

# Wellbeing Information for Young People, Parents and Carers

Ideas for looking after yourself

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# Introduction

The team at Shuttleworth College understand that it is a difficult time for everyone at the moment, with the recent COVID situation and the current cost of living crisis; we are very aware this will have a significant impact on the emotional wellbeing of our community.

We have put together some ideas to help young people, parents and carers stay safe and well at this time, and to offer some support over the winter period. There are also lots of ideas of organisations that are running local activities taking place over the holidays that will keep the family busy.

This information includes mobile app ideas, useful websites and telephone numbers that cover all aspects of emotional support. This includes bereavement, eating disorders, counselling and general support. Some are local Burnley organisations and some are national services and all are there to support your emotional wellbeing offering free advice and support at the point of need, or signposting to more relevant services.

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# Financial Help/Food Support

## Too Good To Go' Ap.

Too Good To Go lets you buy unsold food from places that sell food around you—restaurants, supermarkets, bakeries, etc. Anything that got left unsold at the end of the service time for that place and would otherwise go to waste, but this app lets you buy it. Too Good To Go provides an alternative to throwing away perfectly good food.

I downloaded the Ap to see how it works. It brought up local places, you can book slots to collect bags of food for a small price.

## Valley Community Centre

### [Burnley Community Grocery - Community Grocery](#)

To sign up to be a member at one of our Community Groceries, all you need to do is visit your nearest store (see our '[Locations](#)' page to find yours) and let one of our team know it's your first time. We will then get you a form to fill in and explain all about how the groceries work. All you need to do bring £5 for your annual membership fee\*, and a couple of shopping bags to put your £4 shop in and then start shopping. It's as simple as that!

Once you're a member you can come along to the Community Grocery up to three times a week and fill up your basket.

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# Financial Help/Food Support

## **Curry on the Street Burnley:**

It is free to everyone, they can just turn up and get free food and bags of essentials, food and toiletries

Colne (Wednesday 5.30pm) Unique House, Shed St, Colne BB8 8AH, United Kingdom

Nelson (Thursday 6.00pm) Broadway, Nelson BB9 9AN, United Kingdom

Burnley (Sunday 6.30pm) Keirby Walk Burnley

## **Christians Against Poverty**

Have supported families with: budgeting, debt, they have pots of money for food, gas and electric for pre-payment meters, they can support with school uniforms They will also support with dealing with bailiffs.

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# Local services available

## East Lancashire Child And Adolescent Services (ELCAS)

<https://elht.nhs.uk/services/paediatrics/east-lancashire-child-and-adolescent-services>

### What we do

ELCAS is a specialist mental health service for children and young people.

[Click here to download a copy of our ELCAS leaflet.](#)

In many areas in the country these services are known as CAMHS (Child and Adolescent Mental Health Services).

If you are in a crisis **01282 686402**

It is important to keep yourself safe. If you feel suicidal or have hurt yourself; let an adult know as soon as you can. It may be that the safest place for you to be assessed is through A&E at the hospital.

You can talk to somebody directly 24 hours a day at:

Lancashire and South Cumbria Mental Health Helpline: **0800 953 0110 (Over 16)**

**ELCAS/CHAMS – 01282 804806 (under 16) – available until 8pm**

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# Local services available

**Lancashire Youth Zone** - Local organisation where children and young people can get advice and support 365 days of the year in all areas that affect them. If you're struggling to cope with a problem or just want to find out more about a particular subject, this is the place to go.

<https://www.lancashire.gov.uk/youthzone/need-to-know/>

**Burnley Boys & Girls Club** - Since our humble beginnings all the way back in 1898, we've been helping and supporting young people in Burnley in every way we can. We give vulnerable people a safe space to talk, socialise, make friends and acquire new skills in an environment free from judgement or discrimination. Contact Burnley Boys & Girls Club using the details provided below.

<https://www.bbhc.org.uk/>

**Tel: 01282 424038**

**Mobile: 07908937955**

**Email: info@bbhc.org.uk**

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# Local services available

**Safenet – Domestic abuse support service** - here to help you live a life free from domestic abuse. You deserve to be safe, happy and healthy in your relationships with your family, friends and community. Domestic abuse affects many people, regardless of age, gender, financial status, location, religion or sexuality. Call **0300 3033581** <https://safenet.org.uk/>

**Brighter Lives** - Local organisation providing emotional support and wellbeing activities to children, young people and adults - **07925 726855 (9 – 5PM Mon-Fri)**  
<https://brighterlivesnorthwest.co.uk/>

**Burnley Together** - Burnley Council are working with local partners, charities, services and volunteers to provide free help and support with everyday needs such as:  
Emergency food parcels, Mental Health Support, Collecting Prescriptions, Housing Advice, Preventing Loneliness & Financial and Debt Advice.

We bring together all the people who are helping our community to be safe in the most difficult times so that, if you aren't sure who to turn to – we'll know someone who can help.  
**01282 686402** <https://burnleytogether.org.uk/>

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# Local services available

**The Community Mental Health Team (CMHT)** currently performs two functions. The main function of the team is to support service users who require a multi-disciplinary approach under the Care Programme Approach. Burnley and Pendle Telephone: **01282 657387**

<https://www.lscft.nhs.uk/our-services/service-finder-z/community-mental-health-team-adult>

**Rethink** - The Accrington, Burnley and Pendle Group runs a wide array of activities across Burnley for people living with mental illness. We believe that by providing sports and social activities we can help to improve the mental and physical wellbeing of members and reduce feelings of isolation and loneliness. Telephone **07594 897485**.

<https://www.rethink.org/help-in-your-area/support-groups/burnley-activities-group/>

**Lancashire Wellbeing Service** is funded by Lancashire County Council and delivered by a consortium of three established charities: [Age Concern Central Lancashire](#),

[Richmond Fellowship](#) & [n-compass](#). Telephone 03450 138 208.

<https://www.bprcvs.co.uk/index.php/meet-the-residents/1019-lancashire-wellbeing-service>

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# Local services available



**BURNLEY  
BUS  
PASS SCHEME**

**WEDNESDAYS  
4:00PM-6:00PM  
THE ZONE, BURNLEY**

**DROP IN FOR A  
FREE BUS PASS**



**FOR MORE INFORMATION CONTACT:  
QADEER.AHMED@LANCASHIRE.GOV.UK  
07770764310  
OR  
AMANIA.HASSAN@LANCASHIRE.GOV.UK  
07989750474**

**BASIC REQUIREMENTS**

- YOUNG PEOPLE AGED 16-18
- NOT IN EDUCATION, EMPLOYMENT OR TRAINING
- YOUNG CARERS OR PARENTS, NEEDING TO SUPPORT A YOUNG PERSON TO ACCESS EMPLOYMENT, EDUCATION OR TRAINING



**FOR  
12-19+**

**EMPOWERING  
POSITIVE  
CHANGE**



**MEET OTHER YOUNG PEOPLE  
WITHIN YOUR COMMUNITY**

**POUT  
BURNLEY**

**LGBTQ+ YOUTH GROUP**

**THURSDAYS 7-9PM**

**FOR MORE INFORMATION CONTACT:  
Amania.Hassan@lancashire.gov.uk  
07989750474  
OR  
Qadeer.Ahmed@lancashire.gov.uk  
07770764310**

**A SAFE SPACE TO  
EXPLORE GENDER  
AND IDENTITY.**

**ACCESS SUPPORT,  
INFORMATION &  
ADVICE**

**BECOME A LGBTQ+  
ALLY**

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# Domestic Abuse Support Services

- **Safenet – Domestic abuse support service** - here to help you live a life free from domestic abuse. You deserve to be safe, happy and healthy in your relationships with your family, friends and community. Domestic abuse affects many people, regardless of age, gender, financial status, location, religion or sexuality. **Call 0300 3033581**  
<https://safenet.org.uk/>

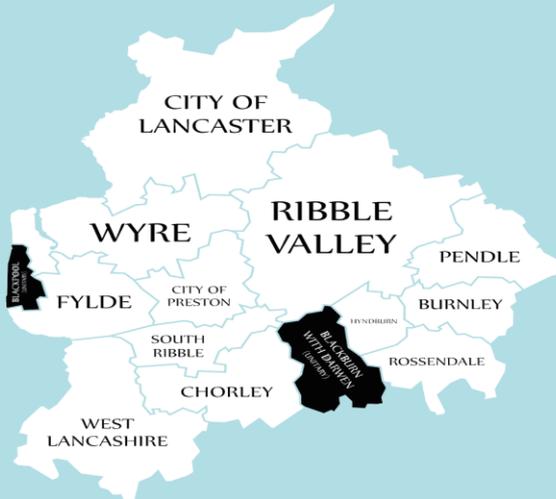
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# Domestic Abuse Support Services

Safe for **Anyone**  
Living in Lancashire



-  [emilydavisoncentre.com](http://emilydavisoncentre.com)
-  [info@harvoutreach.org.uk](mailto:info@harvoutreach.org.uk)
-  0330 1 34 34 34

The helpline is available for anyone who lives in West Lancashire, Chorley, South Ribble, Rossendale, Hyndburn, Burnley, Pendle, Ribble Valley, Preston, Wyre, Fylde or Lancaster.



**Safe for A.L.L.**

Safe for **Anyone** Living  
in Lancashire



**Anonymous, confidential & free.**

0330 1 34 34 34

Completely anonymous  
**Domestic Abuse** advice line  
for Lancashire by The Emily  
Davison Centre.

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# Domestic Abuse Support

## The Helpline

The helpline will offer advice whilst remaining entirely anonymous. Callers will be professionally informed about the options available to them, and in return, no personal details will be taken at all. The service will be able to signpost you to relevant specialist services if you wish to receive further support, as well as explain what will happen if you do reach out to these organisations.



However, one of the main functions of the service is just to listen. The helpline staff will never tell you what to do; only empower you to make your own decisions. You will be able to learn your rights, your options, tips on personal safety as well as signpost to any legal advice that you may need and general holistic advice.

## Who are we?

Based in Accrington, the Emily Davison Centre provides specialist one-to-one support by qualified and experienced experts, many with decades of experience. Originally an EVAWG (Ending Violence Against Women and Girls) hub, the centre is able to help people from any gender, including those from the transgender community too.

Within the building are a number of organisations, from housing specialists to counsellors as well as a children's team, all specialising in domestic violence. Unlike the existing services, the helpline will offer holistic advice without taking any details from the caller, meaning that the helpline workers will not be able to refer the caller to any other services without explicit permission.



## Opening Hours

The helpline is open:

**Monday-Friday**

**10.00am - 2.00pm**

If calls are made outside of these hours, they will be responded to as soon as possible.

Alternatively, if you would like to speak to a worker outside of these hours, please let them know and they may be able to arrange to speak with you at a different time, outside of the helpline hours.

## Safety Note

The helpline number will show up in clients' call history on a mobile, so it is advised that clients who do not feel safe delete it after their call. If they are concerned about this, helpline workers urge clients to discuss this with them.

Emergency advice is available via the helpline but if you are in immediate danger, call 999.

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**SHUTTLEWORTH**



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# Safeguarding

**Children's Social Care (CSC)**- Tell us if you are worried about a child.

We have a duty to protect children and young people from harm caused by neglect or abuse. This includes investigating any allegations that a child might be being neglected or abused, and if necessary take appropriate action to protect the child. Concerned about a child?

**Call 0300 123 6720 or out of hours 0300 123 6722.**

If you think a child is in immediate danger – don't delay, call the police on 999. The [NSPCC website](#) has advice about the signs, symptoms and effects of child abuse and neglect.

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# Safeguarding

## Adults' Social Care

Are you concerned about a vulnerable adult? Adult safeguarding supports adults who have care and support needs and experiencing, or at risk of abuse, neglect or exploitation and unable to protect themselves.

Abuse occurs when someone's human and civil rights are violated by someone else. This can be a single or series of actions of abuse, deliberately or unknowingly causing harm.

Help

If you are experiencing any difficulties reporting and you are a member of the public, you can report your concern to us by telephone on **0300 123 6720**.

Call 999 for emergency

Call 101 for non-emergency

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# Mobile apps

You can download and use the following apps for free via the Play Store or Apple App Store:



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# National Organisations

## COPING AT CHRISTMAS

Christmas can be tough. That's why it's important to know there's always someone you can talk to.

 <b>mind</b>	<b>shout</b> 85258	<b>SAMARITANS</b>
📞 0300 123 3393 📍 Helpline 🌐 <a href="http://mind.org.uk">mind.org.uk</a>	📞 Text SHOUT to 85258 📍 24/7 text service 🌐 <a href="http://giveusashout.org">giveusashout.org</a>	📞 116 123 📍 24/7 helpline 🌐 <a href="http://samaritans.org">samaritans.org</a>
<b>YOUNG MINDS</b>	<b>CALM</b>	<b>PAPYRUS</b> <small>PREVENTION OF YOUNG SUICIDE</small>
📞 Text YM to 85258 📍 24/7 text service 🌐 <a href="http://youngminds.org.uk">youngminds.org.uk</a>	📞 0800 58 58 58 📍 Helpline for men 🌐 <a href="http://thecalmzone.net">thecalmzone.net</a>	📞 0800 068 4141 📍 Under 35s Helpline 🌐 <a href="http://papyrus-uk.org">papyrus-uk.org</a>

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# Useful National websites

- Childline [www.childline.org.uk](http://www.childline.org.uk)
- Samaritans [www.samaritans.org](http://www.samaritans.org)
- NSPCC [www.nspcc.org.uk](http://www.nspcc.org.uk)
- Think U Know [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)
- National Self Harm Network [www.nshn.co.uk](http://www.nshn.co.uk)
- Beat [www.b-eat.co.uk](http://www.b-eat.co.uk)
- Kidscape [www.kidscape.org.uk](http://www.kidscape.org.uk)
- Kooth online counselling for young people [www.kooth.com](http://www.kooth.com)
- Shout confidential text support [www.giveusashout.org](http://www.giveusashout.org)

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# Useful websites continued

- [www.findyourwords.org](http://www.findyourwords.org)
- [www.youngminds.org.uk](http://www.youngminds.org.uk)
- [www.stem4.org.uk](http://www.stem4.org.uk)
- [www.themix.org.uk](http://www.themix.org.uk)
- [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)
- [www.teenmentalhealth.org](http://www.teenmentalhealth.org)
- [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

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# Helplines and support for Young People

- Childline 0800 1111 (general 24 hour support)
- Samaritans 116 123 (general 24 hour support)
- Cruse 0808 808 1677 (Bereavement support)
- The Mix 0808 808 4994 (Counselling and support)
- Beat Youth line 0808 801 0711 (eating disorder support)

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# Kooth Online Counselling Support



## What's on Kooth in December

Tuesday 6th December

Discussion Board  
**Coping with Grief during  
the festive period**

Wednesday 14th December

Live Forum  
**Top Tips- For budgeting this season**  
7.30pm - 9pm

Wednesday 28th December

Live Forum  
**Social Takeover- End of Year Party**  
7.30pm - 9pm

Tuesday 13th December

Discussion Board  
**Coping with eating difficulties  
during the festive period**

Monday 19th December

Live Forum  
**Let's Talk: Loneliness**  
7.30pm - 9pm

Friday 30th December

Discussion Board  
**End of year reflections**

**SHUTTLEWORTH**



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# Kooth Online Counselling Support



## Chat opening hours (Christmas and New Year period)

Saturday 24th December

**Christmas Eve**  
4pm-8pm

Sunday 25th December

**Christmas Day**  
4pm-8pm

Monday 26th December

**Boxing Day**  
4pm-8pm

Tuesday 27th December

**Bank Holiday**  
4pm-8pm

Saturday 31st December

**New Years Eve**  
4pm-8pm

Sunday 1st January

**New Years Day**  
4pm-8pm

Monday 2nd January

**Bank Holiday**  
4pm-8pm

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# Kooth Online Counselling Support

## Top tips on how to talk to your children about their feelings

It can be so tricky to bring up difficult topics, and talking about emotions with your children can sometimes feel more than a little daunting for parents and carers. You may worry about saying the wrong thing, making your child feel uncomfortable, and even worry about making them feel worse. But the fact you want to explore emotions with your child is enough, even if sometimes it doesn't go as you planned!

Here are some handy tips on how you could begin talking to your children about their feelings.

### Think about whether your child feels ready to talk

Just because you want to talk doesn't mean they feel ready to. Look out for the things they say, and their body, too, for indicators on whether they really want to talk about their feelings.

### Ask them what they need

It can be tough to talk about how you feel, and when we want to talk about things as parents, children don't always want to or feel ready. Asking what a child needs from you can help them feel more in control, heard, and respected.

Children might also not know what they need, so suggesting a few options can be a good starting point. For example, do you need some space right now?

### Think about the setting

Talking about feelings can be really sensitive, so making sure the space is private, comfortable, and feels safe for your child can be key to a positive outcome.

### Choose your timing wisely

Talking about feelings, or any difficult subject, can be quite sensitive. Choosing a time when you are both calm and relaxed can be more useful than choosing a time when there are any heightened emotions already at play.

### Name it

Sometimes it can be hard for children to identify their feelings. Naming what you observe can help them to do this. For example, when talking to a young child, you might say, 'You seem really angry today. I can see you are clenching your hands, and you don't have a happy face. I wonder if anything has made you angry or upset?'

### Practice asking open questions (rather than closed ones)

Talking about feelings, or any difficult subject, can be quite sensitive. Choosing a time when you are both calm and relaxed can be more useful than choosing a time when there are any heightened emotions already at play.

### Model it

Being more open and honest about how you yourself feel (in an age appropriate way, of course) can normalise the idea of talking about emotions. Children who see that adults also have big feelings, doubts, get scared or anxious, get frustrated with others at work, etc. might feel more comfortable opening up themselves.

### Take away the intensity

It can be pretty daunting (on both sides) to sit down to talk about something as important as feelings. But decreasing some of the intensity can sometimes reduce the pressure and make things a little less stressful.

### Get creative

We might feel a pressure to have all the answers and say the right things, but sometimes, we just need to think a little differently. Helping our children express their feelings through play or using art materials can be just as important and useful, especially for much younger children whose natural language is often play.

### Listen carefully

This sounds pretty straightforward, but sometimes, when we care, we may jump into problem-solving mode a little too hastily. And while it might come from a really good place, it's not always helpful.



If you are struggling to talk to a child in your life about their feelings, or you want to talk to the team about anything at all, you can reach out to us by logging into [qwell.io](https://www.qwell.io)



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# Things you can do to feel good:

- Make something, e.g. paper aeroplane
- Cook
- Bake
- Sing/rap your favourite song
- Do some exercise
- Go for a run
- Paint or colour
- Look through photos
- Do a puzzle
- Think about your favourite place
- Play a game on your phone or device
- Do some gardening
- Spend time in nature
- Think about happy memories
- Do something kind for another
- Watch funny videos on YouTube
- Clean your room
- Read
- Practice some meditation
- Cry
- Pray
- Take deep breaths
- Talk to an adult or trusted friend
- Spend time with others
- Imagine somewhere calm
- Count upwards from 1-20 or backwards from 20-1
- Have a nap
- Go for a walk
- Listen to music
- Pamper yourself, e.g. paint your nails
- Watch your favourite film/series
- Take a long shower or relaxing bath
- Write down your thoughts and feelings
- Cuddle something soft
- Start a new hobby
- Make time for yourself

**Think big.**  
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# Finally

We hope that you find this information useful. Stay safe and well and we will see you all again in January ready to embrace the new year.

Wishing all our students and their families a peaceful and restful Christmas.

Best Wishes,

The Shuttleworth Team

**Think big.**

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