



North East Lincolnshire's Local Offer for Educational Settings - Social, Emotional Mental Health



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1. Introduction

This document brings together our local offer for educational professionals and sets out how to navigate the local pathway and which services and organisations are best to support a child or young person at a given time. This document will support you on a range of social, emotional mental health topics.

This guide has been co-produced by a range of different professionals across North East Lincolnshire Council and North East Lincolnshire Council Clinical Commissioning Group to ensure all information is in one place and enable professionals who are working with children and young people to get the right support at the right time.

EMERGENCY & CRISIS SUPPORT

If a child or young person's life or health is in immediate danger due to extreme emotional distress e.g. if they are a danger to themselves or another person call 999.

If a child or young person requires immediate mental health support they can access the 24/7 telephone support for mental health available to all ages, from children to adults. The telephone support service can be accessed by anyone from individuals already in receipt of mental health services to people struggling with the new social distancing restrictions, isolation or pandemic-related anxiety. Please call: **01472 256256 option 3.**

2. North East Lincolnshire's Local Offer

What to Look Out For...

Anxiety	Attachment
• Headaches/stomach aches or just feeling unwell • Dizziness/faintness/palpitations/breathlessness /sweating • Not sleeping • Not eating properly • Being clingy/feeling panicky/tearful • Seeming to be worried or anxious and needing lots of reassurance • Feeling down or depressed • Having difficulty concentrating • Wanting things to be perfect and getting frustrated if they're not • Lashing out at others • Hyper-alertness and difficulty keeping still	Children with attachment difficulties may find it harder for them to: • Gain the confidence and the self-motivation that comes from exploring the world from a safe base • Achieve appropriate developmental milestones • Reach their academic and intellectual potential • Develop good relationships with peers and school staff (often displaying a lack of empathy) • Cope with stress, frustration and anxiety • Concentrate and be able to plan ahead.

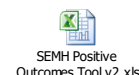
Complex Grief	Challenging Behaviours
Children's feelings of loss and grief can be complicated by a number of factors, including: • The relationship they had with the person who has died. Complicated grief is more likely to occur if the person was the child's parent, sibling or best friend • The circumstances of the death. Particularly if it is sudden and unexpected or as a result of suicide or violence • If they have experienced several losses in a short period of time • How resourceful or resilient a child is and whether they have good coping skills • If they have a lack of access to appropriate support systems and networks, or if a child is poor or exposed to substance abuse, domestic violence	A child with early, persistent behavioural problems may: • Be argumentative, angry, uncooperative or irritable • Have frequent tantrums and angry outbursts • Be aggressive, provoke or bully others • Be constantly defiant • Blame others for things that go wrong • Tell lies regularly • Appear cruel and lack empathy for others • Seek out risky experiences without thinking about the consequences • As they get older, become involved in antisocial behaviour • Be at risk of self-harm or suicide.
Eating Disorders	Obsessive Compulsive Disorder
• Social isolation • Avoiding eating around others • Difficulty concentrating • Low confidence and self-esteem • Baggy clothes or clothing that is skin tight yet in a small size • Obsessive and/or rigid behaviour • Compulsive exercise • Frequent trips to the toilet • Perfectionism and setting unreasonably high personal standards • Self-harm • Changes to weight – either gaining or losing weight, or experiencing fluctuating weight • Having a distorted view of themselves as being fat (body dysmorphia)	• Fears about dirt/contamination • Worries about safety and harm – to themselves and others • Anxiety if things are not symmetrical or even • Need for perfection • Checking things over and over again • Hoarding or collecting things that appear useless • Arranging things so they are 'just right' • Washing and cleaning • Repeating and re-doing things
Self-Harm	Low Mood/Depression
• Self-cutting • Burning • Scratching • Biting • Hair pulling • Head banging	• Being moody and irritable • Not being interested in things they used to enjoy • Not wanting to go to school or go out • Often feeling tired or exhausted • Becoming withdrawn/isolating from others • Feeling unhappy, miserable or tearful • Sleep problems or sleeping a lot • Changes in appetite • Being self-critical • Feeling hopeless and/or worthless

These have been adapted from the [Mentally Healthy Schools website](#), please visit the website for further information.

3. Mental Health and Emotional Wellbeing Support

When supporting a child or young person with their social, emotional mental health there are many things which can be tried prior to referring onto external services.

- In house support with your settings SENCo/Pastoral team/in house counsellor
- [Together4All](#) - North East Lincolnshire's Professional Learning Community - We've created an area, just for you that has a range of resources to support and develop the curriculum
- SPOT Toolkit - Assess, Plan, Do, Review cycle of support where there are concerns
- [Promoting Children and Young People's Emotional Health and Wellbeing: A Whole School and College Approach](#)
- Utilise resources on the [PHSE Association](#) website
- [Dr Pooky Knight Smith](#)
- NSPCC Schools Service – Covid-19: Summary of NSPCC Guidance, Advice and support for Children, Parents/Carers and Professionals
- [Social Situations – Autism Resources](#)
- [Social Stores and Comic Strip Conversations](#)
- [SEND Gateway](#)
- [Social, Emotional, Mental Health Resources](#)
- [Great Minds Together SEMH Resources](#)



4. Common Issues & Concerns

As pupils begin to return to school it is likely that you will encounter some worries and concerns about the current situation and how things will be and what the new normal will look like. Therefore we have pulled out the most common issues and concerns from the Yorkshire and Humber framework which you are likely to encounter when pupils begin returning to schools.

Please note: We have also embedded the full framework within this guide to refer to and for more information and resources on a host of issues.

“Remember... it's a marathon, not a sprint”



Unexpected Endings and Transition

Children can struggle with changes and transitioning, whether this is into a new school environment or adapting to a new normal within their existing setting. Well managed transitions will help children and young people settle into these changes more easily, please use the resources below to support:

- Anna Freud Managing Unexpected Endings and Transitions - A practical guide to support pupils and students to manage change during periods of disruption
- NELC Community Educational Psychology – Top Transition Tips
- Young Minds: [Transitions Activity for Year 6 Pupils](#)
- Young Minds: [Find Your Feet: Transitioning to Secondary School](#)
- Anna Freud Mentally Healthy Schools: [Transitions](#)
- Childline: [Moving Schools](#)
- The Key for School Leaders: [Coronavirus: Supporting Transition into Reception](#)
- The Key for School Leaders: [Coronavirus: Supporting Pupil Transition to Secondary](#)
- Young Minds - [Welcome Back Guide](#)
- Young Minds – [Starting Again](#)



Normalising Anxieties

When children and young people begin to return to their school try not to over-medicalising or jump to diagnostic conclusions as it will be normal for many children and young people to display varying degrees of worries and anxieties.

- Anna Freud Helping Children and Young People To Manage Anxiety - [A Practical Guide to Supporting Pupils and Students During Periods of Disruption](#)
- Anna Freud [7 Ways To Support Children and Young People Who Are Worried](#)
- Young Minds Coronavirus and Mental Health - [Tips, Advice and Guidance On Where You Can Get Support For Your Mental Health During The Coronavirus \(COVID-19\) Pandemic](#)

- Young Minds – [Stress Buster Timetable](#)
- Young Minds – [What Keeps Us Going?](#)

Being Prepared

If children and young people are not prepared for what is to come then they will feel anxious about returning to their school/college. However, if children are prepared and what they are expecting becomes safe and predictable then this will lessen their anxieties. Some of the things which you could do to prepare children and young people for their return:

- Walk through video/pictures of the school and what has changed and what has remained the same
- Use of social stories to explain the changes a child may experience

Common questions that children have, that you might to ensure that you answer includes:

- What staff will be working?
- Will my teacher be teaching me?
- Who will be directly working with me?
- If it is a different teacher for some children you could share a picture of the staff member so they feel more familiar with that teacher
- Explain what does dinner time look like?
- What can I do on break time? What activities can we play?
- Is there anything which I cannot bring with me?
- What will happen at home time?

Relationships

Some children may be returning to school for the first time in quite a few weeks and may not be with their usual friendship groups and could find this quite daunting. Other children may have attended school throughout lockdown and may be anxious for other children returning and re-establishing friendships.

- Childline: [Feeling Lonely](#)
- Childline: [Top Tips for Making Friends](#)
- Action for Children: [Tips for Young People](#)
- The Communication Trust: [Top Tips for Developing Talk](#)
- Anna Freud – Mentally Healthy Schools: [Peer Support](#)
- Practical teaching resources around making friends, and what makes a good friend can be found on most teaching resource websites including TWINKL and TES

COVID-19

We are aware that there will be lots of questions and concerns regarding COVID-19 and the gradual re-opening of educational settings and what this means for children, young people and their families that you work alongside. There have been lots of resources and packs created during the pandemic to support professionals during this time of uncertainty.

- [Anna Freud Advice for Professionals Working With Children and Young People During The Coronavirus Outbreak](#)
- [Mentally Healthy Schools Toolkits Coronavirus: Resources For Mental Health And Wellbeing Toolkit](#) – please note you can sign up to receive these toolkits to your e-mail address as these are updated regularly
- A [Resource Pack](#) for Teenagers to Help Manage Difficult Feelings about Coronavirus
- A [Resource Pack](#) For Children Under 12 Years Old To Help Manage Difficult Feelings About Coronavirus
- [Wellbeing Activity Calendar](#)
- NELC Community Educational Psychology Service - Supporting Children with Bereavement – Practical and Considerate Guidance for Adults Supporting Children



Supporting Children
With Bereavement.docx

5. Yorkshire & Humber Framework: COVID-19 System Wide Response - Supporting Children and Young People's Mental Health and Emotional Wellbeing in Education Settings

A framework has been developed in conjunction with Department for Education, NHS England, local commissioners, educational professionals and further key stakeholders. This framework is designed to support children and young people's emotional wellbeing and mental health when settings reopen.

The key principles from this document include:

- Number 1:** Not over-medicalising need and to appreciate that it is normal for children and young people to have various degrees of worry about returning to education - emotions are a part of normal, everyday life
- Number 2:** Understanding that every child or young person is unique, and their needs may change over time
- Number 3:** Understanding the reopening of education settings from a child or young person's perspective
- Number 4:** Underpinned by a whole setting approach which promotes kindness, compassion and flexibility

- Number 5:** Building on existing strengths and skills of children, young people, parents/ carers and education provision staff (for example, active listening with empathy can perform an important therapeutic function)
- Number 6:** Complementing existing guidance and practice
- Number 7:** Building on [risk and protection factors](#) for a child or young person's mental health

This framework has been developed on a national level, however we have adapted this complimentary guide to include local support and services within North East Lincolnshire. Please click [here](#) to access the Yorkshire and Humber framework.

6. External Organisations

If you require additional support for a child or young person and would like to access external support, please follow the simple steps below:

- Step 1:** Identify a need or concern with a child or young person
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- Step 2:** Email the school nursing service (schoolnursingadvice@nelincs.gov.uk) asking for a consultation to discuss your worries (this might not be with your usual School Nurse). You will receive a response within 1 working day
- 
- Step 3:** Consultation takes place and in collaboration the School Nurse and Educational setting will devise an action plan for the child or young person.
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- Step 4:** Educational setting then will make an onward referral to the organisation/support service – **Please utilise the below tables to find information on the services and how to access.**

7. What Services Are Available in North East Lincolnshire?

Getting Advice (Coping)

The children, young people and families who may require temporary support within the community, access to information and self-management resources, or advice regarding the self-management of long-term conditions for those who choose to do so.

- There are new resources on the [Young Minds Matter](#) website with 'help yourself' resources
- The Young Minds Matter duty line continues to support professionals when they have concerns with a child or young person, please call **01472 626100**
- Compass' [website](#) has a page dedicated to help and support for professionals
- You can call the School Nurses on **01472 323660** or e-mail SchoolNursingAdvice@nelincs.gov.uk for support on a child or young person
- Schools, young people, parents and carers can get advice from the Community Educational Psychology Service on a range of different topics including learning, social emotional mental health, loss and bereavement, transitions, sleep difficulties, anxieties and holistic development. The advice line to parents and settings covers 0-25 years. Please call **01472 323308**
- [Self Help Menu](#) - A self-help menu has been created which pulls together a menu of support available for children and young people on a range of concerns and issues. The menu provides different methods of support available including, websites, helplines, e-mail support, messenger, resources and apps. Please use this support menu and share with children, young people and families who you work with.

Getting Help

The children, young people and families who would benefit from shorter term evidence based treatments and this could be some conditions such as anxiety, stress and low level issues.

Organisation	Description	Accessibility	Referral Route
School Nursing Text Service	School nurses offer confidential advice and support on many topics: • Mental Health • Bullying • Self-Harm • Bereavement • Any other help or support required by the young person	Mon – Fri – 9:00am – 5:00pm 11-19 years Office Number: 01472 323660	Self-referral via text service: 07507331620

		School Nursing Advice: SchoolNursingAdvice@nelincs.gov.uk	
Compass – Talking Matters	Talking Matters provides a telephone service on a call-back basis. If a professional is concerned with the emotional wellbeing of a child or young person (Young Minds Matter), school staff, health professional or social worker) with consent can provide a name and telephone number to Compass, along with a brief outline of the concerns and one of their team will call them or the child/young person	8-18 years Mon, Tues, Wed & Fri (excluding bank holidays) 10:00am – 4:00pm	Via professional recommendation Compass.talki ngmatters@n hs.net For more information or any questions please contact the office on: 01472 494250
Compass – Wellbeing Wakeup	To help meet the wellbeing needs of children, Compass and Positive Effect have teamed up to deliver free 'Wellbeing Wake-up' sessions for primary aged children, parents/carers and education staff. These bite sized sessions will be based around the 5 ways to wellbeing; connect, be active, take notice, keep learning and give. Each video will include a short explanation for adults on why it is important to promote wellbeing, followed by a 'wake up and shake up' for children's minds and bodies to become focused, finishing with a interactive activity that can be carried out with the child and adult at a convenient time.	Via our YouTube Channel	N/A
Special Advisory Service	The Specialist Advisory Teacher for SEMH is a member of the Key Stage Team of Specialist Advisory Teachers. The Advisory Teacher for SEMH works closely with school staff, SENCo's, parents and children and young people and provides	Mon – Fri During office hours/ Term time	01472 323122 01472 323314 claire.gordon@nelincs.gov.uk

	support and guidance to help schools meet the needs of children and young people experiencing SEMH difficulties as well as those with EHCP's. The SEMH Advisory Teacher can carry out pupil observations, support in carrying out and analysing diagnostic assessments, 1:1 work, where appropriate, as well as providing a range of resources and strategies. The Advisory Teacher can also deliver whole staff training and Capacity Building for key staff in order to develop the skills and knowledge required to confidently support children and young people with SEMH.		
Community Educational Psychology	Educational settings, young people, parents and carers can get advice from the Community Educational Psychology Service on a range of different topics including learning, social emotional mental health, loss and bereavement, transitions, sleep difficulties, anxieties and holistic development.	Monday – Friday, during office hours The Advice Line for children and young people 11-25 years Advice to parents, settings 0– 25 years	Self-referral 01472 323308
Kooth Online Counselling	Kooth is a free, safe, confidential and non-stigmatised way for young people to receive counselling, advice and support on-line 365 days a year. • A text based chat/messaging function • A schedule function to provide booked sessions with a named counsellor on a regular basis – depending on risk and need	11-25 years Website available at all times. Counsellors are available to chat: Mon - Fri: 12:00pm – 10:00pm Weekends: 6:00pm – 10:00pm	No referral Professionals can signpost and young people can create their own account

	• A range of forums which are pre-moderated, offering facilitated peer support • Live discussion groups • An online magazine • Information, activities and self-care tools and resources		
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Getting More Help

The children, young people and families who would benefit from extensive long-term treatment and this could be some conditions such as psychosis, eating disorders, and emerging personality disorders are likely to require this input.

Organisation	Description	Accessibility	Referral Route
Young Minds Matter	Young Minds Matter use creative methods to support children and young people over the phone or via video. The website has also been updated to include more online resources and self-help. If deemed necessary for more complex and severe presentations then staff are adhering to PPE advice and guidance whilst supporting young people face-to-face	01472 626100 to discuss any worries or concerns Mon – Fri 9:00am – 5:00pm Up to 19 years	Via a professional – for more information click here
Early Intervention in Psychosis and Transitions Service	Providing an evidence based package of care to young people who have developed a first episode psychosis or who are at risk of developing psychosis. The package of care includes (but not limited to) Cognitive Behavioural Therapy, Family Interventions, carer education and support, employment and education support, medication, social groups, physical health and wellbeing assessment and support. We provide generic mental health promotion to the community including schools and	Mon – Fri 9:00am – 5:00pm Crisis support available 24/7 from adult Crisis for EIP service users 14-35 years 01472 806 800 NAV.EITReferrals@nhs.net Weelsby View Medical Centre, Ladysmith Road, DN32 9SW	Any referral route

	colleges, to groups, classes, teaching staff, pupils, and individual advice and staff supervision where needed. We also provide a service to support young people and their families to make the transition from Young Minds Matter to NAViGO's secondary Adult Mental Health Services.	01472 256256 Crisis for EIP Service Users	
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Getting Risk Support/Crisis Support

These are children and young people and families who are unable to benefit from evidence based treatments but still remain a significant concern/risk. This may be children and young people who routinely go into crisis but are not able to make use of the help offered, or the help has not been able to make a difference (e.g. children who self-harm, who have emerging personality disorders).

Organisation	Description	Accessibility	Referral Route
All Age 24/7 Crisis Line	A new 24/7 mental health support service has been launched, offering professional support to people affected by Covid-19 and other mental health and emotional wellbeing concerns. A joint venture between the local authority, local NHS mental health services provider NAViGO and Young Minds Matter. The telephone support service can be accessed by anyone from individuals already in receipt of mental health services to people struggling with the new social distancing restrictions, isolation or pandemic-related anxiety.	The all age 24/7 mental health support service can be accessed on: 01472 256256 option 3	Self-referral via telephone
Young Minds Matter	Young Minds Matter support children and young people via a range of methods, over the phone or via video or face-to-face (if appropriate). The website has also been updated to include	Monday – Friday 9:00am – 5:00pm Up to 19 years 01472 626100 to discuss any worries or concerns	Via a professional – for more information click here

	more online resources and self-help. If deemed necessary for more complex and severe presentations then staff are adhering to PPE advice and guidance whilst supporting young people face-to-face.	Outside of these hours please use the all age crisis 24/7 line	
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8. Staff Wellbeing

Staff should be effectively supported within their educational setting and is vitally important to promoting positive mental health and wellbeing. By using a whole school approach this will help develop a supportive school environment and staff feeling more supported will in turn equip them to ensure they can support children and young people.



You can't pour from an empty cup.

Take care of yourself!

- Looking After Each Other & Ourselves - [A Guide To Supporting The Mental Health And Wellbeing Of Staff At Schools And Colleges During Periods Of Disruption](#)
- [Supporting Staff Wellbeing in Schools](#)
- Young Minds - [Staff Wellbeing Best Practice](#)
- Young Minds - [Balancing Act](#)
- [Mental Health at Work Toolkits](#)
- [Education Support](#) – UK charity dedicated to supporting the mental health and wellbeing of education staff in schools, college and universities.
Helpline: 08000 562 561
- [North East Lincolnshire Council Wellbeing Service](#) - Improve your health and wellbeing now. If you want to arrange a meeting with member of our team or would just like to speak to someone about your options, get started now and complete a wellbeing service referral or give us a call on **01472 325500**.

- [LiveWell Digital Wellbeing Tool](#)
- [Navigo Open Minds](#)
- NHS Education for Scotland - Wellbeing Planning Tool



- Please utilise the services on the adult mental health and emotional wellbeing in section 10.

If you feel that you need immediate support please call the 24/7 crisis line on 01472 256256 option 3.

9. Parents & Carer Support

Support for parents and carers is essential and as children and young people face worries or concerns it is important to remember parents/carers will also sometimes require support from external agencies or via self-help resources.

- Anna Freud – [Support for Parents and Carers](#)
- [From Parent to Parent: A Guide to Getting Through Coronavirus for Parents and Carers](#)
- Young Minds – Help for Parents
- [A Guide to Self-Care](#)
- Young Minds - Worried about a child or young person? Call our free helpline for confidential, expert advice. Telephone Line: **0808 802 5544** Mon-Fri 9:30am – 4:00pm and [e-mail support](#)
- NSPCC - [Coronavirus \(COVID-19\) Advice and Support For Parents And Carers](#)
- Parents and carers can get advice from the Community Educational Psychology Service on a range of different topics including learning, social emotional mental health, loss and bereavement, transitions, sleep difficulties, anxieties and holistic development. Please call **01472 323308**.
- Please also refer parents/carers to the appropriate services listed in section 7

10. Adult Mental Health & Emotional Wellbeing Self Help Menu

Please use this self-help menu for mental health and emotional wellbeing for adults and promote with your colleagues and parent/carers.

	Websites	Helplines	Messenger	E-mail Support
Mental Health & Emotional Wellbeing	SANE Rethink Mental Illness NAViGO Mind Time to Change	NELC Wellbeing Service - 01472 325500 SANE - 0300 304 7000 Rethink Mental Illness – 0808 8001010 NAViGO 24/7 Single Point of Access – 01472 256256, option 3 Mind – 0300 123 3393	My Black Dog 7 Cups	support@sane.org.uk info@mind.org.uk
Anxiety	Anxiety UK	Anxiety UK – 03444 775 774 Anxiety UK Text Service – 07537 416 905	Anxiety UK Live Chat 7 Cups	support@anxiety.org.uk
Depression	Samaritans Mood Juice Programme 7 Cups Blurt Time to Change – In Your Mates Corner	CALM - 0800 58 58 58 Mind – 0300 123 3393 Samaritans – 116 123	Calm Zone WebChat My Black Dog 7 Cups	jo@samaritans.org

Self-Harm/ Suicidal Thoughts	CALM Papyrus Samaritans Selfharm UK	Papyrus Hopeline – 0800 068 41 41 CALM Helpline – 0800 58 58 58 Samaritans – 116 123	My Black Dog Calm Zone WebChat	jo@samaritans.org pat@papyrus-uk.org
Bereavement & Loss	Survivors of Bereavement by Suicide (SOBS) Cruse Bereavement Care Support After Suicide	Cruse Bereavement Care – 0808 808 1677 SOBS – 0300 111 5065	SOBS Online Forum	info@bereavement-trust.org.uk email.support@uksobs.org
Eating Disorders	Beat Eating Disorders Time to Change Mind	Beat Eating Disorders Helpline: 0808 801 0677 Youth Line: 0808 801 0711	Beat Eating Disorders One to One WebChat info@mind.org.uk	help@beateatingdisorders.org.uk