

# Services for families



At Mayfield, we are committed in supporting all of our students and their families during these uncertain and challenging times. If you feel that anyone in your family needs to talk to someone, seek support from a service or find out more details on what is available, we hope the providers listed below will help address your needs.

- If you have a serious concern please do get in touch with us during the Summer holidays via the **Oasis National office 020 7921 4200**

Name of the service	What does the service offer?	Contact Details
<b>National Online Safety</b>	A breadth of interactive services, which parents can access to support with parenting, mental health, wellbeing and other useful tips during self-isolation and government guidance. This service also offers an instant messaging app to support you with your questions and queries	Website <a href="https://nationalonlinesafety.com/guides">https://nationalonlinesafety.com/guides</a>  General enquires <a href="mailto:hello@nationalonlinesafety.com">hello@nationalonlinesafety.com</a>  Telephone 0800 368 8061
<b>Southampton City Council</b>	Where to find help is set out on the council's website.	Website <a href="http://www.southampton.gov.uk/coronavirus-covid19/i-need-help.aspx">http://www.southampton.gov.uk/coronavirus-covid19/i-need-help.aspx</a>  Telephone 023 8083 4800 (Mon-Fri, 8.30-5pm)
<b>Childline</b>	A service which is available for all children to use for support on managing anxiety, domestic abuse, helping a friend, reporting online abuse, depression, boosting your mood and eating habits. This service also has an instant messaging service which is designed to help you navigate to the right areas and seek the support you need	Website <a href="https://www.childline.org.uk">https://www.childline.org.uk</a>  Telephone 0800 1111
<b>Parentline</b>	A service available to support all parents	0808 800 2222 (24 hour advice)
<b>Family Lives</b>	Support for parents on mental health, relationships, bullying, development and more. This service offers a phone line service and additional a skype service too. This service is operational between the hours of 9am – 9pm Monday to Friday and 10am – 3pm on Saturday and Sunday.	Website <a href="http://www.familylives.org.uk">www.familylives.org.uk</a> Telephone 0808 800 2222 Skype <a href="http://www.skype.com">www.skype.com</a> (open Skype Dialler and call 0808 800 2222)

<b>Yellow Door</b>	A service, which is available for children & adults to access and gain the support from domestic and sexual abuse. The helplines are open between 12:00 – 3pm Monday – Friday and equally offers a Polish service by calling 02380 636313 within the same timings.	Website <a href="https://www.yellowdoor.org.uk">https://www.yellowdoor.org.uk</a>  Telephone 02380 636313
<b>No Limits</b>	Offers support to young people. If you call 02380 224224 option 1, then you can speak to someone over the phone or book in a face-to-face appointment at their Advice Centre in Southampton City Centre.	Website <a href="https://nolimitshelp.org.uk/">https://nolimitshelp.org.uk/</a>  Telephone: 02380 224224
<b>Hampshire youth access</b>	Counselling, advice, and support for young people aged 11-25 across Hampshire.	Website <a href="https://hampshireyouthaccess.org.uk/">https://hampshireyouthaccess.org.uk/</a>  Telephone 02382 147 755
<b>Papyrus</b>	Papyrus are an organisation that support people up to the age of 35 if they are feeling suicidal. They have a <b>Hopeline</b> you can call which is open from 9am until midnight every day	Website <a href="https://www.papyrus-uk.org/">https://www.papyrus-uk.org/</a> Telephone 0800 068 4141 Text- 07860039967 <a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a>
<b>Mermaids</b>	Mermaids is an organisation that supports gender diverse young people and their families. They support young people and their families and have a helpline that you can call for support for support and information.	Website <a href="https://mermaidsuk.org.uk/">https://mermaidsuk.org.uk/</a>
<b>Kooth</b>	Online counselling support and advice for young people	Website <a href="http://WWW.KOOTH.COM">WWW.KOOTH.COM</a>

<b>Simon Says</b>	A service, which is designed to help children and young people affected by bereavement. You can also sign up and follow Simon Says via Facebook.	Website <a href="http://www.simonsays.org.uk">www.simonsays.org.uk</a>  Telephone 02380 647550
<b>No Limits</b>	A service offering 1:1 telephone counselling and 1:1 web chats to young people in Southampton	Website <a href="https://nolimitshelp.org.uk">https://nolimitshelp.org.uk</a>  Telephone 02380 224224
<b>MASH</b>	Anyone can contact the Southampton Multi Agency Support hub for Safeguarding advice & parenting support.  Safeguarding concerns can be referred by the general public to the local authority via this provision	Email: <a href="mailto:info@oasismayfield.org">info@oasismayfield.org</a>  Telephone 02380 833336
<b>Young Minds</b>	Help line open Monday to Friday 9.30am-4.30pm supporting young people with mental health issues	Telephone 0808 802 5544
<b>Covid Mutual aid Group</b>	Local communities are supporting one another through these groups. They are grassroots with neighbour helping neighbour and are being supported to operate in Southampton by the NHS.	Website <a href="https://covidmutualaid.org/local-groups/">https://covidmutualaid.org/local-groups/</a>
<b>Local Information</b>	Southampton Voluntary Services (SVS) has created a database on the SO:Linked website where you can search for help, guidance and services by postcode. Here, you can find information and support on: <ul style="list-style-type: none"> <li>• Local practical support</li> <li>• Food and medicine deliveries</li> <li>• OAP / vulnerable people</li> <li>• Advice, guidance and signposting</li> <li>• Support for keyworkers</li> <li>• Emotional support</li> <li>• Substance misuse</li> <li>• Things to do</li> </ul>	Website <a href="https://www.solinked.org.uk/">https://www.solinked.org.uk/</a>
<b>How you can help your community</b>	SO:Linked has a website listing ways that you can help in the community.	Website <a href="https://www.solinked.org.uk/community-links-covid-19">https://www.solinked.org.uk/community-links-covid-19</a>
<b>Scams</b>	Please be aware that there are a number of scams at the moment. Please take care.	Government Website <a href="https://www.gov.uk/government/news/be-vigilant-against-coronavirus-scams">https://www.gov.uk/government/news/be-vigilant-against-coronavirus-scams</a>