

Dear Student, Parents and Families

We hope you and your families are well.

A Letter from the Safeguarding Team at Oaklands College.

As you may be aware the college closes for the Easter Break from 1<sup>st</sup> April 2022 – 18<sup>th</sup> April 2022 and we want to ensure that you know the range of services that are available to you and your families.

Please find below a list of national and local services who provide vital support to young people, adults and their families and can really help families at time of need.

#### Who to contact if immediate concerns:

- **Immediate concerns regarding risk to life, including to self and others, please contact emergency services on 999.**
- Immediate risk to a child's safety, contact local Children and Adults Care Services for the appropriate council for where the student and/or family are living.
- Hertfordshire Children's Services can be contacted on 0300 123 4043.
- Hertfordshire Adult Services can be contacted on 0300 123 4042.

#### Hertfordshire Social Services:

- **Hertfordshire Children's Services** can be contacted on 0300 123 4043, 8am to 8pm Monday to Friday and 9am to 4pm on Saturday. At other times calls will be diverted to the emergency duty team where you can speak to a member of staff for immediate advice and guidance. Referrals can be emailed, but there will be no immediate response provided from professionals, [protectedreferrals.cs@hertfordshire.gov.uk](mailto:protectedreferrals.cs@hertfordshire.gov.uk)
- **Hertfordshire Adult Services** can be contacted on 0300 123 4042, adult services also have an emergency duty team who can support you with the concern. To make a referral visit this website: <https://hcsportal.hertfordshire.gov.uk/web/portal/pages/home> or email [adult.safeguarding@hertfordshire.gov.uk](mailto:adult.safeguarding@hertfordshire.gov.uk) and contact [SeeandSolve.West@hertfordshire.gov.uk](mailto:SeeandSolve.West@hertfordshire.gov.uk) for updates on the referral made.
- **0-25 Team – supporting young people aged 0-25 with Special Educational Needs (SEN) and Disabilities.** Call 0300 123 4043 and advise the young person's needs. Email: [StAlbans\\_Dacorum@hertfordshire.gov.uk](mailto:StAlbans_Dacorum@hertfordshire.gov.uk)
- **If the child or adult lives outside Hertfordshire**, please contact their local council website for the adult and children safeguarding team contact details to report the concern.

Principal : Andrew Slade

This communication came from the following:

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### Mental Health and Wellbeing:

- **Hertfordshire CAMHS** – 0800 6444 101 or email [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)
- **NHS Hertfordshire Mental Health Service**, Single Point of Access (SPA) Telephone: 0300 777 0707 from 8am - 7pm. Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)  
Out of hours helpline, including weekends, evenings and bank holidays, Telephone: 01438 843322.
- **Samaritans** - free confidential support 24/7. Telephone: 116 123 or send an email to: [jo@samaritans.org](mailto:jo@samaritans.org)
- **Just Talk** - provides mental health and wellbeing support. Young people self-help resources, parent/carer advice and professional guidance including COVID19. Telephone: 0300 777 0707 (8am–7pm) or 01438 843322 (5pm–8am). Website: <https://www.justtalkherts.org/just-talk-herts.aspx>
- **Healthy Young Minds in Herts** - Emotional health and wellbeing support. Tools and tips for young people parents/carers and professionals. Visit: <https://www.healthyyoungmindsinherts.org.uk/>
- **Every Mind Matters**: helpful information and support videos: <https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/youth-mental-health/>
- **Charlie Waller Memorial Trust** – support for students, professionals, and parent/carers regarding depression and mental wellbeing. Visit their website: <https://www.cwmt.org.uk/>
- **Kooth** – online mental wellbeing community, including anonymous support. <https://www.kooth.com/>
- **Youth Talk**: Free, confidential counselling for people aged 13–25 in St Albans and surrounding areas <https://youthtalk.org.uk/>
- **GP Surgery** – call your local surgery for advice and guidance

### Physical Health:

- **GP Surgery** – call your local surgery for advice and guidance
- **NHS Direct**: Call 111 for help if you have an urgent medical problem and you're not sure what to do.
- **Accident & Emergency (A&E)**: visit your local hospital if you feel you cannot keep yourself safe, it is best to attend your local A&E so they can help to keep you safe.

### Domestic Abuse: support for anyone experiencing domestic abuse

- **Safer Places**: Free confidential advice and Support in Hertfordshire. Telephone: 0330 102 5811
- **National DV helpline**: Telephone: 0808 2000 247
- **Women's Aid**: support for women and girls experiencing domestic abuse
- **Respect**: Men's Advice Line <https://mensadviceline.org.uk/>
- **Male Victim helpline**: available for male victims of domestic abuse and domestic violence. Telephone: 01823 334244.

### Police/Crime:

- **Call 999**, if you are unable to talk press 55, the operator will process the call through to police.
- **Report a crime online:** <https://www.herts.police.uk/Report/Report-Shared/Report-a-crime> or call 101 for non-emergencies
- **Crime stoppers:** 100% anonymous reporting – telephone: 0800 555 111
- **Fearless:** You can pass on information about a crime 100% anonymously and/or get non-judgemental information and advice about crime and criminality.
- **Hertfordshire Victim Care** – Beacon Victim Support, 0300 0115 555 or visit website: <https://hertfordshirebeacon.org/>

### Housing/Homelessness:

- **Herts Young Homeless** – Free service for young people aged 16-24 who are homeless or threatened with homelessness, including a health service and family mediation. Young people aged 16 - 17 call 03003 230130. Young people aged 18 - 24 call 08000 355 775. Visit their website: <https://www.hyh.org.uk/>
- **Support and Resettlement St Albans** – preventing homelessness and support people requiring support to remain in their own homes. Telephone: 01727 844181 or visit their website on <https://directory.hertfordshire.gov.uk/services/9806> or email the team on: [stalbans@hightownha.org.uk](mailto:stalbans@hightownha.org.uk)
- **Your local council** – visit their website for details of local housing/homelessness team who can support with your needs, complete assessments and look at housing provision in your area.
- If you are fleeing from domestic abuse, you can present to any council and report yourself as homeless. Please be advised you may need to contact that local council via telephone beforehand to ensure that local council has duty housing workers onsite due to the current COVID19 pandemic.

### Advice and Guidance Services:

- **Services For Young People:** Young people can get involved and access information, advice and guidance on a range of subjects including: careers and personal development, sexual health, mentoring, apprenticeships and youth groups and projects  
<https://www.servicesforyoungpeople.org/>
- **HertsHelp:** a network of community organisations in Hertfordshire working together. Provide crisis intervention, Advocacy service, help finding and funding care needed, advice on benefits and debts and help to meet more people. Call: 0300 123 4044 or visit the website: [www.hertshelp.net](http://www.hertshelp.net)
- **Hertfordshire Citizens Advice Services (HCAS)** – provides information & advice on Debt, Benefits, Housing, Family, Employment, Public Law and many other general areas of advice. Hertfordshire Telephone Advice line: 03444 111 444, open from 10am to 4pm Monday to Friday. Visit the website: <http://www.hcas.org.uk/>

### Parenting and Guardian Support:

- **Family lives:** Online parenting advice and support and free helpline. Telephone: 0808 800 222, website: [www.familylives.org.uk](http://www.familylives.org.uk) , Email contact: [askus@familylives.org.uk](mailto:askus@familylives.org.uk)
- **Family Mediation:** a confidential, impartial mediation service working with families in Hertfordshire who are having arguments and help families to resolve issues and make long term changes for the future <https://www.hyh.org.uk/our-services/mediation>
- **Supporting young people with mental health and wellbeing guidance:** <https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak>

### Identity, Sexual Orientation and Gender Identity Information:

- **LGBT Switchboard:** provides free support, advice and guidance. Visit their website: <https://switchboard.lgbt/> or call the team on: 0300 330 0630
- **The Be you Project:** online resources that can help people understand their feelings and offer advice for people and the important people in their lives. Website: <https://thebeyouproject.co.uk/resources/>
- **Stonewall:** provides advice and local service directory for support relating to gender, sexual orientation and many more signposting to services for asylum seekers <https://www.stonewall.org.uk/about-us/news/covid-19-%E2%80%93-how-lgbt-inclusive-organisations-can-help>
- **Herts Mind Network:** online LGBTQ+ Group <https://www.hertsmindnetwork.org/services-for-adults/groups-and-activities/online-lgbtq-group/>
- **Young Pride in Herts:** The Young Pride in Herts website is for young people in the LGBT+ community in Hertfordshire. Provide information and advice on a range of issues, including gender identity, coming out, taking care of personal health and what to do if someone is experiencing hate crime. Website: <https://www.youngprideinherts.org/>

### Young Carers:

- **Young Minds** – offers support and signposting for young people who are carers for others, visit this website for more info: <https://youngminds.org.uk/find-help/looking-after-yourself/young-carers/>
- **Carers UK** – offers guidance on support available for carers, including guidance on COVID19 pandemic, visit their website on <https://www.carersuk.org/>
- **Youth Access** – is the advice and counselling network for young people – visit their website on <https://www.youthaccess.org.uk/>

### Service Directory:

The Ollie Foundation website provides a detailed service directory, visit this website for more information: <https://theolliefoundation.org/help-resources/services-directory/#>

The Safeguarding Team  
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