

# Emotional Wellbeing and Mental Health (EWMH) Support during Covid 19 for Children, Young People and Families



## Croydon Council

The Local Offer provides information and advice about services that children, young people and their families can expect from a range of local agencies.

☎ **020 8726 6400**

Mon-Fri 9am to 4pm.

✉ [localoffer@croydon.gov.uk](mailto:localoffer@croydon.gov.uk)

🌐 [Click here for website link](#)

## Croydon Drop In

CDI is a charity that supports young people, aged 11 to 25 and families in Croydon.

Some of their services include: advice, advocacy and family support, counselling and outreach.

### Open Access Counselling:

Virtual and telephone counselling appointments and service offered during this time.

### Virtual Talkbus:

Offers young people the chance to get information or to discuss topics of interest. Outreach workers provide health, support and welfare advice.

☎ **020 8680 0404**

✉ [enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)

🌐 [Click here for website link](#)

Talkbus helpline: **07592 037823**

## Off the Record (OtR)

OtR is a charity that offers support and counselling to children and young people in Croydon. Services offered include: Refugee Service, Counselling, Young Carers and Outreach.

**Online counselling** - extended weekly online drop in service now available.

**Open Access Counselling** - Virtual and telephone counselling appointments and service offered during this time.

Operates as usual with extended online counselling on Mondays from 4-6pm

☎ **020 8251 0251**

✉ [info@talkofftherecord.org](mailto:info@talkofftherecord.org) or

✉ [croydon@talkofftherecord.org](mailto:croydon@talkofftherecord.org)

🌐 [www.talkofftherecord.org](http://www.talkofftherecord.org)

## Kooth (Xenzone)

Online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Monday – Friday 12:00pm – 10:00pm

Saturday & Sunday 6:00pm – 10:00pm

🌐 [www.kooth.com](http://www.kooth.com)

## Croydon Health Services (CHS)

### CHAT Health

A confidential advice text messaging service for children and young people (aged 11-19) in Croydon provided by the school nurse service.

You can get in touch for advice about any aspect of your physical or emotional health. They will respond within 24 hours Monday to Friday 8.30am - 4.30pm (excludes bank holidays).

✉ **Text: 07520 615205**

🌐 [Click here for website link](#)

## Croydon Community CAMHS

CAMHS provides advice, support and treatment for young people and families.

☎ **020 3228 0000**

✉ [croydoncamhsmail@slam.nhs.uk](mailto:croydoncamhsmail@slam.nhs.uk)

**CAMHS crisis line 0203 228 5980**

Monday - Friday 5pm - 10pm, Saturday, Sunday & Bank Holidays 9am - 9pm

**For advice out of hours:**

**SLAM Mental Health Crisis Line on 0800 731 2864 or NHS 111**

🌐 [Click here for website link](#)

## Palace for Life Foundation

(The official charity of Crystal Palace FC)

### Palace Pad Chat

Gives young people aged 12 – 25 with either a PS4 or Xbox a chance to receive mentoring whilst gaming with a staff members. Ensuring good mental health giving them a chance to express themselves and see if there is any help needed

Please click on the link below to sign up. Parental consent is required and will be confirmed when contact is made with the young person.

🌐 [Click here for website link](#)

☎ **020 8768 6047**

✉ [admin@palaceforlife.org](mailto:admin@palaceforlife.org)

🌐 [www.palaceforlife.org](http://www.palaceforlife.org)

**During COVID CAMHS is only available for new referrals for young people in crisis situations. Assessment and treatment can be provided by video-link or over the phone, but only following a referral. Crisis referrals currently only.**

All referrals are reviewed daily. To make a referral please submit an online form via Croydon SPOC:

🌐 [www.croydon.gov.uk/ewmh](http://www.croydon.gov.uk/ewmh)

# Online safety during Covid-19

With schools currently closed due to Covid-19, many children and young people are spending much more time online than usual, to access learning resources and to socialise with family and friends.

The internet can be a great tool for helping us all stay connected and as a source of information, advice and support but it can pose some risks, particularly for children and young people. These can range from exposure to inappropriate material, to scams involving in-app purchases, cyber bullying by friends, trolling by strangers and online grooming.

There are plenty of steps parents and carers can take to reduce these risks, and help their children stay safe in the digital world. The websites below contain useful resources, including advice on how to talk to your child about internet safety, to monitoring screen time and installing parenting controls on devices. You can also speak to your child's school for advice.

## Here are some useful links:

- 🌐 [www.nspcc.org.uk/keeping-children-safe/online-safety](http://www.nspcc.org.uk/keeping-children-safe/online-safety)
- 🌐 [www.thinkuknow.co.uk/parents](http://www.thinkuknow.co.uk/parents)
- 🌐 [www.childnet.com/parents-and-carers](http://www.childnet.com/parents-and-carers)
- 🌐 [www.internetmatters.org/advice](http://www.internetmatters.org/advice)
- 🌐 [www.saferinternet.org.uk/advice-centre](http://www.saferinternet.org.uk/advice-centre)

## Reporting inappropriate content online:

You can report inappropriate content online – most social media apps have a reporting mechanism to do this.

## Reporting grooming or other illegal behaviour online:

If you want to report someone who is behaving suspiciously online towards a child, you should in an emergency contact the emergency services by calling 999, or otherwise make a report to CEOP, the Child Exploitation Online Protection Centre, see [www.ceop.gov.uk](http://www.ceop.gov.uk)

## Reporting a child at risk

If you're concerned that a child or young person under the age of 18 is being harmed or at serious risk of harm, including online, our children's social care team can offer you support and advice, as well as putting you in touch with other services that can help. If you are concerned that by calling you may be put in a difficult position, you can make the referral anonymously.

Contact our Single Point of Contact for children's social care

📞 **020 8255 2888**

Monday to Friday, 9am to 5pm

**If a child or young person is in immediate danger, call 999.**

# Helpful online resources for young people & families

- Resources advice for parents on how to support children/ adolescents through this difficult time [Click here](#)
- Anna Freud Centre advice for young people/parents & carers/ schools & colleges [Click here](#)
- **Mental Health advice** - looking after your mental health during the coronavirus outbreak [Click here](#)
- **WHO info for children** - helping children cope with coronavirus [Click here](#)
- **Child Mind Institute** [Click here](#)
- **Place2Be** - Guide to helping parents answer questions from their children and to support family wellbeing [Click here](#)
- **Young Minds** - Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing [Click here](#)
- **NDCS National Deaf Children Society** - new guidelines for children with hearing needs [Click here](#)

## Secondary school age children

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- **Young Minds advice for young people who are anxious about Coronavirus:** [Click here](#)
- **Headspace** - Meditation for children [Click here](#)

## Primary aged Children

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- **Social stories for Primary age children** [Click here](#)
- **Educational book aimed at younger children** [Click here](#)
- **Covibook** – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing during the pandemic [Click here](#)
- **Mencap** - Easy Read guide to Coronavirus [Click here](#)

## Families of Early Years

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- **Advice for families** [Click here](#)
- **Activity guides** [Click here](#)

## Other helpful resources and websites

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- **National Autistic Society** – guidance and helpline for parents', young people and staff [Click here](#)
- **Carers UK** - Guidance for carers [Click here](#)
- **Public Health England** have produced an easy read version of their Advice on the coronavirus for places of education [Click here](#)