

**11th October 2023**

**Mental Health & Wellbeing Policy**

**ELITE ANGLO CHINESE SERVICES SAFEGUARDING EMERGENCY CONTACT**

**Gwyn Phillips Designated Safeguarding Lead (DSL) and Prevent Lead**

**Tel + (44) 01428 648393**

**Mobile + (44) 07772 252303**

**Email:** [**gwyn@eliteacs.com**](mailto:gwyn@eliteacs.com)

**Eve Leung Deputy Safeguarding Lead (DSL)**

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Elite Anglo Chinese Services

Company No: 11632695 Registered in England and Wales

**Policy owner Updated Review date**

**Gwyn Phillips October 2023 October 2024**

This policy outlines Elite Anglo Chinese Services approach to recognising, raising awareness and providing support in relation to Mental Health & Wellbeing.

This policy forms part of the wider approach to Safeguarding in line with the organisation's Safeguarding & Child Protection Policy.

**Mental health & Wellbeing Definitions:**

**NHS definition**

“Having good mental health, or being mentally healthy, is more than just the absence of illness, rather it's a state of overall wellbeing. The concept is influenced by culture, but it generally relates to: Enjoyment of life. Having the ability to cope with and 'bounce back' from stress and sadness.”

**NHS Scotland definition of wellbeing**

“It's a complex combination of a person's physical, mental, emotional and social health factors. Wellbeing is strongly linked to happiness and life satisfaction. In short, wellbeing could be described as how you feel about yourself and your life.”

**Mental Health & Wellbeing Statement:**

We respect the rights and dignity of all of our students and acknowledge that everyone who is involved in our organisation has mental health and wellbeing needs.

As part of our commitment to ensuring we take mental health and wellbeing into consideration in all aspects of our guardianship services, we're working towards making sure that:

we support our staff to hold some level of mental health and wellbeing awareness training

we demonstrate how our staff can be welcoming towards people experiencing a problem with their mental health and wellbeing

we respect that everyone needs to take care of their mental health and wellbeing and that some of us may need more support than others

there are key members of staff (Mental health & Wellbeing Lead or DSL) in our organisation who are happy to discuss how our services can be adapted to suit your mental health and wellbeing needs or how we can be more inclusive

we regularly ask all our students if they are happy with the level of support, they receive from us and whether it could be improved in any way

as an organisation, we recognise how the pressures of academic study and life in a foreign country can affect young people's mental health and wellbeing

all staff know the details of the mental health and wellbeing support services available to both staff and students

all staff know how to raise concerns to protect students who are experiencing a mental health crisis or identifying as at risk of self-harm or suicide as part of our safeguarding reporting procedures

support and information on mental health and wellbeing will be shared with students as they progress through their School or College

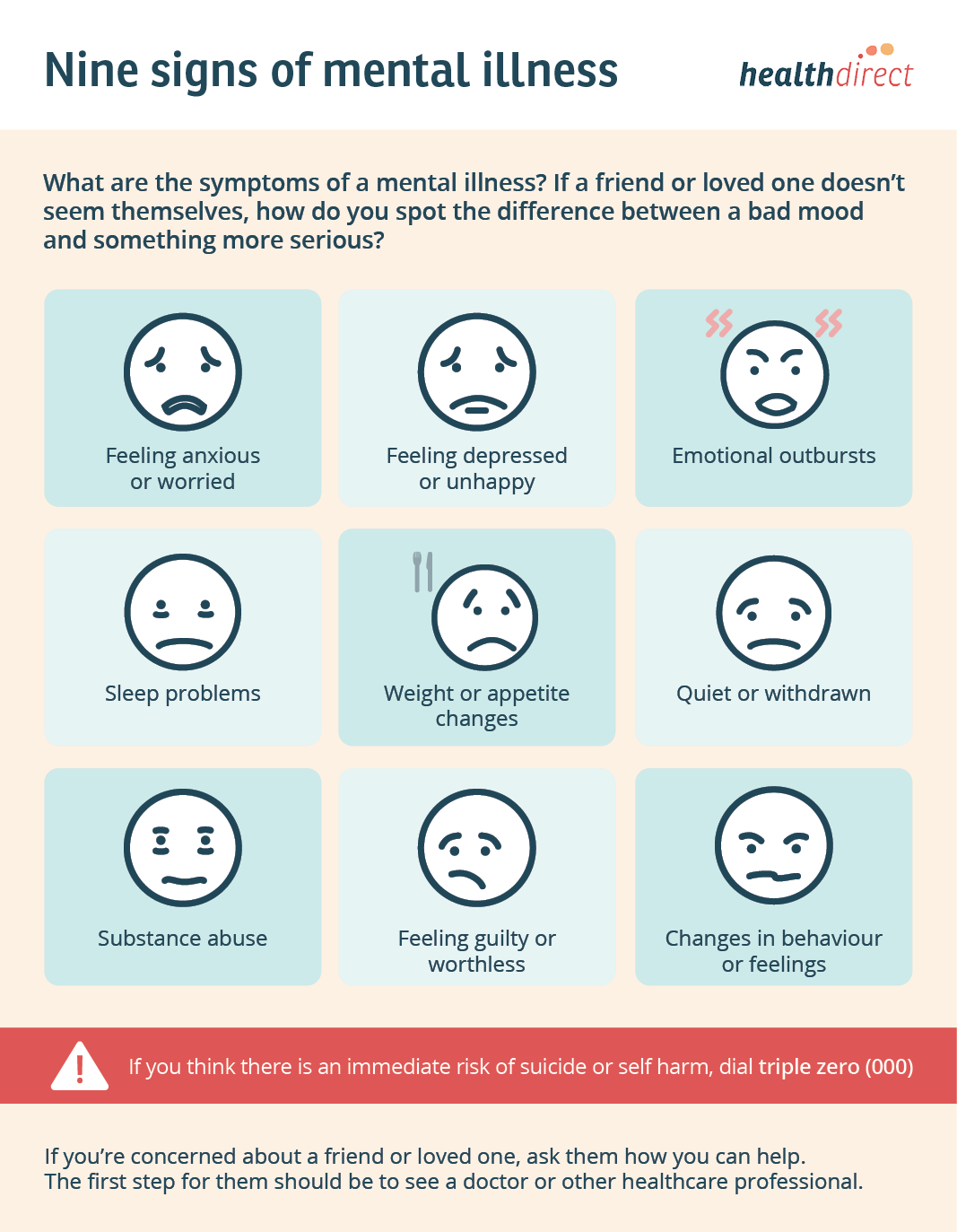
**Addressing Mental Health problems**

People involved with Elite can help by:

* recognising the risk factors
* learning how to talk with a student in crisis
* know-how and who to refer to obtain support

**Risk Signs**

**Signs of Mental Health Problems (Source Health Direct Australia)**



1. Feeling anxious or worried

We all get worried or [stressed](https://www.healthdirect.gov.au/stress) from time to time. But [anxiety](https://www.healthdirect.gov.au/anxiety) could be the sign of a mental health disorder if the worry is constant and interferes all the time. Other symptoms of anxiety may include [heart palpitations](https://www.healthdirect.gov.au/heart-palpitations), [shortness of breath](https://www.healthdirect.gov.au/breathing-problems), [headache](https://www.healthdirect.gov.au/headaches), sweating, trembling, feeling dizzy, restlessness, [diarrhoea](https://www.healthdirect.gov.au/diarrhoea) or a racing mind.

2. Feeling depressed or unhappy

Signs of [depression](https://www.healthdirect.gov.au/depression) include being sad or irritable for the last few weeks or more, lacking in motivation and energy, losing interest in a hobby or being teary all the time.

3. Emotional outbursts

Everyone has different moods, but sudden and dramatic changes in mood, such as extreme distress or [anger](https://www.healthdirect.gov.au/anger-management), can be a symptom of mental illness.

4. Sleep problems

Lasting changes to a person’s sleep patterns could be a symptom of a mental health disorder. For example, [insomnia](https://www.healthdirect.gov.au/insomnia) could be a sign of anxiety or [substance abuse](https://www.healthdirect.gov.au/drug-abuse). Sleeping too much or too little could indicate depression or an [sleeping disorder](https://www.healthdirect.gov.au/sleep-disorders).

5. Weight or appetite changes

For some people, fluctuating weight or rapid weight loss could be one of the warning signs of a mental health disorder, such as depression or an [eating disorder](https://www.healthdirect.gov.au/eating-disorders).

6. Quiet or withdrawn

Withdrawing from life, especially if this is a major change, could indicate a mental health disorder. If a friend or loved one is regularly isolating themselves, they may have depression, [bipolar disorder](https://www.healthdirect.gov.au/bipolar-disorder), a psychotic disorder, or another mental health disorder. Refusing to join in social activities may be a sign they need help.

7. Substance abuse

Using substances to cope, such as [alcohol or drugs](https://www.healthdirect.gov.au/drugs-and-alcohol), can be a sign of mental health conditions. Using substances can also contribute to mental illness.

8. Feeling guilty or worthless

Thoughts like ‘I’m a failure’, ‘It’s my fault’ or ‘I’m worthless’ are all possible signs of a mental health disorder, such as depression. Your friend or loved one may need help if they’re frequently criticising or blaming themselves. When severe, a person may express a feeling to hurt or kill themselves. This feeling could mean the person is [suicidal](https://www.healthdirect.gov.au/warning-signs-of-suicide) and urgent help is needed. Call Triple zero (000) for an ambulance immediately.

9. Changes in behaviour or feelings

A mental health disorder may start out as subtle changes to a person’s feelings, thinking and behaviour. Ongoing and significant changes could be a sign that they have or are developing a mental health disorder. If something doesn’t seem ‘quite right’, it’s important to start the conversation about getting help.

**Our Mental Health Support – Guidelines**

We follow the guidance in Keeping Children Safe in Education document and in the mental health section which states:

**“Only appropriately trained professionals should attempt to make a diagnosis of a mental health problem”**

**Elite will not act alone**

When guardians and schools are taking care of a student who is experiencing serious mental health issues, there are times when we will need to refer the student to a medical cprofessional and not simply try and help them ourselves.

**Elite is not a first call crisis team**

It is important for schools and parents to understand that we are not and never will be medically trained or qualified as therapists. We are however trained to know if a situation has been reached that we should not try to handle it ourselves and then seek professional help.

**Early Help from a Medical Professional**

If a student is showing signs of mental distress then this is the best time to seek help from a medical professional. This is more likely to provide a favourable outcome and stop the issue from getting worse. This is known as Early Help.

**When is it vital to Contact a Medical Professional?**

When the signs, symptoms and behaviours of the child or young person are persistent, concerning and **life affecting on a daily basis.**

When the child or young person is at **serious risk of harm to themselves or others.**

**What support can Elite offer:**

1. **Hosting**

We may be able to accommodate students with a host family for a period of respite. We do have a small group of host families who have suitable training for looking after students with mental health issues

1. **School Visits**

One of Elite team can offer students more support by visiting them at school and acting as an independent listener.

1. **Accompanying students to medical appointments**

Host families or Elite Staff can if needed take students to medical or counselling appointments while they are under our care at a host family. This may also be possible if the student is at school and attending a medical appointment, if required or requested by the school.

1. **Welfare Meetings**

Elite staff can also act as a parent representative at school meetings with the student or mental health leads, either in person or via a video call.

**What should Schools do in the event of a student experiencing mental health issues?**

1. **Contact our Mental Health Leads**

**Candy Ho**

**Mobile +(44) 07784 388840**

**+(852) 9848 9780**

**Email** [**candy@eliteacs.com**](mailto:candy@eliteacs.com)

**Evelyn Phillips**

**Tel +(44) 01428 648393**

**Mobile +(44) 07789 434798**

**Email** [**evelyn@eliteacs.com**](mailto:evelyn@eliteacs.com)

**Or in the event of an emergency then:**

**Eve Leung Deputy DSL**

**Tel + (44) 020 81442145**

**Mobile + (44) 07787 536030**

**Email** [**eve@eliteacs.com**](mailto:eve@eliteacs.com)

**Gwyn Phillips DSL**

**Tel + (44) 01428 648393**

**Mobile + (44) 07772 252303**

**Email** [**gwyn@eliteacs.com**](mailto:gwyn@eliteacs.com)

1. **Risk Assessment**

We will then contact overseas parents, if appropriate, and ask the school to complete our Risk Assessment for the removal of the Student. This is a form that we will email to the School’s Safeguarding Lead.

It is assumed that by this stage if a student has reached a serious harm to themselves of others threshold that a medical professional has been consulted and deems the removal appropriate. We will also assume that the student and parents have been consulted and are happy with the arrangement. We expect schools and parents understand that in life-threatening circumstances, it is vital that medical advice has been sought.

1. **Fees**

Elite will charge a hosting fee and will charge travel and other expenses at cost.

Sufficient funds must be in place prior to the removal.

**People in Elite you can talk to**

**Mental Health & Wellbeing Lead:** **Candy Ho**

**Designated Safeguarding Lead & Prevent Lead** – **Gwyn Phillips** who can be contacted on 01428 648393 or 07772252303 or [gwyn@eliteacs.com](mailto:gwyn@eliteacs.com)

**Deputy Designated Safeguarding Lead** – **Eve Leung** who can be contacted on 020 81442145 or 07787 536030 or in Hong Kong + (852) 9530 8525 or [**eve@eliteacs.com**](mailto:eve@eliteacs.com)

**Mental Health Professional Consultants:**

**Emma Wong Registered Practitioner in Psychology**

**Dr Raymond Tang Chartered Educational Psychologist**

**Host families with suitable experience and training in mental health:**

We have a small number of Host Families with suitable experience and training in Mental Health.

**Details of Mental health Training**

**Candy Ho Parents & Student Coordinator UK AEGIS October 2023**

**Evelyn Phillips UK Office Manager HIEDA September 2022 Level 2**

**Gwyn Phillips DSL Vital Skills Child Mental Health Awareness**

**Support for staff and Host Families**

**NSPCC helpline**

If you're worried about a child, even if you're unsure, contact the NSPCC's professional counsellors for help, advice and support

Tel: 0808 800 5000 I nspcc.org.uk/helpline

**Rethink**  
Information and advice on mental health and local support services rethink.org

**AEGIS Mental Health Support List - Appendix I**

This list can be accessed by Elite staff, Host Families, Parents & Students to quickly identify appropriate support services for children and young people.

**Support services for children and young people  
Childline**Information and support line for young people Tel: 08001111 I childline.org.uk

**The Mix**  
Information, support and listening line (24 hours) for people under 25 Tel: 0808 808 4994 I [www.themix.org.uk](http://www.themix.org.uk)

**Samaritans**  
24-hour confidential listening and support for anyone who needs it Tel: 116123 I [www.samiritans.org](http://www.samiritans.org)

**Young Minds**  
Information and signposting to mental health support for young people and parents [www.youngminds.org.uk](http://www.youngminds.org.uk)

**Appendix 1 AEGIS Mental Health Support List**

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| --- | --- |
| **A & E Department** |  |
| **Action for Children - Parent Talk** Parenting advice for parents/carers of 0-19 year olds, including parenting coaches. | <https://parents.actionforchildren.org.uk/> |
| **Activity Alliance** Join members, partners and disabled people to make active lives possible. Challenges perceptions and changes the reality of disability, inclusion and sport. | [www.activityalliance.org.uk/about-us](http://www.activityalliance.org.uk/about-us) |
| **ADHD and You** Resources & people to turn to about ADHD. Help to find what works for individual YP: To keep ADHD to themselves, just involve their family & ADHD management team, or to share their story with a friend or family. | [www.ADHDandyou.co.uk](http://www.ADHDandyou.co.uk)  Tel: 01256 894003 For general enquiries: Shire Pharmaceuticals Limited 1 Kingdom Street, London, W2 6BD |
| **ADHD Foundation** Health & education service offering support to people living with ADHD, Autism, Dyslexia, Dyspraxia, Dyscalculia and Tourette’s Syndrome. Website has information & useful resources for CYP, adults, parents & professionals. Topics include: returning to school after lockdown; coping with feelings of anger; boundaries; MH; conflict resolution, self-care; 10 tips to support your teenager; EHCP & transition. | [www.adhdfoundation.org.uk](http://www.adhdfoundation.org.uk) |
| **Age UK** For people alone who want to talk. | Tel: 0800 298 0579 |
| **Amaze** Gender issues, sex education, relationships. | [www.amaze.org](http://www.amaze.org) |
| **Anna Freud** MH charity for children & families. | [www.annafreud.org](http://www.annafreud.org) |
| Anxiety Canada Information, programmes and videos on the website to help reduce excess anxiety. Home management strategies and professionals providing help. Works with experts to increase awareness, promote education and improve access to evidence based resources on anxiety. Many free of charge, self- help, downloadable resources to support management of anxiety for young people, adults, new mothers, children. | [www.anxietycanada.com](http://www.anxietycanada.com) [www.youth.anxietycanada.com](http://www.youth.anxietycanada.com)  The “Mindshift” app can be downloaded via this website (anxietycanada.com/resources/mindshift-cbt/) |
| Anxiety UK For any form of anxiety, mild to severe. Fast access to reduced cost therapy and access to several specialist helplines. | [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) Helpline: 08444 775 774 (Mon-Fri 9.30-5.30) |
| Asperger’s and ASD (see also AUTISM section below) Resources & links for professionals, parents & people with Asperger’s. | [www.tonyattwood.com.au](http://www.tonyattwood.com.au) |
| **2gether Assertive Outreach Team** Help in a crisis. Develops supportive & therapeutic relationships with service users with severe enduring mental illness. | 0800 169 0398 24hrs |
| **Aston Project** Works with 9-17 year olds to reduce harm, crime and anti-social behaviour. Helps inspire YP to make better decisions, utilise their skills, promote ethos of ‘work for reward’. | [www.astonproject.co.uk](http://www.astonproject.co.uk) Email: [Astonproject@gloucestershire.pnn.police](mailto:Astonproject@gloucestershire.pnn.police) |
| **At a Loss.org** Website with information and support to find bereavement help, practical information, resources and free counselling via the livechat service, GriefChat. | [www.ataloss.org](http://www.ataloss.org) |
| **Autism – The National Autistic Society (see also The Girl with the Curly Hair Project)** | [www.autism.org.uk](http://www.autism.org.uk)  Helpline: 0808 800 4104 (Mon—Thu 10am-4pm; Fri 9am-3pm Email: [autismhelpline@nas.org.uk](mailto:autismhelpline@nas.org.uk) Education Rights – Tel. 0808 800 4102 Parent to Parent Support Line: Tel. 0808 800 4106 (freephone)  Autism support nationwide helpline tel: 0800 031 5445 Mon-Thu 9am-8pm Fri 9am-5pm |
| **Early Bird programmes** Early Bird (for parents with Autistic children under 5 years) and Early Bird Plus (ages 4-9) are support programmes for parents and carers, offering advice and guidance on strategies and approaches for dealing with young autistic children. The Early Bird Healthy Minds programme is a six-session parent support programme to help promote good mental health in autistic children. | [www.autism.org.uk/earlybird](http://www.autism.org.uk/earlybird) |
| **Carol Gray’s website** Social stories and other resources. | <https://carolgraysocialstories.com/social-stories> |
| **Barnado’s**  Provides a number of services to YP and families. | [www.barnardos.org.uk](http://www.barnardos.org.uk) |
| **Beat** Eating disorders support, recovery information, support services. | [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)  I'm Supporting Someone (beateatingdisorders.org.uk) Helpline: 0808 801 0677. Youthline: 0808 801 0711 |
| **Blue Cross for Pets**  Pet bereavement and pet loss support. If you have lost, or are facing saying goodbye to, a much loved pet and need somebody to talk to, our Pet Bereavement Support Service is here. | <https://www.bluecross.org.uk/pet-bereavement-and-pet-loss> Free Helpline: 0800 096 6606 (every day from 8.30am – 8.30pm)  Email: pbssmail@bluecross.org.uk |
| **Blurt it out** Resources/information to help understand more about depression and lifestyle changes. | <https://www.blurtitout.org/resources> |
| **Bristol Mindline** Suicide helpline (Bristol and South Gloucestershire | Tel: 0808 808 0330 (Wed-Sun 8-12 midnight) |
| **British Dyslexia Association (BDA)** | [www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk) |
| **Brook** Sexual health & wellbeing for under 25’s. Emergency Contraception, Chlamydia screening under 25s. Advice for professionals on CSE, health & wellbeing, sexual behaviours traffic light tool, etc | [www.brook.org.uk](http://www.brook.org.uk) |
| **Bullying UK (see also Family Lives)** Part of Family Lives service | [www.bullying.co.uk](http://www.bullying.co.uk) |
| **Cafcass** The Children and Family Court Advisory and Support Service is a non-departmental public body in England set up to promote the welfare of children and families involved in family court. | [www.cafcass.gov.uk](http://www.cafcass.gov.uk)  0300 456 4000 (Mon-Fri, 9-5, excluding BH)  [www.cafcass.gov.uk/contact-us](http://www.cafcass.gov.uk/contact-us) |
| **CAMHS** Link to lots of websites and resources | [www.CAMHS-resources.co.uk/websites](http://www.CAMHS-resources.co.uk/websites)  WEBSITES | CAMHS Resources (camhs- resources.co.uk)  <https://www.camhs-resources.co.uk/websites> |
| **Calm (Campaign against living miserably)** Helpline for men who are down or have hit a wall for any reason, who need to talk or find information and support. Open 5pm–midnight, 365 days a year. | [www.thecalmzone.net](http://www.thecalmzone.net)  Helpline: 0800 58 58 58 |
| **Christians against poverty (CAP)** Advice on debt, life skills, job clubs, fresh start. | [www.capuk.org](http://www.capuk.org) Tel: 01274 760720 Email: info@capuk.org |
| **CareConfidential** Support following abortion | [www.careconfidential.com](http://www.careconfidential.com) Tel: 0300 4000 999 |
| **Carers Trust** A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Help for young carers to cope with their caring role through specialised services across the UK. | [www.carers.org/about-us/about-young-carers](http://www.carers.org/about-us/about-young-carers)  For general enquiries, please email: info@carers.org |
| **Centrepoint** Homelessness support | www.centrepoint.org.uk  0800 587 5158 or email [supportercare@centrepoint.org](mailto:supportercare@centrepoint.org) |
| **Child Bereavement UK** Supports families and educates professionals when a baby or child dies or is dying, or when a child is facing bereavement. The support and information helpline provides confidential support, information and guidance to families and professionals. | [www.childbereavementuk.org](http://www.childbereavementuk.org)  Tel: 0800 02 888 40 Helpline: 0800 028 8840 (Monday to Friday, 9am-5pm) Email: support@childbereavementuk.org Online Chat: https://www.childbereavementuk.org/booked- telephone-support |
| **Child Death Helpline** Help line for anyone affected by the death of a child of any age, under any circumstances, however long ago. | <http://childdeathhelpline.org.uk>  Free Helpline: 0808 800 6019 (from mobile) / 0800 282 986 (Mon- Fri, 10am-1pm; Tue 1pm-4pm; Wed 1pm-4pm; Every evening 7pm- 10pm)  Email: contact@childdeathhelpline.org |
| **Child Mind** A-Z information for anyone with a child struggling with their MH. | <https://childmind.org>  Topics A-Z | Child Mind Institute |
| **ChildLine** (Also see app ‘For Me’) Support on abuse, bullying, family issues | [www.childline.org.uk](http://www.childline.org.uk) Tel: 0800 1111 |
| **Childnet** Sexual harassment 13-17 years. To help make the internet safe | [www.childnet.com](http://www.childnet.com)  Tel: +44 (0)20 7639 6967 Email: info@childnet.com |
| **CHUMS** Tics and Tourettes support | [www.chums.uk.tics-and-tourettes](http://www.chums.uk.tics-and-tourettes) |
| **Citizen’s Advice Bureau** Advice on a range of issues, including money, work, debt, consumer, housing, family, law, immigration, health. | [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) |
| **Crime stoppers** To report any crime or child exploitation | Tel: 0800 555 111 |
| **Cruse Bereavement Care** (See Hope Again for the youth website) The free national helpline offers a listening ear and emotional support to anyone who has lost someone they love, or been affected by a bereavement. | [www.cruse.org.uk](http://www.cruse.org.uk)  Email helpline: helpline@cruse.org.uk Helpline: 0808 808 1677 (Mon-Fri 9.30-5pm (excluding bank holidays), with extended hours on Tue, Wed and Thu evenings until 8pm). |
| **Ditch the Label** Anti-Bullying Charity. Provides emotional, psychological and physical support to those who are impacted by bullying in offline and digital environments. | <https://www.ditchthelabel.org>  Helpline: (01273) 201129 (We’re in the office between 09:00 – 17:30) Email via online form: https://www.ditchthelabel.org/contact/ Facebook: https://www.facebook.com/DitchtheLabel/ |
| **ERIC** Bedwetting information, advice and helpline. | [www.eric.org.uk](http://www.eric.org.uk) Helpline: 0808 169 9949 |
| **Facts4life** Support on health for schools, parents/carers, and health professionals. | [www.facts4life.org](http://www.facts4life.org) |
| **Family Links** Online support and nurturing programmes. Good ideas and resources. | [www.familylinks.org.uk](http://www.familylinks.org.uk) |
| **Family Lives** Advice on family issues and bullying. 24 hour helpline. | [www.familylives.org.uk](http://www.familylives.org.uk)  Tel: 0808 800 2222 (Mon-Fri 9am-9pm; Sat-Sun 10am-3pm) [www.bullying.co.uk](http://www.bullying.co.uk) |
| **Fearless**  Non-judgemental info and advice about crime and criminality. A safe place to give info about crime anonymously. Also has a section for professionals, with resources to use with YP and info about: Weapons, CSE, Theft/ Robbery, Criminal damage, Violence, Gangs (County Lines), Drugs, Abuse, Cybercrime. | [www.fearless.org/en](http://www.fearless.org/en) |
| **Genderbread** A teaching tool for breaking the big concept of gender into bite sized pieces. | [www.genderbread.org](http://www.genderbread.org) |
| **Get Connected** Provides private rehabilitation to treat drug and alcohol addiction, and process addictions like gambling, sex & love and eating disorders | [www.getconnected.org.uk](http://www.getconnected.org.uk) Tel: 0203 993 5571 Email: info@getconnected.org.uk |
| **Get Self Help** Website provides CBT self help & therapy resources, worksheets, information sheets and self help mp3s. | [www.getselfhelp.co.uk/anxiety.htm](http://www.getselfhelp.co.uk/anxiety.htm) |
| **GIDS**  The Gender Identity Development Service (GIDS) is for children/YP and their families, who experience difficulties in the development of their gender identity. It’s a national specialised service, based in London and Leeds. | www.tavistockandportman.nhs.uk/care-and-treatment/our- clinical-services/gender-identity-development-service-gids  <http://gids.nhs.uk>  Tel: 020 8938 2030/1 Email: gids@tavi-port.nhs.uk |
| **Gingerbread** Support for single parents. | [www.gingerbread.org.uk](http://www.gingerbread.org.uk)  Tel: 0207 428 5400 |
| **Grief Encounter** A free service that supports bereaved children and young people. | [www.griefencounter.org.uk](http://www.griefencounter.org.uk)  Helpline: 0808 802 0111 (Mon - Fri 9-9). Can chat via website. Email: contact@griefencounter.org.uk For advice & guidance, email: [ecounselling@griefencounter.org.uk](mailto:ecounselling@griefencounter.org.uk) |
| **HappyMaps** Worried about a YP’s behaviour or mental health and not sure what’s normal? Signposting to books, websites, counselling and parent groups. | [www.happymaps.co.uk](http://www.happymaps.co.uk) |
| **harmLESS** For those who have contact with YP who are self-harming. Designed to help you talk about self-harm with a YP so that you can decide what support might be helpful. | [www.harmless.org.uk](http://www.harmless.org.uk) |
| **Headway** Promoting life after brain injury. | [www.headway.org.uk](http://www.headway.org.uk)  Tel: 0808 800 2244 |
| **Hollie Guard** Turns phone into a personal safety device. If in danger, a shake or tap activates Hollie Guard and sends your location and audio/video evidence to your emergency contact. A second shake sends out a high pitched alarm and the flash starts to strobe. | [www.hollieguard.com](http://www.hollieguard.com) |
| **Intercom Trust** A lesbian, gay, bisexual & trans charity working across Cornwall, Devon, Dorset and South West, providing support, advocacy, counselling, training, info, groups, online directory, etc. | [www.intercomtrust.org.uk](http://www.intercomtrust.org.uk)  Helpline: 0800 612 30100 |
| **Kidscape** Advice about bullying for children and parents. | [www.kidscape.org.uk](http://www.kidscape.org.uk)  Tel: 0171 730 3300 |
| **Kooth** Free advice and support. Counsellors. | [www.kooth.com](http://www.kooth.com)  Mon – Fri 12pm – 10pm; Sat–Sun 6pm – 10pm |
| **Live, Life, Well** Suicide prevention, med info, self- help (depression, anxiety, sleep), 16- 19 year old section. Exercise Well/Eat Well/Manage Well Socialise Well/Think Well | [www.live-lifewell.net](http://www.live-lifewell.net) |
| **Men's Advice Line** Helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). | [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)  Freephone: 0808 801 0327 (free), Mon-Fri 9am-5pm Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) |
| **Mermaids**  A safe place for young trans people (up to 20 yrs) to find support & help one another. | [www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)  Helpline: 0808 801 0400 (Mon-Fri 9am-9pm) |
| **Mind** Information, advice and support for young people with a mental health problem and their carers.  Sleep support. | [www.mind.org.uk](http://www.mind.org.uk)  Tel: 0300 123 3393 Text: 86463  www.mind.org.uk/information-support/types-of-mental-health- problems/sleep-problems/sleep-problems |
| **Mindful** Meditation, anxiety. | [www.mindful.org](http://www.mindful.org) |
| **Moodcafe** Info and resources relevant to common psychological problems. Self-help guides and websites. | [www.moodcafe.co.uk](http://www.moodcafe.co.uk) |
| **Moodjuice** Online support for a range of issues, e.g., anxiety. | [www.moodjuice.scot.nhs.uk](http://www.moodjuice.scot.nhs.uk) www.moodjuice.scot.nhs.uk/obsessioncompulsion.asp.ocdinfo |
| **NCDV (National Centre for Domestic Violence)** Free, fast emergency injunction service to survivors of DV regardless of their financial circumstances, race, gender or sexual orientation | [www.ncdv.org.uk](http://www.ncdv.org.uk)  Freephone: 0800 970 2070 Text: Text “NCDV” to 60777 and we’ll call you back  To Make A Referral:  Tel: 0207 186 8270 or 0800 970 2070 (Press option 1) |
| **National Citizen Service (NCS)**  For 16-18 year olds. Helps build skills for work and life, while taking on new challenges and meeting new friends. Runs in spring, summer and autumn. Short time away from home taking part in a team community project. Brings together YP from different backgrounds & helps them develop confidence, self-awareness & responsibility. Encourages personal & social development. | https://www.gov.uk/government/get-involved/take- part/national-citizen-service |
| **National Domestic Violence Helpline** For women experiencing DV, their family, friends, colleagues and others calling on their behalf. The helpline gives support, help & info, wherever the caller might be in the country. Female helpline support workers and volunteers. Confidential, translation facilities & a service for callers who are deaf or hard of hearing. | <https://www.refuge.org.uk/get-help-now/phone-the-helpline>  Tel: 0808 2000 247 (Freephone, 24 hours) |
| **National Self-Harm website** | [www.nshn.co.uk](http://www.nshn.co.uk) |
| **NHS 111** Health advice 24 hours | [www.nhs.uk](http://www.nhs.uk)  Tel: 111 |
| **NHS Choices** Low mood and depression. Suicidal thoughts. | [www.nhs.uk/livewell/depression/pages/depressionhome.aspx](http://www.nhs.uk/livewell/depression/pages/depressionhome.aspx) [www.nhs.uk/conditions/suicide](http://www.nhs.uk/conditions/suicide) [www.nhs.uk/conditions/stress-anxiety-depression](http://www.nhs.uk/conditions/stress-anxiety-depression) |
| **Nip in the bud** Works with MH professionals to produce short films and fact sheets on ADHD, anxiety, conduct disorder, depression, OCD, PTSD, etc) to help parents, teachers & others caring for/working with children to recognise MH disorders and inform them how to obtain professional assessment to improve the prospects of early diagnosis and effective treatment. | [www.nipinthebud.org](http://www.nipinthebud.org) |
| **No Panic** Info and advice for carers/young people aged 13-20. Panic, Anxiety, Phobias, OCD, exam stress, family anxiety. Youth mentoring, helpline, and workshops. | [www.nopanic.org.uk](http://www.nopanic.org.uk)  Youth Helpline Tel: 0330 606 1174 (3-6pm Mon, Tue, Wed, Fri; 3-8pm Thu; 6-8pm Sat) |
| **NSPCC** NSPCC helpline (new helpline for CYP who have been victims of abuse at school, and for worried adults and professionals who need support and guidance. The helpline is called Report Abuse in Education).  If you’re worried about a child, even if you’re unsure, contact our professional counsellors for help, advice and support.  ChildLine offers free, confidential advice and support whatever your worry, whenever you need help. | NSPCC helpline: 0800 136 663  Email: help@nspcc.org.uk  [www.nspcc.org.uk](http://www.nspcc.org.uk)  Tel: 0808 800 5000 NSPCC FGM helpline: 0800 028 3550 18 or under, contact ChildLine free: Tel: 0800 1111 |
| Papyrus  Charity for the prevention of young suicide | [www.papyrus-uk.org](http://www.papyrus-uk.org) |
| **HOPELineUK** – specialist telephone service staffed by professionals who give support, advice & information to children, teenagers & YP up to the age of 35 who are worried about how they are feeling, & anyone concerned about a YP. | Tel: 0800 068 41 41  Email: pat@papyrus-uk.org Tel: 07786 209697 |
| **Parent Support Link** Supporting & informing families & friends of people who use drugs and alcohol. | <https://www.parentsupportlink.org.uk>  Helpline: 023 8039 9764 (24/7) |
| **Place2be** MH resources for schools. | [www.place2be.org.uk](http://www.place2be.org.uk)  Mental health resources for schools – Place2Be |
| **Pregnancy Choices Directory** Help for those facing unplanned pregnancy or following an abortion. | [www.pregnancychoicesdirectory.com](http://www.pregnancychoicesdirectory.com) |
| **Prospects** Advice and guidance on employment and skills. Support to vulnerable YP to help reduce risk, keep them safe and improve their life chances. Education and learning for early years, schools and prisons. | [www.prospects.co.uk/What-We-Do](http://www.prospects.co.uk/What-We-Do) |
| RAE (Relationships, Advice, Education) Workshops to schools & groups, complimenting the school curriculum. Identify healthy & not healthy relationship, abuse, forced marriage, fgm, who to contact. | 08456 029 035 – project coordinator |
| **Rainbow Trust** Supports families who have a child aged 0-18 years with a life threatening or long-term illness. | [www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)  Tel: 01372 363438 |
| **Refuge** Support & advice for women & children on dealing with domestic violence. | [www.refuge.org.uk](http://www.refuge.org.uk)  Free Helpline: 0808 2000 247 (24-hour) |
| **Relate** Help with challenging relationships, problems with friends, parents, teachers, or in love life. Confidential space to express thoughts, feelings and emotions. Live Chat service connects to a counsellor who will listen & help find solutions to get life back on track. | [www.relate.org.uk](http://www.relate.org.uk)  Tel: 0300 100 1234 Email: relate.enquiries@relate.org.uk |
| **Relax Kids** Child relaxation training, classes and resources. Online mindfulness. | [www.relaxkids.com](http://www.relaxkids.com) |
| **Riprap** Support for teenagers when a parent or carer has cancer. | [www.riprap.org.uk](http://www.riprap.org.uk) |
| **Royal College of Psychiatrists** | [www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/parentsc arers/worriesandanxieties.aspx](http://www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/parentsc%20arers/worriesandanxieties.aspx) |
| **Samaritans**  For emotional support to people in despair and potential suicide | [www.samm.org.uk](http://www.samm.org.uk)  Tel: 0121 471 1200 |
| **SAMM (Support after Murder and Manslaughter)** UK Charity supporting families bereaved by Murder and Manslaughter. Advice and training to many agencies on issues relevant to the traumatically bereaved. | [www.samm.org.uk](http://www.samm.org.uk)  Tel: 0121 471 1200 |
| **Sands** Stillbirth and neonatal death charity | Helpline: 0808 164 3332 |
| **Self-Injury Support (see also Rethink and National Self Harm)** Support for professionals. Improving support and knowledge around self- injury | [www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)  Tel: 0117 927 9600 Email: info@selfinjurysupport.org.uk |
| **Sexting Advice** SWGfL is a charitable trust that specialises in supporting schools, agencies and families to effect lasting change with the safe and secure use of technology. Educational online safety tools, services and resources. Works closely with UK and International Governments & Agencies; organisations and technology providers in advising and shaping policy, practice and legislation. | [www.swgfl.org.uk/magazine/Managing-Sexting- Incidents/Sexting-Advice.aspx](http://www.swgfl.org.uk/magazine/Managing-Sexting-%20Incidents/Sexting-Advice.aspx)  SWGfL Main Office Tel: 0345 601 3203 Email: enquiries@swgfl.org.uk  https://parentinfo.org/page/for-schools <https://parentzone.org.uk> |
| **Shelter**  Housing & homelessness. Helpline for someone who has nowhere to sleep, might be homeless soon, have somewhere to sleep but nowhere to call home, could be at risk of harm, or feels very overwhelmed about their housing situation | <https://england.shelter.org.uk>  Free helpline (open every day): 0808 800 4444 (for urgent need of housing advice –8am – 8pm on weekdays; 9am – 5pm on weekends) |
| **Shout**  24/7 text service for anyone in crisis, not coping, and needing immediate help. Support for anxiety, depression, abuse, panic attacks, suicidal thoughts, self-harm, relationships, bullying. | Text SHOUT to 85258 |
| **Sibs** For brothers and sisters of disabled children and adults. | [www.sibs.org.uk](http://www.sibs.org.uk)  Contact online |
| **SmiRA (Selective Mutism Information and Research Association)** Support for professionals. | [www.selectivemutism.org.uk](http://www.selectivemutism.org.uk) www.selectivemutism.org.uk/information/information-for- professionals |
| **Social Prescribing Service** Local agencies (GP, pharmacies, multi-disciplinary teams, hospital discharge teams, health professionals, fire service, police, job centres, Social Care, housing, voluntary, community and social enterprise – or by self-referral) to refer people to a link worker who will give them time and focus on ‘what matters to me’, taking a holistic approach. Works for those with long- term conditions; who need support with their MH; who are lonely or isolated; who have complex social needs which affect their wellbeing. | Contact details for further information  [www.england.nhs.uk/personalisedcare/social-prescribing](http://www.england.nhs.uk/personalisedcare/social-prescribing) |
| **Stem4** Anxiety and depression, eating, self- harm, addiction support | [www.stem4.org.uk](http://www.stem4.org.uk)  Calm Harm app (see apps at end of list) |
| **Stress and Anxiety in Teenagers Online** support for stress and how to manage it. | [www.stressandanxietyinteenagers.com](http://www.stressandanxietyinteenagers.com) |
| **Stroud Beresford Group** Refuge and outreach DV. | [www.stroudwomensrefuge.co.uk](http://www.stroudwomensrefuge.co.uk)  Tel: 01453 764385 |
| **Students against depression**  Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking. | [www.studentsagainstdepression.org](http://www.studentsagainstdepression.org) |
| Suicide Crisis | [contact@suicidecrisis.co.uk](mailto:contact@suicidecrisis.co.uk) |
| **Sunflower Suicide Support** Based in Stroud. Help families who have sadly lost people to suicide. They have a website and an advice line. | www.sunflowerssuicidesupport.org.uk |
| **SurvivorsUK** Helps sexually abused men (aged 13 and above), as well as their friends and family, no matter when the abuse happened. | [www.survivorsuk.org](http://www.survivorsuk.org)  Text helpline: 020 3322 1860 |
| **Talk to Frank** information, advice and support about drugs. | [www.talktofrank.com](http://www.talktofrank.com)  Tel: 0300 123 6600 Text: 82111 www.talktofrank.com/treatment-centre/youth-support-team- gloucester  Link for alcohol/drug information cards which can be given out to young people and their families/carers: www.gscb.org.uk/media/1671/workbook\_cards\_screenprints- 56954.pdf |
| **The Calm Zone** The Campaign Against Living Miserably. Online support, helpline & webchat for young men from 15 years with low mood. Suicide prevention. Information & support. For anyone who needs to talk about life’s problems. Support for those bereaved by suicide through the Support After Suicide Partnership (SASP) | [www.thecalmzone.net](http://www.thecalmzone.net)  Free nationwide helpline: Tel: 0800 58 58 58 & webchat (5pm- midnight every day)  Webchat is available on the website (same times as the helpline). |
| **The Children’s Sleep Charity** Supporting children with sleep issues. Support for families and accredited training and leaflets for professionals and commercial organisations. | [www.thechildrenssleepcharity.org.uk](http://www.thechildrenssleepcharity.org.uk)  Tel: 01302 751 416 Email: [info@thechildrenssleepcharity.org.uk](mailto:info@thechildrenssleepcharity.org.uk) |
| **The Girl with the Curly Hair Project** Supports people on the Autistic Spectrum and the people around them. Not just for girls, we have also helped thousands of Spiky Haired Boys too! Resources used by psychiatrists, GPs, psychologists, counsellors & teaching professionals. You’ll need to subscribe and pay for this. | <http://thegirlwiththecurlyhair.co.uk>  Join the community on Facebook Email: alis@thegirlwiththecurlyhair.co.uk or fill out the contact us form. |
| **The Hideout** Online support to help children understand domestic abuse. | [www.thehideout.org.uk](http://www.thehideout.org.uk) |
| **The Lullaby Trust**  Information and advice about safe baby care to reduce the risk of cot death. How to support a grieving sibling. | <https://www.lullabytrust.org.uk/bereavement-support>  Helpline: 0808 802 6868 (10am-5pm, Mon-Fri; Tue & Thu 7-9pm; weekends and bank holidays, 6pm-10pm) Email: [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk) |
| **The Mix** Support on all issues for under 25’s (mental health, homelessness, drugs, money, abuse, bullying, etc). | [www.themix.org.uk](http://www.themix.org.uk)  Tel: 0808 808 4994 (11am-11pm) Crisis text line 24/7 by texting THEMIX to 85258 Email or chat online (4pm-11pm) via the website. |
| **The Sleep Council** An impartial advisory organisation that raises the awareness of the importance of a good night’s sleep to health and wellbeing and provides helpful advice and tips on how to improve sleep quality and create the perfect sleep environment. | www.sleepcouncil.org.uk [info@sleepcouncil.org.uk](mailto:info@sleepcouncil.org.uk)  Tel (for admin): 01756 791089 Freephone leaflet line: 0800 018 7923 Fax: 01756 798789 |
| **The Tavistock and Portman NHS Foundation Trust** (see GIDS) | [www.tavistockandportman.nhs.uk](http://www.tavistockandportman.nhs.uk) |
| **TIC+ (Teens in Crisis)** Face to face and online counselling for 9-21 year olds. Works closely with CYPS.  Parent Support & Advice Line for parents of children aged 0-25 years | [www.ticplus.org.uk](http://www.ticplus.org.uk)  Email: admin@ticplus.org.uk Tel: 01594 372777 (office opening hours: Mon & Wed 9am-4pm and 6-8pm; Tue & Thu 9am-1pm and 6-8pm; Fri 9am-3pm; Sun 6- 8pm  Parent Support & Advice Line: 0800 652 5675  [www.ticplus.org.uk/parents-carers](http://www.ticplus.org.uk/parents-carers)  Mon & Wed: 5pm-9pm; Tue & Sat: 9.30am-1pm.  Text support: 07520 634063 |
| **TICS** Support for YP with tics. | [www.nhs.uk/conditions/tics/treatment/#selfhelp](http://www.nhs.uk/conditions/tics/treatment/#selfhelp) |
| **TOP (Triumph Over Phobia)**  Self-help groups in Cheltenham & Glos. | [www.topuk.org](http://www.topuk.org) |
| **Tourette Syndrome** | <https://www.nhs.uk/conditions/tourettes-syndrome> |
| Voice Collective UK-wide, London-based, project that supports CYP who hear voices, see visions, have other ‘unusual’ sensory experiences or beliefs. Support for parents/families. Training for youth workers, social workers, MH professionals, etc. | [www.voicecollective.co.uk](http://www.voicecollective.co.uk)  Email: info@voicecollective.co.uk Tel: 020 7911 0822  Not able to provide immediate crisis support, so if you need to talk with someone urgently, please call Childline (0800 1111) or NHS 111. If you’re an adult looking for a peer support group near you, visit: www.hearing-voices.org for support groups across the UK, and www.intervoiceonline.org for support groups in other countries. |
| **Winston’s Wish** Bereavement service | [www.winstonswish.org.uk](http://www.winstonswish.org.uk)  National helpline: 08088 020 021. |
| **Women’s Aid** National charity working to end domestic abuse to women and children. | <https://www.womensaid.org.uk>  For information and support, email: helpline@womensaid.org.uk  directory or contact a local domestic abuse service by using the Domestic |
| **Young Minds** Website with a range of information for YP, their families and practitioners, including tips, advice & guidance for support during the Covid-19 pandemic, such as anxiety about returning to school; struggling with self-isolation & social distancing and for those who have lost a loved one due to coronavirus. They also provide a parents’ helpline, which is contactable by phone, webchat or email. | [www.youngminds.org.uk](http://www.youngminds.org.uk)  Young person looking for help and support Text the YoungMinds Crisis Messenger, free 24/7 support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258 Parent Help Line: 0808 802 5544 |
| **Youth Access** Advice, counselling, money, rights. Works closely with Government, NHS, academic and voluntary sector to improve youth MH policy. | [www.youthaccess.org.uk](http://www.youthaccess.org.uk)  Tel: 020 8772 9900 Email: admin@youthaccess.org.uk |
| **ZERO TO THREE** Works to ensure that babies and toddlers benefit from the family and community connections critical to their well-being and development. Healthy connections help build babies’ brains. | <https://www.zerotothree.org/parenting> |

**Appendix 2 Student Removal Form**

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following student removal form. Please note that a representative of Elite will not be able to collect the student until this form has been completed and returned to us by email: [eve@eliteacs.com](mailto:eve@eliteacs.com)

|  |  |
| --- | --- |
| School Name |  |
| Student Name |  |
| Date of Birth |  |
| Reason for the removal of student |  |
| Has the student been assessed by a medical professional?  Date of assessment if applicable  Please provide a summary of the assessment | Yes  No |
| Is the student at risk of harm to themselves? | Yes  No |
| Is the student a risk to others? | Yes  No |
| Has the School followed its mental health and child protection policies and procedures? | Yes  No |
| Please provide a copy of any relevant policies and procedures |  |
| Any other information we should be aware of? |  |
| Signature |  |
| Position |  |
| Date |  |