

Support services available to students and families

Safeguarding Concerns contact the relevant Local Authority MASH team:

- **Sutton's** multi-agency safeguarding hub (CFCS): **0208 770 6001**
- **Merton's** safeguarding hub: **020 8545 8545**

Support available during the holidays
Please see out of school support services below

School nursing
See school nursing contact information below.

Support available in school during term time
Students can visit the pastoral offices in the main school or sixth form area (Year 12/13) to speak to staff.

Service	Contact	Details
Suggested contacts for support – pastoral or academic:	<p><u>Form Tutor, Head of Year,</u> Mrs Hicks – Pastoral Support Officer (Pastoral Office) <u>Heads of Pastoral:</u> Mrs Williamson-Jones and Miss Johns <u>Safeguarding Lead:</u> Mrs Hart <u>Any other member of staff</u></p>	
	Ms Morris – School Counsellor	Drop in times: Monday and Friday lunchtime Referrals: speak to your Head of Year or staff in pastoral office (Mrs Coe/Mrs Patel)
	Miss Campbell – ELSA (emotional literacy support assistant)	Head of Year / Tutor referral – just ask.
	Sutton Well-being service Emily Briggs – Child Well-being Practitioner	Self-refer – application on pastoral page of school website (here). Ask your Head of Year Anxiety, exam stress.

	School nursing service – Olu Idowu	Ask your Head of Year or drop in on Tuesday am.
	Young Carers: Have access to study in school card for break/lunch. Contact Mrs Holmes by email or visit her office opposite 207. Young Carer meetings held monthly. All welcome.	
Please note: Referrals to School nursing need parental consent if the child is under 13 although consent is preferred for students under 16. Child Wellbeing Practitioner referrals need parental consent if student is 15 years old or younger.		
Mental Health Champions – staff offering support: Drop in at lunchtime to 253 (1.25 – 1.55) or ask your Head of Year for a referral. See posters up around school.		
Support available out of school		
Urgent mental health support – 24/7 crisis lines	Open to people of all ages. Free to call and provide advice to those in a crisis. Lines supported by trained mental health advisors 365 days a year.	Links to all London crisis lines available on school website. Pastoral Care & Education - Nonsuch High School for Girls (nonsuchschool.org)
North West London Ealing, Hounslow, Hammersmith and Fulham	0800 0234 650	
South West London Kingston, Merton, Richmond, Sutton and Wandsworth	0800 028 8000	
South East London Croydon, Lambeth, Lewisham and Southwark	0800 731 2864	
Young Carers	Please see pastoral page of school website for Young Carer links for different areas	Pastoral Care & Education - Nonsuch High School for Girls (nonsuchschool.org)
School Nursing Service		
School Nurse Parent phone line	020 8770 5409 (office hours)	A duty nurse will be in touch the following day

Pupil / Young Persons phone line	020 8770 4409 (office hours)	Sutton school nursing is open to all students who attend a school in the Borough
Email for young people	Schoolnursing@sutton.gov.uk	
Instagram for young people	@SuttonSchoolNursing	

Counselling Services

<p>Kooth</p> <p>Free online counselling or text chat for young people aged 11 -22. Works on phone or computer. Open in the evenings and at weekends for young people who don't want to be seen in school time</p> <p>Get free advice and support for anything that's on your mind. No waiting lists and it's totally anonymous – make up a name.</p>	<p>Register at Kooth.com</p> <p>Helplines</p> <p>Mon to Fri 9am to 5pm 020 3513 3800</p> <p>24 hours, 7 days a week 0800 028 8000</p>	<p>See Well-being on the school website</p> <p>Video about services: https://www.kooth.com/video</p> <p>Kooth is accredited by the British Association of Psychotherapy and Counselling (BACP) and a trusted delivery partner of NHS. It's anonymous, free and open until 10pm 365 days a year. No waiting times and it integrates with face to face local services to ensure a seamless transition when needed.</p> <p>Qualified counsellors, therapists and support workers provide guided outcome-focused help for each individual. Children and young people can visit www.Kooth.com to chat to professional counsellors, read articles written by young people, receive peer-to-peer support and keep a daily journal.</p>
<p>Off the Record Counselling Service</p>	<p>Off the Record 020 8175 6776 www.talkofftherecord.org</p>	<p>Merton, Sutton and Croydon residents age 11 – 25. Talk to an Off the Record counsellor and receive confidential support</p>

CAMHS (Child and Adolescent Mental Health Service)

Duty worker for young people/professionals	0203 513 3800 (Monday to Fridays between 9am and 5pm).	Young people are advised to follow any personalised safety plan which has been created with their care coordinator
Young people can contact the SLP CAMHS crisis line	0203 228 5980 (Monday to Friday between 5pm – 11pm and on Weekends and Bank Holidays between 9am – 11pm)	If young people need advice outside of those hours we recommend contacting the dedicated SWLSTG Mental Health Support Line on 0800 028 8000 or NHS 111
		Young people/ Families should NOT attend A&E unless they require urgent/ life threatening medical attention. If young people are considering the need to attend A&E for mental health reasons, they should call us on the above crisis numbers in the first instance

Domestic Abuse Help

The Sutton Domestic Abuse One Stop Shop will be closed for drop-in sessions, however, for support you can contact Transform on 0208 092 7569 or email transformsutton@cranstoun.org.uk

Updates about domestic abuse services on the Not Alone in Sutton website	Not alone in Sutton website https://notaloneinsutton.org.uk and the Transform Sutton website: https://www.cranstoun.org/services/domestic-abuse/transform-sutton	
---	--	--

Useful Websites

Help for those considering self-harm:

Calm Harm: <https://calmharm.co.uk/> This includes information about an app to install on phones.

Papyrus (Prevention of Young Suicide Charity) <https://www.papyrus-uk.org/>

BEAT – Eating disorder charity

Website	https://www.beateatingdisorders.org.uk/	Helplines open 365 days a year from 9am – 8pm (4pm-8pm weekends and bank holidays)
Helpline	0808 801 0677	
Studentline	0808 801 0811	
Youthline	0808 801 0711	

How to be kind to your mind and helpful advice

<https://www.headspace.com/>

<https://youngminds.org.uk/>

<https://youngminds.org.uk/find-help/feelings-and-symptoms/>

Additional Support

If you are feeling low or unsafe, it is important you talk to someone you trust and let them know how you feel. Sometimes it can be difficult to talk to family or friends so here are some other places you can contact instead:

School nurse duty line: 020 87705409

Childline: 0800 1111

Samaritans: 116123

Hopeline: 08000684141

NSPCC: 0808 800 5000

CAMHS: 0203 513 3800

CAMHS CRISIS LINE: 0203 228 5980

RASASC (Rape and Sexual Abuse Support Centre) 24/7 helpline: 0808 500 2222

www.talkofftherecordonline.org

www.nspcc.org.uk

www.selfharmuk.org

www.youngminds.org.uk

www.kooth.com

www.papyrus.org

www.rasasc.org.uk

There are also a number of helplines in the school booklet.

Urgent mental health support - 24/7 crisis lines

Every mental health trust in London has put in place a **24/7 crisis line** for people of all ages - children, young people and adults. The lines which are free to call can provide advice to those in a crisis. These crisis lines are supported by trained mental health advisors 365 days a year.

You can find the 24/7 crisis line numbers using the NHS Service Finder (link below) but the table provides all of the telephone numbers in London.

<https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>



Area	Boroughs covered	24/7 crisis line number
North West London	Brent, Hillingdon, Harrow, Kensington & Chelsea and Westminster	0800 0234 650
	Ealing, Hounslow and Hammersmith & Fulham	0800 328 4444
North Central London	Barnet, Camden, Enfield, Haringey and Islington	0800 151 0023
North East London	City & Hackney	0800 073 0006
	Newham	0800 073 0066
	Tower Hamlets	0800 073 0003
	Barking & Dagenham, Havering, Redbridge and Waltham Forest	0300 555 1000
South West London	Kingston, Merton, Richmond, Sutton and Wandsworth	0800 028 8000
South East London	Croydon, Lambeth, Lewisham and Southwark	0800 731 2864
	Bexley, Bromley and Greenwich	0800 330 8590

shout
85258

Shout offers confidential 24/7 crisis text support for times when immediate assistance is required
Text "SHOUT" to 85258 or [visit Shout Crisis Text Line](#)

SAMARITANS

[Samaritans](#) 24/7 365 days a year - they are here to listen and provide support
Call: 116 123 or **email: jo@samaritans.org**

Crisis Tools

[Crisis Tools](#) helps professionals support young people in crisis - short accessible video guides and text resources
Sign up for free resources [here](#)

 **PAPYRUS**
PREVENTION OF YOUNG SUICIDE

[Papyrus](#) provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person
Call: 0800 068 41 41 or **Text: 07860 039967** (opening hours 9am to midnight – 365 days a year)

childline

ONLINE, ON THE PHONE, ANYTIME

[Childline](#) confidential telephone counselling service for any child with a problem
Call: 0800 1111 anytime or [online chat with a counsellor](#)

Urgent and other support available

 **Good Thinking**

[Good Thinking](#) is London's digital wellbeing service and provides a range of resources for young people to help improve mental wellbeing including free NHS-approved apps

THE MIX
Essential support for under 25s

[The Mix](#) provides free, confidential support for young people under 25
Call: 0808 808 4994 (11am – 11pm every day) or [Email](#)

 **Beat**
Eating disorders

[Beat](#) provide support to help young people who may be struggling with an eating problem or an eating disorder
Call the Youthline (under 18's) 0808 801 0711 or **Studentline 0808 801 0811** (9am – 8pm during the week and 4pm – 8pm on weekends and bank holidays)

 **kooth**

[Kooth](#) is a free, safe and anonymous online mental wellbeing community including live chat with the team, discussion boards, magazine with helpful articles and a daily journal a magazine