



London Borough of Havering  
**ENGAYNE PRIMARY SCHOOL**

Mrs S Sankey: Headteacher  
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Dear parents/carers,

I am writing to you to give you some information that I hope will help you to support your children at this difficult time if you feel that they need it:

1. Kooth.com – children are able to text a counsellor using the Kooth chat and messenger. See more detailed information below
2. Family Lives can support: <https://www.familylives.org.uk/how-we-can-help/confidential-helpline/> Parents can call **0808 800 2222** for emotional support, information, advice and guidance on any aspect of parenting and family life. The helpline service is open **9am – 9pm, Monday to Friday** and **10am – 3pm Saturday and Sunday**. Or Email [askus@familylives.org.uk](mailto:askus@familylives.org.uk). They aim to respond within 24 hours, Monday to Friday.
3. On the school website (parent's pages, wellbeing), you will find some resources to help with anxiety including breathing exercises and meditations.

I hope the resources are helpful,

Take care,

Mrs E Birchall

Inclusion.



### **Kooth.com - online support for young people**

We would like to remind you of the availability of our online service to support the wellbeing and resilience of your students.

**Kooth** is a web based confidential support service available to young people. Kooth provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people.

**Kooth** offers young people the opportunity to have a text-based conversation with a qualified counsellor. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10 pm at weekends, every day of the year on a drop-in basis. Young people can access regular booked online counselling sessions as needed. Outside counselling hours' young people can message our team and get support by the next day.

When students register with **Kooth** they will have support available to them now and in the future. Support can be gained not only through counselling but articles, forums and discussion boards. All content is age appropriate, clinically approved and fully moderated.

To find out more visit [www.Kooth.com](http://www.Kooth.com) where young people can register and others can find out more about the service.

You can also view a short video about the service at: <https://vimeo.com/318731977/a9f32c87de>.