



Helping you develop and navigate independence

Thrive and Survive Guide

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Student 'Thrive and Survive' Guide

Starting university is an exciting experience, but it can also bring its own unique challenges. It's natural to feel nervous or overwhelmed during the first few weeks at university, and it can be a while before you feel like you've found your feet.

At times you may need some ideas, information or advice to consider the most helpful ways of approaching any challenges you may encounter. It is expected and normal that challenges arise when transitioning from one part of life to another, but everyone is different and will experience situations differently and consequently respond to different information/advice/support differently.

We created this resource to help you and your peers address some important things. Sometimes knowing what to expect and getting some tips on what to do can go a long way to helping a person find their own way. The Thrive and Survive Guide was designed to help you do just that!

The Thrive and Survive Guide is here to provide a single source that you can reach for when you need that information or could use some tips.

You might not need to know what is on every page of this book and that's okay. But we hope that you'll keep it handy, as there is likely something in here that will be helpful to you, or to a friend, at some point over the next few years. For an easy access, you can print the guide or save it among your documents.

The following steps will help you prepare for the changes and challenges that may occur when moving on to College or University. They are based on the 5 Ways to Wellbeing.

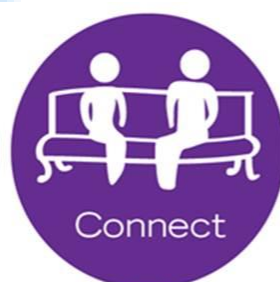
The five ways of wellbeing

These evidence-based strategies are the result of an initiative created by a government think tank to help everyone to keep their mental health at its best. There are 5 simple things we can do on a regular basis to keep us happier and emotionally healthy¹:

1. Connect: Find virtual ways to spend time with family, friends and colleagues.
2. Be Active: Plan daily exercise outside or using online videos or other indoor exercise options.
3. Take Notice: Practise being mindful of your own body and the environment around you.
4. Learn: If you have extra time, use this to try something new or focus learning on your role (e.g. new technology, ways of teaching) or wellbeing.
5. Give: This could include practical support as well as offering encouragement, time and expressions of gratitude to others.

See <https://www.justtalkherts.org/media/documents/resilience-at-home-guide.pdf>


for a checklist resource to help you incorporate five ways related activities into your days.



¹ <https://www.mindkit.org.uk/5-ways-to-wellbeing/>

Action plan

As you go through this document, we suggest you complete an action plan for the first few weeks of your university life. You can find the action plan at the end of this document.

On each page you will see this symbol: 

By clicking on it, you can directly navigate back to your own interactive action plan.

Alternatively, you can print your action plan.

How prepared am I?

Before you continue reading this resource, this is a good time to think about what you already know. Have a look at the checklist below and mark the areas where you already feel confident. Then, add up your marks from each section to understand where you might need more support.

Self-assessment

Stay healthy	I know how to register with a GP.	<input type="checkbox"/>
	I know how to make and change appointments, attend appointments on my own (all or some of the time).	<input type="checkbox"/>
	I understand confidentiality.	<input type="checkbox"/>
	I know how to order repeat prescriptions (if needed).	<input type="checkbox"/>
	I understand the importance of exercise and sleep on my mental health and wellbeing.	<input type="checkbox"/>
	I understand the importance of a healthy balanced diet.	<input type="checkbox"/>
	I know how to prepare a health balanced meal.	<input type="checkbox"/>
	If I have a condition, I can describe the effects it has on me.	<input type="checkbox"/>
	If I have a condition, I understand the treatment's purpose and effects.	<input type="checkbox"/>
	Total	<input type="checkbox"/>
Connect	I know who is in my support network and how to contact them.	<input type="checkbox"/>
	I need to identify who can be in my support network.	<input type="checkbox"/>
	I understand how my friendship groups can affect my mental health and wellbeing, either good or bad.	<input type="checkbox"/>
	I understand how to stay safe online.	<input type="checkbox"/>
	If I have a condition, I know who the main people are if I need to discuss treatment.	<input type="checkbox"/>
	Total	<input type="checkbox"/>

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Wellbeing and Resilience	I know what works for me to improve my mood and wellbeing.	<input type="checkbox"/>
	I understand how my self-esteem/self-confidence affects my mental health and wellbeing.	<input type="checkbox"/>
	I am familiar with apps that can help me improve my mood and wellbeing.	<input type="checkbox"/>
	I am familiar with self-help tools.	<input type="checkbox"/>
	Total	<input type="checkbox"/>
Keep Learning	I can confidently manage my time.	<input type="checkbox"/>
	I know that sometimes I will experience setbacks.	<input type="checkbox"/>
	I know what the areas are where I must make particular effort.	<input type="checkbox"/>
	I know how to make a study plan.	<input type="checkbox"/>
	I know how long I need to complete an assignment.	<input type="checkbox"/>
	I am using a calendar.	<input type="checkbox"/>
	I am using a student planner.	<input type="checkbox"/>
	I regularly use to-do lists.	<input type="checkbox"/>
	I know how to cope with exam stress.	<input type="checkbox"/>
	I know how I can reward myself after reaching my goals.	<input type="checkbox"/>
	Total	<input type="checkbox"/>
Find help	I know who to go to if I feel in crisis or need immediate support.	<input type="checkbox"/>
	I am familiar with my university's wellbeing support services.	<input type="checkbox"/>
	I know how to contact my university's wellbeing support services.	<input type="checkbox"/>
	I know how to get a referral for NHS wellbeing services.	<input type="checkbox"/>
	I know what organisations to contact if I have specific issues, for instance, online gambling.	<input type="checkbox"/>
	I know where my local A & E department is.	<input type="checkbox"/>
	I am familiar with the numbers 111 and 999 for emergencies.	<input type="checkbox"/>
	Total	<input type="checkbox"/>
	Area with the highest score	<input type="checkbox"/>
	Area I want to find out more about (lowest score)	<input type="checkbox"/>

Topics



Stay healthy

Register with
a GP

Plan healthy
meals

Get enough
sleep

Limit your
alcohol intake

Stay fit

Sex, sexuality
and gender

Register with a GP

Register with your GP so that you can access support as soon as you need it: this can be for anything from managing an existing medical condition, getting quick treatment for an illness or accessing wellbeing support services.

You can find your nearest GP using this handy tool provided by NHS:

NHS

Sexual Health information

Urgent support

If you need medical advice you can book an emergency GP appointment with your GP surgery.

If you need urgent medical advice call the NHS 111

If you need immediate medical help or attention call 999 or visit Accident & Emergency (A&E).

Plan healthy meals

Plan meals that provide a healthy diet

Learn some meals before you go or try out recipes from a simple student cookbook. Planning beforehand will save you money and time and prevent you going for quick fast food options. Eating healthily can make an enormous difference to your energy levels and how well you feel able to concentrate and focus on your studies.

For information on a balanced diet: <https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/>

Recommended healthy recipe links:

- ✚ **BBC goodfood recipes for students:** The website offers recipes for easy, cheap and filling dishes for university students with little cooking experience: <https://www.bbcgoodfood.com/recipes/collection/student>
- ✚ **The Independent Fresher's Week:** Their Fresher's Week collection offers 23 easy and cheap recipes <https://www.independent.co.uk/student/student-life/accommodation/freshers-week-2015-23-cheap-and-easy-meals-and-recipes-that-cost-less-than-a-pint-to-make-for-new-10449860.html>
- ✚ **Recommended book:** Nosh for Students by Joy May



Get enough sleep

Enjoy the social life that University provides but try to keep some routine around sleep. Sleep is crucial for physical and mental wellbeing as well as for being ready to learn. Set reminders for yourself on your phone. Sometimes having the discipline to go to sleep at a certain time is hard, but the phone reminders might help.

- ✚ **How to get to sleep:** <https://www.nhs.uk/live-well/sleep-and-tiredness/how-to-get-to-sleep/>
- ✚ **Healthy sleep habits:** <http://sleepeducation.org/essentials-in-sleep/healthy-sleep-habits>



Limit your alcohol intake

Alcohol affects memory, the speed in which you can understand information (processing speed), sleep and health - as well as the bank balance! Additionally, there is evidence that regular drinking can have short-term as well as long-term effects on your mental health, potentially putting your education at risk. Research has found strong links between alcohol misuse and self-harm, including suicide. The effects of alcohol depend on the amount you consume. The less you drink, the lower the risks!

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Before you go out, try deciding a limit on what you will drink and plan days during the week where you don't drink alcohol. Limit the amount of money you take with you to help reduce the number of drinks you can buy.

Department of Health recommends that both men and women should not regularly drink more than 14 units of alcohol a week. Alcohol consumption guidelines and strategies can be found here: <https://www.drinkaware.co.uk/alcohol-facts/alcoholic-drinks-units/latest-uk-alcohol-unit-guidance/>

What to do if you think you or a friend might have alcohol poisoning?

Some signs of alcohol poisoning include confusion, vomiting, seizures (fits), slow breathing, pale or bluish skin, cold and clammy skin and unconsciousness.

If you think that you or a friend might have alcohol poisoning, dial 999. Don't try to make the person vomit because they could choke on it.

If a person loses consciousness, don't leave them to "sleep it off". Levels of alcohol in the blood can continue rising for 30 to 40 minutes after the last drink, and symptoms can worsen.



Stay fit

Find a way of keeping fit that works for you: running, walking or cycling are cheap options with many health and wellbeing benefits; joining a sports team is a good way to make connections with others; gym activities, especially those that involve weight lifting have been shown to improve mood. Your university's website should have information about sports clubs and sports opportunities.

Additionally, you can join a park run for regular exercise. To find a park run in your area, visit www.parkrun.org.uk

Further tips to keep active with online exercise classes can be found on the following websites:

- ✚ **General information on exercise classes:** <https://www.nhs.uk/Conditions/nhs-fitness-studio/>
- ✚ **Aerobic exercises:** <https://www.nhs.uk/Conditions/nhs-fitness-studio/?tabname=aerobic-exercise>
- ✚ **Strength and resistance:** <https://www.nhs.uk/Conditions/nhs-fitness-studio/?tabname=strength-and-resistance>
- ✚ **Pilates and yoga:** <https://www.nhs.uk/Conditions/nhs-fitness-studio/?tabname=pilates-and-yoga>
- ✚ **Fitness plans:** <https://www.nhs.uk/Conditions/nhs-fitness-studio/?tabname=other-fitness-plans>

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The information below tells you the guidance for physical activity:

Some is good, more is better

Make a start today: it's never too late

Every minute counts

Be active

at least **150** minutes moderate intensity per week
increased breathing able to talk

OR

at least **75** minutes vigorous intensity per week
breathing fast difficulty talking

or a combination of both

Build strength

to keep muscles, bones and joints strong

on at least **2** days a week

Gym, Yoga, Carry heavy bags, Run, Stairs, Sport, Bows, Tai Chi, Dance

Minimise sedentary time

Break up periods of inactivity

Improve balance

For older adults, to reduce the chance of frailty and falls
2 days a week

UK Chief Medical Officers' Physical Activity Guidelines 2019



Sex, sexuality and gender

- ✦ **Brook Advisory Service** offer a confidential, free helpline to under 25 years relating to pregnancy and contraception (Mon - Fri 9am - 7pm, closed 2pm - 3:30pm on Thursdays). **Tel:** 0808 802 1234; **Web:** www.brook.org.uk
- ✦ **Hertfordshire Domestic Abuse Helpline** confidential, free helpline for anyone affected by domestic abuse, Mon - Fri 9am - 9pm, Weekends 9am – 4pm. **Tel:** 08 088 088 088
- ✦ **Mermaids** provide support to young people who feel at odds with their birth gender, through their helpline (Mon - Fri, 9am - 9pm) and website. **Tel:** 0344 334 0550; **Email:** info@mermaidsuk.org.uk **Web:** www.mermaidsuk.org.uk
- ✦ **Terrance Higgins Trust** offer support to individuals living with HIV in Herts. **Tel:** 0808 802 1221; **Email:** info@tht.org.uk; **Web:** www.tht.org.uk
- ✦ **YC Hertfordshire** have LGBT+ support groups across the county. **Tel:** 0300 123 4043; **Email:** yc@hertfordshire.gov.uk; **Web:** www.youthconnexions-hertfordshire.org
- ✦ **Young Pride in Herts** run youth groups for LGBT+ 13 - 25 years. **Tel:** 07800 654518; **Web:** www.youngprideinherts.org.uk **Twitter:** @HertsYoungPride
- ✦ **Young Stonewall** provide information and support for young LGBT+ individuals across the UK. **Web:** www.youngstonewall.org.uk

Things I need to remember

GP Information

NHS Number:

Surgery:

Phone Number:

Address:

Key contact details of my support network

Family:

Friends:

Help from University:

My Coping Strategies

Things that have worked for me in the past:

Things I would like to try: (list apps, coping strategies or wellbeing services)

Keeping healthy plan

My exercise goals:

My sleep goals:

My healthy drinking habits / drinking limits:

My healthy eating goals:

Important things to remember in a crisis

Helpful things to tell myself:

Emergency contact numbers:

Connect

Stay in touch

Build new
friendships

Make positive
connections
online

Get involved



Stay in touch

Being connected with others is a key ingredient for happiness as well as an important coping resource.

Keep the contact details of friends and family who are supportive or good to be with. Plan some regular contact with them. It is important to keep in touch with old friends, even if you are not currently living in the same area.



Build new friendships

It can be difficult at first to make new friends. Try to establish at least one connection in the new place e.g. joining a student society (stick to individual interests that you already enjoy where you can meet like-minded people), talking to people on your course, volunteering.

Make positive connections online

Some apps and forums can be a great way to make new connections e.g. <https://www.elefriends.org.uk/> However, make sure you stay safe, there could be people online who are not who they say they are.

When online follow these top tips²

- ✚ Do not give out the following personal details online: Your address, personal details (e.g. date of birth/bank details), your favourite meeting places.
- ✚ If you have had online contact and would like to meet in person, talk over the telephone before you decide to do so. This will help you get to know them better.
- ✚ If you make arrangements to meet someone you have got to know online, choose a public place and a time when there are other people around and let someone else know where you will be.

² Adapted from Open University online guidelines



Get involved

Any acts of kindness can make you feel happier and more satisfied about life:

- Do something nice for a friend
- Volunteer your time
- Join a community group

Visit www.vinspired.com for examples of other young people doing good things.

Wellbeing and resilience

Be mindful

Reflect on
your
experiences

Learn about
coping
strategies

Know when
to ask for help

Counselling



Be mindful

As well as keeping healthy and connected, there are several things you can do as an individual to feel good and function well.

Take time to be still. Become aware of your surroundings – catch sight of the beautiful; remark on the unusual; notice the change in seasons. Some apps you could use are Headspace and Calm.



Reflect on your experiences

Know what works for you to improve your mood and wellbeing.

- ✚ Information and advice can be found on www.justtalkherts.org
- ✚ Information on strategies found helpful by other young people can also be found here: <https://www.annafreud.org/on-my-mind/self-care/>



Learn about coping strategies

Know what works for you to improve your mood and wellbeing

Information on the research based five ways to wellbeing and strategies for promoting your mental health can be found on www.justtalkherts.org. Check page 4 of this document for the [five ways of wellbeing](#).

The Anna Freud Centre provides information on strategies found helpful by other young people can be found here <https://www.annafreud.org/on-my-mind/self-care/>

Which of the strategies would you usually use to cope with situations? Can you challenge yourself to use alternative strategies?



Make sure the coping methods you choose are helpful to you in the long term. Some coping methods may give short term benefits (e.g. drug/alcohol use) but have negative short- and long-term effects for example on sleep, reasoning, relationships and mental health.

Understanding how you react to events or what helps you most is helpful for making sense of emotions and finding tools to manage these.

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Useful supports include:

- ✚ **CBT worksheets:** <https://www.cci.health.wa.gov.au/resources/looking-after-yourself>
- ✚ **NHS self-help guides:** <https://web.nrw.nhs.uk/selfhelp/>
- ✚ **Apps such as these trialed by the NHS:** <https://www.nhs.uk/apps-library/category/mental-health/>
- ✚ **Frank can give advice on drugs and alcohol:** <https://www.talktofrank.com/>
- ✚ **Young Minds:** www.youngminds.org They have many useful links and high-quality leaflets for young people around areas such as anxiety and depression.
- ✚ Art and mindful colouring as well as listening to or playing music are ways that some people use to relax and reduce feelings of anxiety.



Know when to ask for help

There can be times when things feel too much or seem impossible to overcome. It can help to be aware of this often being a short term thought or feeling and to know what there is to support you. There are key messages that you could use to remind yourself how to cope:

- ✚ It will not always feel or be like this.
- ✚ I know that I can do things to make me feel better (e.g. sleep, food, speak to others).
- ✚ There are people who can help me cope with this situation or how I am feeling (see 'Find help' section below).

If you find you often feel like this, you can access help from University or NHS wellbeing services (more information on support can be found on page 29). People can support you to create a plan to keep safe. In the [action plan](#) there is an area for you to write positive things and personal experiences that you want to remember or reflect on later.

Counselling

- ✦ **Signpost** offer counselling, coaching and other support to help young people aged 10-25 and living in South and West Hertfordshire overcome problems in their lives. **Tel:** 01923 239 495; **Web:** <http://signpostcounselling.co.uk/>
- ✦ **Kooth** provides free, anonymous online counselling for 10 - 25 year olds. You can IM counsellors Mon - Fri, midday-10pm, and Sat - Sun, 6pm - 10pm. **Web:** www.kooth.com
- ✦ **Childline** offer free, confidential counselling to under 19's through their helpline and webchat. **Tel:** 0800 1111; **Web:** www.childline.org.uk
- ✦ **Relate** offer counselling to young people, and specialise in relationship troubles (family, friends or romantic). **Tel:** 0300 100 1234; **Web:** www.relate.org.uk
- ✦ **Rephael House** offer free, confidential counselling for 13 - 19 year olds based in Welwyn Garden City and Hatfield. **Tel:** 020 8440 9144; **Email:** ceo@rephaelhouse.org.uk ; **Web:** www.rephaelhouse.org.uk
- ✦ **Tilehouse Counselling** offer free, confidential counselling to 13 - 19 year olds in Hitchin. **Tel:** 01462 440 674; **Email:** info@tilehouse.org **Web:** www.tilehouse.org
- ✦ **Youth Talk** provide free, confidential counselling for 13 - 25 year olds who live, work, or study in St Albans. **Tel:** 01727 868684; **Web:** www.youthtalk.org.uk
- ✦ **YCT** offer free, confidential counselling to young people in West Essex and across Hertfordshire. **Tel:** 01279 414090; **Email:** admin@yctsupport.com **Web:** www.yctsupport.com
- ✦ **Safe Space** offer counselling, art therapies, mentoring and brief therapy for 5 - 19 year olds with schools and SPA.
Tel: 01992 588 796 (Mon - Fri, 9am - 5pm); **Email:** safespacemailbox@hertfordshire.gov.uk

Keep learning

Organisation

Study tips

Resiliency

Things I need
to remember

Organisation

Break tasks up into small chunks; organise your day based on what you want to get done, rather than how much time to spend on the tasks. Take breaks!

Check these tips for time management for students in higher education:

<https://www.topuniversities.com/blog/7-time-management-tips-students>

https://www.ox.ac.uk/sites/files/oxford/field/field_document/Time%20Management%20-%20Top%20Tips.pdf

<http://www.learnhigher.ac.uk/learning-at-university/time-management/>

Research shows that time management can have an impact on your mental health.

Check general time management tips by the NHS:

<https://www.nhs.uk/conditions/stress-anxiety-depression/time-management-tips/>

Study tips

The website of Student Minds (www.studentminds.org.uk) provides many useful study tips. Some of these include:

- ✚ **Ask yourself questions about what you are reading!** It is a great way to reflect on your learning
- ✚ **Quiz yourself!** Or you can ask a friend to do so. If you work in a study group, incorporate regular group quizzes into the study time.
- ✚ **Pace yourself!** Cramming does not promote long-term learning. You need sufficient time to relax between learning sessions.
- ✚ **Use highlighters!** This will help you recognise key points. If you use different coloured highlighters, you have a great visual aid to group information.
- ✚ **Take breaks!** You need to stretch and walk around regularly
- ✚ **Join study groups!** The more the merrier. You can support each other with difficult tasks.
- ✚ **Stay away from your phone!** Or any distraction
- ✚ **Make sure you get enough sleep!** Studying is much less effective when you are tired.
- ✚ **Do not drink too much coffee!** Too much caffeine can increase feelings of restlessness and anxiety. Limit your coffee intake.
- ✚ **Do not procrastinate!** It might lead to stress further down the line.
- ✚ **Exercise and use other strategies to manage stress!** Regular sports activities have a positive impact on your mental as well as physical health



Resilience

Many students experience some challenges when they first start university or college. In the course of your studies you may have to face some setbacks. It is important that you learn how to cope with these academic challenges and to move on without the risk of dropping out.

There are some lessons to learn from academic setbacks. You need to ask yourself what you could have done differently and think about how to apply that knowledge in different situations in the future. Learn from your failures.

At the same time it is important to have a good support network. Your friends can help you cope with stress.

Check the “[Wellbeing and resilience](#)” section of this document for tips on how to develop skills and strategies to cope with stress.

Student Minds can provide further tips for recovering from academic setbacks:
www.studentminds.org.uk

Things I need to remember

Things to do	Date complete
Get a student planner	<input type="text"/>
Get different colour highlighters	<input type="text"/>
Check where to find available spaces for quiet study on my university's website	<input type="text"/>
Write a daily schedule that will include time to relax and to exercise	<input type="text"/>
Write a weekly study plan	<input type="text"/>
Check out study and time management tips on my university's website	<input type="text"/>
Check out stress management strategies listed in the links in the 'Wellbeing and resilience' section	<input type="text"/>

Find help

University/college
wellbeing services

NHS wellbeing
services

Quick contact in a
crisis

Immediate help to
keep yourself safe

Help for specific
issues



University/college wellbeing services

University/College wellbeing services

All Universities should provide wellbeing and emotional support that is accessible to all students.

This support can include group skill sessions, information from books leaflets, online forums and websites, mental health support and psychological therapies such as cognitive behavioural therapy.

Make yourself familiar with your wellbeing offer during your first weeks at your new setting. Information can be found via university intranet pages or attending welcome/induction fayres.



NHS wellbeing services

NHS wellbeing services: can provide access to therapeutic support such as counselling or online CBT programmes. Some of these services are self-referral e.g. Herts wellbeing (<https://www.hpft.nhs.uk/services/community-services/wellbeing-service/> ; <http://talkwellbeing.co.uk/>)

Online counselling for children and young people aged 10-25 with BACP accredited counselors funded by the NHS/Local Authority: www.kooth.org

Quick contact in a crisis

The following charities provide immediate support if you are going through a tough time or in a crisis:

- ✦ Samaritans - The Samaritans offer a listening service for anyone going through a tough time. You can call (116 123), email (jo@samaritans.org) or visit <https://www.samaritans.org/how-we-can-help/contact-samaritan/>
- ✦ Mental Health Helplines - <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>
- ✦ Gambling can also be an issue for some young people <https://www.begambleaware.org/> and <https://www.gamcare.org.uk/> can help with this.

Suicidal thoughts

If you are worried about your own or someone else's suicidal thoughts or feelings, you can contact the below services for support:

- ✚ In a life-threatening situation call **999**
- ✚ **Samaritans:** free confidential support 24/7 call **116 123**
- ✚ **Childline:** free 24hr counselling service call **0800 1111**
- ✚ **SHOUT:** free 24/7 texting service with trained crisis volunteers for those who feel at danger to themselves or anyone else **Text: 85258 Web:** www.giveusashout.org/
- ✚ **HPFT Single Point of Access (SPA)** take referrals for NHS mental health services. Call **0300 777 0707** (8am - 7pm)
- ✚ **Nightlight Crisis Service** if you are 18+ years you can seek support Fri - Mon, 7pm – 2am. Call **01923 256 391**
- ✚ **The Calm Zone** runs a free and confidential helpline and webchat 7 hours a day, 7 days a week, Mon-Sun 5pm to midnight. Call 0800 58 58 58 or use webchat on <https://www.thecalmzone.net/>
- ✚ **Papyrus** offers support if you have suicidal thoughts 9am – 10pm weekdays, 2pm – 10pm weekends, 2pm – 10pm bank holidays. Call 0800 068 4141, text 07860039967 or email pat@papyrus-uk.org **Web:** <https://papyrus-uk.org/hopelineuk/>
- ✚ Contact your **GP** to make an **urgent appointment** to discuss your mental health needs



Immediate help to keep yourself safe

- ✚ If you need immediate help and are worried about keeping yourself safe visit your **local A&E department**
- ✚ **Call NHS 111** and ask for some support. NHS 111 can advise you about where to get help such as a walk-in center or an out of hours doctor. They may also have information about 'safe spaces' you can access in your local area when you are struggling to stay safe from suicide
- ✚ **999** can support you in an emergency too. The operator can talk to you about different types of immediate support the emergency services can offer
- ✚ If you are having a mental health crisis, please call: **0300 777 0707**. This line is currently open 24/7
- ✚ **Childline**: If you're under 19 you can confidentially call, email or chat online about any problem big or small Freephone 24h helpline: **0800 1111**
- ✚ **YoungMinds Crisis Messenger** provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis. If you need urgent help **text YM to 85258**

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Help for specific issues

The following Hertfordshire resources provide information on services that are available for different issues:

✚ **Young People Signposting Guide:**

<https://www.healthyyoungmindsinherts.org.uk/publications/2020/apr/signposting-guide-young-people>

✚ **Health in Herts** <https://www.hertfordshire.gov.uk/services/Health-in-Herts/health-in-herts.aspx>

Addiction

✚ **Spectrum Families & Young People's Service** support for all ages struggling to manage their use of drugs and/or alcohol. **Tel:** 0800 652 3169 (option 1 for families and young people); **Email:** Herts@cgl.org.uk; **Web:**

www.changegrowlive.org (live web chat available)

✚ **FRANK** offer a 24 hour confidential helpline for young people with questions or concerns about alcohol or drugs, or you can chat online with advisors daily from 2pm - 6pm. **Tel:** 0300 123 6600; **Web:** www.talktofrank.com

✚ **Future Living Hertford** offers the 'Kick it' project for young people struggling with addiction, bullying, abuse and/or neglect

✚ **Tel:** 01992 537 344; **Email:** info@futurelivinghertford.co.uk **Web:** www.futurelivinghertford.co.uk

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- ✚ **Gamblers Anonymous** provides support for gamblers and their friends and/or family. **Web:** www.gamblersanonymous.org.uk
- ✚ **Health for Teens** offer advice for 11 - 19 years on topics from emotional wellbeing, addiction and healthy relationships. **Web:** www.healthforteens.co.uk
- ✚ **NHS Stop Smoking Service** if you would like advice and support in stopping smoking you can visit the website to find your closest service. **Web:** www.nhs.uk/smokefree



Eating disorders

- ✚ **BEAT (Beating Eating Disorders)** offer advice and guidance on eating disorders, with a youth helpline. **Tel:** 0808 801 0711; **Web:** www.b-eat.co.uk
- ✚ **CAMHS Community Eating Disorder Team** to self-refer **Tel:** 0300 777 0707 (8am - 7pm)

Self-harm

- ✦ **Self-Harm UK** offer support to individuals (14-19yrs) dealing with and recovering from self-harm, including online group sessions **Web:** www.selfharm.co.uk
- ✦ **Self-Injury Support** provide TESS, a support and information text service for females under 24 years who are struggling with self-harm. **Tel:** 0808 800 8088; **Text:** 0780 047 2908
- ✦ **Web:** www.selfinjurysupport.org.uk
- ✦ **LifeSIGNS** self-injury guidance and support network **Web:** www.lifesigns.org.uk

My action plan

My first few weeks

Priority	Action	Date Complete
Must	Register with your GP	<input type="text"/>
	Create a budget	<input type="text"/>
Should	Create an exercise plan	<input type="text"/>
	Join a student society or arrange to meet up with other students	<input type="text"/>
	Arrange dates to speak to/meet with people from home	<input type="text"/>
	Find out what wellbeing services are available at University. Search the university website and look for either 'student support' or 'support and wellbeing'	<input type="text"/>
	Find out about local support available	<input type="text"/>
	Check the information on www.justtalkherts.org	<input type="text"/>
	Write down key contact details in the event of a crisis	<input type="text"/>
	Plan some meals	<input type="text"/>
	Could	Look up different apps for coping strategies

Looking after your mental health and wellbeing during Coronavirus

In addition to the resources listed in this document, a range of services have been set up to support young people through the current situation.

Websites

- ✚ **Just Talk** is a multi-agency campaign, steered by young people and coordinated by the Public Health team at Hertfordshire County Council. The website has collected a number of helpful resources and put them on a dedicated 'looking after your mental health during coronavirus' page. These are added to frequently, so keep checking back. THIS WILL BE THE MAIN WEBSITE FOR LOCAL UPDATES.
<https://www.justtalkherts.org/news/looking-after-your-mental-health-during-coronavirus.aspx>
- ✚ **Health for Kids / Teens** cover subjects that promote a healthy body and mind. All of the content has been produced by school nurses, a whole range of other health and wellbeing experts, and most importantly young people. Ages 11-19 <https://www.healthforteens.co.uk/hertfordshire/>

Online workshops and training

- ✚ **Herts Mind Network** are delivering a number of workshops online over the next few months. There are some for families which young people and / or their families can watch online. You can view the calendar and booking information for Eventbrite here: <https://www.hertsmindnetwork.org/spot-the-signs-and-emotional-wellbeing> There are sessions on 'The Five Ways to Wellbeing' and 'An Introduction to Mental Health'.
- ✚ Alternatively, 15-18 year-olds can enrol on a 4 week 'Wellbeing through Learning' course covering various topics, e.g. Anxiety, Building Confidence. More information can be found here

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<https://www.hertsmindnetwork.org/wellbeing-through-learning-children-and-young-people>

- ✚ The OLLIE Foundation are also delivering workshops online. You can view the schedule at the top of this page:

<https://theolliefoundation.org/training/dates/#hbb> Courses suitable for teenagers are 'Keeping safe and carrying on for Teens' and 'Goalsetting for Teens'.

Apps/National Websites

There are several apps to support mental health and wellbeing. You are responsible for ensuring apps are appropriate for your age and needs.

- ✚ You may consider the **ThinkNinja** app: As a direct response to the COVID-19 situation, Healios have updated ThinkNinja with specific COVID-19 content. This will bring self-help knowledge and skills to children and young people (10-18 years old) who may be experiencing increased anxiety and stress during the current situation.

<https://www.healios.org.uk/services/thinkninja1>

- ✚ **Young Minds** is the UK's leading charity fighting for children and young people's mental health. On this web page you will find lots of information about how to look after your mental health at this time

<https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/>

Information, advice and guidance

- ✚ **Herts Mind Network** have launched a new early intervention and prevention **helpline** for children and young people aged 10-17 in Herts. The helpline will provide a safe, non-judgemental space to talk to a Young People Advisor or Mentor who will provide emotional support, advice and information and discuss coping strategies. For opening hours and more information please visit the website <https://www.hertsmindnetwork.org/young-peoples-helpline>. Helpline number is **01923 256391**. Herts Mind Network also have a

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young people's online group for those over 15. You can find out more here:

<https://www.hertsmindnetwork.org/young-peoples-online-group>

- ✚ **Chat Health** is the school nurse **text messaging service** for all secondary school aged pupils in Hertfordshire. It is a confidential service and available Monday to Friday from 9am to 5pm. Young people can message for advice on all kinds of health issues such as sexual health, emotional health and wellbeing, bullying, healthy eating and any general health concerns. The text number is: **07480 635050**. The School Nurse Team has also introduced a new Instagram account **teenhealth.hct** for secondary school aged children.
- ✚ **Kooth** is an online counselling service for anyone aged 10-25 in Hertfordshire. You can access a **chat / messenger** service, discussion boards, goal setting tools and a journal and a magazine containing several articles and some specifically about coronavirus and the impact on children and young people. The website is moderated by trained professionals. You need to register but it is anonymous. <https://www.kooth.com/>
- ✚ **YC Hertfordshire Services for Young People** provides youth work, information, advice, guidance, work related learning and support for young people. Although face-to-face work is currently suspended, you can still contact a Youth Worker or Personal Adviser for one to one and project groupwork support by calling **0300 123 7538**, emailing yc@hertfordshire.gov.uk or visit <https://www.ychertfordshire.org/>

School – some schools are still open for the children of key workers and other students that need to be in school. Some staff are working from home but may still be reachable. You may still be able to get in touch with your pastoral team at school for advice and guidance.

Further support

- ✚ If you are experiencing mental health difficulties that are significantly interfering with your ability to do the things you normally do, please contact (or ask your parents to) **Hertfordshire Partnership Foundation Trust Single**

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Point of Access 0300 777 0707. This line is currently open 24/7 and can direct your enquiry to a number of specialist services depending on your needs

- ✚ The **Wellbeing Service** offers short term support to people that are 16 or over with mild to moderate mental health issues such as depression and anxiety. You can visit <https://www.northessexiapt.nhs.uk/hertfordshire> for more information about the service and to self-refer.
- ✚ The '**Schools and Families Advice Line**' (SFAL) is a new service established to provide emotional wellbeing advice and early help to children and young people, school staff and families during the COVID-19 pandemic. It can be really worrying when you, or someone you know is going through a difficult time. If you feel this service could help, please call our Single Point of Access (SPA) who will take your details before passing them onto our call back service. **Telephone: 0300 777 0707 Email: hpft.spa@nhs.net** You will get a call back from a mental health practitioner between 8am-5pm, Monday-Friday

There are four community **counselling** organisations covering Hertfordshire:

YCT (East and North Herts)

<http://www.yctsupport.com/>

Telephone 01279 414 090

Rephael House (Welwyn and Hatfield)

<https://www.rephaelhouse.org.uk/>

Telephone 020 8440 9144

Youth Talk (St Albans)

<http://youthtalk.org.uk/>

Telephone 01727 868684

Signpost (Watford and Hemel areas)

<http://signpostcounselling.co.uk/>

Telephone 01923 239495

- ✚ **Kooth** is an **online counselling** service for anyone aged 10-25 in Hertfordshire. You can access a chat / messenger service, discussion boards, goal setting tools and a journal and a magazine containing a number of articles and some specifically about coronavirus and the impact on children and young people. The website is moderated by trained professionals. You need to register but it is anonymous. <https://www.kooth.com/>
- ✚ **The School Nursing Team** can provide some support around emotional difficulties and parents can refer directly from this page: <https://www.hct.nhs.uk/forms/school-nursing-form.asp> You can read more

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about the School Nursing Team here: <https://www.hct.nhs.uk/our-services/school-nursing/>

Already working with a service?

If you are currently receiving support from a service or have been recently discharged, you can contact the service if you are struggling with your mental health. Most have a duty line which you can find out by looking on a letter they have sent you.

Need help now?

- ✚ If you are having a mental health crisis, please call: **0300 777 0707**. This line is currently open 24/7. If you need physical health treatment in an emergency go to your nearest Accident and Emergency department or call 999.
- ✚ **Childline**: If you're under 19 you can confidentially call, email or chat online about any problem big or small Freephone 24h helpline: **0800 1111**
- ✚ **YoungMinds Crisis Messenger** provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis. If you need urgent help **text YM to 85258**

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- ✚ Chancellors School 6th Form
- ✚ Monks Walk School 6th Form
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- ✚ HCC Virtual School
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