

Dear Parents/ Carers,

We have been asked to pass on the following information from Barnardo's if your child wishes to use their service or is currently using the service. PLEASE DO NOT REPLY TO THIS EMAIL AS IT CANNOT BE FORWARDED TO THE APPROPRIATE PEOPLE. PLEASE USE ONE OF THE CONTACT METHODS BELOW.

Due to the Corona Virus we have to adapt our Barnardo's School and Community Based Counselling service provision, so we are planning alternative delivery methods due to schools closing.

We will be providing wellbeing tips and advice for all pupils on an ongoing basis through the school's communication channels.

If you are currently accessing counselling, have been assessed and are waiting to meet with a counsellor or you are on the waiting list we require consent from you to communicate with you.

Please respond to us through the following means if you would like us to contact you:

- Telephone: [02920 577074](tel:02920577074)
- Mobile: [07738689262](tel:07738689262)
- Email: valecounselling@barnardos.org.uk

When you contact us, please let us know your name, telephone number (or preferred means of communication) and what school you attend. When we have this information we will be in touch.

If you feel your situation gets worse before you get to speak to one of our counsellors and you are finding it difficult to cope, please speak to a member of your family or a teacher who you trust. You can also contact your GP or local Accident and Emergency Department if necessary.

Please see list of services below that you might find helpful to contact whilst you wait to meet with one of our counsellors:

Amber project: A service supporting any young person (aged 14-25) in Cardiff and the surrounding areas who has experience of self-harm.

Telephone: [029 2034 4776](tel:02920344776)

Text/Phone [07905 905437](tel:07905905437)

Website: www.amberproject.org.uk

Change Grow Live (CGL): An Emotional Wellbeing service in Cardiff and the Vale of Glamorgan.

Telephone: [0800 008 6879](tel:08000086879)

Website: www.changegrowlive.org

Childline: You can sign up for an account with Childline to email or chat 1-1 with a counsellor 24hours, 7days/week.

Telephone: [0800 1111](tel:08001111)

Website: <https://childline.org.uk>

Child Bereavement UK: Offers support to families and young people affected by bereavement.

Telephone: [0800 02 888 40](tel:08000288840)

Website: www.childbereavementuk.org

Email support: support@childbereavementuk.org

Cruse: Offers support to anyone who has been bereaved. Also offers face to face local support

Telephone: [0808 808 1677](tel:08088081677) (freephone). Mon & Fri: 9:30am – 5pm, Tues – Thurs: 9:30am – 8pm.

Website: www.cruse.org.uk Email: helpline@cruse.org.uk

Dewis Cymru: Information about well-being in Wales, and information about local organisations and services that can help.

Website: <https://www.dewis.wales/>

GP: If you need to contact your GP out of hours, you can ring your GP surgery and they will have another number to call to see a GP immediately, or contact your local accident and emergency department if necessary

Hope Support: Offers online support via Facebook or Skype to young people aged 11+ when a close family member is diagnosed with a terminal illness.

Website: <http://www.hopesupport.org.uk> Email: help@hopesupportservices.org.uk

Meic: Information, advice and advocacy for children and young people. Text 84001

Freephone: [080880 23456](tel:08088023456).

Website: <https://www.meiccymru.org/>

Mind: Offers support on a range of mental health issues. Telephone: [0300 123 3393](tel:03001233393), Mon – Fri 9am – 6pm

Text: 86463.

Mind Hub: This hub has been created by young people for young people, it provides information and links to services in relation to emotional health and wellbeing.

Website: <http://www.mindhub.wales/>

Papyrus: An organisation set up for the prevention of young suicide, and offers support to young people.

Telephone: [0800 068 41 41](tel:08000684141)

Samaritans: An organisation that provides confidential emotional support.

Telephone: [116 123](tel:116123), 24 hours, 7days/week.

Welsh language line: [0300 123 3011](tel:03001233011) open daily: 7pm – 11pm.

Email: jo@samaritans.org

TESS: Text and email support for girls & young women up to 24yrs in the UK affected by self-harm. Open Sun, Mon, Tues, Wed, Thurs and Fri 7pm - 9pm Text [0780 047 2908](tel:07800472908)

Website: <http://www.selfinjurysupport.org.uk/tess-text-and-email-support-service>