



Support Services for all TGSA children and families

If you require emergency assistance please contact 999 to access the Police, Fire Service or an Ambulance.

If you require support or advice from the Police, but it is not an emergency, please call 101.

If you require emergency assistance from the NHS please attend your local A+E.

If you require support or advice from the NHS, but it is not an emergency, please call 101.

If you have significant concerns about the welfare or safety of a child (ren) and the child (ren) lives in Leicester City. You can call the Children's Duty and Assessment Service on 0114 4541004. If the child (ren) lives in Leicestershire please call 0116 3050005.

If you require support with a safeguarding concern (that is not an emergency) please contact Peter Ephgrave (Designated Safeguarding Lead) on 07341 478061.

If you are a child or young person who needs to speak to somebody about a worry or concern you can call Childline. This service is free and confidential. Please call 0800 1111.

Other Support Services for Specific Issues

Young Carers

- **Carefree:** More information can be found at barnardos.org.uk
Call 0116 2867182.

Drugs/Alcohol

- **Turning Point:** More information can be found at www.turning-point.co.uk

Food/Eating Issues

- **Beat:** Under 18s helpline, webchat and online support groups for people with eating disorders, such as anorexia and bulimia. Helpline: [0808 801 0677](tel:08088010677) (open 365 days a year from 12pm–8pm during the week, and 4pm–8pm on weekends and bank holidays)

Domestic Abuse

- **United Against Violence and Abuse (UAVA):** UAVA Ltd stands for United Against Violence and Abuse. A consortium of three local specialist providers of domestic abuse and sexual violence services. Women's Aid Leicestershire Ltd, FreeVA and Living Without Abuse. For more information please go to uava.org.uk. If you, or someone you know is experiencing or has experienced Domestic Abuse or Sexual Violence, you can access our services in one of the following ways: Call the Helpline on 0808 80 200 28. Open from 8.00am – 8.00pm, Monday – Saturday. We can provide support in different languages. For out of hours support call the **24 hour National Domestic Violence Helpline** on: **0808 2000 247**. For text support: 07715 994 962.



Mental Health

- **Kooth.com:** Free, safe and anonymous online support for young people. Kooth is a transformational digital mental health support service. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Monday to Friday 12:00 -22:00, Weekends 18:00 - 22:00
- **Young Minds Parents Helpline:** 9:30-16:00 (Monday to Friday) – Free and confidential support, information and advice for any adult worried about the emotional problems, behavior or mental health of a child/young person. Call 0808 802 5544.

Suicide

- **HOPELINEUK:** If you are having thoughts of suicide or are concerned for a child or young person that might be, you can contact this service for confidential support and practical advice. 10:00-22:00 (weekdays), 14:00-22:00 (weekends and bank holidays). More information can be found at www.papyrus-uk.org. Call 0800 068 4141, Text 07786209697 or email pat@papyrus-uk.org

Bereavement

- **Grief Encounter:** This service offers a flexible and accessible service which aims to professionally care and respond to bereaved children, young people and their families via counselling, group activities, family fun days, residential camps and interactive online services. More information can be found at www.griefencounter.org.uk. Call **0808 802 0111** (free to call, Monday-Friday 9:00-21:00) or email griefftalk@griefencounter.org.uk

Online Safety

- **saferinternet.org.uk:** You don't need to be an expert on the internet to help keep your child stay safe online. This site provides advice and resources to support you as you support your child to use the internet safely, responsibility and positively.

Sexual Orientation/Gender Identity

- **Young Stonewall:** Information and support for all young lesbian, gay, bi and trans people. For more information please visit www.youngstonewall.org.uk or call [0800 050 2020](tel:08000502020)
- **FFLAG:** This is a national voluntary organisation and registered charity. We are dedicated to supporting parents and their lesbian, gay, bisexual and trans daughters and sons. If you, your family or friends need support, reassurance or information, call the confidential helpline on: 0845 652 0311 (all calls charged at 2p per minute plus network charges). For more information please visit www.fflag.org.uk