



## Christmas Break Oasis Academy Arena – Safeguarding Arrangements

At Oasis Academy Arena, we are committed to supporting all 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.

Name of the service	What does the service offer?	Contact Details
<b>Alcoholics' Anonymous</b>	Support for people who wish to stop drinking.	Website <a href="http://www.alcoholics-anonymous.org.uk/">www.alcoholics-anonymous.org.uk/</a> 24 hour helpline – 0800 9177 650
<b>BEAT</b>	UK's leading eating disorder charity. Support for people with eating disorders as well as their loved ones.	Helpline – 0808 801 0677 Youthline – 0808 801 0711 Email: <a href="mailto:help@b-eat.co.uk">help@b-eat.co.uk</a> Website: <a href="http://www.beateatingdisorders.org.uk/">www.beateatingdisorders.org.uk/</a>
<b>Childline</b>	A service 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 navigate you 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>Croydon Citizens' Advice</b>	Portland Road office is currently closed. However, the service is still contactable by phone.	Website <a href="https://www.citizensadvicecroydon.org/">https://www.citizensadvicecroydon.org/</a> Telephone: 0300 330 9095
<b>Croydon Council</b>	Where to find help is set out on the council's website.	Website <a href="https://www.croydon.gov.uk/public/coronavirus-covid-19-message-us">https://www.croydon.gov.uk/public/coronavirus-covid-19-message-us</a>  Dedicated helpline for residents who need urgent help as a result of COVID-19. Call 0208 604 7787 – open Monday to Friday, 9am – 4pm.
<b>Croydon Drop-In</b>	Free advice and support for any people aged 11-25 living or studying in Croydon. Counselling, advice & family support.	Telephone: 020 8680 0404 <a href="mailto:enquiries@croydondropin.org.uk">enquiries@croydondropin.org.uk</a>
<b>Croydon Social Services</b>	If you have any concerns that a child under 18 is being harmed or needs support.	Single Point of Contact for all enquiries. Telephone: 0208 255 2888 Mon – Fri 9am until 5pm. Out of hours emergency number. Telephone: 0208 726 6400

	Referrals can be anonymous.	
<b>Croydon Young People's Service</b>	A service dedicated to helping young people in Croydon. Website has a directory of services to support you.	Website <a href="https://www.talkofftherecord.org/need-help-now/croydon-young-peoples-service/">https://www.talkofftherecord.org/need-help-now/croydon-young-peoples-service/</a> Telephone: 0208 251 0251
<b>Cruse</b>	Charity providing support for anybody affected by a death.	Helpline – 0808 808 1677 Email: <a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a> Website: <a href="http://www.cruse.org.uk">www.cruse.org.uk</a>
<b>Simon Says</b>	A service 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>Domestic Violence</b>	24 hour helpline for anyone experiencing domestic abuse.	Website <a href="https://www.nationaldahelpline.org.uk/">https://www.nationaldahelpline.org.uk/</a> Phone 0808 2000247
<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>Kooth</b>	Free anonymous support for young people	Website: <a href="http://www.kooth.com">www.kooth.com</a> Free app for phones too.
<b>MIND</b>	National Association for Mental Health.	Telephone: 0300 123 3393 Website: <a href="http://www.mind.org.uk">www.mind.org.uk</a>
<b>Mood Tracker</b>	Programme that enables you to track health measurements like sleep, anxiety and depression.	Website: <a href="http://www.moodtracker.com">www.moodtracker.com</a>
<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>NSPCC</b>	Another way of reporting concerns about a child's safety or welfare.	Telephone: 0808 800 5000 Email: <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a> Website: <a href="http://www.nspcc.org.uk/">www.nspcc.org.uk/</a>
<b>PACE</b>	London's leading charity supporting the mental health and well-being of the LGBT community.	Telephone: 0207 700 1323 Email: <a href="mailto:info@pacehealth.org.uk">info@pacehealth.org.uk</a> Website: <a href="http://www.pacehealth.org.uk/">www.pacehealth.org.uk/</a>
<b>Papyrus</b>	A society with resources to help young people experiencing suicidal thoughts.	Website: <a href="http://www.papyrus-uk.org">www.papyrus-uk.org</a> <a href="mailto:pat@papyrusuk.org">pat@papyrusuk.org</a> 0800 068 4141
<b>Police</b>		Dial 101 for non-emergencies.  999 for emergencies.
<b>Refuge</b>	Freephone 24 hour domestic violence helpline.	Telephone: 0808 2000 247
<b>Relate Croydon</b>	Charity providing relationship counselling for couples, families and young people.	Telephone: 0300 003 3225 Email: <a href="mailto:croydon@relate-londonse.org">croydon@relate-londonse.org</a>

<b>Samaritans</b>	Confidential support and advice if you need to speak to somebody. Face-to-face appointments currently suspended.	Freephone – 116 123 Email – <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
<b>Talk to Frank</b>	Advice for anybody concerned about drugs – for people with a drug issue and/or their loved ones.	Telephone: 0300 123 6600 Email: <a href="mailto:frank@talktofrank.com">frank@talktofrank.com</a> Website: <a href="http://www.talktofrank.com/">www.talktofrank.com/</a>
<b>The Mix</b>	Information and support for under 25s on sex and relationships, drugs, mental health, money and employment.	Website: <a href="http://www.themix.org.uk">www.themix.org.uk</a>
<b>Victim Support in Croydon</b>	Independent charity supporting people affected by crime and traumatic events.	Telephone: 0808 168 9291 then dial 3 for Assessment and Referral Service or 020 7801 1999 for South West London Website: <a href="http://www.victimsupport.org.uk/">www.victimsupport.org.uk/</a>
<b>Welfare Benefits Hotline</b>	Advice line to check if you are eligible for any benefits or that the benefits you are receiving are correct.	Telephone: 0800 731 5920 (Freephone Advice Line) Email: <a href="mailto:welfare.rights@croydon.gov.uk">welfare.rights@croydon.gov.uk</a> Website: <a href="http://www.croydon.gov.uk/advice/benefits/welfare-benefits/project">www.croydon.gov.uk/advice/benefits/welfare-benefits/project</a>
<b>Place 2 Be</b>	For students with mental health concerns – messages will go to the Safeguarding Team.	Email: <a href="mailto:yourarena@oasisarena.org">yourarena@oasisarena.org</a>
<b>Young Minds</b>	Mental health charity offering support to young people and their parents.	Website: <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a>

In addition there are many apps that can provide support. Take a look at these:

**Calm Harm** – manages urges to self-harm.

**Clear Fear** – latest teenage mental health app from the charity stem4.

**Headspace** – guide to health and happiness focusing on relaxation, meditation and mindfulness.

**SAM** – Self-help and Anxiety Management.

**What's Up?** – Mental Health support.