



## **Support Services for all Tudor Grange Primary Academy Yew Tree**

### **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 at Heartlands Hospital.

If you require support or advice from the NHS, but it is not an emergency, please call 111.

**If you have significant concerns about the welfare or safety of a child/children and the child/children live in Solihull, you should report your concerns on 0121 788 4300 (Monday to Thursday 8:45am – 5:20pm, Friday 8:45am – 4:30pm).**

**If you are calling out of working hours (evenings, weekends or bank holidays) please call 0121 605 6060.**

If you require support with a safeguarding concern (that is not an emergency) please contact our Head of School, Rajneet Bloomfield or a member of the safeguarding team on 0121 704 2067

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**

#### **Barnardo's**

If you would like to speak to a member of the Supporter Relationships team during business hours, please call on **0800 008 7005** or email at [supporterrelations@barnardos.org.uk](mailto:supporterrelations@barnardos.org.uk).  
Monday-Friday, 9:00am-5:00pm.

#### **Young Carers**

- Carers Trust Solihull. More information can be found at <http://www.solihullcarers.org/carers-5-to-25/#1509467646987-a4e283ff-d538>  
Phone: 0121 788 1143

#### **Drugs/Alcohol**

- **SIAS. Solihull Integrated Addiction Services**  
<https://www.sias-solihull.org.uk/home/>  
Email: [enquiries@sias-solihull.org.uk](mailto:enquiries@sias-solihull.org.uk)  
Phone: 0121 301 4141



### Food/Eating Issues

- **Eating Disorder service (TEDS).** Offer assessment and treatment to young people under 18 years who are registered with a GP in the borough of Solihull, Phone 0121 301 2730

### Additional Needs

- **Social Life Opportunities (SOLO)** Empowering people with learning disabilities to achieve their full potential. Phone 0121 779 3865
- **National Autistic Society.** Phone 0808 800 4104
- **SASSI- Solihull Autistic Support and Information.** Phone 0121 779 1742
- **Dyspraxia (DCD) Foundation West Midlands.** Phone 07757 101520
- **Solihull Dyslexia Centre.** Phone 0121 709 0356
- **Solihull SENDIAS - Solihull SEND (Special Educational Needs and Disability) Information, Advice and Support Service –** Phone 0121 516 5173

### Domestic Abuse and Relationship Problems

**In an emergency always call 999**

**During office hours, you can speak to Domestic Violence Officers at the Public Protection Unit by calling 101**

- **Birmingham & Solihull Women's Aid: Helpline** (Mon - Fri) 0808 800 0028
- **Talk it over (For men)** 0808 801 0327
- **Broken Rainbow (LGBTQ Domestic Violence):** 0800 999 5428
- **For support and help to access refuge accommodation** 0121 742 4515
- **Gateway Refuge space in Solihull & Birmingham** 0121 675 4249
- For out of hours support call the **24-hour National Domestic Violence Helpline** on: **0808 2000 247**. For text support: 07715 994 962
- **Forced Marriage Helpline: The Honour Network**  
0800 5999 247 Mon – Fri 9:30am – 5:00pm

### Mental Health

*People in mental distress should be kept safe. They should be able to find the support they need whatever the circumstances in which they first need help and from whoever they turn to first.* Mental Health Crisis Concordat

**If someone you know is having a mental health crisis, please call for an ambulance or the police on 999 and they will ensure that the person in crisis had access to the urgent care pathway required. This may include:**



- Rapid Assessment Interface Discharge.
- Psychiatric Decision Unit (PDU)
- Place of Safety (POS)
- Street Triage
- British Transport Police Psychiatric Nurse Liaison Team

**For urgent support with Mental Health needs you can call  
0121 262 3555, 24 hours a day, 7 days a week**

- **SOLAR.** Birmingham and Solihull Mental Health NHS Foundation Trust, Barnardo's and Autism West Midlands work together to provide emotional wellbeing and mental health services for children and young people in Solihull.
- <https://www.bsmhft.nhs.uk/our-services/solar-youth-services/>
- **Bishop Wilson Clinic:** Phone 0121 301 2750
- **Freshfields Clinic:** Phone 0121 301 2730
  
- **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. **Phone 0808 802 5544.**

Adult support available at:

- **Birmingham Healthy Minds: Phone 0121 301 2525**

### **Suicide**

- **Samaritans Phone:116 123 available 24 hours a day, 365 days a year.**
  
- **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](http://www.papyrus-uk.org). **Phone 0800 068 4141**, Text 07786209697 or email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

### **Bereavement**

- **Solihull Bereavement Counselling Service (SBCS) Phone: 0121 424 5103**
  
- **Edward's Trust Bereavement Support.** Offering a holistic approach to supporting people through bereavement and loss. Phone: 0121 454 1705



### **Online Safety**

- **NSPCC Online Safety:** <https://www.nspcc.org.uk/keeping-children-safe/online-safety/>
- **Internet Matters:** <https://www.internetmatters.org/>
- **National Online Safety:** <https://nationalonlinesafety.com/>
- **Parent Zone:** <https://parentzone.org.uk/>

### **Sexual Orientation/Gender Identity**

- **Young Stonewall:** Information and support for all young lesbian, gay, bisexual and transgender people. For more information please visit [www.youngstonewall.org.uk](http://www.youngstonewall.org.uk) or phone [0800 050 2020](tel:08000502020)
- **FFLAG:** This is a national voluntary organisation and registered charity. They are dedicated to supporting parents and their lesbian, gay, bisexual, transgender daughters or 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](http://www.fflag.org.uk)