

Help for the Holidays



Easter 2024

A guide to keeping your child safe for parents/carers and students.

Wellbeing Support Information & Signposting

A quick guide to sources of support for parents/carers and students

Get help in a mental health crisis

Mental Health Crisis Helpline: 0800 915 4644



24 hour support for people in Surrey and North East Hampshire experiencing a mental health crisis

Please note: this number is now also the 24/7 mental health crisis line number for children, young people and their families. Please call 0800 915 4644 if you're in crisis or worried about yourself or a young person.

If you have speech or hearing difficulties, you can contact us through:

- SMS text: 07717 989024
- for text support for people with hearing impairments, dial 18001 0800 915 4644 from your text phone or smartphone app. More information at www.relayuk.bt.com

If you or someone else is in a life-threatening situation then ring 999 immediately.

If you urgently need medical help or advice but it's not a life-threatening situation, you can call 111.



A free, anonymous and confidential website where young people can go for help, advice and to talk to a trained counsellor online



CYP Haven is situated in Guildford town centre and provides a safe place where anyone aged 10-18 years old can speak to a qualified mental health professional. For more information go to cyphaven.net



Visit mind.org.uk to find information, support and guidance on how to deal with different mental health issues. There is a separate section for young people aged 11-18.



Create a Mind Plan on NHS Every Mind Matters – answer 5 short questions to get your free plan with tips to help you deal with stress and anxiety, improve your sleep, boost your mood and feel more in control.

Mindworks Surrey



Mindworks Surrey is the new emotional wellbeing and mental health service for children and young people in Surrey.

Visit <https://www.mindworks-surrey.org/> to find a wealth of information about support and services available.

Do you know where your child

There are apps available to install to ensure that your children have some freedom, but remain safe. Here are some suggestions of apps that may help:



Life 360 – Life 360 is a family communication app which allows users to share their locations with each other.



Our Pact - Using OurPact, you can: Manage screen time throughout the day with automated block schedules like School or Bedtime. Set app access preferences to distinguish between distracting games and educational apps with App Rules. Prevent device distraction on-demand, for defined periods of time, with Manual Blocks.



Norton Family -Norton Family provides online safety tools for filtering content and setting healthier limits for children. It helps parents keep children safe from inappropriate content so they can visit websites, watch videos and use mobile apps on their devices with healthy boundaries.



Google Family Link - As a parent, you can use Family Link to do things like: Change some of your child's Google Account settings. Manage your child's apps on supervised devices: Decide which apps your child can download or purchase, block or allow apps, and change app permissions.



Find my iPhone -You can use Find My on your iPhone to see the location of your device on a map. If the device is online, you see its location, and it plays a sound to help you find it.

Top tips

- Have regular conversations with your child about their online activity.
- Remind your child never to give out personal information or share their location.
- Remind your child to someone if they come across something online that makes them feel uncomfortable or upset.
- Talk about ways to report and block unwanted messages, upsetting posts or people that they don't know.
- Check your child's phone regularly; they may not like this, but it is a parents right to keep their child safe online.

Parenting Support



<https://www.surreycc.gov.uk/schools-and-learning/adult-learning/courses/family-learning>

Free courses available

- Online Courses for EAL Families
- Online Parenting courses for children and teenagers
- Online Cookery courses
- First steps to Understanding and Responding to Self-harm
- First Steps to Understanding Emotionally Based School Non-Attendance
- Supporting your LGBTQ+ child
- Learn, Play & Thrive - The Toddler Years
- First Steps to Understanding my child: ADHD, Autism & Neurodivergent a
- Who's in Charge? First Steps to Understanding Child to Parent Violence
- First Steps to Understanding Masking in Your Child Workshop
- Building your Childs Concentration Workshop



If you're worried about your child or young person's mental health or wellbeing, you can speak to us over the phone or chat to us online. Our Helpline provides detailed information, advice and support to parents or main carers of children and young people aged 25 or under.

Call our Parents Helpline for free on 0808 802 5544.
We're open Monday - Friday 9:30am - 4:00pm.