



## SERVICE UPDATE FROM CENTRE 33

MARCH 2020

33 Clarendon Street  
Cambridge CB1 1JX

Helpline: 0333 4141 809  
[help@centre33.org.uk](mailto:help@centre33.org.uk)  
[www.centre33.org.uk](http://www.centre33.org.uk)

Hello,

We wanted to let you know that Centre 33 is still working to support young people. This may change depending on staffing levels and government advice, but for now we will do all we can to be available to offer information and support to any young person who needs it.

### **‘Someone to Talk to’ drop-ins (Cambridge, Ely, Peterborough, Huntingdon, Wisbech)**

Due to Coronavirus we have temporarily closed our sites to young people. If young people would like to get in touch they can leave a message or email us and we will get back to them within 48 hours. We will be able to offer some support by telephone and video calling.

All young people with existing booked appointments will be contacted directly by us about what will happen next.

### **Young Carers Project (Cambridgeshire)**

We understand that Young Carers may be living in families that are potentially more vulnerable during this period. We have therefore taken the decision to deliver our young carers support remotely for the foreseeable future.

Young carers already working with Centre 33 will be contacted directly by us, or can request additional contact via email, and we will get back to them within 48hrs.

Please note that any new referrals made to the Young Carers Service during this period will be offered a phone appointment, and where appropriate full assessments will be postponed until home/school visits can resume.

### **Schools Counselling Service**

This service is running as usual in most of the schools we provide our school based counselling service in, however in the event of schools closing we will no longer be able to deliver our school-based counselling service.

We will be liaising with schools we work with to identify any young people we currently work with that they are particularly worried about and we will provide some phone support to these young people.

In this challenging time, we are very keen to work with all services and partners to ensure we are providing a joint approach in supporting young people. As such we would be very keen to know your plans and would also be interested in hearing if you have ideas for joint working. Please email [help@centre33.org.uk](mailto:help@centre33.org.uk) We will keep our website updated with any further changes to our services.

Free and confidential information and support for young people in Cambridgeshire and Peterborough



## Contact details

Tel: 0333 4141809

Email: [help@centre33.org.uk](mailto:help@centre33.org.uk)

Text/whatsapp: 07514 783745

Website: [www.centre33.org.uk](http://www.centre33.org.uk)

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## OTHER SUPPORT FOR YOUNG PEOPLE

Please remember emergency support for young people is listed on our website here:

<http://centre33.org.uk/help/need-help-now/>

### Samaritans for all ages

The Samaritans offer confidential support by trained volunteers that are available all day, every day. If you need help urgently you can **call their helpline which is free: 116 123 24 hrs a day, 365 days a year** or email: [jo@samaritans.org](mailto:jo@samaritans.org)

### Childline for aged up to 19

You can also call Childline if you need to talk with someone, 24 hours a day.

**Freephone 0800 1111** or chat via email. Find more information about chatting via email here: [www.childline.org.uk/get-support/contacting-childline/](http://www.childline.org.uk/get-support/contacting-childline/)

### NHS advice and guidance...

You can contact **NHS 111** if you have concerns about your health or the health of a member of your family and they can provide you with advice and guidance on what to do next. 111 is free to call and is a non-emergency number.

You can contact **NHS 111 option 2** for support in a mental health crisis. In an emergency call **999** for emergency services.

## Good support for mental health

You can find a lot of helpful information on this website specific to the area Cambridgeshire & Peterborough: [www.keep-your-head.com](http://www.keep-your-head.com)

Young Minds have a good website with various ideas about how you can look after yourself [www.youngminds.org.uk](http://www.youngminds.org.uk)

### First response service

If you are scared about harming yourself or feel you are at serious risk to yourself you can **call 111 – and choose option 2**. A Mental Health Professional will assess your situation and will provide you with information on what to do or where to go. You can call this number even if you have no credit on your phone. It is entirely free. This is the first response service and is for anyone, of any age, living in Cambridgeshire and Peterborough.

Free and confidential information and support for young people in Cambridgeshire and Peterborough