

#HereForSwanseaCYP #HereForSwanseaFamilies #StayConnected

Details of help and services on offer for Children and Young People during Coronavirus (Covid-19) to help them manage life in lockdown and during the pandemic.

Covid-19 is affecting all of us in all sorts of ways but while services may have had to change shape and focus we want to let Children and Young People, their families and professionals know there is support.

As part of its #StayConnected campaign for all young people living in Swansea, these pages will highlight a whole range of emotional and wellbeing services, helplines and support to meet whatever the worry or need that arises.

Whatever the question or worry, however silly or trivial it might seem to some, it's about helping children and young people deal with what matters and what is happening to them.

### **Stay Connected and Stay Informed**

If you have questions or need someone to talk to then you should be able to. Talking to people who make you feel safe and you can trust is important.

If you can, talk with an adult you trust at home. If this is not possible, do not worry.

There are lots of safe spaces where you can talk online or over the phone to trusted adults whose job is to help children and young people when they need it.

There is no need to feel nervous, we all need someone to talk to, ask questions and get the information we need to be happy, healthy and safe.

Even though there is a lockdown, there are plenty of ways to chat, ask questions and seek advice. We are here to help where we can, with worries or questions you may have – no issue is too big or too small and we will always try to help.

Many services are still running to make sure people who use our services can be happy, healthy and safe, and get what they need from us. You can still get in touch with the Council for the things you need. Information about how to contact council services and what is available are at

<https://www.swansea.gov.uk/covid19councilservices>

Check out the Swansea Virtual School for information that may help you with things to do, help with home schooling and study and also further information about where to go for more support <https://swanseavirtualschool.org/>

Swansea Council's <https://www.swansea.gov.uk/schoolsout> page is constantly being updated with information from support for you to things to do.

It has Our **Children's Rights** team information hub with a range of information on how children and young people can "keep being you, keep being awesome" during the Covid-19 outbreak.

In addition, there are details of **Family Support/Prevention Services** provided by organisations other than the Council and the type of support they are providing at this time.

**Info-Nation** has a range of information and support on offer.

The one-stop shop for young people aged 11 to 25 provides vital resources, support and advice to them and their families.

As part of its #StayConnected campaign for all young people living in Swansea, Info-Nation is also offering a Daily Digital Drop-in every weekday, between 2pm and 4pm. It is open to any young people living in Swansea.

Check out <https://www.info-nation.org.uk/>

To get in touch, contact <https://www.facebook.com/infonationswansea> or [https://www.instagram.com/info\\_nation\\_swansea](https://www.instagram.com/info_nation_swansea) or [info-nation@swansea.gov.uk](mailto:info-nation@swansea.gov.uk)

## **Extra Support and Advice**

**Exchange Counselling** specialises in supporting the psychological well-being of children, young people and families. Normally, they provide support in schools and at their base in Swansea but these have been adapted to provide support via telephone and online at [www.exchange-counselling.com](http://www.exchange-counselling.com).

They have also created online content that can be accessed by parents and young people.

Referrals can be made via [www.exchange-counselling.com](http://www.exchange-counselling.com) or simply text / phone 07498445901. Young people can access support directly via their online chat through the website as well.

The **Educational Psychology** Service in Swansea will continue to support families in these challenging times. They are available to provide advice to families and child carers in their response to meeting the learning and wellbeing needs of their children via the school. The offer recognises that the current school closures will be challenging and the concerns around Covid-19 may increase the anxiety of children and families. The Educational Psychologists Parent Guidance is available at <https://www.swansea.gov.uk/resourcesforvulnerablelearners>

## **Specialist Support**

The Covid-19 pandemic and in particular self-isolation can have an impact on mental health.

## **CAMHS**

If children & young people need some extra help at this time with their mental health, there is support available from the Child & Adolescent Mental Health Service (CAMHS).

COVID 19 has resulted in changes to the way CAMHS delivers mental health services across Swansea Bay for children and young people.

Most face to face clinic-based appointments have been replaced with telephone consultations.

Access to CAMHS support has been enhanced with a CAMHS Telephone Single Point of Contact & Referral Line. This is an open access service for children and young people, their families, and professionals, providing telephone advice, support and referral triage, 9am – 5pm, Monday to Friday. Please contact 01639 862744.

If there are urgent or immediate concerns about a child or young person's mental health, the CAMHS Crisis Team can be accessed via the CAMHS Telephone Single

Point of Contact & Referral Line (01639 862744), 9am – 5pm Monday to Friday.  
Outside these hours contact NHS 111.

### **Keeping Safe**

If you are worried about the safety of a child or young person, services are available throughout the pandemic.

The **Integrated Information Advice and Assistance (IIAA) Service** is basically the front door to Early Help and Social Services.

Anyone can contact the Child and Family Information, Advice and Assistance (IA&A) service to have a discussion and get help.

A qualified social worker will listen to you and let you know what information, advice or assistance can be provided and who can help from social services, health, youth offending service, education, police, early intervention and prevention services and the third sector.

How much we can talk to you about a specific child will depend on the reason for your call and the circumstances.

If you do not feel safe or are worried you can contact the IIAA service on (01792 635700)

### **Other help**

Meic is the helpline service for children and young people up to the age of 25 in Wales from finding out what's going on in your local area to help dealing with a tricky situation details at <https://www.meiccymru.org/get-help/>

[Childline](#) can listen to your worries and help you to cope with them

Check out this list of local and national organisations that could offer you further advice and support over the coming weeks.

<https://www.swansea.gov.uk/furtherAdviceandSupport>

You can speak to somebody online at the [NSPCC Helpline](#) where friendly adults are able to support you to report that you do not feel safe.

Useful information for children, young people and their families during this time is also available via the Young Minds Website - [YoungMinds - children and young people's mental health charity](#)

Children and young people can access immediate support from:  
Samaritans – call any time, for free from any phone on 116 123  
The Mix – text THEMIX to 85258