



Useful numbers for families during the Summer Holidays 2020

Frome Learning Partnership have put together a list of useful numbers for you to use should you need extra support or guidance over the Summer break.

Young Minds Parents Helpline www.youngminds.org.uk/ 0808 802 5544 (Free Mon-Fri from 9:30am – 4pm)

Somerset Emergency Duty Line (out of hours):

0300 123 2327 (evenings and weekends)

For any family in Somerset, you can speak to a social worker outside of office hours to report if you are worried about a child or if you feel in crisis and need urgent support.

Somerset Direct to report a safeguarding concern:

0300 123 2224 childrens@somerset.gov.uk

If you are worried about a child or young person who could be in danger, please contact this number or call the police.

If you are experiencing domestic abuse:

Call the National Domestic Abuse Helpline on 0808 2000247 or visit www.nationaldahelpline.org.uk or contact Somerset Survivors on 0800 69 49 999, open 8am-8pm Monday -Friday and 9am-1pm Saturday & Sunday.

Other useful numbers

Citizen Advice www.citizensadvicemendip.org.uk (response with 4 days) Somerset Telephone Advice: 03 444 889 623

Free, confidential information and advice to assist people with money, legal, consumer and other problems.

Kooth <https://www.kooth.com>

A 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.

Fair Frome Tel: 01373 488578. Mobile 07714 587129 (open Monday, Wednesday, Friday 10am to 1.00pm)

Local food bank providing food parcels and vouchers for local takeaways (in person or delivered).

Education Psychology Service; Help for Parents and Carers (until 24 August):

EPShelpline@somerset.gov.uk **01823 357000**

If you are a parent/carer of a child in Somerset and would like to speak to a Psychologist with any concerns arising for you, or your family during this time, then The Education Psychology service is offering an initial 30 minute telephone consultation (discussion) and a potential follow up call, of another 30 minutes if appropriate. Email the team with the following information: your name, the name of your child's school (or 'EHE' if Electively Home Educated). Times and dates that you are not available for consultation. If email is not possible, then call. Please understand that we are likely to be slower to respond to phone calls. Our aim is to offer a consultation within 5 working days of receipt of email.

Chat health <https://chathealth.nhs.uk/>

Offers quick and confidential support to young people between the ages of 11 and 19. It's safe and easy for you to speak to a qualified health professional. Just send a message, you don't have to give your name. Discreet and quick. It only takes one message to start making a difference. You'll get confidential advice from trained health staff in your area.