

HELP FOR THE HOLIDAYS

Wellbeing Support Information & Signposting

A quick guide to sources of support for Broadwater parents and students



Mindworks Surrey (formally CAMHS) is the emotional wellbeing and mental health service for children and young people in Surrey.

24/7 Crisis Line

There is a free 24/7 mental health crisis line for children aged from six years, young people and their families/carers who are in crisis. Please call [0800 915 4644](tel:08009154644) to talk with a professional who will provide advice, support and signposting to a range of community services. It's open all day and all night, seven days a week.

The crisis line can be used by everyone aged 6 and above in Surrey and [NE Hampshire](#).

The number [0800 915 4644](tel:08009154644) is the same telephone number as the adult mental health crisis line – simply select option one.

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

Serious Concerns



If you have serious concerns about your/a child you can:

Contact the police on 999 for an emergency or to report a crime
<https://www.surrey.police.uk/ro/report/ocr/af/how-to-report-a-crime/>



Contact Children's Services on 0300 470 9100 or cspa@surreycc.gov.uk

During evenings, weekends and bank holidays the Emergency Duty Team can be contacted on: 01483 517898

Other support for children and young people

Evening and weekend mental health support for children and young people is also available through other services:

- An out-of-hours phone line providing advice to parents and carers who are struggling with their child or young person's behaviours or difficulties which could be related to neurodevelopmental need, such as autism or ADHD. It's open from 5pm until 11pm, seven days a week, 365 days a year. Please call 0300 222 5755.
- Over the festive period, live chat on the Kooth mental health wellbeing website (<http://www.kooth.com>) will be available at these times:
- 24 December 4-8pm
- 25-27 December 4-8pm
- 28-30 December 12-10pm
- 31 December -2 January 4-8pm

You can also call your GP for an urgent appointment, or in a physical emergency always call 999.

Social Media Safety

Childline (<http://www.childline.org.uk>) offers extensive support about social media usage. They also offer Report Remove which helps young people remove sexual images or videos.

<https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/report-remove/>

Adult Support

Safe Havens

There are five Safe Havens open in town centre locations across Surrey and north east Hampshire. They provide a safe alternative to A&E for people experiencing a mental health crisis or emotional distress.

- Safe Havens in Redhill, Epsom, Woking, and Guildford are open 6-11pm, 7 days a week, 365 days a year.
- Aldershot Safe Haven is open 6-11pm Monday-Friday and 12.30-11pm on weekends and bank holidays.
- See www.sabp.nhs.uk/safehaven for addresses

Virtual Safe Havens

- Support from the Safe Havens via video call.
- Open 6-11pm, 7 days a week, 365 days a year.
- To access the service, go to www.sabp.nhs.uk/safehaven and scroll down to 'Virtual Safe Havens'.



Reaching out is a big first step and it takes huge courage.

We are a friendly, approachable, professionally trained team who will listen to you, believe you and support you.

Our service is free and confidential and we offer you practical help and ongoing emotional advice and support.

Call us: [01483 898884](tel:01483898884) (Monday to Friday 9am-4pm)

Email us: swr@swsda.org.uk

In an emergency always call 999