

Useful contacts for personal welfare and well-being support services



There is always support on hand at college for students. Students can contact their Personal Tutor, Director of Studies or any other member of staff that they are comfortable with to discuss any personal welfare and safeguarding concerns which they may have. We also have a fantastic Wellbeing team who are on hand to help, details of how to contact the team can be accessed on the Student Zone area of the VLE:

<https://vle.hereford.ac.uk/course/view.php?id=77>

Please find detailed a range of external agencies and support organisations which are also available to provide support to students and parents:

- **The Mix** <https://www.themix.org.uk/>

The Mix is the UK's leading support service for young people. They can provide support to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. They provide a confidential helpline and Webchat service for young people. Free calls from mobiles and landlines: 0808 808 4994

- **Mental health support services directory** <https://hubofhope.co.uk/>

List of support agencies for mental health issues in your area - just type in your postcode.

- **Kooth** <https://www.kooth.com/>

An online mental wellbeing community which provides free, safe and anonymous online support and counselling.

- **Samaritans** www.samaritans.org 116 123 (free helpline)

24 hour confidential emotional support for anyone in distress

- **Childline** www.childline.org.uk 0800 11 11 free calls

Confidential online chat with a counsellor and telephone helpline for anyone up to age 19 about anything that is worrying you

- **Bullying UK** - <https://www.bullying.co.uk/>

- **Young carers support information:**

https://www.herefordshire.gov.uk/info/200147/social_care_and_support/416/carers/2
<https://carers.org/about-us/about-young-carers>

- **Victim Support** www.victimsupport.org.uk/

Confidential support for anyone who is a victim of crime **0808 168 9111**

- **Why Not Find Out** - www.wnfo.org.uk/

Up to date information about the latest NPS /'club drugs' and information to help young people avoid drug related risks.

- **Talk to Frank** - <https://www.talktofrank.com/>
Honest information about drugs and links and information with regards to support services.
- Turning Point – Drug and alcohol support- [Herefordshire Recovery Service | Turning Point \(turning-point.co.uk\)](https://www.herefordshire-recovery-service.co.uk/)- Herefordshire@turning-point.co.uk- 0300 555 0747

- **Sexual Health Services Website** <https://sexualhealthservices4herefordshire.co.uk/>

Tel: 01432 483693 or 0800 7720478. Text: 15 STOWENSTREET to 60030

Free Emergency Contraception (EC) is also available from Community and large supermarket pharmacies.

- **WMRSASC (West Mercia Rape and Sexual Abuse Support Centre)**

Herefordshire **01432 344777**

Worcestershire **01905 724514**

www.wmrsasc.org.uk/

Confidential non-judgmental support for anyone affected by rape, sexual assault, abuse or harassment.

- **West Mercia Women's Aid Helpline** **0800 783 1359**

www.westmerciawomensaid.org/

<http://www.westmerciawomensaid.org/crush/what-is-crush>

Advice, support and info re emotional and domestic abuse including specialist help for young people affected by domestic abuse.

- **No Wrong Door** **01432 277562**

1 Union Walk, Hereford, HR1 2EP

One to one support, workshops, training and guidance to support and help with life issues including housing, drug and alcohol, mental health and skills training.

Open: 9-5 Monday to Thursday and 9-4 on Friday

- **Housing Solutions,**

Blueschool House, Blueschool Street, Hereford, HR1 2LX Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing provided for people considered in priority need of housing. Temporary accommodation may be available while enquiries are made about eligibility. General housing advice and information for private and council tenants and homeless people. Phone:01432 261600 Email: housing.enquiry@hereford.gov.uk Website:

<http://www.herefordshire.gov.uk> Website:

<http://www.herefordshire.gov.uk> Out of Hours emergency phone:01432 260000

- **Phoenix local bereavement support in Herefordshire**

<http://www.phoenixbereavement.org/> Telephone: (01432) 264555

Support for children, young people and their families when someone close to them dies. Offers advice and guidance, opportunities to meet people who understand, support

whilst exploring emotions surrounding grief. Offers support for parents and carers with children up to the age of 21.

- **Cruse bereavement support** - <http://www.cruse.org.uk>

Free and confidential help for people who are bereaved (local and national support)

- **Report Child abuse**- If you think a child or young person is at risk or being abused or neglected, contact the children's social care team at their local council. If you do not know where they live, contact your local council's team, the NSPCC or the Police for advice: <https://www.gov.uk/report-child-abuse-to-local-council>
<https://www.gov.uk/report-child-abuse>
- **WISH** <https://www.wisherefordshire.org/>
On line directory of information about local Herefordshire services and support on a range of issues.