

Support Services

Summer 2022



The purpose of this document, along with the listed services, has been put in place to support the community we serve. At Lord's Hill we are committed in supporting all of our students, our parents and wider families during this challenging time. If you feel you need to talk to somebody, seek the support from a service or find out more details, please use the listed providers below which we hope will address your needs.

Services available

Name of the service	What does the service offer?	Where can I find it and how can I get in touch?
National Online Safety	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 https://nationalonlinesafety.com/guides General enquires hello@nationalonlinesafety.com Telephone 0800 368 8061
Southampton City Council	Where to find help is set out on the council's website.	Website http://www.southampton.gov.uk/coronavirus-covid19/i-need-help.aspx Telephone 023 8083 4800 (Mon-Fri, 8.30-5pm)
Childline	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 you to the right areas and seek the support you need.	Website https://www.childline.org.uk Telephone 0800 1111
Family Lives	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 www.familylives.org.uk Telephone 0808 800 2222 Skype www.skype.com (open Skype Dialler and call 0808 800 2222)
Yellow Door	A service which is available for children 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 https://www.yellowdoor.org.uk Telephone 02380 636313
Simon Says	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 www.simonsays.org.uk Telephone 02380 647550
Scams	Please be aware that there are a number of scams at the moment. Please take care when using the internet and other online tools.	Government Website https://www.gov.uk/government/news/be-vigilant-against-coronavirus-scams
Local Information	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:- Local practical support; Food and medicine deliveries; OAP / vulnerable people; Advice, guidance and signposting; Support for keyworkers; Emotional support; Substance misuse; Things to do.	Website https://www.solinked.org.uk
How you can help	SO:Linked has a website listing ways that you can help in the community.	Website https://www.solinked.org.uk/community-links-covid-19
Solent Child & Family Services	Low mood and depression resources for young people, parents/carers and professionals.	More information here: https://bit.ly/3OanPBc