



Children and Young People in Darlington (COVID-19)

Feeling anxious?

Need someone to talk to?

If you are aged between 11 and 18 and live or study in Darlington and finding the current situation hard to cope with you can call a dedicated helpline being delivered by the Listening Post and Darlington Mind, from 1st April 2020.

You do not need to be already accessing or waiting to access The Listening Post or Darlington MIND to utilise this support and the service is completely free; if you need information, advice or support then please make contact via the details below and we will do what we can to help.

The Listening Post will be offering a dedicated service from 10am-12noon each weekday (Monday-Friday) from 1st April 2020. To access this support please contact 07847 933799 between 10am – 12midday Monday to Friday. If the telephone line is busy or unavailable you can also contact the service via email at listeningpost@dacym.co.uk.

Darlington MIND will also be offering a dedicated service from 1.30-4.30pm each weekday (Monday-Friday) from 1st April 2020. To access this support please contact 07432 843161 between 1.30-4.30pm. If the telephone line is busy or unavailable please make contact with MIND via emailing crew@darlingtonmind.com.

A member of the team will be monitoring both email inboxes and will make contact with you, either immediately or at an agreed time later that day. The service may ask for some details in order to record your information to assist them in making informed decisions around the appropriate type of support for your concerns. The service may offer you a direct support but will also have the capability to signpost to alternative provision being offered in the town, to meet your needs. Other services available locally and if it is felt that another service can meet your needs, the Listening Post and MIND will provide the relevant information.

The services will be working closely together to ensure that you have access to the most appropriate support to help you through this period of uncertainty and will be able to share information, where it is required, to co-ordinate your support each day.

Darlington Mind are currently offering the following services during the lockdown:

1. **Supported Housing** - we have 3 communal flats available at St Hildas House and 1 house available at Pensbury Street (Darlington). Any housing enquiries please email Karen.chappell@darlingtonmind.com or call 07572 888084 – qualifying applicants will have a recognised mental health condition - all subject to acceptance.

2. **Adults Telephone counselling** at £10 per session call 07572 888084 or email yvonne.hoare@darlingtonmind.com – any area

3. **Children and Young People’s Helpline** - 07432 843161 or email crew@darlingtonmind.com between 1.30-4.30pm weekdays – Darlington

4. **Children’s telephone Counselling** including self-harm support – ask for Yvonne 07572 888084 or email Services@darlingtonmind.com any area

5. **Adults Contact and Befriending** – regular scheduled calls – contact 07572 795093 – ask for Deaglan or email crew@darlingtonmind.com for South Durham and Darlington or ask for Debra ref Hambleton and Richmond or email debra.gell@darlingtonmind.com Also includes activities to get you through the lockdown, mindfulness and listening service.

6. **Bereavement and Loss Support Helpline** – 07377 910227 – ask for Christine. Weekdays 9.30am to 12.30 pm or email serviceline@darlingtonmind.com - Darlington

7. **Shielded People’s errand service** – for Older people, carers and other vulnerable people – prescriptions, shopping support and other reasonable practical requests – ask for Yvonne 07572 888084 or email Services@darlingtonmind.com predominantly Darlington but will consider requests for other areas.

8. **Free minibus hire** - We have two minibuses and two drivers available to assist local community schemes and vulnerable people upon reasonable request across South Durham, Darlington, Hambleton (Thirsk and northwards) and Richmondshire (Reeth eastwards and Leyburn northwards). Service is free of charge but **donations towards fuel gratefully received**. Note: we are unable to carry passengers due to social distancing rules. Ask for Yvonne on 07572 888084 or email Services@darlingtonmind.com