



PRESTIGE
GUARDIANS



MENTAL HEALTH POLICY

Prestige Guardians Ltd.

Rickford Mill, Leg Lane, Rickford, BS40 7AH, England, UK

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In all its dealings with international students and their families and UK schools, Prestige Guardians (PG) will follow the general standards laid out by Boarding Schools Association (BSA) in their Code of Practice, which areas follows:

- To promote and provide best and legal practice in the guardianship and hosting of all international students at schools, colleges and universities, particularly those under 18 years of age.
- To respect and support the rights, religions and customs of the international student.
- To uphold the stated ethos and values of the school attended by students in our guardianship.
- To comply with the Children Acts 1989 and 2004 and the Education Act (2002) and adhere to the guidance of the Keeping Children Safe in Education (KCSIE) 2025.
- To ensure all international students have 24-hour emergency contact with a responsible adult in the UK.
- To put in place arrangements which maintain appropriate contact with the international student, the overseas parents and guardianship family and to ensure all appropriate records are up to date.
- To provide both pastoral and educational support as outlined in any literature and agreements.
- To adhere to the BSA grievance procedures.
- To have appropriate insurance for guardianship arrangements and to comply with UK legislation.

Glossary of terms used in this policy

Term	Definition
Child	A student under the age of 18
Young Person	A student over the age of 18
Parent/carer	The student's parents or carers who reside overseas
Homestay Host	The primary carer in a Homestay placement



Primary Carer	The responsible adult who takes responsibility for the student whilst they are staying in their Homestay placement
Homestay Family	The family unit comprising all members of the family who normally live in the Homestay placement
Local Guardian	The Prestige Guardians' lead person for a geographical area in which there are students attending school

Acronyms used in this policy

Acronym	Definition
BSA	Boarding Schools Association
DBS	Disclosure and Barring Service
DfE	Department for Education
DDSL	Deputy Designated Safeguarding Lead
DSL	Designated Safeguarding Lead
ICT	Information and Communication Technology
KCSIE	Keeping Children Safe in Education
FBV	Fundamental British Values
LADO	Local Authority Designated Officer
LSCB	Local Safeguarding Children Board
LSP	Local Safeguarding Partners
PG	Prestige Guardians



Prestige Guardians' Mental Health Policy is linked to our Safeguarding Policy and should be read in conjunction with that document.

The Director of Prestige Guardians, in consultation with the DSL and DDSL, are responsible for ensuring all policies and practices relating to online activities are kept up to date.

To ensure that this policy is effective on a day-to-day basis, Prestige Guardians will review at least annually the systems that are in place in relation to safeguarding the children and young people in our care and evaluate their effectiveness.

Mental Health Policy

This policy has been developed in accordance with the principles established by the Children Acts (1989 and 2004) and the Education Act (2002) and is in line with government publications '[Working Together to Safeguard Children](#)' (2023) and '[What to do if You are Worried a Child is Being Abused](#)' (2015) and [Keeping Children Safe in Education 2025](#)

Prestige Guardians takes very seriously its responsibilities under section 175 of the Education Act 2002 to safeguard and promote the welfare of children and to work together with other agencies to ensure adequate arrangements are in place to identify, assess and support those children and young people who are suffering harm.

We are committed to providing a caring, positive, safe and stimulating environment that complements the educational provision the children in our care access whilst they are at school in the UK. Our ethos reflects the articles laid out in the [United Nations Convention on the Rights of the Child](#) (UNCRC) which underpin all aspects of the support we offer to the children in our care.

Contact Person for Mental Health Concerns

The designated contact person for any mental health concerns is our **Deputy Designated Safeguarding Lead (DDSL)** and our **DSL**. Both individuals can be reached at:



- **Designated Safeguarding Lead (DSL):** Mrs Leonor Liz-Losada
- Email: mail@prestige-guardians.com
- Phone: 01225 859998 or 07551 081009

- **Deputy Designated Safeguarding Lead (DSL):** Mr Mark Stricklin
- Email: mail@prestige-guardians.com
- Phone: 01225 859998 or 07715 123299

These individuals are responsible for ensuring that all mental health concerns are handled in accordance with Prestige Guardian policies and safeguarding regulations.

Risk Assessment and Guardianship of Students with Mental Health Issues

Before taking guardianship of a student with known or suspected mental health issues, Prestige Guardians will conduct a full risk assessment to ensure that the student's specific needs can be met safely and effectively. This risk assessment will include:

- Evaluating the student's mental health needs and any potential risks associated with their condition.
- Reviewing any previous care or interventions that the student has received.
- Consulting with healthcare professionals, including doctors and therapists, if necessary, to understand the student's condition fully.
- Determining the level of support required, including potential adjustments to the student's routine or environment.
- Identifying appropriate staff and resources to support the student's mental health needs.

The safety and well-being of the student will be a priority in all decisions regarding their care and supervision.

If a student should develop mental health issues during their period of guardianship, Prestige Guardians will:



- Liaise with the school in creating a risk assessment for the student if this is deemed appropriate. The risk assessment will usually be made by school if the student is a boarder, or by Prestige Guardians if the student is in year-round homestay. The risk assessment will include those points listed above.
- Ensure student records are kept updated and information shared with homestay as necessary. Either the DSL or DDSL will discuss the student's stay with the homestay ahead of them arriving so that the homestay can share any concerns.
- Ensure parents are kept fully up to date of any medical appointments that are coming up to support the student's mental health and with reports afterwards.
- Student will be added to the Students of Concern List and discussed during the weekly Management Team meetings.
- Mr Stricklin will ensure any changes to the student's situation are quickly noted and, if necessary, acted upon.

Students of Concern List

The DDSL will be responsible for maintaining the Students of Concern List, and to present it at the weekly Management Team meetings.

The list will include students who are experiencing a range of difficulties, including, but not limited to, academic issues, additional needs, pastoral issues, and mental health issues. A student is only removed from the list once the reasons for adding the student to the list is no longer affecting the student. The list is updated each time there is more information to add and is renewed each August in preparation for the coming academic year. A template can be found as an Appendix.

Homestays with Medical or Pastoral Care Background

Where possible and practical when emergency homestay is needed for a student with mental health issues, we shall endeavour to place a student with a homestay who has a background in medical or pastoral care.



Procedure for Medication with Homestay

In cases where a student requires medication while staying with a homestay, the following procedure will be followed:

- The boarding house matron or school health centre (depending on the school and which is most appropriate) will be asked to confirm the type of medication, dosage and administration times and confirm how many days' worth of medication they are bringing with them in preparation for the stay.
- The homestay provider will be informed of all of the above, and of any special instructions or potential side effects.
- Medication will be kept in a secure location, and the homestay will administer it as per the instructions provided.
- Regular check-ins will be made by the Management Team to ensure medication is being administered correctly, and any issues are addressed promptly.
- In the event of an emergency or a student refusing medication, the homestay will immediately contact the Management Team and seek guidance.

Working with Schools on Mental Health Issues

If a mental health issue arises with a student, Prestige Guardians will engage with the student's school to ensure that there is robust care and support in place. This will include:

- Sharing relevant information, with the student's consent, about their mental health condition and any necessary accommodations or adjustments.
- Coordinating with the student's teachers, residence staff and local guardian to ensure their well-being is monitored both in and outside of the classroom.
- Offering to help access any additional support services or resources that might benefit the student's academic and emotional health.



Working with Parents/Carers on Mental Health Issues

Prestige Guardians will maintain open lines of communication with the student's parents or carers regarding any mental health concerns. Our approach will include:

- Providing parents/carers with regular updates if a mental health issue arises.
- Encouraging parents/carers to share any relevant medical or psychological information that may assist in managing the student's condition.
- Working collaboratively with parents/carers to create a plan of action for supporting the student's mental health both at school and at their accommodation.

Working with Agencies and Partners

In the event that a student faces significant mental health challenges, Prestige Guardians will liaise with school to involve external agencies and partners, including:

- Child and Adolescent Mental Health Services (CAMHS), or any relevant healthcare providers.
- Local counselling services or therapists who can provide ongoing support to the student.
- Local authorities or other agencies with expertise in child protection and mental health. The school will work in partnership with these agencies, ensuring that the student receives the appropriate support and intervention.

Warning Signs for Staff

It is important that staff are aware of the warning signs of mental health issues, which may include:

- Significant changes in mood or behaviour, such as increased irritability, sadness, or withdrawal.
- Difficulty concentrating or a noticeable drop in academic performance.



- Expressing feelings of hopelessness or worthlessness.
- Social withdrawal or avoidance of group activities.
- Physical symptoms like fatigue, changes in appetite, or sleep disturbances.
- Unexplained outbursts or aggression.

If these signs are observed, staff should report the concerns to the Designated Safeguarding Lead immediately. A full list of warning signs for any form of safeguarding concern can be found in the Prestige Guardians Safeguarding Policy.

Managing Disclosures

If a student discloses mental health concerns, staff will:

- Listen actively and provide a safe and non-judgmental space for the student to express themselves.
- Reassure the student that their disclosure will be taken seriously and will remain confidential, within the boundaries of safeguarding requirements.
- Record the disclosure accurately and promptly, sharing the information with the DSL and/or DDSL for further action.
- Provide the student with information on available support and resources.

Confidentiality

Confidentiality is paramount in ensuring that students feel safe discussing their mental health concerns. However, there are limitations to confidentiality:

- If there is a concern about the student's safety or the safety of others, information may need to be shared with other professionals to protect the student.
- In the case of disclosures, staff will only share information on a need-to-know basis and with the student's consent whenever possible.
- Any records relating to mental health concerns will be securely stored and handled in line with GDPR guidelines.



Mental Health Training for Staff

All staff at Prestige Guardians receive safeguarding training as part of their induction and refresher training. This also includes an external training course which is to be refreshed every 2 years as minimum. The safeguarding training and updates will include awareness in mental health awareness including:

- Recognising the early signs of mental health issues.
- Knowing how to respond to a student in distress.
- Understanding the importance of confidentiality and safeguarding in mental health matters.
- Knowing how to refer students to appropriate mental health support services.

Mental Health Support for Staff

Prestige Guardians recognises that the mental health and wellbeing of our staff are vital to both individual and organisational success, and to providing the best care for our students. Creating a supportive environment is a shared responsibility, and we are committed to fostering a culture where staff feel safe, valued, and equipped to manage mental health challenges.

Open Communication and Awareness

We encourage open dialogue around mental health to reduce stigma and promote awareness. Staff should feel empowered to share their needs and concerns, knowing they will be met with understanding and respect. Confidentiality will be maintained at all times to ensure staff feel secure in seeking help when needed.

In order to do this, we aim to have termly catch ups, to not only review students, but also to review how the staff members are coping with the students and work commitments. This is especially important for staff new to roles or for staff we are aware are experiencing challenging personal circumstances.

If a member of the Management Team is aware of an issue affecting a staff member, for example illness in the family, bereavement, or mental health issue, then this is shared with the other members to make them aware of necessary sensitivities, without going into detail which would breach confidentiality.



Flexible Work Arrangements

The nature of the guardianship role means that it fits in around the guardian's own personal commitments. However, we appreciate that sometimes circumstances can change which can mean it becomes challenging for the guardian to fulfil their role.

We endeavour to ensure that there can be support for each other in the event that a guardian is not available. This can be on a short-term basis, for example if a guardian needs to travel out of the area for a few days, in which a higher level of support from the Management Team is also introduced. Or it can be on a longer-term basis. This way we can remove the responsibility from the staff member until they feel able to again resume their role, in order to help staff manage personal responsibilities, reduce stress, and maintain their mental wellbeing.

Issues That Can Impact on Staff Mental Health

Prestige Guardians is aware that there are several issues that can impact on staff mental health, both personal and professional. This includes, but is not limited to:

- Personal mental health issues
- Bereavement
- Illness, either personal or in the family
- Change of circumstances, e.g. house move, or loss of 'day' job
- Dealing with a disclosure
- Student/s developing mental health issues that can bring up historical pain for a staff member

When any issue arises for a staff member, we encourage them to disclose this to us so that we can discuss together the best way to help support the staff member. We acknowledge that during any issue with mental health it is important that the person affected is able to retain as much control over their situation as possible.



REVIEW SHEET

Review Date	Reviewer	Signed	Appointment
21/01/2026	Leonor Liz-Losada	<i>Leonor Liz-Losada</i>	DSL

Appendix 1 – Student Removal Form

In order for us to support our student in the best way possible, we would appreciate it if you could complete the following form. Please note that a representative of Prestige Guardians will not be able to collect the student until this form has been completed and returned to us by email to mail@prestige-guardians.com

School Name	
Student Name	
Student's Date of Birth	
Reason for request of removal of student	
Has the student been assessed by a medical professional? Date of assessment if applicable Please provide a summary of assessment if applicable	Yes/ No
Is the student at risk of harm to themselves?	Yes/ No
Is the student at risk of harm to others?	Yes/ No
Has the school followed its mental health and child protection policies and procedures? Please provide a copy of any relevant policies and procedures	Yes/ No
Please provide full details of any medication(ifapplicable)	

Prestige Guardians Ltd

Rickford Mill, Leg Lane, Rickford, BS40 7AH, England Tel +44 (0)1225 425125 mail@crowninguardians.co.uk



Any additional information we should be made aware of	
Signature	
Name	
Position	
Date	

Appendix 2 – Mental Health Support List

A&E Department	
Action for Children – Parent Talk Parenting advice for parents/carers of 0-19 year olds, including parenting coaches	https://parents.actionforchildren.org.uk/
Activity Alliance Join members, partners and disabled people to make active lives possible. Challenges perceptions and changes the reality of disability, inclusion and sport.	http://www.activityalliance.org.uk/about-us
ADHD and You Resources & people to turn to about ADHD. Help to find what works for individual YP: To keep ADHD to themselves, just involve their family & ADHD management team, or to share their story with a friend or family	http://www.adhdandyou.co.uk/ Tel: 01256 894003 For general enquiries: Shire Pharmaceuticals Limited 1 Kingdom Street, London, W2 6BD
ADHD Foundation Health & education service offering support to people living with ADHD, Autism, Dyslexia, Dyspraxia, Dyscalculia and Tourette’s Syndrome. Website has information & useful resources for CYP, adults, parents & professionals. Topics include: returning to school after lockdown; coping with feelings of anger; boundaries; MH; conflict resolution, self-care; 10 tips to support your teenager; EHCP & transition	http://www.adhdfoundation.org.uk/
Age UK For people alone who want to talk	Tel: 0800 298 0579
Amaze Gender issues, sex education, relationships	http://www.amaze.org/
Anna Freud MH charity for children & families	http://www.annafreud.org/
Anxiety Canada Information, programmes and videos on the website to help reduce excess anxiety. Home management strategies and professionals providing help. Works with experts to increase awareness, promote education and improve access to evidence based resources on anxiety. Many free of charge, self-help, downloadable resources to support	http://www.anxietycanada.com/ http://www.youth.anxietycanada.com/ The “Mindshift” app can be downloaded via the website (https://anxietycanada.com/resources/mindshift-cbt/)

management of anxiety for young people, adults, new mothers, children.	
Anxiety UK For any form of anxiety, mild to severe. Fast access to reduced cost therapy and access to several specialist helplines	http://www.anxietyuk.org.uk/ Helpline: 08444 775 774 (Mon-Fri 9.30-5.30)
Asperger's and ASD (see also AUTISM section below) Resources & links for professionals, parents & people with Aspergers	http://www.tonyattwood.com.au/
2gether Assertive Outreach Team Help in a crisis. Develops supportive & therapeutic relationships with service users with severe enduring mental illness	0800 169 0398 (24 hrs)
Aston Project Works with 9-17 year olds to reduce harm, crime and anti-social behaviour. Helps inspire YP to make better decisions, utilise their skills, promote ethos of 'work for reward'	http://www.astonproject.co.uk/ Email: AstonProject@gloucestershire.pnn.police (referral form online)
At a Loss.org Website with information and support to find bereavement help, practical information, resources and free counselling via the livechat service, GriefChat	http://www.ataloss.org/
Autism – The National Autistic Society (see also The Girl with the Curly Hair Project)	http://www.autism.org.uk/ Helpline: 0808 800 4104 (Mon-Thu 10am-4pm; Fri 9am-3pm) Email: autismhelpline@nas.org.uk Education Rights – Tel. 0808 800 4102 Parent to Parent Support Line: Tel 0808 800 4106 (freephone) Autism support nationwide helpline tel: 0800 031 5445 Mon-Thu 9am-8pm Fri 9am-5pm
Early Bird programmes	http://www.autism.org.uk/earlybird EarlyBird (for parents with Autistic children under 5 years) and EarlyBird Plus (ages 4-9) are support programmes for parents and carers, offering advice and guidance on strategies and approaches for dealing with young autistic children. The EarlyBird Healthy Minds programme is a six-session parent support programme to help promote good mental health in autistic children
Carol Gray's website Social stories and other resources	

	https://carolgraysocialstories.com/social-stories
Barnardo's Provides a number of services to YP and families	http://www.barnardos.org.uk/
Beat Eating disorders support, recovery information, support services	http://www.beateatingdisorders.org.uk/ https://www.beateatingdisorders.org.uk/support-services/someone-else Helpline: 0808 801 0677. Youthline 0808 801 0711
Blue Cross for Pets Pet bereavement and pet loss support. If you have lost, or are facing saying goodbye to, a much loved pet and need somebody to talk to, our Pet Bereavement Support Service is here	https://www.bluecross.org.uk/pet-bereavement-and-pet-loss Free Helpline: 0800 096 6606 (every day from 8.30am – 8.30pm) Email: pbssmail@bluecross.org.uk
Blurt it out Resources/information to help understand more about depression and lifestyle changes	https://www.blurtitout.org/resources
Bristol Mindline Suicide helpline (Bristol and South Gloucestershire)	Tel: 0808 808 0330 (Wed-Sun 8-12 midnight)
British Dyslexia Association (BDA)	http://www.bdadyslexia.org.uk/
Brook Sexual health & wellbeing for under 25's. Emergency contraception, chlamydia screening under 25s. Advice for professionals on CSE, health & wellbeing, sexual behaviours traffic light tool, etc	http://www.brook.org.uk/
Bullying UK (see also Family Lives) Part of Family Lives service	http://www.bullying.co.uk/
Cafcass The Children and Family Court Advisory and Support Service is a non-departmental public body in England set up to promote the welfare of children and families involved in family court	http://www.cafcass.gov.uk/ 0300 456 4000 (Mon-Fri, 9-5, excluding BH) http://www.cafcass.gov.uk/contact-us
CAMHS Links to lots of websites and resources	http://www.camhs-resources.co.uk/websites https://www.camhs-resources.co.uk/websites
CALM (Campaign Against Living Miserably)	http://www.thecalmzone.net/ Helpline: 0800 58 58 58

<p>Helpline for men who are down or who have hit a wall for any reason, who need to talk or find information and support. Open 5pm-midnight, 365 days a year</p>	
<p>Christians Against Poverty (CAP) Advice on debt, life skills, job clubs, fresh start</p>	<p>http://www.capuk.org/ Tel: 01274 760720 Email: info@capuk.org</p>
<p>CareConfidential Support following abortion</p>	<p>http://www.careconfidential.com/ Tel: 0300 4000 999</p>
<p>Carers Trust A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Help for young carers to cope with their caring role through specialised services across the UK</p>	<p>http://www.carers.org/about-us/about-young-carers For general enquiries, please email: info@carers.org</p>
<p>Centrepoint Homelessness support</p>	<p>http://www.centrepoint.org.uk/ 0800 587 5158 or email: supportercare:centrepoint.org</p>
<p>Chat Health For ages 11-19, advice on drinking, alcohol, smoking, problems with friends and family, body changes, relationships, bullying, feeling sad or angry, social media, exam anxiety, self harm, mental health and healthy eating</p>	<p>Text a School Nurse on: 07507 333 351</p>
<p>Child Bereavement UK Supports families and educates professionals when a baby or child dies or is dying, or when a child is facing bereavement. The support and information helpline provides confidential support, information and guidance to families and professionals</p>	<p>http://www.childbereavementuk.org/ Helpline: 0800 028 8840 (Monday to Friday, 9am-5pm) Email: support@childbereavementuk.org Online chat: https://www.childbereavementuk.org/book-ed-telephone-support</p>
<p>Child Death Helpline Helpline for anyone affected by the death of a child of any age, under any circumstances, however long ago</p>	<p>http://childdeathhelpline.org.uk/ Free Helpline: 0808 800 6019 (from mobile)/ 0800 282 986 (Mon-Fri, 10am-1pm; Tue 1pm-4pm; Wed 1pm-4pm; every evening 7pm-10pm) Email: contact@childdeathhelpline.org</p>
<p>Child Mind A-Z information for anyone with a child struggling with their MH</p>	<p>https://childmind.org/ https://childmind.org/topics-a-z/</p>
<p>ChildLine (Also see app 'For Me') Support on abuse, bullying, family issues</p>	<p>http://www.childline.org.uk/ Tel: 0800 1111</p>
<p>Childnet Sexual harassment 13-17 years. To help make the internet safe</p>	<p>http://www.childnet.com/ Tel: +44(0)20 7639 6967 Email: info@childnet.com</p>

CHUMS Tics and Tourettes support	http://www.chums.uk.tics-and-tourettes/
Citizen's Advice Bureau Advice on a range of issues, including money, work, debt, consumer, housing, family, law, immigration, health	http://www.citizensadvice.org.uk/
Crime Stoppers To report any crime or child exploitation	Tel: 0800 555 111
Cruse Bereavement Care (See Hope Again for the youth website) The free national helpline offers a listening ear and emotional support to anyone who has lost someone they love, or been affected by a bereavement	http://www.cruse.org.uk/ Email helpline: helpline@cruse.org.uk Helpline: 0808 808 1677 (Mon-Fri 9.30-5pm [excluding bank holidays], with extended hours on Tue, Wed and Thu evenings until 8pm)
Ditch the Label Anti-Bullying Charity. Provides emotional, psychological and physical support to those who are impacted by bullying in offline and digital environments	https://www.ditchthelabel.org/ Helpline: (01273) 201129 (We're in the office between 09:00 – 17:30) Email via online form: https://www.ditchthelabel.org/contact/ Facebook: https://www.facebook.com/DitchtheLabel/
ERIC Bedwetting information, advice and helpline	http://www.eric.org.uk/ Helpline: 0808 169 9949
Facts4life Support on health for schools, parents/carers, and health professionals	http://www.facts4life.org/
Family Links Online support and nurturing programmes. Good ideas and resources	http://www.familylinks.org.uk/
Family Lives Advice on family issues and bullying. 24 hour helpline	http://www.familylives.org.uk/ Tel: 0808 800 2222 (Mon-Fri 9am-9pm; Sat-Sun 10am-3pm) http://www.bullying.co.uk/
Fearless Non-judgemental info and advice about crime and criminality. A safe place to give info about crime anonymously. Also has a section for professionals, with resources to use with YP and info about: Weapons, CSE, Theft/Robbery, Criminal damage, Violence, Gangs (County Lines), Drugs, Abuse, Cybercrime	http://www.fearless.org/en
Genderbread	http://www.genderbread.org/

A Teaching tool for breaking the big concept of gender into bite sized pieces	
Get Connected Provides private rehabilitation to treat drug and alcohol addiction, and process addictions like gambling, sex & love and eating disorders	http://www.getconnected.org.uk/ Tel: 0203 993 5571 Email: info@getconnected.org.uk
Get Self Help Website provides CBT self help & therapy resources, worksheets, information sheets and self help mp3s	http://www.getselfhelp.co.uk/anxiety.htm
GIDS The Gender Identity Development Service (GIDS) is for children/YP and their families, who experience difficulties in the development of their gender identity. It's a national specialised service, based in London and Leeds	http://www.tavistockandportman.nhs.uk/care-and-treatment/our-clinical-services/gender-identity-development-service-gids http://gids.nhs.uk/ Tel: 020 8938 2030/1 Email: gids@tavi-port.nhs.uk
Gingerbread Support for single parents	http://www.gingerbread.org.uk/ Tel: 0207 428 5400
Your Local Hospital	
Your Local Safeguarding Children Partnership	
Grief Encounter A free service that supports bereaved children and young people	http://www.griefencounter.org.uk/ Helpline: 0808 802 0111 (Mon-Fri 9-9). Can chat via website Email: contact@griefencounter.org.uk For advice & guidance, email: ecounselling@griefencounter.org.uk
HappyMaps Worried about a YP's behaviour or mental health and not sure what's normal? Signposting to books, websites, counselling and parent groups	http://www.happymaps.co.uk/
harmLESS For those who have contact with YP who are self-harming. Designed to help you talk about self-harm with a YP so that you can decide what support might be helpful	http://www.harmless.org.uk/
Headway Promoting life after brain injury	http://www.headway.org.uk/ Tel: 0808 800 2244
Hollie Guard Turns phone into a personal safety device. If in danger, a shake or tap activates Hollie Guard and sends your location and audio/video evidence to your emergency contact. A second shake sends out a high	http://www.hollieguard.com/

pitched alarm and the flash starts to strobe	
Intercom Trust A lesbian, gay, bisexual & trans charity working across Cornwall, Devon, Dorset and South West, providing support, advocacy, counselling, training, info, groups, online directory, etc.	http://www.intercomtrust.org.uk/ Helpline: 0800 612 30100
Kidscape Advice about bullying for children and parents	http://www.kidscape.org.uk/ Tel: 0171 730 3300
Kooth Free advice and support. Counsellors	http://www.kooth.com/ Mon-Fri 12pm-10pm; Sat/Sun 6pm-10pm
Live, Life, Well Suicide prevention, med info, self-help (depression, anxiety, sleep), 16-19 year old section. Exercise Well/Eat Well/ Manage Well/ Socialise Well/ Think Well	http://www.live-lifewell.net/
ManKind	Tel: 01823 334 244
Multi-Agency Safeguarding Hub (MASH)	
Men's Advice Line Helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members)	http://www.mensadvice.org.uk/ Freephone: 0808 801 0327 (free), Mon-Fri 9am-5pm Email: info@mensadvice.org.uk
Mermaids A safe place for young trans people (up to 20 yrs) to find support & help one another	http://www.mermaidsuk.org.uk/ Helpline: 0808 801 0400 (Mon-Fri 9am-9pm)
Mind Information, advice and support for young people with a mental health problem and their carers Sleep support	http://www.mind.org.uk/ Tel: 0300 123 3393 Text: 86463 http://www.mind.org.uk/information-support/types-of-mental-health-problems/sleep-problems/sleep-problems/
Mindful Meditation, anxiety	http://www.mindful.org/
Moodcafe Info and resources relevant to common psychological problems. Self-help guides and websites	http://www.moodcafe.co.uk/
Moodjuice Online support for a range of issues, e.g. anxiety	http://www.moodjuice.scot.nhs.uk/ http://www.moodjuice.scot.nhs.uk/obsessive-compulsion.asp.ocdinfo
Muslim Youth Helpline	Tel: 0808 808 2008
NCDV (National Centre for Domestic Violence)	http://www.ncdv.org.uk/ Freephone: 0800 970 2070

Free, fast emergency injunction service to survivors of DV regardless of their financial circumstances, race, gender or sexual orientation	Text: Text "NCDV" to 60777 and we'll call you back To Make A Referral: Tel: 0207 186 8270 or 0800 970 2070 (Press option 1)
National Citizen Service (NCS) For 16-18 year olds. Helps build skills for work and life, while taking on new challenges and meeting new friends. Runs in spring, summer and autumn. Short time away from home taking part in a team community project. Brings together YP from different backgrounds & helps them develop confidence, self-awareness & responsibility. Encourages personal & social development	https://www.gov.uk/government/get-involved/take-part/national-citizen-service
National Domestic Violence Helpline For women experiencing DV, their family, friends, colleagues & others calling on their behalf. The Helpline gives support, help & info, wherever the caller might be in the country. Female helpline support workers & volunteers. Confidential. Translation facilities & a service for callers who are deaf or hard of hearing	https://www.refuge.org.uk/get-help-now/phone-the-helpline/ Tel: 0808 2000 247 (Freephone, 24 hours)
National Self-Harm website	http://www.nshn.co.uk/
National Suicide Prevention Alliance (NSPA)	
NHS 111 Health advice 24 hours a day	http://www.nhs.uk/ Tel: 111
NHS Choices Low mood and depression. Suicidal thoughts	http://www.nhs.uk/livewell/depression/pages/depressionhome.aspx http://www.nhs.uk/conditions/suicide http://www.nhs.uk/conditions/stress-anxiety-depression
Nip in the bud Works with MH professionals to produce short films and fact sheets on ADHD, anxiety, conduct disorder, depression, OCD, PTSD, etc. to help parents, teachers & others caring for/working with children to recognise MH disorders and inform them how to obtain professional assessment to improve the prospects of early diagnosis and effective treatment	http://www.nipinthebud.org/
No Panic	http://www.nopanic.org/ Youth Helpline Tel: 0330 606 1174

<p>Info and advice for carers/young people aged 13-20. Panic, anxiety, phobias, OCD, exam stress, family anxiety. Youth mentoring, helpline and workshops</p>	<p>(3-6pm Mon, Tue, Wed, Fri 3-8pm; Thu 6-8pm Sat)</p>
<p>NSPCC NSPCC helpline (new helpline for CYP who have been victims of abuse at school, and for worried adults and professionals who need support and guidance. The helpline is called Report Abuse in Education)</p> <p>If you're worried about a child, even if you're unsure, contact our professional counsellors for help, advice and support</p> <p>ChildLine offers free, confidential advice and support whatever your worry, whenever you need help</p>	<p>NSPCC helpline: 0800 136 663 Email: help@nspcc.org.uk</p> <p>http://www.nspcc.org.uk/ Tel: 0808 800 5000</p> <p>NSPCC FGM helpline: 0800 028 3550</p> <p>18 or under, contact ChildLine free: 0800 1111</p>
<p>Papyrus Charity for the prevention of young suicide</p> <p>HOPELineUK – specialist telephone service staffed by professionals who give support, advice & information to children, teenagers & YP up to the age of 35 who are worried about how they are feeling, & anyone concerned about a YP</p>	<p>http://www.papyrus-uk.org/ Email: pat@papyrus-uk.org</p> <p>Tel: 0800 068 4141 Email: pat@papyrus-uk.org Tel: 07786 209697</p>
<p>Parent Support Link Supporting & informing families & friends of people who use drugs and alcohol</p>	<p>https://www.parentsupportlink.org.uk/ Helpline: 023 8039 9764 (24/7)</p>
<p>Place2be MH resources for schools</p>	<p>http://www.place2be.org.uk/ https://www.place2be.org.uk/our-services/services-for-schools/mental-health-resources-for-schools</p>
<p>Pregnancy Choices Directory Help for those facing unplanned pregnancy or following an abortion</p>	<p>http://www.pregnancychoicesdirectory.com/</p>
<p>Prospects Advice and guidance on employment and skills. Support to vulnerable YP to help reduce risk, keep them safe and improve</p>	<p>http://www.prospects.co.uk/What-We-Do</p>

their life chances. Education and learning for early years, schools and prisons	
RAE (Relationships, Advice, Education) Workshops to schools & groups, complimenting the school curriculum. Identify healthy & not healthy relationships, abuse, forced marriage, FGM, who to contact	Tel: 08456 029 035 – project coordinator
Rainbow Trust Supports families who have a child aged 0-18 years with a life threatening or long-term illness	http://www.rainbowtrust.org.uk/ Tel: 01372 363438
Refuge Support & advice for women & children on dealing with domestic violence	http://www.refuge.org.uk/ Free Helpline: 0808 2000 247 (24-hour)
Relate Help with challenging relationships, problems with friends, parents, teachers, or in love life. Confidential space to express thoughts, feelings and emotions. Live Chat service connects to a counsellor who will listen & help find solutions to get life back on track	http://www.relate.org.uk/ Tel: 0300 100 1234 Email: relate.enquiries@relate.org.uk
Relax Kids Child relaxation training, classes and resources. Online mindfulness	http://www.relaxkids.com/
Riprap Support for teenagers when a parent or carer has cancer	http://www.riprap.org.uk/
Royal College of Psychiatrists	http://www.rcpsych.ac.uk/healthadvice/parentsandyouthinfo/parentsc
Samaritans For emotional support to people in despair and potential suicide	http://www.samaritans.org.uk/ Free 24-hour helpline: 116 123
SAMM (Support after Murder and Manslaughter) UK Charity supporting families bereaved by Murder and Manslaughter. Advice and training to many agencies on issues relevant to the traumatically bereaved	http://www.samm.org.uk/ Tel: 0121 471 1200
Sands Stillbirth and neonatal death charity	https://www.sands.org.uk/ Helpline: 0808 164 3332
Sane Saneline suicide helpline Provides practical help, emotional support and specialist information to individuals affected by MH problems, their family, friends and carers	http://www.sane.org.uk/ Helpline: 0300 304 700 (4.30pm-10.30pm every day) Textcare: comfort and care via text message, sent when the person needs it most: http://www.sane.org.uk/textcare

	Peer support forum: http://www.sane.org.uk/supportforum
Self-Injury Support (see also Rethink and National Self Harm) Support for professionals. Improving support and knowledge around self-injury	http://www.selfinjurysupport.org.uk/ Tel: 0117 927 9600 Email: info@selfinjurysupport.org.uk
Sexting Advice SWGfL is a charitable trust that specialises in supporting schools, agencies and families to effect lasting change with the safe and secure use of technology. Educational online safety tools, services and resources. Works closely with UK and International Governments & Agencies; organisations and technology providers in advising and shaping policy, practise and legislation	http://www.swgfl.org.uk/magazine/Managing-Sexting-Incidents/Sexting-Advice.aspx SWGfL Main Office Tel: 0345 601 3203 Email: enquiries@swgfl.org.uk https://parentinfo.org/page/for-schools https://parentzone.org.uk/
Shelter Housing & homelessness. Helpline for someone who has nowhere to sleep, might be homeless soon, have somewhere to sleep but nowhere to call home, could be at risk of harm, or feels very overwhelmed about their housing situation	https://england.shelter.org.uk/ Free helpline (open every day): 0808 800 4444 (for urgent need of housing advice – 8am-8pm on weekdays; 9am-5pm on weekends)
Shout 24/7 text service for anyone in crisis, not coping, and needing immediate help. Support for anxiety, depression, abuse, panic attacks, suicidal thoughts, self-harm, relationships, bullying	Text SHOUT to 85258
Sibs For brothers and sisters of disabled children and adults	http://www.sibs.org.uk/ Contact online
SmiRA (Selective Mutism Information and Research Association) Support for professionals	http://www.selectivemutism.org.uk/ http://www.selectivemutism.org.uk/information/information-for-professionals/
Social Prescribing Service Local agencies (GP, pharmacies, multi-disciplinary teams, hospital discharge teams, health professionals, fire service, police, job centres, Social Care, housing, voluntary, community and social enterprise – or by self-referral) to refer people to a link worker who will give them time and focus on ‘what matters to me,’ taking a holistic approach. Works for those with long-term conditions; who need support with their MH; who are lonely or	Contact details for further information http://www.england.nhs.uk/personalisedcare/social-prescribing

isolated; who have complex social needs which affect their wellbeing	
Stem4 Anxiety and depression, eating, self-harm, addiction support	http://www.stem4.org.uk/ Calm Harm app (see apps at end of list)
Stress and Anxiety in Teenagers Online support for stress and how to manage it	http://www.stressandanxietyinteenagers.com/
Stroud Beresford Group Refuge and outreach DV	http://www.stroudwomensrefuge.co.uk/ Tel: 01453 764385
Students against depression Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking	http://www.studentsagainstdepression.org/
Suicide Bereavement UK	
Suicide Crisis	contact@suicidecrisis.co.uk
Sunflower Suicide Support Based in Stroud. Help families who have sadly lost people to suicide. They have a website and an advice line.	http://www.sunflowerssuicidesupport.org.uk/
SurvivorsUK Helps sexually abused men (aged 13 and above), as well as their friends and family, no matter when the abuse happened	http://www.survivorsuk.org/ Text helpline: 020 3322 1860
Talk to Frank Information, advice and support about drugs	http://www.talktofrank.com/ Tel: 0300 123 6600 Text: 8211 http://www.talktofrank.com/treatment-centre/youth-support-team-gloucester Link for alcohol/drug information cards which can be given out to young people and their families/carers: http://www.gscb.org.uk/media/1671/workbook_cards_screenprints-56954.pdf
The Calm Zone The Campaign Against Living Miserably. Online support, helpline & webchat for young men from 15 years with low mood. Suicide prevention. Information & support. For anyone who needs to talk about life's problems. Support for those bereaved by suicide through the Support After Suicide Partnership (SASP)	http://www.thecalmzone.net/ Free nationwide helpline: 0800 585858 & webchat (5pm-midnight every day) Webchat is available on the website (same times as the helpline)
The Children's Sleep Charity Supporting children with sleep issues. Support for families and accredited	http://www.thechildrenssleepcharity.org.uk/ Tel: 01302 751 416

training and leaflets for professionals and commercial organisations	Email: info@thechildrenssleepcharity.org.uk
The Girl with the Curly Hair Project Supports people on the Autistic Spectrum and the people around them. Not just for girls, we have also helped thousands of Spiky Haired Boys too! Resources used by psychiatrists, GPs, psychologists, counsellors & teaching professionals. You'll need to subscribe and pay for this	http://thegirlwiththecurlyhair.co.uk/ Join the community on Facebook Email: alis@thegirlwiththecurlyhair.co.uk Or fill out the contact us form
The Hideout Online support to help children understand domestic abuse	http://www.thehideout.org.uk/
The Lullaby Trust Information and advice about safe baby care to reduce the risk of cot death. How to support a grieving sibling	https://www.lullabytrust.org.uk/bereavement-support Helpline: 0808 802 6868 (10am-5pm, Mon-Fri; Tue & Thu 7-9pm; weekend and bank holidays, 6pm-10pm) Email: support@lullabytrust.org.uk
The Mix Support on all issues for under 25's (mental health, homelessness, drugs, money, abuse, bullying, etc.)	http://www.themix.org.uk/ Tel: 0808 808 4994 (11am-11pm) Crisis text line 24/7 by texting THEMIX to 85258 Email or chat online (4pm-11pm) via the website
The Sleep Council An impartial advisory organisation that raises the awareness of the importance of a good night's sleep to health and wellbeing and provides helpful advice and tips on how to improve sleep quality and create the perfect sleep environment	http://www.sleepcouncil.org.uk/ info@sleepcouncil.org.uk Tel (for admin): 01756 791089 Freephone leaflet line: 0800 018 7923 Fax: 01756 798789
The Tavistock and portman NHS Foundation Trust (see GIDS)	http://www.tavistockandportman.nhs.uk/
TIC+ (Teens in Crisis) Face to face and online counselling for 9-21 year olds. Works closely with CYPs Parent Support & Advice Line for parents of children aged 0-25 years	http://www.ticplus.org.uk/ Email: admin@ticplus.org.uk Tel: 01594 372777 (office opening hours: Mon & Wed 9am-4pm and 6-8pm; Tue & Thu 9am-1pm and 6-8pm; Fri 9am-3pm; Sun 6-8pm) Text support: 07520 634063 Parent Support & Advice Line: 0800 652 5675 http://www.ticplus.org.uk/parents-carers Mon & Wed: 5pm-9pm; Tue & Sat: 9.30am-1pm
TICS Support for YP with tics	http://www.nhs.uk/conditions/tics/treatment/#selfhelp

Time to Heal Works with homeless people in hospital	
TOP (Triumph Over Phobia) Self-help groups in Cheltenham & Glos	http://www.topuk.org/
Tourette Syndrome	https://www.nhs.uk/conditions/tourettes-syndrome/
Voice Collective Uk-wide, London-based, project that supports CYP who hear voices, see visions, have other 'unusual' sensory experiences or beliefs. Support for parents/families. Training for youth workers, social workers, MH professionals, etc.	http://www.voicecollective.co.uk/ Email: info@voicecollective.co.uk Tel: 020 7911 0822 Not able to provide immediate crisis support, so if you need to talk with someone urgently, please called Childline (0800 1111) or NHS 111 If you're an adult looking for a peer support group near you, visit: http://www.hearing-voices.org/ for support groups across the UK, and http://www.intervoiceonline.org/ for support groups in other countries
Winston's Wish Bereavement service	http://www.winstonswish.org.uk/ National helpline: 08088 020 021
Women's Aid National charity working to end domestic abuse to women and children	https://www.womensaid.org.uk/ For information and support, email: helpline@womensaid.org.uk or contact a local domestic abuse service by using the Domestic Abuse Directory: http://www.womensaid.org.uk/domestic-abuse-directory
Young Minds Website with a range of information for YP, for families and practitioners, including tips, advice & guidance for support during the Covid-19 pandemic, such as anxiety about returning to school; struggling with self-isolation & social distancing and for those who have lost a loved one due to coronavirus. They also provide a parents' helpline, which is contactable by phone, webchat or email	http://www.youngminds.org.uk/ Young person looking for help and support Text the YoungMinds Crisis Messenger, free 24/7 support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258 Parent Help Line: 0808 802 5544
Youth Access Advice, counselling, money, rights. Works closely with Government, NHS, academic and voluntary sector to improve youth MH policy	http://www.youthaccess.org.uk/ Tel: 020 8772 9000 Email: admin@youthaccess.org.uk
Zero Suicide Alliance (ZSA) Suicide Awareness Training	
ZERO TO THREE Works to ensure that babies and toddlers benefit from the family and community	https://www.zerotothree.org/parenting

Prestige Guardians Ltd

Rickford Mill, Leg Lane, Rickford, BS40 7AH, England Tel +44 (0)1225 425125 mail@crowninguardians.co.uk



connections critical to their well-being and development. Healthy connections help build babies' brains	
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Appendix 3 – Risk Assessment

Name of Student:

School:

Guardian:

Reason for the Risk Assessment:

Date:

What are the hazards/risks?	Who might be harmed and how?	What is currently being done at school to minimise risk?	What is currently being done at the homestay to minimise risk?	Are any external partners involved?	Is anything else needed to be implemented to mitigate the risk further?	Action by whom?



Appendix 4 – Student of Concern List Template

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Student	School	Guardian	Date Added To List	Reason for Adding	Action to be Taken	Follow Up Meeting Date	Follow Up Notes	Date Removed	Reason for Removal			
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