

# **SOUTH EAST ESSEX SERVICE DIRECTORY**

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1. MENTAL HEALTH & WELLBEING			
Provider/Service	Service offer	Operating Hours	Contact details
<b>EPUT contact centre</b>	Secondary Care Mental Health Provider for adults and older people	24/7	0300 123 08 08 <a href="http://www.eput.nhs.uk">www.eput.nhs.uk</a>
<b>Perinatal MH</b>	Perinatal Mental Health Service EPUT, treatment and support for women with moderate/ severe mental illness in the perinatal period. Telephone consultations and assessments are being carried out with video consultation due to be implemented soon as IT solutions are emerging and being approved by EPUT. Access via referral from a health or social care professional. Referrals received via nhs email on approved referral form.	Mon – Fri 9 – 5	<a href="mailto:perinatalteam@nhs.net">perinatalteam@nhs.net</a> General calls/ advice via office number 01702 538170
<b>Trustlinks live</b>	A brand new platform for everyone to engage with daily livestreaming to promote wellbeing and mental health, connect people to one another, learn new skills and help people still enjoy the gardens and outdoor spaces virtually. This is livestreamed at 10 am (Wellbeing Tips), 11 am (Skills) and 3 pm (In the Garden)	10am 11am 3pm	<a href="http://www.facebook.com/TrustLinksOnline">http://www.facebook.com/TrustLinksOnline</a>
<b>REACH Wellbeing Hub</b>	Accepting calls for anybody with any mental health issue in Southend, Castle Point and Rochford. A member of the team will call back for an initial assessment and to provide support and onward signposting through what will be a difficult time for everyone's mental health	Mon-fri 8.30-4.30 Sat/Sun 1-4pm	<a href="mailto:admin-support@trustlinks.org">admin-support@trustlinks.org</a> 01702 213134 <a href="http://www.trustlinks.org/">http://www.trustlinks.org/</a>
<b>REACH Recovery College</b>	online with courses and workshops rapidly being re-engineered to be delivered by Zoom and through videos. Provision will continue to evolve as we get used to this new way of working and to respond to the need as it develops. New referrals to the Recovery College are being accepted through the Wellbeing Hub assessment process		<a href="mailto:admin-support@trustlinks.org">admin-support@trustlinks.org</a> 01702 213134 <a href="http://www.trustlinks.org/">http://www.trustlinks.org/</a>
<b>SEE Mind</b>	We are administering video counselling for existing clients, and still running the appropriate adults service for those with a mental health issue or a learning disability who have been arrested and housing service with precautionary adjustments. Offering support and some appointments for existing clients felt to be at risk of harm.	10-3.30 mon-fri	01702 601123 <a href="http://www.seandcessexmind.org">www.seandcessexmind.org</a>
<b>Sanctuary By Sea MH Crisis service</b>	telephone only basis with the option of Video chat through WhatsApp, Skye, FaceTime and Zoom	6pm-1AM	07785 615968, 07743 920771, 07803 078763
<b>Therapy for you</b>	Telephone and virtual support	Mon-fri 9-5	01268 739128, <a href="http://www.therapyforyou.co.uk">www.therapyforyou.co.uk</a> <a href="mailto:epunft.contactcentre.iapt@nhs.net">epunft.contactcentre.iapt@nhs.net</a>

Please note this is not an exhaustive list

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<b>SAVS</b>	Working behind the scenes to help local charities and community groups. Support with practical help, training, raising money and keeping services informed of changes. Community engagement and volunteering	Mon-Fri 9-5	01702 356000 <a href="http://www.Savs-southend.org">www.Savs-southend.org</a>
<b>CAVS</b>	For people in Castle Point, Rayleigh & Rochford: If you are self-isolating or have a long term health condition, lonely and isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help.	Mon-Fri 9-5	<a href="mailto:wellness@cavsorg.uk">wellness@cavsorg.uk</a> 01268 214000
<b>RAVS</b>	Support community and volunteering services in the Rochford District.		<a href="http://www.ravs.org/">http://www.ravs.org/</a> 01268 772796
<b>Samaritans</b>	Volunteers offering emotional support to those experiencing distress and despair.	24/7	116 123 e-mail: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> <a href="http://www.samaritans.org">www.samaritans.org</a>
<b>South Essex Community Hub</b>	Calls and emails from the community to support crisis and provide volunteers		07398094462
<b>Enable East/Heads Up</b>	Support and advice to help people work towards goals which include work, education or training and who have a common mental health condition. Peer support.	Mon-Fri 8-4pm	<a href="http://www.enableeast.org.uk/headsup">http://www.enableeast.org.uk/headsup</a> tel:01206228628
<b>Cruse Bereavement care</b>	Support, advice and information when someone dies.		<a href="http://www.cruse.org.uk/">http://www.cruse.org.uk/</a> 01702 291839

WEBSITES & APPS		
<b>GOV.uk</b>	Public information on mental health and wellbeing	<a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing">https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing</a>
<b>Public health</b>	Looking after your mental health	<a href="https://t.co/Zj7zDfNNZL">https://t.co/Zj7zDfNNZL</a>
<b>Mood Juice</b>	Offers information and advice for people with troublesome thoughts feelings and actions.	<a href="https://www.moodjuice.scot.nhs.uk/mildmoderate/entry.asp">https://www.moodjuice.scot.nhs.uk/mildmoderate/entry.asp</a>
<b>Silvercloud</b>	Online courses to help manage stress anxiety and depression	<a href="https://www.nhs.uk/apps-library/silvercloud/">https://www.nhs.uk/apps-library/silvercloud/</a>
<b>Big White Wall</b>	Digital and online mental health and wellbeing service	<a href="https://www.nhs.uk/apps-library/big-white-wall/">https://www.nhs.uk/apps-library/big-white-wall/</a>
<b>The Calm Zone</b>	Charity dedicated to preventing Male Suicide.	<a href="https://www.thecalmzone.net/help/helpline/">https://www.thecalmzone.net/help/helpline/</a>
<b>Voice Collective</b>	Coping with voices, visions and other experiences	<a href="http://www.voicecollective.co.uk/">http://www.voicecollective.co.uk/</a>
<b>Anxiety Society</b>	Local peer support group for people suffering with anxiety, and low mood	<a href="https://www.facebook.com/groups/667659973607545/">https://www.facebook.com/groups/667659973607545/</a>
<b>WYSA APP</b>	Artificial Intelligence chat tool including over 100 self-care resources. Includes payable option to access psychology sessions and support.	<a href="https://www.wysa.io/">https://www.wysa.io/</a>
<b>Chill Panda APP</b>	This wellbeing app helps you manage your worries and suggests tasks to suit your state of mind.	<a href="https://www.nhs.uk/apps-library/chill-panda/">https://www.nhs.uk/apps-library/chill-panda/</a>
<b>Well Mind APP</b>	Free NHS mental health and wellbeing app	<a href="http://www.opentalk.info/resource/well-mind-app/">http://www.opentalk.info/resource/well-mind-app/</a>

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<b>Cove APP</b>	This app helps you easily create music to express how you're feeling. You can store this in a journal or send to other people	<a href="https://www.nhs.uk/apps-library/cove/">https://www.nhs.uk/apps-library/cove/</a>
<b>EQuoo APP</b>	This app uses adventure games designed by psychologists to help increase your mental fitness.	<a href="https://www.nhs.uk/apps-library/equoo-emotional-fitness-game/">https://www.nhs.uk/apps-library/equoo-emotional-fitness-game/</a>
<b>Clear Fear APP</b>	This free app focuses on reducing the physical responses to threat by learning to breathe, relax and be mindful as well as changing thoughts and behaviours.	<a href="http://www.clearfear.co.uk/">http://www.clearfear.co.uk/</a>
<b>Calm Harm APP</b>	This free app suggests a range of activities to help you resist or manage the urge to self-harm.	<a href="http://www.calmharm.co.uk/">http://www.calmharm.co.uk/</a>
<b>My Possible Self APP</b>	This app contains simple learning modules that help you manage unpleasant emotions. These include fear, anxiety and stress.	<a href="https://www.nhs.uk/apps-library/my-possible-self/">https://www.nhs.uk/apps-library/my-possible-self/</a>
<b>STAY ALIVE APP</b>	Suicide prevention and support	<a href="https://www.crisiscareconcordat.org.uk/inspiration/staying-alive-grassroots-suicide-prevention-app/">https://www.crisiscareconcordat.org.uk/inspiration/staying-alive-grassroots-suicide-prevention-app/</a>

2. OLDER PEOPLE AND DEMENTIA			
Provider/Service	Service offer	Operating Hours	Contact details
<b>Dementia Community Support Team</b>	Pre and post diagnostic support to those with concerns regarding their memory. Telephone conversation, Zoom, face time. Email and post of information resources including home activity tips and MENCAP easy read information about COVID-19. We are carrying out welfare checks on our most vulnerable adults and supporting in accessing shopping if required.	8am-5pm	01702 534772
<b>Age Concern</b>	Telephone befriending, phone support and signposting, emergency food and toiletries care packages for over 60's who are in need.	9am-2pm	01702 345373 <a href="mailto:enquiry@acsos.co.uk">enquiry@acsos.co.uk</a> <a href="http://www.acsos.co.uk">www.acsos.co.uk</a>
<b>South East Essex care co-ordination team</b>	Telephone holistic assessments, identifying areas where support is needed, referring to services needed, we are ensuring people have food and medication and the support they need. Providing welfare phone calls to those who are most vulnerable and frail.		<a href="mailto:Care.ccoordinationteam@nhs.net">Care.ccoordinationteam@nhs.net</a> CPR 01702 538241 <a href="mailto:Complexcare.coordination@nhs.net">Complexcare.coordination@nhs.net</a> Southend 01702 372060 or 372061

WEBSITES & APPS		
<b>Phoning Friends</b>	Phoning Friends is a telephone befriending service for people over 60 years old living in England and Wales. It is ideal for older people who live alone with little contact from family or friends. At least once a fortnight, a volunteer will make a call to chat and catch up.	<a href="http://www.fote.org.uk/">http://www.fote.org.uk/</a>
<b>My House of Memories APP</b>	The My House of memories APP lets you explore objects from the past and share memories together. It's been designed for, and with, people living with dementia and their carers.	<a href="https://www.nhs.uk/apps-library/my-house-memories/">https://www.nhs.uk/apps-library/my-house-memories/</a>

3. CHILDREN AND YOUNG PEOPLE			
Provider/Service	Service offer	Operating Hours	Contact details
<b>NELFT EWMHS</b>	Secondary Care Mental Health Provider for Children and adolescents		0300 300 1600 <a href="mailto:nelft-ewmhs.referrals@nhs.net">nelft-ewmhs.referrals@nhs.net</a> Urgent of out of hours 0300 555 1201
<b>Young Minds</b>	Advice for parents concerned about their children's mental health	(Mon-fri 9.30am-4pm)	0808 802 5544 <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a>
<b>Southend YMCA</b>	Supported accommodation Access to supported accommodation must be via Southend Access Referral Panel. Accommodation/Housing is currently running a reduced services, all other services are currently on hold.	mon-/fri 9-5 S/w Security 24/7	<a href="http://www.southendymca.org.uk">www.southendymca.org.uk</a> 01702 301301
<b>Connexions</b>	Southend Connexions is a leading provider of Careers, information advice and guidance for young people in Essex. Offering support in these uncertain times.		<a href="http://www.southendconnexions.co.uk/">http://www.southendconnexions.co.uk/</a> 01702 534300
<b>YPDAT</b>	Young Persons Drug & Alcohol Team		<a href="mailto:YPDAT@southend.gov.uk">YPDAT@southend.gov.uk</a> 01702 534789
<b>SHOUT</b>	Free, confidential support, 24/7 via text for anyone at crisis anytime, anywhere.	24/7	Text SHOUT to 85258
<b>The MIX</b>	The Mix provides a free confidential telephone helpline and online service that aims to find young people the best help, whatever the problem.	Tel 11am-11pm	0808 808 4994 <a href="https://community.themix.org.uk/">https://community.themix.org.uk/</a>
<b>Yellow Door, Canvey Island</b>	Counselling telephone support and advice for young people 11 to 25		01268 683431

WEBSITES & APPS		
<b>Kooth</b>	Free, safe and anonymous support for young people	<a href="http://www.kooth.com">www.kooth.com</a>
<b>Hopeline UK/Papyrus</b>	Confidential support and advice service for children and young people under the age of 35 struggling with thoughts of suicide.	0800 068 4141 text 07860039967 <a href="http://www.papyrus-uk.org">www.papyrus-uk.org</a>
<b>Mindfresh</b>	Support for Children and Young people's mental health	<a href="http://mindfresh.nelft.nhs.uk/">http://mindfresh.nelft.nhs.uk/</a>
<b>ECC Youth service</b>	Information, advice and resources to support youth workers and young people during the COVID-19 pandemic	<a href="https://youthworksupport.co.uk/">https://youthworksupport.co.uk/</a>
<b>Spotlight</b>	This is a tough time for everyone. The staff team here at Spotlight has pulled together this list of links and resources that will help you get through it. There is information to support your mental health, creative, active and educational activities and fun.	<a href="https://wearespotlight.com/news/gonna-get-through-this/">https://wearespotlight.com/news/gonna-get-through-this/</a>

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<b>CHILDLINE</b>	Free National helpline for children and young people in danger and distress.	<a href="http://www.childline.org.uk/">http://www.childline.org.uk/</a>
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**4. FOOD & SHOPPING FOR ISOLATING AND VULNERABLE**

Provider/Service	Service offer	Operating Hours	Contact details
<b>Southend Coronavirus Action Line</b>	Helpline to support people who may not have friends or family nearby and need help from the local community.	Mon- Fri 9-5 Sat-Sun 10-2pm	01702 212497 <a href="http://www.facebook.com/SouthendCoronavirusAction/">http://www.facebook.com/SouthendCoronavirusAction/</a>
<b>Essex Coronavirus Action support group</b>	To Prevent, inform and assist people during the corona virus outbreak.	8-7 mon-fri, 10-2 sat/sun	<a href="http://www.essexwelfareservice.org">www.essexwelfareservice.org</a> 0300 3039988
<b>The Essex Resilience Forum (ERF)</b>	Ensuring that people with the most serious health conditions across Essex, Southend and Thurrock are shielded from social contact for 12 weeks during the peak of the epidemic. Food packages can be dispatched to vulnerable residents.		<a href="https://www.rochford.gov.uk/node/11965">https://www.rochford.gov.uk/node/11965</a>
<b>Rally Round</b>	Online tool to help families, friends and neighbours to co-ordinate practical support for loved ones		<a href="https://rallyroundme.com/">https://rallyroundme.com/</a>

**WEBSITES & APPS**

WEBSITES & APPS		



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5. HOUSING/ FINANCES/ ADVOCACY			
Provider/Service	Service offer	Operating Hours	Contact details
<b>Rochford District Council</b>	For Housing Benefits and Council tax call 01702 318195 or 01702 318028 For all other enquiries dial 01702 318034 or 01702 318036	8.30-5pm mon-fri	<a href="mailto:customerservices@rochford.gov.uk">customerservices@rochford.gov.uk</a> <a href="http://www.rochford.gov.uk">www.rochford.gov.uk</a>
<b>Peabody</b>	Tenancy sustainment and housing related support	Mon-Fri 9-5	01702 445870 <a href="https://www.peabodycareandsupport.org.uk/southend-floating-support/">https://www.peabodycareandsupport.org.uk/southend-floating-support/</a>
<b>Citizens Advice</b>	Impartial and confidential advice on issues affecting peoples everyday lives.		0300 330 2103 <a href="https://www.citizensadvice.org.uk/southend/">https://www.citizensadvice.org.uk/southend/</a>
<b>SOS Advocacy Hub</b>	Providing advocacy and support to people who may face discrimination due various disabilities		01702 340566 <a href="http://www.sosadvocacyhub.org/">www.sosadvocacyhub.org/</a>
<b>CAST</b>	Communities and Sanctuary-Seekers Together, providing support and information to asylum seekers.		<a href="https://www.castsanctuary.com/">https://www.castsanctuary.com/</a> 01702 436659

WEBSITES & APPS		

6. ROUGH SLEEPERS			
Provider/Service	Service offer	Operating Hours	Contact details
<b>Housing Solutions</b>	Homelessness and rough sleeping	24hrs	01702215000, <a href="mailto:housingsolutionsteam@southend.gov.uk">housingsolutionsteam@southend.gov.uk</a>
<b>HARP</b>	Homelessness Support		<a href="http://www.harpsouthend.org.uk">www.harpsouthend.org.uk</a> 01702 430696 <a href="http://www.streetlink.org.uk">www.streetlink.org.uk</a>
<b>Southend Borough council</b>	Food and meals for Rough Sleepers in the Southend area		<a href="tel:01702212497">01702 212497</a>
<b>Southend Foodbank</b>	Foodbank		07456 426203
<b>Storehouse Foodbank</b>	Foodbank		01702 617348
<b>Off the streets</b>	Night Shelter. we are providing food and chargers to people in B&B's 24hrs	8-10pm	07399530662
<b>One Love Soup Kitchen</b>			<a href="http://www.facebook.com/gropups/356965091346539/">http://www.facebook.com/gropups/356965091346539/</a> 07927 803559
<b>The Yellow Door, Canvey Island</b>	Foodbank	10am – 1pm and 2pm – 5pm Monday to Friday	01268 683431
<b>St Nicholas Church, Canvey Island</b>	Community table with food available to take outside the Church	10am – 4pm Monday – Friday	
<b>The Salvation army</b>	Foodbank	10am – 12pm Thursday	01268 692692

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WEBSITES & APPS		

7. SUBSTANCE AND ADDICTION			
Provider/Service	Service offer	Operating Hours	Contact details
<b>STARS</b>	Community drug and alcohol service for Southend Residents we are currently doing appointments by phone for all registered service users. We are providing Needle exchange from the service when needed. Anyone who wishes to start on medication needs to ring us, or if not come to the service. We are prioritising new starters. We are asking service users not to come to STARS unless absolutely necessary.	MON-FRI 9-5	01702 431889 <a href="http://www.cgl.org/">http://www.cgl.org/</a>
<b>Open Road</b>	Community drug and alcohol service for Essex residents	MON-FRI 9-5	01268 531 435 <a href="https://www.openroad.org.uk/">https://www.openroad.org.uk/</a>

WEBSITES & APPS		
<b>SMART Recovery</b>	Self help recovery programmes for a range of addictions including substances and gambling	<a href="https://www.smartrecovery.org/community/">https://www.smartrecovery.org/community/</a>
<b>Sober Grid</b>	Sober Grid is the world's recovery peer support app. This is free and gives you access to peer coaching.	<a href="https://apps.apple.com/us/app/sober-grid-social-network/id912632260">https://apps.apple.com/us/app/sober-grid-social-network/id912632260</a>
<b>Sober Buddy</b>	Sober buddy is an online drug and alcohol recovery coaching service. There's a free email service which sends you daily encouragement and challenges.	<a href="https://yoursoberbuddy.com/">https://yoursoberbuddy.com/</a>
<b>Smart Recovery</b>	Online meetings and community to support recovery from substances.	<a href="https://www.smartrecovery.org/community/">https://www.smartrecovery.org/community/</a>
<b>Talk to Frank</b>	Honest Information and support about drugs	0300 1236600 <a href="http://www.talktofrank.com/">http://www.talktofrank.com/</a>
<b>Alcoholics Anonymous</b>	Alcoholics Anonymous offer online groups. We'd encourage those self-isolating to get involved	<a href="https://www.alcoholics-anonymous.org.uk/Members/Regional-&amp;-Local-Websites/not~in~a~region/online-groups">https://www.alcoholics-anonymous.org.uk/Members/Regional-&amp;-Local-Websites/not~in~a~region/online-groups</a>
<b>Narcotics Anonymous</b>	NA offer online meetings every day at 19:30 London Time	<a href="https://online.ukna.org/">https://online.ukna.org/</a>
<b>Gamblers Anonymous</b>	Practical support and advice for gamblers.	<a href="http://www.gamblersanonymous.org.uk/">http://www.gamblersanonymous.org.uk/</a> 0330 094 0322

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### 8. DOMESTIC AND SEXUAL VIOLENCE SUPPORT

Provider/Service	Service offer	Operating Hours	Contact details
<b>SOS rape crisis</b>	Specialist support for victims of any form of sexual violence, abuse, exploitation, harassment. Telephone and online (WhatsApp face time) support	8-5pm & Some evenings	<a href="http://www.sosrc.org.uk">www.sosrc.org.uk</a> 01702 667590
<b>COMPASS</b>	SOS Domestic Abuse Projects offering advice, guidance, and where appropriate assessment and access to specialist services.		<a href="http://www.sosdap.org/enquiries@sosdap.org">http://www.sosdap.org/enquiries@sosdap.org</a> 01702 302333 0330 333 7 444 <a href="http://www.essexcompass.org.uk">www.essexcompass.org.uk</a>

### WEBSITES & APPS

<b>MentalHealth.org</b>	Advice for those in a domestic violent relationship during COVID	<a href="https://mentalhealth.org.uk/coronavirus/abusive-relationships">https://mentalhealth.org.uk/coronavirus/abusive-relationships</a>
<b>Safer places</b>	A range of different services to support and guide individuals through abusive relationships.	<a href="http://www.saferplaces.co.uk">www.saferplaces.co.uk</a>

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**9. CARERS**

Provider/Service	Service offer	Operating Hours	Contact details
<b>Southend Carers</b>	Telephone and Skype, carers peer support groups are set up through Zoom and listening support for unpaid carers in Southend over the telephone. This will be a particularly stressful and difficult time for unpaid carers, who are likely to feel more isolated, so please do make use of this free provision	Mon-Fri 9-5	01702 393933 <a href="mailto:info@southendcarers.co.uk">info@southendcarers.co.uk</a> <a href="http://www.southendcarers.co.uk">www.southendcarers.co.uk</a> <a href="https://www.trustlinks.org/">https://www.trustlinks.org/</a>
<b>Sports for confidence</b>	We are currently providing a regular phone call weekly to the carers to provide support and suggestions of activities. We are providing bespoke personalised activity videos tailored to their individualised needs and preferences	Mon-Fri 9-5	<a href="mailto:Megan@sportforconfidence.com">Megan@sportforconfidence.com</a> 07394564942

**WEBSITES & APPS**

WEBSITES & APPS		

## 10. COVID RESOURCES AND INFORMATION

WEBSITES & APPS		
<b>Frontline 19</b>	Support for frontline staff during COVID 19	<a href="https://www.frontline19.com/">https://www.frontline19.com/</a>
<b>NHS Covid text support</b>	NHS support is now available via text message for people with COVID19 symptoms, commissioned by NHSX, built by NHSDigital: "The new service is vital to help NHS understand the impact of the virus on patients and its progression and spread across the UK"	<a href="https://www.england.nhs.uk/2020/03/nhs-support-via-text-message-people-with-symptoms-of-covid-19/">https://www.england.nhs.uk/2020/03/nhs-support-via-text-message-people-with-symptoms-of-covid-19/</a>
<b>Coronavirus and claiming benefits</b>	Central government information for those needing universal credit	<a href="https://www.understandinguniversalcredit.gov.uk/coronavirus/">https://www.understandinguniversalcredit.gov.uk/coronavirus/</a>
<b>Beyond Words</b>	New resource for understanding Coronavirus for people with a learning disability	<a href="https://booksbeyondwords.co.uk/downloads-shop/beating-the-virus?rq=beat">https://booksbeyondwords.co.uk/downloads-shop/beating-the-virus?rq=beat</a>
<b>Southend Carers</b>	Information for carers worried about the impact of corona virus	<a href="https://www.southendcarers.co.uk/carers-worried-about-the-impact-of-coronavirus/">https://www.southendcarers.co.uk/carers-worried-about-the-impact-of-coronavirus/</a>
<b>Gov.uk</b>	Guidance for parents and carers supporting children and young peoples mental health and wellbeing during corona virus.	<a href="https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak">https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak</a>