

Dear Parents and Guardians,

We are aware that many families and young people may have been affected by recent tragic events in Bedford Borough. We wanted to remind you that there are a range of support services available online, by text and over the phone to help children, young people and their families. If you are worried about someone else, there is also guidance to help you ask how they are and offer guidance on how to support them.

Support services:

The local '**How You Feel Matters**' document outlines the range of help and support that can be accessed by children and young people in locally in Bedford Borough, Central Bedfordshire and Milton Keynes

Bedford Borough: www.bedford.gov.uk/files/how-you-feel-matters-pdf-april-25-pdf.pdf

Central Bedfordshire: [How You Feel Matters - Central Bedfordshire](#)

Milton Keynes: [How you feel matters in Milton Keynes | Milton Keynes City Council](#)

There are also local and national services that can be very helpful:

- <https://www.papyrus-uk.org> Text **hope to 88247** or call **0300 102 2470** for 24/7 access to support
- www.everything-ok.co.uk for a wide range of local support for young people.
- www.youngminds.org.uk/find-help/for-parents or call **0808 802 5544** or visit for support via their Parents Helpline
- www.themix.org.uk or call **0808 808 4994**: The Mix for any issue affecting young people under 25.
- www.samaritans.org or call **116 123**: the Samaritans provides 24/7 information and support
- www.childline.org.uk or call **08001111**: Childline, providing a wide range of support including 1-2-1 counsellor chat
- www.talkgrief.org for Winston's Wish talk grief, if you have lost someone and need to chat an online platform for teens and young adults.
- www.childbereavementuk.org provides a wealth of information on all aspects of managing bereavement.
- **Call 111 Option 2 - 24/7** A free helpline for people of all ages who need **urgent** mental health support. Young people can talk to a CAMHS professional directly who can arrange additional support.

IN ANY EMERGENCY, PLEASE DIAL 999

What to do if you are concerned about a child, young person or someone you know?

- It is very natural for young people to ask why things have happened and it is ok as adults to say we do not know why but provide opportunities to simply express thoughts and feelings.
- Encourage the person or your child to ask for support if needed.
- If you are concerned about the emotional and mental health of a child or adult, contact a professional, please see the sources of support above.
- Empathic listening is key here – ask open and honest questions and show that you're listening by reflecting on what they say and clarifying what they mean, try not to jump in with solutions – allow them to express their problems first.
- Firstly, it is important that you try to stay calm and listen to the young person or adult – hear them out, try to avoid judgement, regardless of what is going on.

We hope you found this information useful and the young people in your care can have a positive break



Public Health:
Working together to improve the health
and wellbeing of our communities