

# A GUIDE TO STAYING SAFE DURING THE CHRISTMAS HOLIDAYS



# A LETTER FROM DONNA TRUSLER, ASSOCIATE PRINCIPAL

While WQE recognises that not everyone in our community may celebrate Christmas, for many the festive season is a time of excitement and celebration. This time of year can also present challenges, especially amid the ongoing cost of living crisis and adverse situations globally, which can impact our students' wellbeing.

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 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.

This booklet has been created for your use during the Christmas break; it contains a wealth of information to ensure that you can access vital advice quickly and easily when you need it most.

College will reopen to students on Monday 5th January 2026.

We wish you a safe and restful break.



Donna Trusler  
Associate Principal (Students and Welfare)

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# TIPS FOR STAYING SAFE THIS WINTER

Here are some tips to help you stay safe and warm as the dark nights and poor weather arrives:

- Download the **SafeZone app** onto your phone. It has an emergency button if you need it and covers much of our local area, including the journey between sites
- If you are travelling when it's dark outside, try and wear clothes that are **bright** or have **reflective strips** so that you can be easily seen
- **Don't walk with your phone out or headphones/earphones on**; darker days make it easier for thieves to operate
- Keep your **hands free**, if you can, when walking outside. You may need them if surfaces are icy or wet
- **Travel with friends** where possible and avoid secluded or poorly lit areas
- **Layer clothing** and wear **waterproof shoes** with non-slip bottoms. It may be dry when you arrive at college but raining heavily when you leave
- If bad weather is forecast, allow yourself **extra time** due to delays in transport and slippery walkways
- If you plan to take a **taxi**, book it in advance, and confirm the driver and car details before getting in the car. Always use a recognised, licenced taxi service
- You will receive a text message in the event of **college closure** due to poor weather so make sure your details are up to date
- If you are wearing earphones (not recommended) - turn your phone **volume down**, so you can hear what is happening around you. Be ready to say 'good morning' to our college staff welcoming you
- Beware of **Electric Scooters and bikes**, they are practically silent and can travel at high speed. Electric scooters are illegal to use on public land

## IF YOU TRAVEL BY BIKE

- Wear a **helmet** and **reflective clothing** so that you can be seen by others
- Travel at a **safe speed** - the roads are often wet or icy
- Remember to **D lock** your bike - speak to a Warden if you need help
- Complete a **"M Check"** on your bike at least once per week
- Make sure that you have **lights fitted**, and that they are working. It is the law in the UK to have lights on your bike when it's dark outside
- **Layer up** and ensure you stay warm during colder cycle rides
- Consider using **public transport** in bad weather to avoid the risk of breakdowns and potential accidents



## IF YOU GET DROPPED OFF BY CAR

- **Walk the last 5 minutes** of the journey. You will get to college quicker and avoid the College/University traffic jams
- Ask to be **dropped off in a safe place**, where you are not obstructing other road or pathway users
- **Allow plenty of time**. Traffic can be extremely slow in winter and there may be diversions
- **Do not walk out into the road** from in between two vehicles. You might not be seen.
- Only cross at a **safe place**. Sometimes exercise patience







# STUDY SUPPORT

## WELFARE AND SKILLS

When the college is open, you can find the Welfare & Skills team in S05 at the University Road Campus and R09 at the Regent Road Campus. The [Welfare and Skills Booklet](#) provides more information on the support they can offer for general wellbeing, mental health and study skills.

## WELLBEING AND STUDYING

These are the London School of Business and Finance's 10 top study tips:

1. Set clear **goals**
2. Create a study **schedule**
3. Use **active** learning techniques (turn your study materials into quizzes or games)
4. **Break down** complex topics
5. Write down **questions** you have for your teachers
6. Stay **organised**
7. Take regular **breaks**
8. Stay **consistent** (turning study into a regular habit will help you retain more information)
9. **Review** and **reflect** on what you've been learning
10. Practice **retrieval** by writing down what you've learnt and reciting it to yourself



## INDEPENDENT STUDY

To achieve the best results you can, students studying A Levels are advised to study independently for 4 hours per subject, per week. That means you will be expected to spend time studying over the Christmas holiday.

To get the most out of your study time, it's important to plan and prioritise your work load and make sure you take time to focus on your wellbeing too!

## THE NHS HAVE 5 TOP TIPS FOR MAINTAINING MENTAL WELLBEING FOR STUDENTS:

- 1: **Connect with other people**
- 2: **Be physically active**
- 3: **Learn new skills**
- 4: **Give to others (research suggests that acts of giving and kindness can help improve your mental wellbeing)**
- 5: **Pay attention to the present moment (mindfulness)**

SCAN HERE TO ACCESS  
THE A LEVEL SECTION OF  
THE STUDENT ROOM  
WEBSITE



# 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.



### FOOD BANKS

There are many food banks available should you need them.

When college is open, we are able to issue foodbank vouchers directly for you (and your family) for use within local Trussell Trust foodbanks - ask at Student Services, Welfare and Skills in S05 or R08, or call the Safeguarding Freephone on 0800 061 4222.

During the holidays you can contact the Trussell Trust's Help through Hardship free national helpline on 0808 208 2138 - they can offer advice and support and issue a food bank voucher if needed. (Help line is open Mon-Fri 9am-5pm, closed on public holidays).



SCAN HERE TO  
FIND YOUR  
NEAREST FOOD  
BANK



# 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)

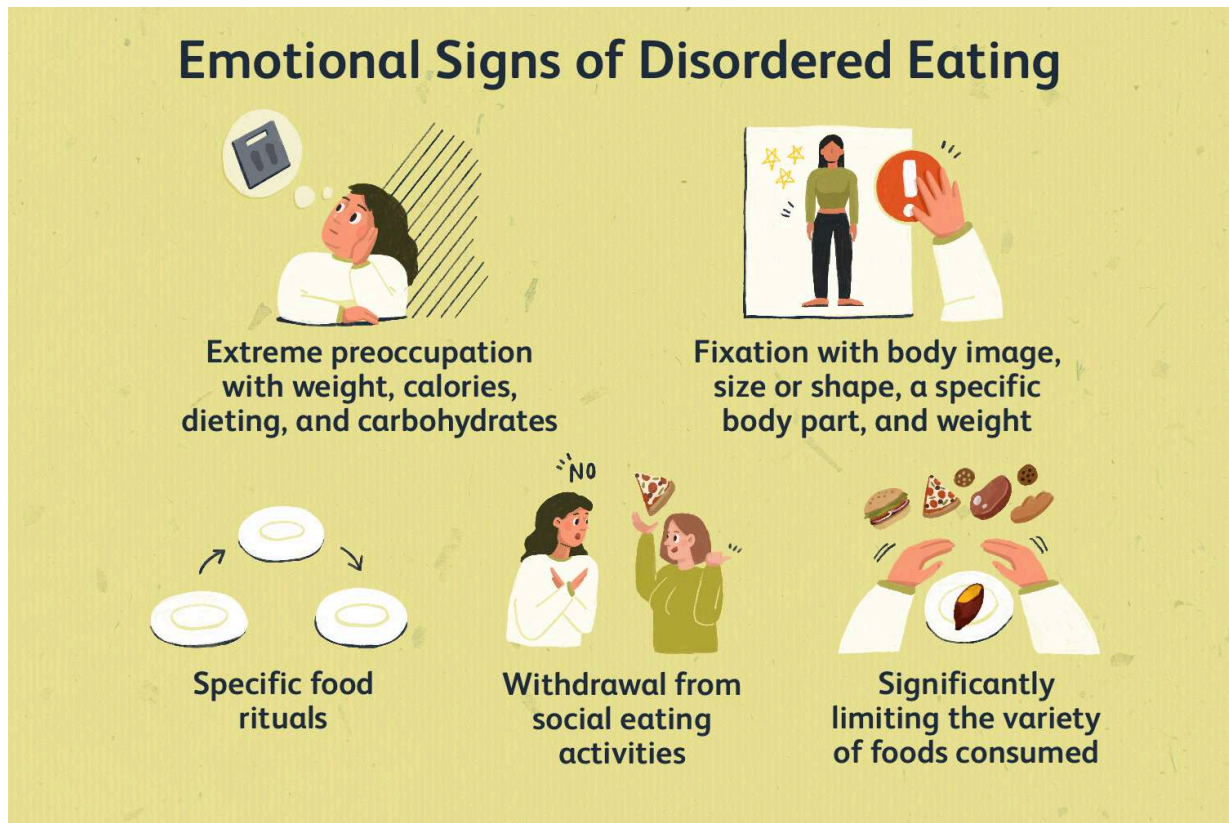
 [@beatED](https://twitter.com/beatED)    [beat.eating.disorders](https://www.facebook.com/beat.eating.disorders)

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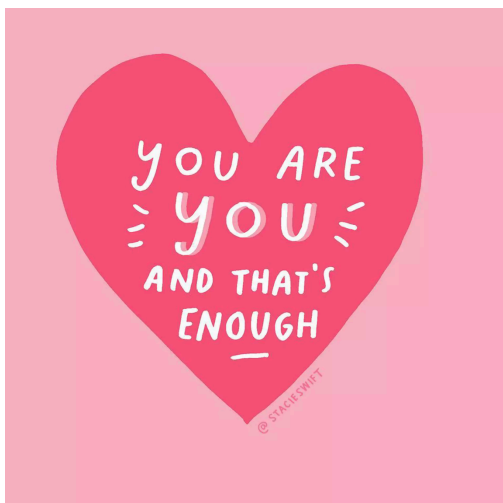


# HOW TO SUPPORT YOUNG PEOPLE WITH 'DISORDERED EATING'



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.



**SCAN HERE TO READ THE FULL SUPPORT GUIDE  
FROM YOUNG MINDS FOR YOUNG PEOPLE WITH  
EATING PROBLEMS.**

**THERE'S SOME REALLY USEFUL INFORMATION  
FOR PARENTS, CARERS AND FRIENDS ON  
THERE TOO!**



# STAYING SAFE AND HEALTHY

## DRUGS AND ALCOHOL

For many, the festive period can be a time for having fun with friends and family, but if you become concerned about the amount of alcohol you or someone you know is consuming (or other substance misuse), there are places you can turn to get support.

# TURNING POINT

inspired by possibility

CELEBRATING 60 YEARS



Turning Point is a charity that supports people when drugs and/or alcohol are negatively impacting their life. It may not just be the person misusing substances that is affected - the people around them (like their family or friends) can be affected to.



SCAN HERE TO ACCESS THE TURNING POINT  
WEBSITE FOR MORE INFORMATION FOR  
YOURSELF

SCAN HERE TO ACCESS THE TURNING POINT  
WEBSITE FOR MORE INFORMATION FOR FRIENDS  
AND FAMILY



## TURNING POINT LOCATIONS

### Turning Point - Leicester City

38 Friar Lane, Leicester, Leicestershire, LE1 5RA

### Turning Point - Leicestershire And Rutland - Loughborough

55-56 Woodgate, Loughborough, Leicestershire, LE11 2TG

### Turning Point - Leicestershire And Rutland - Hinckley

First Floor, Phase 1 Stockwell House, Hinckley, Leicestershire, LE10 1HW

### Turning Point - Leicestershire And Rutland - Coalville

42 High Street, Coalville, Leicestershire, LE67 3EE



# STAYING SAFE NIGHTS OUT



CRIMESTOPPERS WEBSITE

## 7 TOP TIPS FOR A SAFE NIGHT OUT

THE CRIMESTOPPERS WEBSITE ADVISE FOLLOWING THESE 7 TOP TIPS FOR A SAFE NIGHT OUT:

### SAFETY IN NUMBERS

Always stay with a group of people you trust where possible

### ARRANGE A LIFT / GET A TAXI

When travelling at night, try to get a lift with someone you trust, or book a taxi if you can

### ALWAYS BOOK YOUR TAXI

If getting a taxi, make sure to book it with a reputable firm

### DRINK IN MODERATION & WATCH WHAT YOU DRINK

If you're over 18 and choose to drink alcohol, be sure to drink in moderation and never leave your drink unattended

### STAY IN WELL-LIT AREAS

If walking at night, stick to well-lit, busy areas and walk with others if you can

### KEEP VALUABLES HIDDEN

Keep valuables like your phone, wallet or purse in a zipped pocket or bag

### KEEP AWAY FROM HOSTILE SITUATIONS

If someone else is having a fight or an argument, stay out of it and get help from bouncers or police

## 'ASK FOR ANGELA' SCHEME

"ASK FOR ANGELA IS THE NATIONAL SCHEME  
THAT HELPS ANYONE WHO IS FEELING  
VULNERABLE ON A NIGHT OUT TO GET THE  
SUPPORT THEY NEED."

[WWW.ASKFORANGELA.CO.UK](http://WWW.ASKFORANGELA.CO.UK)

PUBS, BARS AND OTHER VENUES  
WILL DISCREETLY DISPLAY  
POSTERS LIKE THIS ONE IF THEY  
PARTICIPATE IN THE SCHEME

**ASK FOR ANGELA**

All of our staff are trained to discreetly help you if you feel unsafe for any reason

Just Ask for Angela to anyone who works here and they will assist you in any way they can

Something not right and need some support?

Do you feel like you are in an unsafe situation?

Are you getting unwanted attention and need some help?

For more information please visit [askforangela.co.uk](http://askforangela.co.uk) or scan the QR code

**NATIONAL PUB WATCH**  
stronger together

# 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

**PLEASE NOTE THAT CITIZENS  
ADVICE WILL NOT BE  
AVAILABLE ON 25<sup>TH</sup> AND 26<sup>TH</sup>  
DECEMBER 2025, AND 1<sup>ST</sup>  
JANUARY 2026**

**citizens  
advice**

## 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

## MONEY SAVING EXPERT WEBISTE

Martin Lewis, known as the 'Money Saving Expert' has lots of advice and tips for saving money on household costs on his website. For more information visit [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



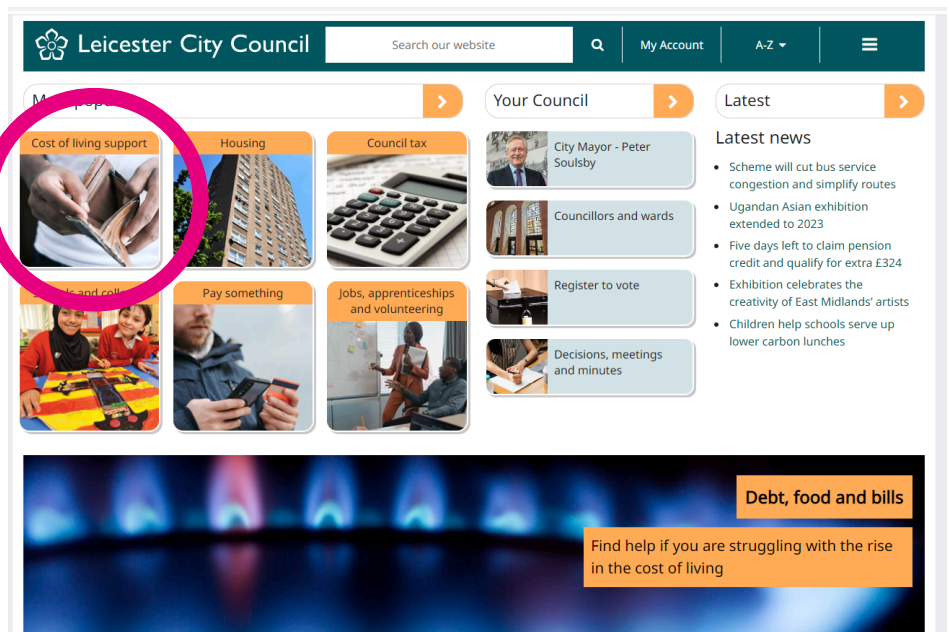
SCAN HERE TO ACCESS THE  
CITIZEN'S ADVICE BUREAU'S  
ADVICE IF YOU'RE BEHIND WITH  
YOUR ENERGY BILLS



## 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 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)

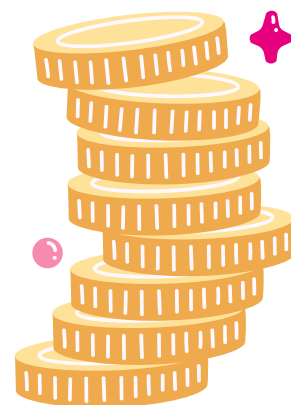
## 16-19 BURSARY FUND

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). Further information about the bursary application process for the next academic year will be sent to your student email in due course.



## 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. The centres can be contacted by email at [childrencentres@leicester.gov.uk](mailto:childrencentres@leicester.gov.uk)



### CENTRAL

#### St Matthews

34 Vancouver Road, Leics, LE1 2GA (0116 4543800)

#### Highfields

20 Barnard Close, Leics, LE2 0UZ (0116 4543810)

### NORTH

#### Belgrave

Cossington Street, Leics, LE4 6JD (0116 4543320)

#### Woodbridge

54A Woodbridge Road, Leics, LE4 7RG (0116 4543330)

### NORTH WEST

#### Beaumont Leys and Stocking Farm

20 Home Farm Walk, Leics, LE4 0RW (0116 4546660)

#### Bewcastle

Bewcastle Grove, Mowmacre Hill, Leics, LE4 2JY (0116 4546670)

### SOUTH

#### Saffron

The Crossway, Leics, LE2 6QW (0116 4543380)

#### Eyres Monsell

Hillsborough Road, Leics, LE2 9PT (0116 4543390)

### EAST

#### Thurnby Lodge

Dudley Avenue, Leics, LE5 2EG (0116 4543850)

#### Netherhall

New Romney Crescent, Leics, LE5 1NG (0116 454 3860)

### WEST

#### Braunstone

Gallards Hill, Leicester, LE3 1QR (0116 4543890)

#### New Parks

Pindar Road, Leicester, LE3 9RN (0116 4543900)

# ONLINE SAFETY AND A.I.

## SEXTORTION AND DEEPFAKES

'Sextortion' is a type of online blackmail. It's when criminals threaten to share sexual pictures, videos, or information about you unless you pay money or do something else you don't want to. Anyone can be a victim of sextortion. However, young people aged between 15 to 17, and adults aged under 30, are often most at risk.

↪ **METROPOLITAN POLICE'S DEFINITION**

### WHAT IS A DEEPFAKE?

The two main types of deepfakes are video and audio. Video deepfakes manipulate the appearance of a person while audio deepfakes manipulate their voice.

Video and audio deepfakes often work together to create misleading content. The people who create this fake content might have innocent intentions. For example, they might make a video of a celebrity doing a funny dance to make people laugh. However, even the best intentions can lead to misinformation and confusion.

↪ **INTERNETMATTERS.ORG**

### WHERE TO GO FOR HELP:



We work to stop the repeated victimisation of people abused in childhood and make the internet a safer place, by identifying & removing global online child sexual abuse imagery.  
**#thinkbeforeyoushare**



Nude image of you online?  
We can help take it down.



Report Remove is here to help young people under 18 in the UK to confidentially report sexual images and videos of themselves and remove them from the internet.



Are you worried about online sexual abuse or the way someone has been communicating with you online? Make a report to one of CEOP's Child Protection Advisors.



# STAYING SAFE AND HEALTHY

## MAINTAINING SAFE AND HEALTHY RELATIONSHIPS



### 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.

## HAYMARKET HEALTH

1st Floor, Haymarket Shopping Centre Leicester LE1 3YT

- Monday: 8:15am-7pm (Last appointment at 6:15pm)
- Tuesday: 8:15am-7pm (Last appointment at 6:15pm)
- Wednesday: 8:15am-7pm (1:30pm-7pm aged 18 and under only)
- Thursday: 8:15am-7pm (4:45pm-7pm: Male-only booked appointments)
- Friday: 8:15am-7pm (Last appointment at 6:15pm)
- Saturday: 10am-4pm (Last appointment at 3:15pm)
- Sunday: Closed (also closed on bank holidays)

For an appointment, please call 0300 124 0102 or book online.

Please note that NHS patients, staff and visitors must continue to wear face coverings and follow social distancing measures in healthcare settings, unless they are unable to do so for medical reasons. Please also attend your appointment alone, this includes no children or babies.

### HOW TO FIND US

Our Haymarket clinic is situated inside the Haymarket Shopping Centre, on the first floor, between the two lifts. We are directly opposite Primark and our sign says 'Haymarket Health'.

### 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



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.

## HELPLINE & SERVICES UPDATE

The existing helpline number for both members of the public and professionals ,  
**0808 80 200 28** is freephone (and hidden from bills) and open 8am - 8pm Monday to Friday.

**This is the main route to all domestic and sexual violence services.**

**Please be aware** - Freeva are currently operating a reduced service on weekends and Bank Holidays:

**10am - 4pm – Saturday & Sunday / 10am – 4pm on Bank Holidays**

**THE 24-HOUR NATIONAL  
DOMESTIC ABUSE HELPLINE**

**0808 2000 247**

**TO ACCESS THE NATIONAL  
DOMESTIC ABUSE HELPLINE  
WEBSITE,  
SCAN THE QR CODE BELOW**



**FOR A FULL LIST OF  
SUPPORT AVAILABLE,  
SCAN QR CODE BELOW**



## 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

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.

## YOUNGmINDS

fighting for young people's mental health



People tend to believe that grief shrinks over time



What really happens is that we grow around our grief

**'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**

**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

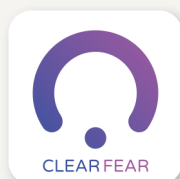
Website: [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)



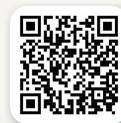
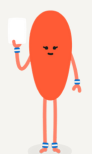
## stem4's mental health apps



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) • @combmindapp



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.

**stem4**  
 supporting teenage mental health

[www.stem4.org.uk](http://www.stem4.org.uk) • @stem4org

Developed by stem4 - Registered Charity No. 1144506

# LOOKING AFTER YOUR MENTAL HEALTH



## 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, and tips for talking about money.

YoungMinds

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

## 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.

## Patient/Carer Support Groups

Central Access Point (CAP): call 111 and select Option 2:

Families can call the Central Access Point (CAP) 24 hours a day, 7 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&E.



# Hub of Hope

**"THE HUB OF HOPE IS THE UK'S LEADING MENTAL HEALTH SUPPORT DATABASE. IT IS PROVIDED BY NATIONAL MENTAL HEALTH CHARITY, CHASING THE STIGMA, AND BRINGS LOCAL, NATIONAL, PEER, COMMUNITY, CHARITY, PRIVATE AND NHS MENTAL HEALTH SUPPORT AND SERVICES TOGETHER IN ONE PLACE FOR THE FIRST TIME."**

**[WWW.HUBOFHOPE.CO.UK](http://WWW.HUBOFHOPE.CO.UK)**





# STAYING SAFE AND HEALTHY

## HOMELESSNESS / RISK OF HOMELESSNESS



If you are facing homelessness or worried that you might be in the near future, it is important to seek help as early as possible.

There is a single pathway response for people facing homelessness in Leicester. The first action you need to take is to **contact Leicester City Council Housing Options**.

Phone number: **0116 454 1008**

Lines are open Monday to Friday, 8am to 6pm.

If you are homeless in an emergency outside of these hours, please contact Leicester City Council on **0116 221 2770** for assistance.

If you lived in Leicestershire county, rather than city, before you became homeless you may need to contact one of Leicestershire's District Councils:

- **Hinckley & Bosworth Borough Council** – call 01455 238141 or complete [Online Contact Form](#)
- **Harborough District Council** – 01858 82 82 82 or complete [Online Contact Form](#)
- **Blaby District Council** – complete [Online Contact Form](#) or call 0870 238 5057 in an out of hours emergency
- **Charnwood Borough Council** – Email [housing@charnwood.gov.uk](mailto:housing@charnwood.gov.uk) or call 01509 634567
- **Melton Borough Council** – Email [housingoptions@melton.gov.uk](mailto:housingoptions@melton.gov.uk) or call 01664 502502
- **Oadby & Wigston Borough Council** – call 0116 288 8961 or email [housingoptions@oadby-wigston.gov.uk](mailto:housingoptions@oadby-wigston.gov.uk)

If you are moving on from asylum accommodation with refugee status please find some helpful information here: [Moving on from Asylum Accommodation](#)

### STILL NEED SUPPORT?

Most of our services form part of Leicester's Homelessness Pathway and should be accessed via Leicester City Council's referral route

A small number of our services can be accessed directly. If you'd like to chat to someone about these further, please contact us;

Call **0116 2211857** (line is open Monday – Friday from 9.30am until 4.30pm)

Email [AH DutyDesk@actionhomeless.org.uk](mailto:AH DutyDesk@actionhomeless.org.uk)

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

Additional resources can be found here: [Leicester Homelessness Resource Map](#)

# 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

### Non-Urgent

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).

### Urgent

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: [www.leicspart.nhs.uk/contact/urgent-help](http://www.leicspart.nhs.uk/contact/urgent-help)

### Emergency

I have a physical health emergency

Call **999** if there is a physical threat to life.

delivered in partnership with



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

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# SAFEGUARDING TEAM



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ASSOCIATE PRINCIPAL  
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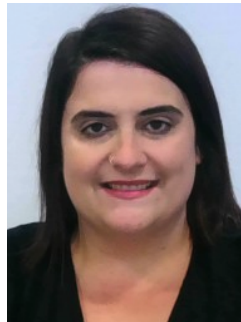
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