



The Hermitage Herald

July 2026



Hello!

We have a strong pastoral offer here at Hermitage Academy, and as well as support for students within school, we can also offer information, guidance and support for families too. In this edition, there is some useful information for you as we head into the long summer break.

What's happening in our Hub and in the Community?

Best Start Family Hubs support all families from pregnancy right up until your child turns 19, or 25 if they have special educational needs and disabilities. The team includes people from the council, NHS, community organisations and more. They can support you with everything to do with family life; they are here to make a positive difference for all families.

For more details, telephone 03000 261 111 or

contact [Best Start Family Hub Chester-le-Street - Durham County Council](#)



What's on?	Where?
Durham SEND Information Advice and Support Service (SENDIASS) drop-in Durham SEND Information Advice and Support Service (SENDIASS) drop-in sessions	Monday from 1.00pm to 3.00pm on: 6 July 2026 3 August 2026 7 September 2026
Educational Psychology drop-in Educational Psychology drop-in sessions for parents and carers	Monday from 9.30am to 11.30am on: 17 August 2026
CAMHS Drop-in For parents and carers of children aged 5-19 years old.	Wednesday from 12.30pm to 2.30pm on: 8 July 2026 9 September 2026

Fun and Food

Fun & Food is back again this summer with lots of great holiday activities for families, with healthy food included!



All sessions are free and include breakfast/lunch/tea and snacks. Children taking part in the programme can enjoy a wide range of sessions including things like sport, dance, art and crafts, outdoor adventures, fun with animals, circus skills, seaside trips and much more.

Booking are now open – visit www.durham.gov.uk/funandfood



Mental Health & Emotional Support

for **children, young people & families** in County Durham

This is a **great starting point** to help you **access support**



Local Support

KOOTH | www.kooth.com

Free, safe and anonymous support around mental wellbeing for 11 years +

Family Hubs | 03000 261 111 | www.durham.gov.uk/helpforfamilies

Advice and practical support across all aspects of family life

Emotional Health & Resilience Team | 03000 263 532

Emotional health, advice and guidance for 5 – 19 years

Education & SEND Support | www.countydurhamfamilies.info

Support for children with special educational needs or disabilities

Investing in Children | www.investinginchildren.net

A children's right organisation, creating spaces to be heard

Waythrough | 01325 731 160 | www.waythrough.org.uk

Health and wellbeing support for LGBT young people aged 15-24 years

DurhamWorks | 03000 262 930 | www.durhamworks.info

Supporting 16-24 year olds not in education, employment or training

Recovery College Online | www.recoverycollegeonline.co.uk

Educational courses and resources to support mental health and wellbeing

Children's Social Care First Contact | 03000 267 979

www.durham.gov.uk/FirstContact

Report a concern about a child's welfare

CAMHS - Single Point of Access | 03001 239 296 | www.tewv.nhs.uk

Community mental health teams for children (0 – 18 years)

TEWV Crisis Resolution and Intensive Home Treatment Team |
111, option 2

www.tewv.nhs.uk/services/crisis-resolution-intensive-home-treatment

This service is for people of all ages including children and young people who are experiencing a mental health crisis.



National Support

Anna Freud Centre for Children and Families | www.annafreud.org
Self-care to look after our own mental health

Charlie Waller Memorial Trust | www.cwmt.org.uk
Resources for schools and families

Childline | 0800 1111 | www.childline.org.uk
Confidential telephone counselling service for any child with a problem

Headspace | www.headspace.com
Free tools around mindfulness and meditation

NHS Better Health Every Mind Matters
www.nhs.uk/oneyou/every-mind-matters
Resources to support children and young people's mental health

MindEd | www.mindedforfamilies.org.uk
Safe and reliable advice about young people's mental health

Young Minds | www.youngminds.org.uk
Support for mental health during the pandemic

The Mix | 0808 808 4994 | www.themix.org.uk
Free, confidential support for under 25 via online, social or mobile

BEAT Youthline | 0808 801 0711 | www.beateatingdisorders.org.uk
Provides support for children and young people with an eating disorder

NHS 111 | www.nhs.uk
Get medical help near you

Remember your **local school** and **GPs** are **available to help**.
You are **not alone**, we can get through this **together**.



North East and
North Cumbria

County Durham

Care Partnership



Tees, Esk and Wear Valleys
NHS Foundation Trust



CAMHS (Child and Adolescent Mental Health Services)

crisis and liaison team

The crisis and liaison team provide mental health support to young people (up to the age of 18) who are experiencing a crisis with their mental health.

What can the crisis team do for you?

The team respond to the immediate mental health needs of young people, offering short term help, either at home or in the community, and will stay involved until there is a resolution of the immediate crisis.

Who can call?

Anyone who is concerned about a young person experiencing a mental health crisis can contact the service: **NHS 111 and select the mental health option 2.**

Open 24 hours a day, 7 days a week

When to call?

- If a young person is suicidal or has self-harmed
- If a young person is experiencing extreme emotional distress that won't stop
- If a young person is experiencing sudden or severe anxiety which is preventing them getting on with their normal life
- If a young person is in extreme emotional distress and would like to speak to someone
- If anyone needs urgent advice about a young person's mental health

CAMHS can:	CAMHS cannot:
• Complete urgent mental health and risk assessments • Offer advice and support about how to cope in a crisis • Help the young person and carers make plans to keep a young person safe • Develop plans to offer ongoing support as and when required	• Provide medication • Physically restrain a young person • Provide accommodation



What happens when you call NHS 111 and select mental health option 2?

Calls are answered by a mental health professional. To get the support you need, the mental health professional will ask you some questions and listen to you.

They can:

- Transfer callers to crisis clinicians for triage and assessment if this is needed
- Signpost to primary care services for further support, for example, your GP
- Refer to community services that are alternatives to crisis, for example, the voluntary sector
- Contact 999, if there is a risk to life

Just a reminder to parents that school will be closed over the summer holiday and staff will not have access to emails.

If parents would like help in supporting a young person with mental health issues please use the following links:

<https://www.annafreud.org>
<https://www.youngminds.org.uk>
<https://www.hopeagain.org.uk>

Local support for families can also be found at your local GP surgery.

The TEWW crisis line phone number for young people who are experiencing a mental health crisis is 111

If parents have concerns about the safety of a young person, they should contact Durham's safeguarding team at First Contact on 03000 267 979