

## **Shropshire Telford & Wrekin Beam – Phone-based support**

Shropshire Telford & Wrekin Beam is now offering a call-back telephone service.

Please note that we are not offering a crisis or instant response service.

The support being offered is purely phone-based. We cannot provide support via email, text/messaging apps or on video calling platforms.

### **Accessing call-back support:**

Young people can email us at [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk) asking for support. Once they have emailed, an automatic response will ask for some more information. When this has been completed, a team member will contact them to discuss what help they need, and when the best time would be for a practitioner to call them.

Calls will be booked in with our practitioners within our usual drop-in times.

### **Accessing support without a call back:**

Where a young person does not want to talk but still needs some support, they can still contact us via [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk). We can send details of online resources, information and apps which can offer support.

### **Information for Professionals:**

You can signpost any young people who you feel would benefit from knowing more about this offer to our website <https://www.childrenssociety.org.uk/beam/coronavirus>.

You can also pass on the details as to how they get in touch with us. Please ask the young person to contact us via [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk).

We won't be able to contact young people unless the request for contact from our service has come from the young person or their parent/carer.

For all young people who are aged 13 and under, their parent/carer will need to make a request on the young person's behalf.

As with our face to face drop-ins, the young person should want to engage with us, and be able to do so over the phone.

### **Information for Parents/carers:**

If you feel your child(ren)/young person would benefit from our support, please take a look at our website <https://www.childrenssociety.org.uk/beam/coronavirus>.

For young people aged 13+ please ask them to contact us via [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk).

For young people who are aged 13 and under, you will need to contact us on their behalf via [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk).

As with our face to face drop-ins, the young person should want to engage with us, and be able to do so over the phone.

We will continue to innovate and adapt as we need to. This is an enormous effort from every corner of The Children's Society to ensure we can continue to offer support to the children and young people we work with. For more information about how our charity is working at the moment, or to donate to our emergency Coronavirus appeal, please go to our website at <https://www.childrenssociety.org.uk/>

Please do not reply to this email to request support – all requests need to go via [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk)

Similarly, if you would like more information from us about this service offer, please email us at [AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk).