

# STAYING SAFE DURING THE HOLIDAYS

We are aware that some members of our college community may require more support at the moment due to post-pandemic challenges and the cost of living crisis. We believe it is our moral imperative to do everything we can to support our college community through these testing times. We have created the following booklet for your use during the December college break. This booklet contains a wealth of information to ensure that you can access vital advice quickly and easily when you need it most. We are proud to offer all students and their families our Health Assured Support Service 24 hours a day, 7 days a week and 365 days a year both online and using their freephone number (more information can be found within this booklet). We understand that emergencies do not always occur during normal working hours.

We encourage all students to reach out to us when they are experiencing challenges. When college is open, we have a dedicated safeguarding freephone number **0800 061 4222**, please use this for raising any safeguarding concern, no matter how small it may seem.

We also offer a wide range of academic and welfare services, tailoring support to individual need. We have a long established strong safeguarding and welfare culture at WQE and never has it been so important to take care of each other.

We wish you a safe and restful break, and look forward to seeing our students on Tuesday 3rd January 2023.

Donna Trusler  
Associate Principal (Students and Welfare)



# COST OF LIVING SUPPORT

Find out what support is available to help you and your family get through the cost-of-living crisis.

## CITIZEN'S ADVICE BUREAU (CAB)

You don't have to be a UK citizen to get support from your local CAB, you just need to be a resident of the local area. The CAB can help you with:

- Getting benefits or organising other financial support
- Accessing support for essential costs (food, bills, rent)

Visit the Citizens Advice website or contact your local branch to book an appointment.



SCAN HERE TO  
ACCESS THE  
CITIZENS ADVICE  
LEICESTERSHIRE  
WEBSITE



## FAMILY HUB

Contact your local Family Hub to get help accessing all the support you might need as a family.

SCAN HERE TO  
FIND YOUR LOCAL  
FAMILY HUB



## CHECK YOU'RE PAYING THE RIGHT AMOUNT OF TAX

Make sure you're on the right tax code. If you aren't you might be due a refund. Use the Money Saving Expert's free tax code calculator to find out.

## CLAIM ANY BENEFITS YOU'RE ENTITLED TO

Use one of these benefits calculators to determine if there are any benefits you could be claiming:

- Turn2us
- Policy in Practice
- Support for migrant families – use this calculator if you are a migrant family, or if you have no recourse to public funds (meaning you're not entitled to the majority of welfare benefits)

You may be able to get benefits paid early if you need cash urgently – this is known as 'a short-term benefit advance'. You will need to contact the Department for Work and Pensions (DWP) office that's dealing with your claim.



SCAN HERE TO  
ACCESS THE  
BENEFITS  
CALCULATORS LISTED  
THROUGH THE GOV.UK  
WEBSITE

# COST OF LIVING SUPPORT

## CHECK YOU'VE RECEIVED ALL THE GOVERNMENT'S COST-OF-LIVING PAYMENTS

The government's cost-of-living payments are available for those receiving certain benefits or tax credits. You don't need to apply for these – if you're eligible the money should go straight into your account.

If you think you're due a payment but haven't received one, report a missing payment to the government here.

**Be aware of scams!** If you receive any emails, texts or phone calls asking you to fill in an application form or asking for your bank details to receive a cost-of-living payment, do not talk to them or send a reply.

Get more information on cost-of-living scams on the Money Saving Expert's website, [www.moneysavingexpert.com](http://www.moneysavingexpert.com)

## FIND OUT WHAT HELP YOU CAN GET WITH YOUR ENERGY BILLS

Take a look at these resources from the British Gas Energy Trust and the Money Saving Expert.

SCAN HERE TO ACCESS THE  
'BOUNCE BACK CHECKLIST' FROM  
BRITISH GAS



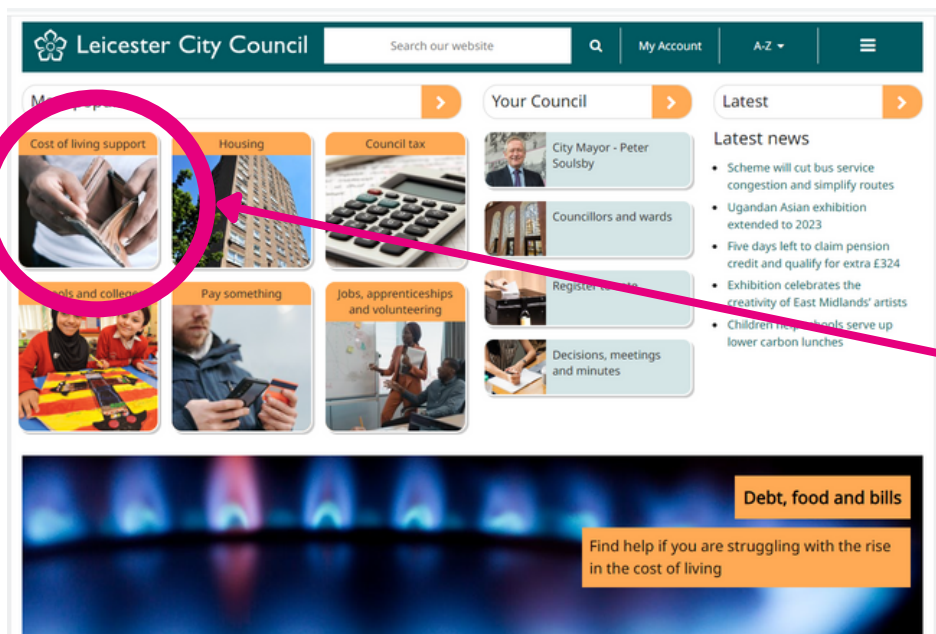
SCAN HERE TO ACCESS  
AN 'ENERGY MYTH  
BUSTING' ARTICLE FROM  
MONEY SAVING EXPERT



## FIND A WARM SPACE TO BEAT THE CHILL

Some community spaces open their doors to provide a safe and warm space for a few hours. Many also offer hot drinks and wifi. The Leicester Mercury newspaper has produced a comprehensive list of warm hubs across the county. You can find the full list online, or scan this QR code.

## SEE WHAT OTHER SUPPORT YOU CAN GET FROM YOUR LOCAL AUTHORITY



The Leicester City Council Website includes sections providing specific support and guidance on additional support available during the Cost of Living Crisis.

Access the website via [www.leicester.gov.uk](http://www.leicester.gov.uk)

## LET US KNOW IF YOU'RE IN FINANCIAL DIFFICULTY

We know that many families are going through a tough time this winter and we want to do everything we can to help you. If you're struggling with your finances, please get in touch to let us know, as there may be things we can suggest which will help. Email us at [student.services@wqe.ac.uk](mailto:student.services@wqe.ac.uk)

## 16-19 BURSARY FUND

The 16-19 Bursary Fund is a means-tested fund available to provide help with the extra costs incurred by deciding to stay in education. Your household income needs to be £33,000 or less in order to qualify. Please note that household income is the total amount of earned income plus any benefits received. It is available to students:

- aged 16-18 at the start of their course
- aged 19-24 who have an Education Health Care Plan (EHCP)

A new application must be made at the start of each academic year and recent relevant evidence will need to be provided to support that application. The amount of money the government awards the college for the 16-19 Bursary Fund changes each year. As a result, the financial support available annually to individual students is dependent on the funding allocation received and the number of eligible students.

To find out more about our bursary, please visit our website at [www.wqe.ac.uk](http://www.wqe.ac.uk).

## FREE HYGIENE PRODUCTS

At WQE, we work alongside The Department for Education's (DfE) Period Product scheme to provide free period products to young people who need them in schools and colleges across England. It is also worth being aware that food banks may offer free toiletries and sanitary products. We have listed information regarding local and national food banks later in this booklet.

Free sanitary products are also available at a number of the council's Children, Young People and Families Centres (CYPFCs). Tampons and sanitary pads are available free of charge from the toilets at all 12 CYPFCs, listed below.

### CENTRAL

#### St Matthews

34 Vancouver Road, Leics, LE1 2GA (0116 2426370)

#### Highfields

20 Barnard Close, Leics, LE2 0UZ (0116 2946200)

### NORTH

#### Belgrave and Rushey Mead

Cossington Street, Leics, LE4 6JD (0116 2914604)

#### Woodbridge

54A Woodbridge Road, Leics, LE4 7RG (0116 2211760)

### NORTH WEST

#### Beaumont Leys and Stocking Farm

20 Home Farm Walk, Leics, LE4 0RW (0116 373 7350)

#### Bewcastle

Bewcastle Grove, Mowmacre Hill, Leics, LE4 2JY (0116 221 1199)

### SOUTH

#### Saffron

The Crossway, Leics, LE2 6QW (0116 2221810)

#### Eyres Monsell

Hillsborough Road, Leics, LE2 9PT (0116 2252200)

### EAST

#### Thurnby Lodge

Dudley Avenue, Leics, LE5 2EG (0116 2924590)

#### Netherhall

New Romney Crescent, Leics, LE5 1NH (0116 2924540)

### WEST

#### Braunstone

Gallards Hill, Leicester, LE3 1QR (0116 3737150)

#### New Parks

Pindar Road, Leicester, LE3 9RN (0116 2293257)

# STAYING SAFE AND HEALTHY

## LOOKING AFTER YOUR PHYSICAL HEALTH

### COOKING ON A BUDGET

There are loads of ways to save money whilst still eating healthy and delicious food. The internet and social media is crammed full of tasty ideas that can help you save money without compromising on flavour. We've included some examples here for some fabulous articles on how to cook well on a budget, including vegan and vegetarian options.

Cooking on a budget is also all over social media, and you can find fantastic ideas and guides on tiktok, instagram, snapchat and more.



### LOCAL FOOD BANKS

There are also many food banks available should you need them. Use the trussell Trust website to find your nearest - we've included some local ones below.

#### Leicester South

The Kings Centre, 56 Bull Head Street, Wigston, LE18 1PA

#### Loughborough

New Life Community Church, 2 De Montfort Close, LE11 4RL

#### Coalville

New Life Church, Margaret Street, LE67 3LY

#### Hinckley

Hope Community Church, Deveron Way, LE10 0XD

#### Lutterworth and Villages

Church Gate Centre, Church Gate, Lutterworth, LE17 4AN

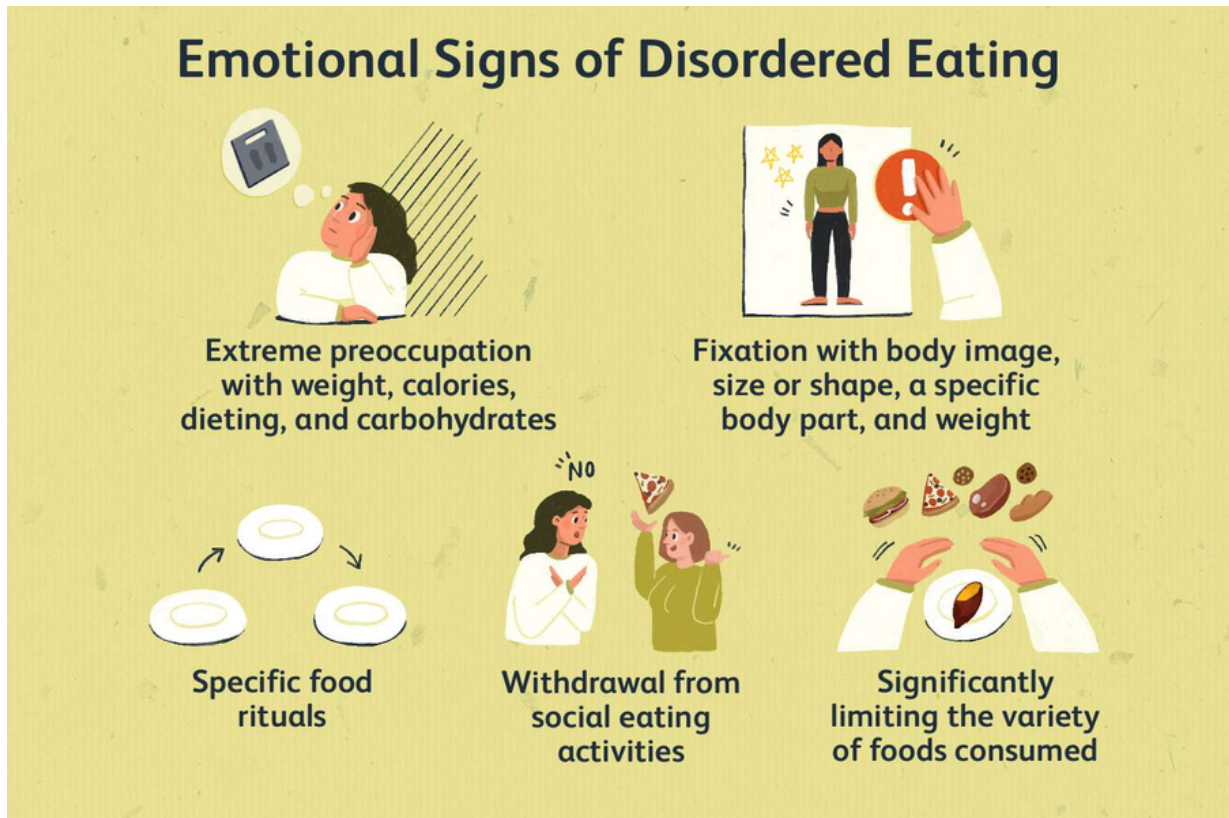
#### Rutland

Rear of 40 Melton Road, Oakham (Behind Rutland Radio, at the back of Westgate Car Park), LE15 6AY



**SCAN HERE TO  
FIND YOUR  
NEAREST FOOD  
BANK**

# HOW TO SUPPORT YOUNG PEOPLE WITH 'DISORDERED EATING'



The lack of routine during the holidays can lead to 'disordered eating'. By this we mean straying away from the recommended '3 meals a day plus snacks'. It could be that a lie-in disrupts your timings for the day, or that you choose to graze/snack throughout the day instead of eating meals at specific times. This would be considered 'disordered eating', but there are other symptoms that may go alongside this that should be monitored (see above).

If 'disordered eating' continues for an extended period and is accompanied by such thoughts and behaviours as listed above, this could suggest the early stages of developing an eating disorder. Further information, signs and behaviours to look out for a on the next couple of pages, and Young minds have created a specific resources to help give advice and guidance to those living with or supporting someone living with a diagnosed eating disorder.



## Tips For Coping With An Eating Disorder At Christmas

"It's okay if you are struggling; you are not alone in that." Our bloggers share their tips for coping with an



SCAN HERE TO READ THE FULL SUPPORT GUIDE FROM YOUNG MINDS



# Eating disorders.

## Know the first signs?



### Lips

Are they obsessive about food?



### Flips

Is their behaviour changing?



### Hips

Do they have distorted beliefs about their body size?



### Kips

Are they often tired or struggling to concentrate?



### Nips

Do they disappear to the toilet after meals?



### Skips

Have they started exercising excessively?

If you're worried someone you care about is showing any signs of an eating disorder – even if they're not on our list – act quickly and get in touch. We can give you the answers and support you need to help them on the road to recovery as soon as possible.

**Don't delay. Visit [beateatingdisorders.org.uk/tips](https://beateatingdisorders.org.uk/tips)**



**Beat is the UK's eating disorder charity.  
We are a champion, guide and friend  
for anyone affected by an eating disorder.**



### **Help for adults**

Helpline: 0808 801 0677


Email: [help@beat](mailto:help@beat)  
[eatingdisorders.org.uk](http://eatingdisorders.org.uk)



### **Help for young people**

Youthline: 0808 801 0711

Email: [fyp@beat](mailto:fyp@beat)  
[eatingdisorders.org.uk](http://eatingdisorders.org.uk)



### **Help for students**

Helpline: 0808 801 0811

Email: [studentline@beat](mailto:studentline@beat)  
[eatingdisorders.org.uk](http://eatingdisorders.org.uk)

## **Online support**

Visit [beateatingdisorders.org.uk](http://beateatingdisorders.org.uk) for information about eating disorders, online support groups and one to one chat.

Use [helpfinder.beateatingdisorders.org.uk](http://helpfinder.beateatingdisorders.org.uk) to find services in your area.

 [@BeatEDSupport](https://twitter.com/BeatEDSupport)    [BeatEDSupport](https://www.instagram.com/BeatEDSupport)

## **General enquiries**

Unit 1, Chalk Hill House, 19 Rosary Road, Norwich NR1 1SZ

0300 123 3355 | [beateatingdisorders.org.uk](http://beateatingdisorders.org.uk)

[info@beateatingdisorders.org.uk](mailto:info@beateatingdisorders.org.uk)

 [@beatED](https://twitter.com/beatED)    [beat.eating.disorders](https://www.facebook.com/beat.eating.disorders)

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# STAYING SAFE AND HEALTHY

## MAINTAINING SAFE AND HEALTHY RELATIONSHIPS



Leicester  
Sexual  
Health



SUPPORTING  
YOUR SEXUAL  
HEALTH



### The Leicester Sexual Health clinics offer a range of services including:

- Sexually Transmitted Infection (STI) Screening and Treatment Services
- Free Pregnancy Testing to those aged 18 and under.
- Contraception: Information, advice and issuing a range of contraceptive options including free condoms and C-Card Scheme.
- Emergency Contraception: Emergency hormonal contraception (the morning after pill) or coil insertion if you have had unprotected sex. Referral and support to termination of pregnancy services.
- HIV PEP and PREP: Information, advice and assessment for Post Exposure Prophylaxis, if you think you've been exposed to HIV.
- Psychosexual Counselling: A service for those aged 16+ referred via their GP for the management of problems such as lack/loss of libido and sexual performance.
- Domiciliary Services: A specialist service for those who may find it difficult to access a GP practice or sexual health service for contraception advice and/or treatment.

### General Information

Main switchboard & general enquires:  
0300 124 0102

Lines are open:

Monday to Friday: 8:30am – 5:30pm

Saturday: 10:30am – 3:00pm

Sundays and Bank Holidays: Closed

Address:

Haymarket Health, 1st Floor, Haymarket Shopping Centre, Leicester, LE1 3YT

### Christmas Opening Hours

Monday 19th-Friday 23rd Dec: Normal working hours

Saturday 24th Dec-Tuesday 27th Dec: Service closed

Wednesday 28th-Friday 30th Dec: Normal service opening

Saturday 31st Dec-Monday 2nd Jan: Service closed

Tuesday 3rd Jan: Normal service hours to resume



Freeva is a registered charity working towards reducing domestic violence, rape and sexual assault in Leicester, Leicestershire & Rutland. Their vision is to aspire to live in a society where everyone is free from violence and abuse.

They aim to do this by:

- Empowering and supporting victims of domestic and sexual violence/abuse
- Challenging abusive behaviours and supporting perpetrators that wish to change.
- Breaking the cycle of violence and abuse
- Building cohesive families and communities

Their priority is to provide high quality effective support to victims and perpetrators irrespective of their backgrounds. We have included their comprehensive information leaflet on the following pages.

## How do I access the service?

## Who is Freeva?



We aim to provide a simplified service, which can be accessed by anyone who has been affected by domestic abuse and or sexual violence.

You do not need to report to the police to access our services.

HELPLINE: 0808 80 200 28  
Monday to Saturday 8am – 8pm  
ISVA Office: 0116 273 3330  
For text support: 07715 994 962  
[www.freeva.org.uk](http://www.freeva.org.uk)

Outside of these hours you can contact the SARC (Sexual Assault Referral Centre) which has a 24hr voicemail service please leave a message and your call will be returned

Specialist Independent  
Sexual Violence  
Advisory Support  
(ISVA)



Juniper Lodge SARC  
0116 273 3330

In an emergency please contact the Police on 999 and you will be supported by a specialist trained police officer.

Our services are free and confidential and available to anyone, regardless of gender, living in Leicester, Leicestershire or Rutland.

If you have experienced rape or sexual assault and would like to speak to someone in confidence to discuss the support that is available, including your reporting options we are here to help.

We recognise that domestic abuse is strongly linked to rape and sexual assault. If you have been assaulted by your partner, ex-partner, or a member of your family, support is available to you. Please contact the Helpline team.

The Helpline is a confidential, freephone number that allows callers to access information and the support services in Leicester, Leicestershire and Rutland. Our specially trained staff can assess any risks to you, offer personal and family safety advice and make referrals to specialist services.

You do not need to report the abuse/assault to the police to get support from an ISVA

Our Independent Sexual Violence Advisers (ISVA) are specially trained workers who are independent from the police and other statutory services. The role of an ISVA is to offer practical and emotional support to anyone who has been raped, sexually assaulted or abused, including grooming and exploitation (CSE), whether this happened recently or in the past.

We recognise that sometimes it may be difficult to speak about your experiences with others. We can help you to liaise with other agencies such as the police and medical teams to ensure that you are able to access the necessary support in your own time.

We would also carry out safety planning and explore with you your rights regarding the support available.

The aim of our work is to listen, encourage and empower you, enabling you to openly express your feelings within a confident and safe setting. We will provide you with information to help in your recovery without overwhelming you.

We work closely with our local SARC team (Sexual Assault Referral Centre) who can help you to access medical support, regardless of whether you wish to report to the Police or not.

- We can help you and your children to stay safe through immediate crisis intervention, including supporting you with medical examination, other health needs and housing where necessary.
- We can help you and your children to feel safe in your own home through additional safety measures or move to somewhere safe.

Every person's reaction to rape and sexual abuse will be different. A common myth around rape is that everyone will react hysterically or tearfully after the assault. In reality however, people can experience a mixture of different emotions in the immediate aftermath of the incident, or in the hours, days, even years that follow.

Some of the symptoms you may experience or be experiencing are:

- Constant anxiety
- Fear and shock
- Being on edge and easily startled
- Nightmares
- Sleeping and/or eating difficulties
- Feelings of shame and self-blame
- Health related issues
- We can liaise with the police only if you want and support you through the investigation.
- The ISVA will work with you if you do not wish to report to the police, but need help identifying what support you may need.
- We will explore your legal options and can support you throughout the court processes.
- We can link you and your children with other support agencies such as specialist counseling and therapy, family related support and also help you to develop support network.
- We can provide emotional support, which can include referrals for additional emotional support from counselling agencies.

# COPING WITH LOSS

The time following a bereavement can become even more challenging over holiday periods. Cruse is the leading national charity for those who have been bereaved, and offer a range of services. Young Minds is the UK's leading charity fighting for children and young people's mental health, and their website is full of resources and support guides for young people who are experiencing mental health challenges, but also guidance for those supporting them during their recovery.

**Cruse** Bereavement Support

Cruse Bereavement Care is the leading national charity for bereaved people.

Cruse offers face-to-face, group, telephone, email and website support. We have a Free phone national helpline and local services throughout England, Wales and Northern Ireland. Our website Hope Again provides support for young people. Our services are provided by trained volunteers and are confidential and free.

For help and support and for details of your local Cruse service:  
[www.cruse.org.uk](http://www.cruse.org.uk)

National helpline 0808 808 1677

(Mondays and Fridays 0930-1700,  
Tuesdays, Wednesdays and  
Thursdays 0930-2000)

Email - [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

For children and young people  
[www.hopeagain.org.uk](http://www.hopeagain.org.uk)

This information was supplied by  
Cruse Bereavement Care on 7  
December 2022.

**YOUNG MINDS**  
fighting for young people's mental health

**'WHEN YOU LOSE SOMEONE CLOSE TO YOU, IT'S NATURAL TO FEEL SAD, DEPRESSED, WORRIED OR ANGRY. EVERYONE REACTS IN THEIR OWN WAY. IF YOU'RE FINDING IT HARD TO COPE WITH BEREAVEMENT, WE CAN HELP YOU FIND SUPPORT.'**  
**- YOUNG MINDS**



**SCAN HERE TO READ MORE ABOUT LOSS AND GRIEF ON THE YOUNG MINDS WEBSITE**



**Coping With Loss At Christmas | Real Stories**

The festive period can be a really difficult time of year if you've lost someone. Zoe, 20, shares her tips for

**SCAN HERE FOR AN ARTICLE FROM YOUNG MINDS DISCUSSING LOSS AND GRIEF OVER THE CHRISTMAS PERIOD**



**THE FOLLOWING PAGE LISTS A RANGE OF BOTH LOCAL AND NATIONAL SUPPORT SERVICES WHO CAN HELP YOU AND YOUR FAMILY WHEN COPING WITH THE LOSS OF A LOVED ONE.**

### AGE UK Leicestershire & Rutland

Phone: 0116 299 2233

National helpline: 0800 009966

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### AL-ANON FAMILY GROUPS UK

help and support for families and friends of those who have died of alcohol related illness.

Phone: 020 7403 0888

Website: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

### COPING WITH CANCER

counselling, befriending services, disease specific support groups and complimentary therapies to anyone affected by cancer within Leicester, Leicestershire and Rutland. They also run a solicitor's surgery if you are struggling with any legal issues or would like some advice. You may refer yourself, a friend or ask your GP to make a referral.

Phone: 0116 223 0055

Website: [www.c-w-c.org.uk](http://www.c-w-c.org.uk)

**THE COUNSELLING DIRECTORY** helps people to find a private counsellor.

Website: [www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

### THE LAURA CENTRE

counselling for parents and carers of children who have died, and counselling to children who have lost a parent. Their website also gives information relating to needs which may be specific to bereaved children and teenagers.

Phone: 0116 254 4341

Website: [www.thelauracentre.org.uk](http://www.thelauracentre.org.uk)

### LEICESTER COUNSELLING CENTRE

a charity aiming to provide affordable, high quality counselling to those living in Leicestershire & Rutland.

Phone: 0116 255 8801

Website: [www.leicestercounsellingcentre.co.uk](http://www.leicestercounsellingcentre.co.uk)

**THE SAMARITANS** are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Phone: 0116 270 0007

National helpline: 08457 909090

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

### THE SHAMA WOMEN'S CENTRE

free bereavement counselling support to women with emphasis on minority ethnic communities. They have multi-lingual staff.

Phone: 0116 262 5876 (to book a confidential counselling session)

Phone: 0116 251 4747 (for general enquiries)

### SURVIVORS OF BEREAVEMENT BY SUICIDE

a self-help group that offers support to families and friends of those who have committed suicide.

National helpline: 0300 111 5065

Website: [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

# stem4's mental health apps



A free app to help teenagers resist or manage the urge to self-harm  
[www.calmharm.co.uk](http://www.calmharm.co.uk) • @calmharmapp



A free app to help children and young people manage the symptoms of anxiety  
[www.clearfear.co.uk](http://www.clearfear.co.uk) • @clearfearapp



A free app to help teenagers manage low mood and depression  
[www.movemood.co.uk](http://www.movemood.co.uk) • @appmovemood



A free app to help families and friends provide mental health support  
[www.combinedminds.co.uk](http://www.combinedminds.co.uk) • @combmindsapp



A free app to help young people manage negative body image, poor self-worth, and related early-stage eating difficulties or disorders  
[www.worthwarrior.co.uk](http://www.worthwarrior.co.uk) • @worthwarriorapp

stem4's award-winning apps are available to download from the App Store and Google Play.



Please note that these apps are an aid in treatment but do not replace it.

# LOOKING AFTER YOUR MENTAL HEALTH

**HEALTH FOR TEENS**



SCAN HERE TO VISIT  
THE WEBSITE

Health for Teens introduces a new and different way for young people aged 11-19 to learn about their health. This website is a previous winner of the Association for Healthcare Communications and Marketing (AHCM) 'Best Website' award.



## Mental Health Advice During the Cost-Of-Living Crisis

Two of our bloggers share their experiences of the cost-of-living crisis, the impact on their mental health,

Young Minds has created resources linked to the impact the cost of living crisis is having on our mental health.



SCAN HERE TO ACCESS  
THE FULL RESOURCE

## Patient/Carer Support Groups

Central Access Point (CAP) on 0808 800 3302:

Families can call the Central Access Point (CAP) on 0808 800 3302, 24 hours a day, seven days a week and speak to a qualified call-handler if they require advice around urgent mental health concerns for children and young people. Please note however that the CAP line is not an emergency service. Where there is an immediate, serious and life-threatening emergency, call 999 or attend A and E.

The following pages include log in information for our student assistance app, who you can contact at any time - 24 hours a day, 7 days a week including during the holidays.

You can send an email or call the freephone number and speak to someone about anything concerning you - feelings of stress or anxiety, financial worries, relationship concerns or worries about your education.

**REMEMBER**

The Health Assured app is not an emergency service. If there is a risk to life, please call 999

Want to access your Student Assistance Programme but English isn't your first language?

Support is available in over 200 languages.



Simply call the helpline and let the counsellor know that English isn't your first language & we'll do the rest.

You can access counselling, legal, and financial support by calling:

**0800 028 3766**

Download My Healthy Advantage today



App code: MHA 196 373  
Username: WELLBEING  
Password: VINEPATHWORK







health assured

## We're here for you this Christmas

College doors might be closed for the Christmas break, but you can still access wellbeing support anytime, anywhere. Your Student Assistance Programme provides a 24/7, 365 helpline that's free for you to call. This helpline offers professional counselling support, as well as legal, financial, and medical guidance.

Christmas can be a difficult time of year for some. The pressure of busy social schedules, financial worries and unresolved family tensions can mount up. The festive period can also cause issues like eating disorders, alcohol addiction and bereavement to intensify.

But you don't have to go through these struggles alone.

Our counsellors are here to provide a listening ear and help you overcome any emotional difficulties you might be facing this year. If it's money worries, then our financial team can support you through it. And if you have any medical or legal concerns over the Christmas break, we can help you with these too. This Christmas, we're only a phone call away. Remember to reach out if you're ever in need of a little support.

You can access our 24/7, 365 helpline by calling

**0800 028 3766**

**wqe** | Wyggeston &  
Queen Elizabeth I  
College

# STAYING SAFE AND HEALTHY EMERGENCY HOUSING OPTIONS



First and foremost, Action Homeless offer accommodation to people and families in housing crisis. Our housing projects are arranged in three tiers with varying levels of support;

## 1. CRISIS ACCOMMODATION

We provide emergency housing to single people in crisis from three sites in Leicester (Mayfield House, The Hollies and Jarvis House). Our crisis accommodation is designed to help those who have multiple and complex needs and therefore require intensive support to help them to prepare for independent living. Referrals to this service can be made via the Local Authority's Single Access Referral Scheme (SARS). Rough sleepers can access emergency beds at Mayfield House through the No Second Night Out Leicestershire pathway by contacting Action Homeless directly.

For women and children fleeing domestic abuse or in housing crisis, our Bridge House project offers a safe and secure place to stay along with specialist support to help women to overcome trauma and prepare for independent living.

## 2. ACCOMMODATION ASSIST

Our second stage offer is high quality temporary housing for people who are homeless or threatened with homelessness and need a safe place to live whilst identifying more stable and permanent housing. Our accommodation across Leicester varies to include small shared houses, bedsits and self-contained flats. This accommodation is suitable for individuals and couples who still need a low level of support but have a degree of independence and are largely able to manage their own lives on a day to day basis.

## 3. ACCOMMODATION PLUS

Finally, Accommodation Plus offers longer term homes to people who are independent but may benefit from the social aspect of communal living. Our Accommodation Plus properties range from shared houses, self contained flats to family homes. With Action Homeless acting as the landlord, tenants benefit from the stability and security of having somewhere to call home for as long as they want it.

## BUILDING BLOCKS

Funded by BBC Children in Need, Building Blocks is an Action Homeless project for very young children affected by homelessness. It offers play groups, family trips and parenting support for families with a child/children aged 0-4 years who have been affected by homelessness. Play sessions take place at various locations across Leicester and are open to any children who've experienced homelessness or unsettled housing situations.

## CONTACT US

Call: **0116 221 1851**

Email: **[info@actionhomeless.org.uk](mailto:info@actionhomeless.org.uk)**

Address: **Action Homeless, Ridgeway House Little Hill, Wigston, Leicester LE18 3SE**

# STAYING SAFE AND HEALTHY

## WHO TO CONTACT IN AN EMERGENCY



Although we have included a range of local and national support options in this booklet, there may be times when an emergency response is required.

Here are the recommended responses to situations linked to medical or mental health emergencies, and when it is best advisable to call 999.



	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	<b>Self-care</b>
	Unwell? Unsure? GP surgery closed? Need help?	<b>NHS 111</b>
	Diarrhoea. Runny nose. Painful cough. Headache.	<b>Pharmacy</b>
	Vomiting. Ear pain. Stomach ache. Back ache.	<b>GP surgery</b>
	Choking. Chest pain. Blacking out. Blood loss.	<b>A&amp;E or 999</b> Emergencies only

## Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

<b>Non-Urgent</b>	I need support for my mental health	Contact your GP Practice from 8am-6.30pm, Monday to Friday. Call 0330 094 5595 for VitaMinds (talking therapy service).
<b>Urgent</b>	I need help with my mental health now	*Call the Mental Health Central Access Point Freephone 0808 800 3302 24 hours a day, seven days a week. Call NHS 111 for physical, medical and mental health issues. Visit a Crisis Café. Full list of venues on our website: <a href="http://www.leicspart.nhs.uk/contact/urgent-help">www.leicspart.nhs.uk/contact/urgent-help</a>
<b>Emergency</b>	I have a physical health emergency	Call <b>999</b> if there is a physical threat to life.

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TURNING POINT  CALL 111  vita health group  Step up to Great Mental Health 

If you would like this poster in a different print, Braille or audio, please visit Urgent mental health help - Leicestershire Partnership NHS Trust ([leicspart.nhs.uk](http://leicspart.nhs.uk))