us on 08082 810155
- Download and complete our [Wellbeing enquiry form](#) and email it back to us at [wellbeingenquiries@youngdevon.org](mailto:wellbeingenquiries@youngdevon.org)

**(Important:** If you are enquiring on the behalf of a young person, we ask that the young person knows about this contact and consents to talking to us.)

One of our qualified therapists will then give you a call for a Wellbeing conversation; this is a chance to talk about what is happening for you, your feelings and what support you would like. Our therapists will then suggest support that might help you. This support could be some therapy, such as counselling or CBT, a chance to come to a Young Devon Wellbeing Café, or maybe we might know of other services that could help you, such as online options, like [Kooth](#)

We offer support face-to-face or remotely via Zoom.

We hope to get in touch within five weeks but please check out our [Wellbeing Toolkit](#) whilst you wait.

If you are really worried and need help now, here are some links that might help:

- Emergency Services – if you are in need of urgent medical help please contact 999 or attend your local Accident and Emergency Department.

- Child and Adolescent Mental Health Services – if you are under 18 and experiencing a mental health crisis, you can contact CAMHS. Call CAMHS on 03300 245321 (Monday - Friday 8.00am - 5.00pm) or 0300 555 5000 (out of hours).
- Livewell Southwest's First Response Service – a 24/7 helpline for Plymouth, providing advice, support and signposting for people experiencing mental health difficulties. Call them on 0800 923 9323.
- Samaritans – support for anyone feeling down, experiencing distress or struggling to cope. Visit their website [www.samaritans.org](http://www.samaritans.org) or call their 24 hour hotline on 116123.
- ChildLine – online support and counselling (online and telephone). Visit their website [www.childline.org](http://www.childline.org) or call them on 0800 1111.

## **Accommodation**

It is great when a young person can live at home with their family, but this is not always possible. Family breakdowns, bereavement, leaving care; there are many reasons why a young person may find themselves without a place to stay.

A safe place to call home is possibly the most critical thing which young people who are in crisis might need.

That's where Young Devon come in. When a young person can no longer live at home, or they find themselves homeless, we work with them to find out what accommodation best suits their needs.

We are here to help young people to develop resilience; this is much harder to do without the sense of security that a place to call home offers. If we can stop a young person from becoming homeless, we will do everything that we can to do that. But when that has not worked, we are committed to improving the range, quality and amount of accommodation that we can offer to young people.

One of our most profound challenges is to support young people in very chaotic situations. There is an expectation that we can help them develop a sense of stability and independence in less than a year, or eighteen months, even when the situations which have brought about that sense of chaos may have persisted for years, or even a lifetime.

Our Accommodation services promote choice and allow us to spend a longer period of time supporting young people to successful independent living.

You can contact our Accommodation team on 01752 698402.

## **Voice**

Young Devon places young people at the centre of its services. We believe young people are best placed to know about the challenges they face, the impact that these challenges have on their lives and the best solutions for them. We work in partnership with young people, to make sure that they are heard by the people making decisions affecting them across Devon.

Our own services are led and owned in partnership with young people, and their voice sits at the centre of service planning, evaluation and delivery. We will continue to support and lead other partners and organisations in ensuring that young people's voice is heard.

You can contact our Voice Team on 01752 424759.



# Let's Talk Teenagers

Let's Talk Teenagers is a series of online support sessions that are an opportunity for parents and carers of teenagers to hear about the challenges young people are facing today and discover ways to help them navigate their way through them.

The sessions have been running throughout 2022 and discuss the tools and techniques that can be used to support young people and their community. The sessions cover topics such as exploring teenage relationships, mental health and emotional wellbeing, anger and challenging behaviour, bullying and online challenges including preventing radicalisation.

There will be an updated toolkit available after the courses for everyone who signs up to this free event, which also covers topics from earlier sessions such as drugs and alcohol, body image, self-care and social and emotional changes.

The project has been produced with funding and support from the South Devon and Dartmoor Community Safety Partnership, Teignbridge and South Hams District Councils, Teignbridge Council for Voluntary Service, the Safety and Resilience Consultancy, Devon County Council, the Office of the Police and Crime Commissioner and the Safer Devon Partnership.

"The success of these courses lies in the desire of parents to find out how best they can support their teenagers through what is often the most difficult stage of their lives.

We've been completely amazed by the number of people who have signed up for these sessions – we had almost 800 people sign up for one or more of them – and we're absolutely delighted with the positive feedback.

We're hoping to attract more people – particularly fathers and male carers as well as people who've attended previous sessions. They're free and easy to sign up for and are just an hour a week".

- Rebecca Hewitt, Teignbridge Council's Safeguarding Lead and Chair of the South Devon and Dartmoor Partnership.

## Example messaging

1. Free support sessions are being hosted to help parents and carers learn more about the challenges young people are facing today. Book your place by visiting: [devon.cc/teenagers](https://devon.cc/teenagers)

#LetsTalkTeenagers

2. Have you got teenagers? Join these free online sessions and learn about some of the challenges young people are facing today and what you can do to support them. Visit to [devon.cc/teenagers](https://devon.cc/teenagers) find out more

#LetsTalkTeenagers

3. Join a series of free online support sessions for parents and carers of teenagers, covering topics such as:
- mental health
  - body image
  - healthy relationships
  - drugs and alcohol

Find out more about each session and book your free place by visiting [devon.cc/teenagers](https://devon.cc/teenagers)



# Early Help Information

## What is Early Help?

Early Help is extra support your family can get if you need it. It may be that you want to prevent a problem, or change things for your family before the problem becomes more serious.

It is not a specific service or team, it is an approach that brings together people from a range of services and teams who will work together with your whole family to help improve the situation for everyone.

It can offer support to families from pre-birth to adolescents with all sorts of issues from parenting, employment and school attendance to emotional wellbeing or anti-social behaviour.

Our [leaflet offers more information](#) on Early Help.

The leaflet is also available in:

[Romanian](#)

[Polish](#)

[Arabic](#)

[Dari](#)

[Pashto](#)

(To print we recommend you change your print settings to bind on the short edge. This may show as 'Flip' in your printer settings). This leaflet was designed for printing purposes only, and with that in mind will not be fully accessible to someone using assistive technology such as a screen reader.

Please contact [Earlyhelpsouthsecure-mailbox@devon.gov.uk](mailto:Earlyhelpsouthsecure-mailbox@devon.gov.uk) if you need the leaflet in a different form, or translated into another language.

## Why would I need Early Help?

When one person in your family has a problem it often affects everyone else too.

You may be worrying about someone's physical or mental health, a disability or special need, being a carer, domestic abuse, alcohol or drug misuse, harmful behaviour or involvement in crime.

It could be your child, a young person or another adult, but if the whole family is supported as soon as possible to help cope with their difficulties it is more likely that things will improve and everyone will be happier.

## How does Early Help work?

By identifying and building on your strengths as a family we can help and support you to find long term solutions to your issues, as well as developing your skills to help you manage any future challenges.

You will have one main point of contact. This could be someone you already have a good relationship with such as a youth worker or health visitor.

They will be known as your lead worker and they will help you access the services you need quickly and easily.

The information you and your family provide will only be shared with the people who need to know about it, and only with your permission.

You and your family will be central to drawing up your goals, and we will not make any decisions without your involvement.

## What happens next?

**Step 1** Getting help: You can ask for an Early Help Assessment yourself, or someone your family is already in contact with (such as a teacher or someone at your child's nursery, a health visitor, your GP or a support worker) may suggest one for you. Completing one is a bit like writing a 'to-do' list and putting a plan in place to achieve it. It is the only assessment you will have to complete.

**Step 2** Listening to you: Your lead worker will meet with you and your family and try to understand the views, needs, strengths and difficulties of everyone as well as how you work together as a family. This family led approach means you can identify your goals and decide your actions together with the people who will be supporting you to achieve them.

**Step 3** Your family's plan: Your family's plan of support will say who is going to do what and when, including the things you and your family can do to help yourselves.

**Step 4** Review: your plan will be regularly reviewed to make sure it is working or if anything needs to change. Support will continue until your family feels resilient enough to manage your issues on your own.

## Getting help

- Talk to someone you are already in contact with, for example a teacher, youth worker, health visitor or your GP.
- Search on [Pinpoint Devon](#). It has details of thousands of community services and groups available in Devon.
- Call our Customer Service Centre on 0345 155 1071. They are open Monday to Friday 8.00am – 8.00pm and Saturdays 9.00am – 1.00pm



- There are Early Help Hubs in each of the four localities – Northern, Exeter, Mid and East Devon, and Southern. You can contact the Early Help Hubs via the following email addresses:
  - Northern Devon: [Earlyhelpnorthsecure-mailbox@devon.gov.uk](mailto:Earlyhelpnorthsecure-mailbox@devon.gov.uk)
  - Southern Devon: [Earlyhelpsouthsecure-mailbox@devon.gov.uk](mailto:Earlyhelpsouthsecure-mailbox@devon.gov.uk)
  - Mid and East Devon: [Earlyhelpmideastsecure-mailbox@devon.gov.uk](mailto:Earlyhelpmideastsecure-mailbox@devon.gov.uk)
  - Exeter: [Earlyhelpexetersecure-mailbox@devon.gov.uk](mailto:Earlyhelpexetersecure-mailbox@devon.gov.uk)



# Stop. Breathe. Think.

**Whatever you are facing, whatever you are worried about, we are here to help.**

We give young people, aged 21 or younger, access to free 1-1 counselling sessions. No wait times and available nationally. Stop.Breathe.Think provides vital support to those who need it right now. Stop.Breathe.Think is run by the national youth charity Switch180.

No problem or issue is too big or small, talking about how you are feeling with a counsellor can help.

**We are run by the national youth charity Switch180.**

We have been working with young people since 2003. Mental Health support has always played a big role in the services Switch180 offer, however, this side of our work grew rapidly during the COVID-19 pandemic. We knew we had to do even more to support young people across the UK.

In November 2020, we launched Stop.Breathe.Think in response to the pandemic. Our unique mental health service offers free counselling sessions and support to any young person who would like to talk. With no wait times and a team of specialised counsellors ready to go, demand is growing rapidly.

**How does the counselling work and who will I be talking to?**

Once you fill out our form, a member of our team will be in touch within 24 hours. The first step is to have a quick chat so that we can find out a little more about you and to talk you through the process. We can chat morning, afternoon or evening.

If you are happy to start counselling, you will be allocated six sessions to begin with. They will last 50 minutes and you will speak to the same counsellor every week. All sessions take place virtually either on your phone, text or via video call. If you are struggling in between your counselling sessions, you can access our 'wellbeing drop-in' sessions, which are available from 9.00am – 9.00pm every day. These are short 30 minute calls with the on-call counsellor.

Our counsellors join us through a professional counselling service called JHD Counselling Services.

**We have had a big impact in a small amount of time.**

In just one year, 810 young people have received counselling support and we have delivered 4,878 counselling sessions in total. We are seeing more and more young people getting in touch each month, that is why we have increased our capacity to ensure that we are there for every single young person who needs us.

**Do you work with young people? Let's work together to provide young people with vital mental health support.**

We work with a wide variety of organisations to support young people, aged 8 to 21, in local communities.

Organisations can refer up to ten young people to Stop.Breathe.Think for free. There are no wait times and our service is available nationally. If you would like to refer more than ten young people, please get in touch via [hello@stopbreathethink.org.uk](mailto:hello@stopbreathethink.org.uk) first, before referring a young person. Our team can then discuss the different partnership options we have available.



# Happy Families, Happy Futures

We are pleased to announce that the Happy Families Happy Futures Devon offer that supports parents to improve the quality of the interparental relationship has restarted through a collaboration between Devon County Council and our Community and Voluntary Sector and Private Sector partners. The programme will continue to deliver support to parents/carers, via virtual or face-to-face delivery.

**This programme offer includes:**

## **Family Transitions Triple P**

**\* Advice and guidance to support co-parenting and to deflect the pressure of divorce or separation away from children**

## **Within My Reach**

**\* Help to understand and develop healthy relationships and the positive impact this can have on children**

These programmes are aimed at supporting parents, both together and separated, to reduce parental conflict, develop positive communication and problem-solving skills, to manage emotions and create more positive environments for their children.

**For more information please contact the Parental Relationship Coordinator Emma Winter: [emma.l.winter@devon.gov.uk](mailto:emma.l.winter@devon.gov.uk)**



# Plymouth and Devon Racial Equality Council

## **Our current services include:**

A casework, advocacy, support and advice service for Black, Asian and Ethnically Diverse people round a wide range of issues that include but not limited to:

- Racist and religious abuse
- Benefit and Debt
- Domestic abuse and so called 'honour' violence
- Social Services and Child Protection
- Housing

## **Group and Individual Services**

- A drop-in service for Refugees that have moved on from Asylum and Refugee services but require additional support.
- A weekly peer mentoring group for Black, Asian, Ethnically Diverse women in Plymouth, to improve mental health, self-confidence and esteem and build resilience.
- A weekly arts and craft group for women to combat isolation by providing the opportunity to meet new people and form new social networks.
- Provide support to Black, Asian, Ethnically Diverse people throughout Plymouth, Devon and Torbay who have been a victim of crime.
- Provide free Refugee Awareness training to mainstream organisations, such as Health, Police, Voluntary organisations, Local Authority and Educational establishments to develop and improve service provision for refugees and asylum seekers.



# Victim Care

We are continuing to work hard to provide support for anyone affected by crime in Devon, Cornwall and the Isles of Scilly.

The unit works with people who have experienced a crime and who have reported it to the police, or who want to report something to the police.

You can call the Victim Care Unit on 01392 475900.

If you want information and advice without getting the police involved, help and support is still available.

You can [contact Victim Support](#) who are a charity and not part of the police.

Unsure what type of service you need?

Sometimes it can be hard to know what you might need to help you cope, recover and feel safe again. The staff at the Victim Care Unit can help you choose what services you might need, and then help you to access those services.

## Domestic Abuse

During Covid-19 some people may be feeling unsafe because they are having to spend more time at home with a partner or family member who is harming them in some way. Find out about our latest campaign to stop domestic abuse, including information about how to get help and support near you.

## Sexual Violence

If you have experienced rape or any form of sexual violence during the Covid-19 pandemic help and support is still available. Find more information about this on our campaigns page.

## Operation Encompass

Operation Encompass is an information sharing initiative that ensures that when a child witnesses domestic abuse their school is informed immediately so the child can receive appropriate support. Find out more about this on our campaigns page.

## Contacting the Police

We understand that the decision to report a crime isn't always easy and that you might not want to, or feel able to for lots of reasons.

If you can't report a crime to the police you can still get help and support to help you cope and recover from what's happening to you by using the services on this website.

## Help for Young People

If you've been affected by crime and you're under 18 you can get help and advice.

If someone you know is hurting you and you don't know who to talk to, or who can help you, you can:

- Call ChildLine on 0800 1111 and chat to a counsellor online if you need someone to talk to
- Tell the police what has happened so that they can help you
- Report what's happened to you but without going to the police or saying who you are
- Call us at the Victim Care Unit if you're not sure what your options are on 01392 475900

As a young person you have certain rights in law which means that you can expect to be treated in a certain way, and for certain things to happen when you report a crime.

## The Victim Care Unit

The Victim Care Unit is a team of staff who work with people who have experienced crime to try and get them the support they need. The Victim Care Unit is run by Devon and Cornwall Police and funded by the **Police and Crime Commissioner**.

The service aims to help individuals cope with and recover from what has happened to them. The service is available whether or not a person's crime is being investigated by the police.

## The Services available from the Victim Care Unit.

There are lots of different types of local and national services that can support people who have experienced crime.

The services that the Victim Care Unit can help people to access in Devon, Cornwall and the Isles of Scilly, are ones that are funded in some way by the Police and Crime Commissioner. These services together are known as the Victim Care Network.



# Proud2Be

Proud2Be is a grassroots user-led social enterprise that supports all LGBTQ+ (lesbian, gay, bisexual, transgender, questioning, queer, intersex, asexual, pansexual, non-binary + more) people in Devon and beyond, to lead empowered, fulfilled, and authentic lives.

Inspired by the mental health issues they faced as a result of the bullying, isolation and discrimination they experienced growing up as LGBTQ+ in a rural village, twins Max and Maya Price set up Proud2Be in 2011 by launching the Proud2Be campaign which features videos and photos from various public figures and members of the public.

In a short time, Proud2Be has established itself as a well-respected social enterprise, facilitating various groups and events for adults and families, including **an online group, an in-person evening group** in Newton Abbot, **an in-person family-friendly Saturday group** in Newton Abbot, **a low-key in-person group** in Newton Abbot, a monthly **parent/carers support group** in Newton Abbot and **121 adult support**.

Proud2Be also runs a youth project, which includes a weekly online youth group, in-person **weekly youth groups** in Totnes, Newton Abbot and Torquay, and **121 youth support**. Proud2Be delivers **interactive workshops** to young people and **awareness training** to organisations and schools around the UK.

To view a timeline of all Proud2Be's achievements to date, please **[click here](#)**.

Proud2Be asked its members which words spring to mind when they think about Proud2Be. Here is what they said:



## Our Vision

A world where all people  
are safe, free and proud  
to be themselves.

## Our Mission

To support LGBTQ+ people, in Devon and beyond, to lead empowered, fulfilled and authentic lives.

## Our Values

We are a values-driven organisation. The following values underpin everything we do:



## **CELEBRATION**

We believe in celebrating ourselves, each other and the progress that has been made in the fight for rights, dignity and respect – while also recognising the struggle that LGBTQ+ people still face both here in the UK, and across the world.

## **COURAGE**

When we started Proud2Be, we turned our pain into something beautiful and powerful. Going forward, we will always value the ability to take on new challenges and be visible despite the fear.

## **EMPOWERMENT**

We believe that by providing the right support and opportunities, and by helping to dismantle systems of oppression; people can empower themselves to live their most fulfilled lives.

## **INCLUSIVITY**

We believe in acknowledging and celebrating the intersecting identities of LGBTQ+ people. We strive to make space for the presence and voices of those multiply marginalised by society.

## **INTEGRITY**

We believe we show integrity when our values and our actions are congruent in all aspects of work.

For more information please get in touch.

Alternatively, you can email [hello@proud2be.org.uk](mailto:hello@proud2be.org.uk) or call 0333 772 1187.



# Papyrus

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people. We believe that no young person should have to struggle alone with thoughts of suicide.

## **Mission, vision, values**

PAPYRUS exists to reduce the number of young people who take their own lives, by shattering the stigma surrounding suicide and equipping young people and their communities with the skills to recognise and respond to emotional distress.

## **HOPELINE247**

Our suicide prevention helpline, HOPELINE247, is a free, confidential, non-judgmental space to talk openly about your thoughts of suicide with our trained advisers. We work with young people, concerned others and professionals via phone, text, email and webchat, every day.

HOPELINK is PAPYRUS's digital platform that is helping HOPELINE247 callers to revisit their suicide safety plans, online. This unique two-way safety plan is simple to set up, secure and will help to save lives. It is also accessible to users 24/7, meaning that there will be support around the clock for anyone using the service.

The first service of its kind in suicide prevention, HOPELINK is led by the user – allowing vulnerable young people to create and revisit their suicide safety plan, helping to keep them safe when they have thoughts of suicide. HOPELINK allows young people to work confidentially with HOPELINE247's trained suicide prevention advisers, empowering them to create their own care plans which they can later revisit.

Using the HOPELINK service will help to keep young people safe from suicide by acting as a reminder of the safety plan that they've talked through with our suicide prevention advisers, and provide a space where vital information and written support services are stored. HOPELINK is a completely confidential service, our HOPELINE247 advisers do not take any personal details from callers when setting up their personalised account with HOPELINK, they are simply provided with two randomly generated words which will give them access to their safety plan.

## **Help and advice resources**

From coping techniques to conversation starters, distraction techniques and dealing with anxiety, we have a broad range of help and advice resources for you to download.



# Y-SMART

## What do we do?

We provide support and advice for young people, parents, families and professionals and also deliver multi-agency training across the county. We provide targeted education in schools for those who are vulnerable to substance misuse; this may include children out of mainstream education, those receiving alternative education provision and other education centres such as secure units. We also provide support for young people whose lives have been impacted by parental, carer or sibling substance use.

We work with young people who experiment with drugs and alcohol; with those who have more complex needs and whose drug and alcohol use may be beginning to affect other parts of their lives. Also, with young people whose lives may be severely impacted and may need pharmacological interventions and support.

This site is for you if:

- you would you like more information, help or advice about drugs or alcohol
- you are you worried about your own drug and alcohol use
- you are affected by friends, carers or family's drug and alcohol use
- you are a parent or professional looking for advice, support, or a place to refer someone that you are concerned about

We are also able to work with care leavers or young people with SEND needs (special educational needs or disabilities) up to the age of 22 years old. If you would like to discuss a referral, please contact us.

## Contact Us

Head Office:

Barbican House, 5 Barbican Close,  
Barnstaple EX32 9HE

Telephone:

(01392) 385637

Offices also in:

Exeter: 01392-385637 and Newton Abbot

A little bit about Y-SMART

**Y-SMART: Youth-Substance Misuse, Advice, Recovery, Treatment.**

**Open for referral since September 2002, we work with young people up to the age of 18, who have issues around substance use.**

**If you need our help, would like some information, or advice, please contact us by phone or email and all enquiries will be strictly confidential.**

**No matter how big or small your questions or problems are, just get in touch – we're here to help.**

## **Professionals**

Y-SMART is a drug and alcohol service for young people covering the whole of Devon (excluding Plymouth and Torbay). We have three offices to see young people and their families located in, Barnstaple, Exeter and Newton Abbot.

We are a multi-disciplinary team, working with young people of all ages, until their 18th birthday (and occasionally beyond – depending on circumstances). We take referrals from young people themselves; parents and families; schools, Social Services; Youth Offending Teams; GPs and hospitals; Youth Workers; the voluntary sector; adult mental health services; adult drug treatment services and CAMHS – to name but a few.

Wherever possible, we provide a confidential service and adhere to DCC Safeguarding Policies and Procedures. We provide assessments and planned packages of care in agreement with the young person. Much of our work is on a statutory basis with young people who have been referred to us through Youth Offending Teams, and our involvement often forms part of their Order. We work and liaise with all agencies and are regularly involved in the Early Help and child protection systems.

## **Education and Training**

At Y-SMART we are committed to providing good quality, up-to-date information to young people and professionals alike. As part of our core business, we are required to work with vulnerable, targeted groups of young people who would not normally access mainstream services, and also those who are excluded from those services, or who are residing in specialist placements, such as educational establishments or secure units.

We create and deliver individually tailored teaching plans for local schools, which are designed to provide education around drugs and alcohol and also include information on mental health. These programmes are delivered over a six-week period and, on completion, all students gain an AQA certificate in Alcohol Awareness.

Historically, we have also run a volunteer programme for young people, who have attended public events. These young people were trained to represent Y-SMART in order to provide information about drugs and alcohol to the wider audience. In the past they have been involved in publicity events, college open days and local festivals. We also have a young person representative on our interview panels.

**One-to-one Intervention** - Once we have received a referral, the Y-SMART Practitioner should contact the young person as soon as possible in order to arrange an appointment. Following assessment, the young person will be placed at Tier 2, Tier 3 or Tier 4, depending on their need.

**Tier 2** - Young people at this level are assessed as having either experimented with substances on a one-off basis, or as having used a substance occasionally. The aim of this type of intervention is to provide the young person with information around substances and also to reduce the risk of harm.

**Tier 3** - Young people at this level are usually using substances to a degree where it is having a negative impact in other areas; such as family life, home, school or peer groups. They could be involved in the criminal justice system or there could be issues around sexual health, housing and mental health. At this point, there is usually more joint-agency work taking place; for example, working alongside education providers in order to get young people back into school or college. We work with families and provide support for parents who are concerned that their children may be using substances.

We can offer counselling, motivational interviewing, CBT, solution focused therapy, harm reduction advice and guidance on healthy living. We can advise on sexual health; healthy relationships and we are a C-Card centre. We frequently engage with young people who have mental health issues and often undertake joint work with CAMHS.

We can also provide pharmacological interventions, such as detoxification prescribing for young people that have a physical dependence.



# Livewell Southwest

Livewell Southwest is an independent, award-winning social enterprise providing integrated health and social care services for people across Plymouth, South Hams and West Devon, as well as some specialist services for people living in certain parts of Devon and Cornwall.

We are at the forefront of integrating health and social care, which means that we care for people in new ways that are more efficient, with health and social care professionals who would have previously worked in individual teams now working together. This helps us to deliver the right care for people, in the right place and at the right time.

You will find our teams in community hospitals, GP practices, sports centres, health and wellbeing hubs, at community events and even at football matches.

## **Our Mission**

Our mission is to support people to stay well in the place and the community in which they live, where they can enjoy the best quality of life.

## **Wellbeing is our priority**

Wellbeing is our priority: healthy people and healthy communities are vital and long-term investment priority.

## **Our Commitment**

Our commitment is to implement new ways of working to significantly reduce the need for hospital bed-based care, including people with complex needs, by wrapping our services around home and community-based care.

## **First Response 24/7 Crisis Line**

Livewell Southwest's First Response Service is a 24/7 crisis line providing advice, support and signposting for people who experience mental health difficulties. If you feel worried about your mental health or that of a loved one or a friend, you can call the crisis line on 0800 923 9323.

## **Strategy**

Livewell Southwest's mission is to support people to lead independent, healthy lives in the place, and the community, in which they live. Having a strategy for the future means that we can prioritise how we will continue to improve the lives of the communities we support, and shape the development of our dedicated staff. We've refreshed our strategy to keep in step with the changing needs of the population and wider health and care priorities.

Our strategy is guided by our vision, which is to be the very best at helping people to live well. This is underpinned by our values – we are always kind, respectful, inclusive, ambitious, responsible and collaborative – and the four strategic aims we have set for ourselves.



# Samaritans

## What we do

Whatever you are facing, a Samaritan will face it with you.

Every 10 seconds, Samaritans responds to a call 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 are 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 is why we work tirelessly to reach more people and make suicide prevention a priority.

Read more about [our vision, mission and values](#).

## Contact a Samaritan

If you need someone to talk to, we listen. We will not judge or tell you what to do.

### Call us any time, day or night

Whatever you are going through, you can call us any time, from any phone for FREE. **Call 116 123**

### Write us an email

Sometimes writing down your thoughts and feelings can help you understand them better. [jo@samaritans.org](mailto:jo@samaritans.org) Response time: it may take several days to get a response by email.

### What can I talk to you about?

People contact us with all sorts of concerns and what might be a small issue to you may be huge to someone else.

You could be going through something new or have been struggling to cope for some time, either way, we're here if you feel you need some extra support.

If what's getting to you is not on this list, please still get in touch.



Common reasons people contact us are:

- Relationship and family problems
- Loss, including loss of a friend or a family member through bereavement
- Financial worries
- Job-related stress
- College or study-related stress
- Loneliness and isolation
- Depression
- Painful and/or disabling physical illness
- Heavy use of or dependency on alcohol or other drugs
- Thoughts of suicide

We will not make decisions for you, and we will support the decisions you make.

You are the expert on your own life. Our advice or opinions are not important.

### **What if I'm under 18?**

You can still get in touch with us. We're here for you, whatever your age. Our first responsibility is to you, not your parents or guardian.

You can talk to us about whatever is on your mind, we will listen. This might include how you look, problems at school or college, how people are treating you, and worries about exams or money.

### **Shouldn't I talk to friends and family instead?**

Some people do not have the support of friends or family. Others do have friends or family to talk to, but find that talking to someone neutral can also be beneficial.

We keep our conversations private, so we cannot pass the information you give us onto anyone else and we won't judge or insist on giving advice.



# The Zone

## Who we are

Supporting young people to live successful, healthy and fulfilling lives.

We are a charity which provides free confidential information and support to young people. On average we support over 5500 different young people each year through our different projects.

Our services, available six days a week and supported by a dedicated team of volunteers, offer young people emotional support and information around housing, sexual health and mental health and the options available to them. We can also offer information about, and make referrals to, specialist services, both within The Zone and elsewhere.

## Our Values

The values that we use in our work with young people are:

**Respect** – we will welcome you and treat you with the same level of respect as everyone else.

**Support** – we provide a place where we can offer you information, support and a range of services which are relevant and respond to your needs.

**Listening and Choice** – we will listen to your needs and, in line with our policy, support you in making informed choices, empowering you to take control of your life.

**Rights and Needs** – we recognise, promote and campaign for your rights and respect your needs.

**Values and Beliefs** – we will not try to influence you by imposing our own beliefs.

**Openness** – we will work with you in an open and honest way.

**Contact** – you can choose to contact or break contact with us.

**Boundaries** – we will continue to support you as long as your behaviour does not affect the rights of others.

**Involvement** – we offer you the opportunity to be involved with the decision-making and running of our service.

## **Support and Wellbeing**

Our youth support volunteers offer free, confidential information and support to all young people aged 13-25. They can help with anything from your health and wellbeing, relationships, sexual health, mental health, access to counselling, and support around your housing.

When you visit us one of our workers will meet with you in a private space, for an informal chat. They will give you time to talk about what is going on for you, they will listen to get an understanding of your needs and together with you put together a plan to access the support you feel would help. Your worker can make a referral to one of our specialist projects as well as put you in touch with other organisations who may be able to help.

## **Mental Health**

If you are struggling with how you are feeling, you're not alone. We can all struggle with our mental health at times.

We have a number of projects at The Zone that can support you with your mental health and for many young people the first step is to talk with one of our youth support volunteers, in confidence, about how they are feeling and anything that may be worrying them.

Our youth support volunteers are here throughout the week to listen and offer support. They can also put you in touch with other services at The Zone, who offer specialist support, or other local and national organisations that can help you.



# Intercom Trust

Intercom Trust is a community-led charity that aims to build a South West region where people are treated with respect, celebrated and where vibrant LGBT+ communities live with real equality.

Founded in 1997, the need for Intercom still remains vital today. Despite advances in attitudes and legislation, our LGBT+ communities still face inequality, ignorance, prejudice and discrimination.

## Our Values

Intercom is a community-leg LGBT+ specialist organisation that:

- Has high professional standards
- Promotes equality and justice
- Is confidential and trustworthy
- Is transparent and has integrity
- Is fair, inclusive, non-judgmental and respectful of difference

## LGBT+ Specialist Support for You

Our team of LBGT+ Practitioners provide one-to-one emotional and practical support for individuals of all ages throughout Devon and Cornwall who are struggling with their gender identity and/or sexual orientation and the related impacts on their lives.

This includes:

- Space to talk through and explore your gender identify/sexual orientation
- Addressing prejudice and discrimination at home, work or school to ensure your rights are respected
- Support to manage the impact of hate crimes and incidents
- Support to engage with community groups and other services
- Providing help and support to family members who may be struggling

**Call our helpline**

**0800 612 3010**

**9.00am – 4.00pm (Mon to Fri)**



# School Nurse – Devon County Council

The School Nursing Service provides information and support to school-aged children and their families who live in Devon or who attend a Devon school.

We work in partnership with schools and other services to identify those children and young people who may be supported by the School Nursing service. This can also include working with schools to support their management of pupils with medical conditions, and contributing to policies which impact on health.

Working together with schools we:

- identify health needs across the school population and plan how we will work together to deliver the core offer over the academic year
- identify children and young people who may require support at transition
- deliver the National Childhood Measurement Programme (NCMP).
- identify children and young people who may be missing from education and where there may be a need for public health nursing support
- provide support, and advice in relation to toileting issues, healthy lifestyles, sleep routines and mental health and wellbeing
- work with Devon Partnerships as part of Early Help, SEND and safeguarding as appropriate
- provide appointment clinics for young people in arrangement with secondary schools

The school nursing team can be contacted through your local [Public Health Nursing Hub](#).

Young people aged 11-19 can text a school nurse for confidential advice and support. Text 07520 631722 for advice on things like relationships, bullying, mental health, self-harm, drugs/alcohol.

## Family Support

### [Family Information Service](#)

Find childcare and other services in Devon for children, young people and parents.

### [Family Group Conference Plus](#)

Offering family group conferences, restorative and mediated meetings to children and their families in Devon.

### [Domestic violence and abuse](#)

Support for adults and young people affected by domestic violence and abuse.

## Young People

### [VOYC Devon](#)

VOYC Devon works to champion and strengthen children and young people organisations in Devon.

### [Bridges](#)

Bridges is a collaborative service that aims to safely prevent and reduce the number of children and young people entering care in Devon.

### [Youth Justice Service](#)

Devon's Youth Justice Service works with young people that get into trouble with the law.

### [Children in care](#)

How we are safeguarding and promoting the welfare of children and young people in our care.

### [REACH](#)

REACH (Reducing Exploitation and Absence from Care or Home).

### [Youth enquiry service \(YES\)](#)

Offering young people free and confidential advice and support.



# Space Youth Services

## Who are Space?

We unlock potential with young people and their communities by providing a safe space to grow, connect and inspire each other.

Space delivers professional youth work, community projects and other services to ensure young people have the best opportunities to succeed.

We are driven by our values. We bring passion, integrity and collaboration through all of our work and provide a wide range of targeted, needs-led, and professional services. We support young people from all circumstances and backgrounds to learn, create and realise their potential. By providing spaces to hang out safely with peers, talk about things they can't ask their parents, gain confidence and try new things.

## Our Values

**Integrity** – doing what's right, even when no one is watching.

**Respect** – interacting with fairness, kindness and dignity.

**Determination** – we give people a second chance, and a third, fourth, fifth.

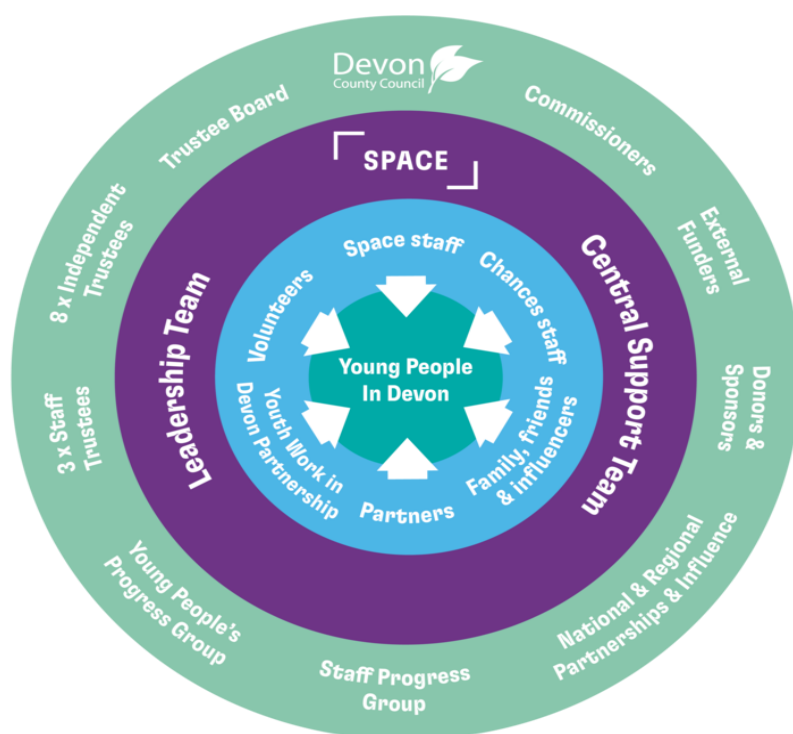
**Collaborative** – doing great things together and with others.

**Accountable** – managing risk, taking responsibility and being accountable to each other and our stakeholders.

**Dynamic** – creating fun and a little bit of weirdness.

## How we are run

Young people are at the heart of everything we do.



## Our strong and unique governance structure ensures accountability.

We're a values-driven organisation. Our staff, volunteers, trustees and Chances governors all live and drive those values in everything they do. To ensure the voices and opinions of young people are heard by the board, a nominated trustee works with the Young Person's Progress Group to share their voice. A staff trustee represents the voices of our Staff Progress Group. We actively reach out to support others, work with others, sharing with others, learning with others and from others. This means that young people get better experiences and value from us and our partners.

Our [Central support team](#) work across the organisation to support all colleagues, plugging gaps and stepping up to do what's needed, when it's needed. Every staff member understands and values what we do. All our colleagues help us to grow, develop our working practices, listen and respond to the changing landscape we work in.





# Devon Rape Crisis

We offer confidential, professional support to survivors of rape, sexual assault and childhood sexual abuse in Devon.

It does not matter if the abuse took place yesterday or twenty years ago, we are here to help. We are excellent listeners and we will always believe you.

We provide specialist support online, in person or by phone. Alongside this we can also give unbiased information on what your options and rights are and can help you make an informed decision about your next steps.

## Who Do We Support?

Devon Rape Crisis and Sexual Abuse Services specialist support is available to people living in Devon and Torbay aged 13 upwards, irrespective of gender identity or sex, who has experienced historic or recent Rape, Sexual Assault, Childhood Sexual Abuse, Sexual Exploitation, Female Genital Mutilation (FGM), Ritual Abuse, Forced Marriage, 'Honour' Crimes, Sexual Intimidation, Sexual Harassment or ANY form of sexual violence.

We offer support via our anonymous telephone [helpline](#) or anonymous [email](#) support service and through individual direct face to face support, at a pace that you are comfortable with. Direct support sessions are offered online, by phone, or in person at one of our bases – you can choose which works best for you. We also offer support to the families, friends and partners of those affected by sexual violence via our telephone helpline and email support service.

## Phone our helpline

Our confidential and anonymous helpline and email support services are available on Monday, Wednesday and Friday from 6pm to 9pm.

Call us on **01392 204174** or email [support@devonrapecrisis.org.uk](mailto:support@devonrapecrisis.org.uk)

If you call outside these times, you can leave a message, your name and a safe contact number and we will call you back in the next helpline session.

Or you can call the National Rape Crisis Freephone Helpline on **0808 500 2222** at any time, 24/7.

Or you can use their online chat facility – just [click here](#).



# Relate

## What we do

We are here to help you make the most of your relationships; past, present or future.

### We are a source of support

We have a network of [Relate Centres across the UK](#) and a group of licensed local counsellors that provide face-to-face counselling and support. Our counselling services include [relationship counselling](#), [family counselling](#), [mediation](#), [children's counselling](#), [young people's counselling](#) and [sex therapy](#). For those who are in more need of a quick chat than ongoing support, we offer [30 minute chats](#) with a counsellor over the phone or on web chat, or [one session therapy](#) designed to tackle a specific issue and see results straight away.

But the support we offer doesn't end there. Our [get help pages](#) offer practical tips to help you manage common relationship issues like [how to get over a friendship breakup](#).

We also offer a series of [toolkits and courses](#) for those who'd prefer to strengthen their relationships without the assistance of a counsellor or wellbeing advisor.

**You are not alone. Relate has blogs, resources, books, and self-help tools for just about every relationship problem out there.**

We are the largest provider of relationship support in England and Wales and we help millions of people every year to strengthen the relationships that mean the most to them.

We have centres across England and Wales and a network of licensed local counsellors offering in counselling in person, over the phone and online. And if you are not quite ready to speak to anyone yet, we have loads of self-help resources to get you started on your journey.

Our services include relationship counselling for individuals and couples, family counselling, counselling for children and young people.

We are governed by a Board of Trustees, all of them volunteers, who are committed to helping everyone have healthy and happy relationships.

## What we offer

We are here to help you make the most of your relationships – past, present, or future. Whatever your circumstances, chances are we offer a version of support that works for you, including:

We also offer 30-minute chats with a counsellor over the phone, or via chat or email, for when you have a specific pressing issue that you need to talk through.

### [Training and workshops](#)

Relationships require skills, and these can be learned and developed regardless of your age or experience. Our workshops can help you with your professional development, personal skills, and family life.

### [Self-help resources](#)

Prefer to work through things solo and at your own pace? We've got you covered. We have blogs, resources, book, and self-help tools for just about every relationship problem out there.



# Family Lives

## Our Services – how we support families

As well as our core family support services offered through [our helpline](#), [live chat](#) and [email support](#) we also work in many different areas and offering tailored support around issues such as [bullying](#), [special educational needs](#), and support for specific communities.

## Contact us

If you would like support and advice with a parenting or family issue, you can call our helpline on 0808 800 2222 or [email our support team](#). You can [talk to us online](#) via our live chat service which is open, Monday to Friday between 1.30pm and 9.00pm.

## How we help you

We listen and give you the space to talk, helping you to explore your situation and identify the way forward. Listening means that we let you, the caller, direct the conversation to wherever you want to go. We will take what you say seriously, and not minimise it. We may ask you some questions to help us fully understand your situation and explore your feelings, and help you talk through options or consider specific organisations which may be able to help you.

We do our best to provide you with as much helpful information and support and encouragement as we can, and then we hope that that puts you, as the expert on your own life, in a good position to make whatever choices are best for you. Core to our organisational values is to ensure that you will be listened to with empathy, care and respect.

**We cannot offer legal or medical advice.**

## Confidentiality

All calls, emails and chats are confidential. We will only break confidentiality if there is a life-threatening situation, or a child or adult is felt to be at risk of significant harm. Calls are not recorded.

## **What happens if you tell us that you or someone else has been hurt or is at risk?**

If we are worried about your own safety, or being hurt, either by your own actions or by someone else, we want to help you find the best way to keep yourself safe. We do this by listening and talking with you about what you want to do. Most of the time whatever you tell us will stay between you and Family Lives.

However, if we feel that you are unable to make decisions for yourself, sometimes we might need to tell someone else what you've told us to be able to help you. This will apply to all young people under 13 and under some circumstances to older children and adults.

It is important to know that you can decide what information you choose to share with us. Sharing information will not automatically mean we will tell someone else but on some occasions, it may mean us contacting the Police, Ambulance Service or Social Services.

We do not record any personal details, although phone numbers may appear in our system. We do not attribute them to any individual person. Phone numbers would only be used in cases of safeguarding.



# Childline - call 0800 1111

Childline is yours – a free, private and confidential service where you can talk about anything. We are here for you online, on the phone, anytime.

## Who we are

Childline is here to help anyone under 19 in the UK with any issue they are going through.

You can talk about anything. Whether it is 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:

- By calling 0800 1111 (it is free and does not show up on the phone bill)
- By email
- Through 1-2-1 counsellor chat

Whatever feels best for you.

Our counsellors are trained staff and volunteers. All sorts of people become Childline counsellors.

They are all different ages and come from lots of different backgrounds. But what they all have in common is that they want to help young people.

A Childline counsellor:

- Will listen to you and is genuine, open and friendly
- Knows it takes courage to contact us and isn't easily shocked
- Knows about the problems young people can face
- Will let you take your time and won't judge you or put you down

## Confidentiality at Childline

Childline is a safe place to talk. Whenever you speak to us it is confidential and we will not tell other people what you have said. We only might need to say or do something if:

- You ask us to
- We believe your life or someone else's life is in danger
- You are being hurt by someone in a position of trust who is able to hurt other children like a teacher, religious leader, sports coach, police officer or doctor
- You tell us that you are seriously hurting another person
- You tell us about another child who is being hurt and is not able to tell someone or understand what is happening to them
- We are told we have to by law, for example for a court case

## What happens if we need to tell someone?

We know that lots of young people are scared about others knowing but there can be times that we won't be able to keep things confidential.

If we need to tell someone else, we will always try to talk to you about it first. We can talk to you about who would be best to tell and what might happen after.

People we might talk to include:

- The ambulance service, to help get you medical support
- The police, to check you are safe or help to find you
- Social services or another professional

## Using the Childline Website

There are lots of ways to use the Childline website including:

- Writing how you are feeling in the [mood journal](#)
- Posting on the [message boards](#)
- Writing letters to [Ask Sam](#)
- Commenting in feedback boxes
- Creating something with the [Art box](#)

Anything that is saved in your locker or on your account or on the website is seen by a counsellor at Childline. They check it to make sure you are safe. Sometimes they might contact you if they are concerned about what you have written.

What you write on the website is confidential. But if we see anything that we cannot keep confidential, then we might need to tell someone what you have said to make sure that you are safe.



# NSPCC

## Keeping children safe

Our services help children who have been abused, protect children at risk and find the best ways to prevent child abuse from ever happening.

As part of our fight for every childhood, we work directly with children and families in [our national and regional hubs](#) across the UK and Channel Islands and give support to thousands of adults and young people in need through the [NSPCC helpline](#) and [Childline](#).

We work with schools up and down the country through our [Speak Out Stay Safe](#) programme, helping children to keep themselves safe.

And our projects such as [Together for Childhood](#) help children who have experienced abuse, support parents, and work to transform the way communities come together to prevent child cruelty.

## Our services support children and families throughout the country

We provide therapeutic services to help children move on from abuse, as well as supporting parents and families in caring for their children. We help professionals make the best decisions for children and young people, and support communities to help prevent abuse from happening in the first place.

To do this, we work directly with children and families in our regional hubs across the UK and Channel Islands and through innovative projects such as [Together for Childhood](#).

## Every child has the right to be safe

In the average primary school class, at least two children have suffered abuse or neglect. Children need our help to Speak out and Stay safe.

Child abuse is preventable – not inevitable. That is why we are here, fighting for every childhood. Part of the work we do to keep children safe is to explain to them in an interactive, age-appropriate way:

- what abuse is
- how to spot the signs
- and what to do if they are ever made to feel scared or worried by something.



## **What is Speak out Stay safe?**

We support children to help them understand that abuse is never their fault – and that they have the right to be safe.

Our Speak out Stay safe programme helps children to understand that they always have a right to feel safe, and that they can speak to a trusted adult or Childline if they ever need help or support.

## **What are the signs of child abuse?**

The signs of child abuse are not always obvious and a child might not feel able to tell anyone what's happening to them. Sometimes, children do not even realise that what is happening to them is abuse.

There are different types of child abuse and the signs that a child is being abused may depend on the type. For example, the signs that a child is being neglected may be different from the signs that a child is being abused sexually.

### **Common Signs**

Some common signs that there may be something concerning happening in a child's life include:

- unexplained changes in behaviour or personality
- becoming withdrawn
- seeming anxious
- becoming uncharacteristically aggressive
- lacks social skills and has few friends, if any
- poor bond or relationship with a parent
- knowledge of adult issues inappropriate for their age
- running away or going missing
- always choosing to wear clothes which cover their body

These signs do not necessarily mean that a child is being abused, there could be other things happening in their life which are affecting their behaviour – but we can help you to assess the situation.

You may also notice some concerning behaviour from adults who you know have children in their care, which makes you concerned for the child/children's safety and wellbeing.

## **Together for Childhood**

Child abuse is preventable if we all work together. We work with communities to fight for every childhood.

Together for Childhood is our long-term project working with local communities to make them safer for children. We help local partners and families come together to prevent abuse and tackle the problems that cause it, head-on.

## **How does Together for Childhood work?**

Every community is different. That is why each Together for Childhood site is run by a local team. They work to strengthen and build relationships between partner organisations such as local authorities, charities and schools.

Working with the community, the partners in each Together for Childhood area look at what is working well, how organisations are working together and what can be done to build on that.

Then, together, we test new ways to prevent abuse that are tailor-made for the community's needs. This can be through public awareness campaigns, events in schools, engaging with communities, and direct services for children, young people and families.

## **Why do we need to come together for Childhood?**

Around 1 in 5 children in the UK have suffered abuse.

We must have a relentless focus on identifying what works in preventing abuse and neglect from happening.

## **What difference have we made?**

Together for Childhood sites are places of continuous learning. To understand the difference we are making, we carry out research and evaluation activities with children, families, professionals and our partners to get their views – improving our services to meet their needs.

Early evidence indicates that working directly with local community members and organisations is helping us reach more children and families who need our help. We make a difference by:

- Building relationships with community members and local organisations in each Together for Childhood area so we can understand and respond to their needs.
- Working closely with community members to empower parents and carers to ask our staff questions, talk about wider issues and learn about abuse prevention.
- Developing new projects as part of Together for Childhood to help young people recognise abuse and talk about their experiences.



# CEOP Education

## Who are CEOP Education?

The CEOP Education team are part of the National Crime Agency (NCA) and run a national programme aiming to empower and protect children and young people from online sexual abuse, through education. The programme provides training, resources and information for children and young people, their parents and carers and professionals who work with them.

## Resources for parents and carers

The CEOP Education programme offer for children starts from 4 years old, supporting you to begin talking and educating your child on the benefits and potential risks online, helping them be safer online, in an age/stage appropriate way.

### 4 to 7 year olds

Website for 4 to 7 year olds: [www.thinkuknow.co.uk/4\\_7/](http://www.thinkuknow.co.uk/4_7/)

A fun and interactive website based on CEOP Education's Jessie and Friends resource characters. Help your child play games and earn badges on watching videos, sharing pictures, online gaming and chatting online.

### 8 to 10 year olds

Play, Like, Share: [www.thinkuknow.co.uk/parents/playlikeshare/](http://www.thinkuknow.co.uk/parents/playlikeshare/)

A three-episode animation helping your child to spot pressure and manipulative behaviours online and how to be safer from other risks they may encounter online.

### 11 to 18 year olds

#AskTheAwkward: [www.thinkuknow.co.uk/parents/ask-the-awkward/](http://www.thinkuknow.co.uk/parents/ask-the-awkward/)

A series of three films which aim to help parents and carers recognise the role of online spaces as young people form and maintain their relationships, and help them to positively support and discuss online relationships with their children. The films are accompanied by 'an introduction to Asking the Awkward' and nine help sheets containing information and conversation starters for key topics. The films are also available in BSL and subtitled versions.

## Parents and carers

Website for parents and carers: [www.thinkuknow.co.uk/parents](http://www.thinkuknow.co.uk/parents)

Find information and advice on a range of topics relating to relationships, sex and being safer online. Including advice on how to support your child if they experience online grooming or sexual abuse.



# SafeLives

## About SafeLives

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good.

No one should live in fear. It is not acceptable, not inevitable, and together – we can make it stop.

## Ending Domestic Abuse, for good

We believe that domestic abuse can be stopped. Stopped before it starts. Stopped before it ruins lives.

Every year, over two million people in the UK experience domestic abuse. Not one of them should have to wait until they're in crisis before we pay attention.

And why do we say "for good"? Because we want to stop it before it starts. And if it does start, we want a response that provides long-term, wraparound support to decrease the chance it will happen again. Too many perpetrators repeat their behaviour, too many children grow up impacted by the long-term effects of domestic abuse.

The cycle needs to stop. Forever. For everyone.

## What would you want for your best friend?

- Early, consistent and tailored support that makes them safe and meets their needs
- Help made available wherever they need it – whether from the police, their GP or hospital, or where they live
- The choice to stay safely in their own home and community
- The perpetrator challenged to change and held to account
- A response that addresses the impact of domestic abuse on children and young people
- Agencies working together to meet the practical needs that people have, providing help on areas such as housing, money and access to justice

**We want this for each and every person living with abuse. Wherever they live, whoever they are.**

## What we will do

To end domestic abuse, we must see the whole picture. Domestic abuse is never all of someone's experiences or situation. We need to see the whole person, the whole family, the whole community and the whole society if we are to truly see the whole picture.

Using this whole picture approach, we will:

- Act before someone harms or is harmed
- Identify and stop harmful behaviours
- Increase safety for those at risk
- Support people to live the lives they want after harm occurs

Inherent in all this work is the expert voice of frontline practitioners and the authentic voice of survivors. We will keep expanding the opportunities for those with lived experience to speak for themselves, in their own voices, and be heard by those who can make change.

We are ambitious. But we cannot and will not do this alone. Work with us, [talk to us](#), tell us what needs to change and we will do everything we can do make it happen. We believe it is possible to end domestic abuse. The time is now.

## **Our vision and values**

We listen to survivors, putting their voices at the heart of our thinking. We look at the whole picture for each individual and family to get the right help at the right time to make families everywhere safe and well. And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This principle applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

At SafeLives, we provide research, training and support to frontline domestic abuse services and professionals. We are not a domestic abuse service providing direct support to people experiencing abuse.

If you are experiencing domestic abuse, or are supporting someone who is in that situation, [help is available](#).

If you would like advice or guidance on a specific issue relating to domestic abuse, email the team via [info@safelives.org.uk](mailto:info@safelives.org.uk)

