Herefordshire Council

Herefordshire Directory of Early Help Services

Useful contacts for EARLY HELP ASSESSMENT practitioners.

AGENCY	DESCRIPTION	METHOD OF REFERRAL	CONTACT DETAILS
Parents and children involved in crime and anti-social behaviour			
Child exploitation	**CLIMB**: Children and young people (aged between 10-17yrs) at risk of being exploited or exposed to criminal activity. Individuals and gangs are threatening, grooming and forcing children and young people to work, have sex or traffic drugs. This service incorporates sports, dance, arts and music, and work with young people who are missing school or college, starting to be reported as missing, or at risk of being drawn into criminal activity.	Direct referral	https://www.childrenssociety.org.uk/what-we-do/our-services/climb Contact: climb@childrenssociety.org.uk
Child sexual exploitation	See The Branch Project – under sexual assault services See CLIMB (above)		

PACE	**Parents Against Child Exploitation** - is an online resource for any practitioners working with families/ carers whose child is believed to be at risk or experiencing Child Exploitation. Pace works alongside parents and carers of children who are – or are at risk of being – sexually exploited by perpetrators external to the family. They offer guidance and training to professionals and parents on how child sexual exploitation affects the whole family. **Free on line training available for parents and professionals too.**		https://paceuk.info
Steer Clear – knife crime	This Programme is for young people to support them to say 'No' to knife crime. The team works with young people aged between 10 years – 18 years old who could be at risk of being exposed to knife crimes and the harm that is associated with this. **Please contact the Steer clear team if you suspect a young person is involved in Knife crime.**	Direct referral	steerclearherefordshire@westmercia.police.uk.

On-line grooming information and resources	**UK safer internet centre** **NSPCC –** advice on Grooming **It's Not Okay-** on-line guidance and resource for children and young people, parents and professionals **St Giles -Midlands** **Think you Know** – CEOP website containing useful resources for professionals. The Thinkuknow programme is founded on 6 values to ensure safe, effective and child-centred delivery of online safety education. **BROOK Traffic Light Tool-** A guide to identifying sexual behaviours and the level of risk **Child Criminal Exploitation Toolkit for Professionals –** **YouTube – Tea and Consent –** **NSPCC 'PANTS'** Resources for children aged 4 – 8 years –		https://saferinternet.org.uk/ https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/grooming/ https://www.itsnotokay.co.uk/ https://www.stgilestrust.org.uk https://www.thinkuknow.co.uk/professionals/ https://www.enhertsccg.nhs.uk/sites/default/files/Sexual-Behaviours-Traffic-Light-Tool.pdf https://www.childrenssociety.org.uk/sites/default/files/2021-01/exploitation-toolkit.pdf https://www.youtube.com/watch?v=pZwvrxVavnQ https://learning.nspcc.org.uk/research-resources/schools/pants-teaching
Hollie-guard personal safety app	If in danger, you can shake to activate a point of contact and gives your location. Or if you go for a run and you stop it will know something is wrong.		https://hollieguard.com/

Youth Justice Service	**Youth Justice Service** engage in a wide variety of work with young offenders (those under 18) in order to achieve their aims. YOT's supervise young people who have been ordered by the court to serve sentences in the community or in the secure estate. They also arrange for Appropriate Adults to accompany under 17's after their arrest in order to advise and support the young person, and observe that they are treated fairly.	Referral via police or support worker.	01432 347120
Youth Support service	YSS is a regional charity, spanning the four West Mercia local authorities; Worcestershire, Shropshire, Herefordshire, Telford & Wrekin. In Herefordshire, YSS provides these services: **Appropriate Adult; ARC and Divert** projects: provide one to one support to 13-24 year olds who are in, or at risk of being involved in, the Criminal Justice System; ESS is aimed at supporting and helping individuals who have indicated they want to stop offending; **Remember Veterans** **Chrysalis** which works with vulnerable women in the youth criminal justice system **#MORSE** which works with adults with a driving offence.		01905 730780 https://www.yss.org.uk/

Children who have not been attending school regularly			
Education Welfare (attendance)	Direct work with individual pupils and their families to improve school attendance on a case-by-case basis. This may include, Letters to parents, home visits, attending relevant meetings, attendance panels, referral to other agencies, evidence gathering, liaison with Herefordshire Council's Education Legal Officer and Compilation of legal case files for any necessary prosecutions under the Education Act 1996 Section 444 (1(a)		Karen Millington Education Welfare Officer Attendance Solutions Herefordshire Tel 07983399059 kmillington@attendancesolutionsherefordshire.com **07443 505 307** joellis103@gmail.com
Nova Training	Provides high quality education and training apprenticeship opportunities in Motor Vehicle, Construction, Hospitality, Business Administration, Retail, Warehousing, Sales, Customer Service & Hair and Beauty.	Referral from School or 16+ team	**01432 275900** Apprenticeships | Traineeships | Hereford (novatraining.co.uk)
Bullying support	Always contact the school to discuss. Head teachers have the legal power to make sure pupils behave outside of school premises (state schools only). This includes bullying that happens anywhere off the school premises, for example on public transport or in a town centre. School staff can also choose to report bullying to the police or local council		**Useful websites:** https://www.gov.uk/bullying-at-school/bullying-outside-school https://www.gov.uk/bullying-at-school/bullying-a-definition https://www.gov.uk/bullying-at-school https://www.gov.uk/government/publications/preventing-and-tackling-bullying

Children who need additional support, from the earliest years to adulthood			
Herefordshire Early help Hub	The Early Help Hub is a helpline to offer advice, guidance and signposting to families and professionals. They can also support professionals with the completion of an Early Help Assessment.		Contact: 01432 260800 Being a parent – Herefordshire Council
Early Help Assessment team	The Early Help Co-ordinators work with professionals to ensure that families get the right help at the right time. They can offer support and advice to professionals on the Early Help Assessment (EHA) process. They maintain records on the progress of an EHA through multi-agency group (MAG) meetings.	Contact direct. To register an Early Help Assessment- visit Herefordshire website	Email: earlyhelp@herefordshire.gov.uk **EHA document and guidance available at**: https://www.herefordshire.gov.uk/early help assessment
Herefordshire Council – Early Help family support.	Work with Families to offer intensive support and guidance with parenting and other issues present in the family. • Family Relationships • Behaviours that are challenging • Housing and Financial issues • Emotional and Mental Health • Safety in the Community • Any other issues affecting your family Offers mentoring, advice and buddying for parents and children aged 0-18. Intervention can be for 3-6 months. 2 family support workers specialising in support for **young carers.**	Early Help Assessment required. See early help assessment team above.	Contact via Early Help Hub (see above) Being a parent – Herefordshire Council
Vennture	*The 4Family programme* helps families to help themselves; it carefully selects and rigorously trains volunteers to work supporting families one-to one in their home for 6 to 12 months.	Early Help Assessment required. See early help assessment team above.	enquiries@vennture.org.uk 0330 2020730
Homestart	Work with Families to offer support and guidance with parenting. Offer mentoring, advice and buddying for parents and children aged 0-18. Intervention can be 3 months +.	Early Help Assessment required. See early help assessment team above.	homestartherefordshire@gmail.com 01432 371212/372264

Children's Centres in Herefordshire	The Children's Centre offer family support through a range of services, such as Let's Play, baby massage, speech and language groups, parents with prospects and many other specialist and outreach support sessions.	Early Help Assessment required. See early help assessment team above.	**Bromyard Hope Centre** 01885 488495 **Golden Valley** 01432 383860 **South City** 01432 383860 **North City** 01432 383430 **Kington** 01432 383340 **Leominster** 01432 383340 **Ross** 01432 260700
Solihull On-line parenting courses (FREE)	**Free on-line courses for parents**. Understanding your child with additional needs Understanding your teenager Understanding your child's behaviour UNDERSTANDING YOUR CHILD SOLIHULL APPROACH	LOG-ON using Herefordshire's group log-in.	www.inourplace.co.uk **Enter Herefordshire Access Code: APPLEHERE**
Separation and becoming a single parent	Support and guidance for parents and children of separated parents. Guidance on finance, contact arrangements, housing, new partners and support for single dads too. Every child reacts in their own way when their parents separate. Whatever their response when family life changes, support is out there. You may worry about the negative impacts of a separation on your child and think it would be better to hide it from them. However, in some cases, talking to your child can help them to adjust.	Direct to website	www.gingerbread.org.uk www.gingerbread.org.uk/information/children-of-single-parents/children-whose-parents-are-splitting-up
Contact Centres	These centres provide a safe space for contact. Session is supervised by a qualified professional.		**Hope Family Centre –Bromyard** 01885 488495 **Hereford Contact centre – South Meadow –** 01432 260540
CDC (Child Development Centre)	A specialist assessment and intervention centre for children with developmental delay and disabilities including motor, language and autistic spectrum disorders. Community paediatric outpatients, multi-disciplinary assessments and family service plan meetings are held.	Referrals from GPs, Health Visitors, School Nurses and other health professionals.	01432 356438

Carer Links	CarerLinks offer emotional and practical support to unpaid carers, helping them to protect their health and well-being. A carer is a person of any age, who provides unpaid support to a family member or friend who, due to illness, disability, mental health or addiction could not manage without this help. Carer advisers provide a listening ear and can link carers with services and support. Drop-in sessions in localities in Herefordshire	Referral direct from family.	Email: herefordshire@crossroadstogether.org.uk Tel: 01432 663057 https://www.crossroadstogether.org.uk/our-services/carerlinks/carerlinks-herefordshire
Young Carers	1:1 Support from specially trained Early Help key worker.	Refer to Early Help Co-ordinator through an Early Help Assessment.	Carers – Herefordshire Council
Young Carers Club	Herefordshire Young Carers Club provides support and respite for children and young adults who are caring for a family member with an illness, disability, mental health issue or problem with drugs or alcohol. We run Young Carer clubs in different locations in the county, once a fortnight during term times. These clubs are a great way for Young Carers to meet others experiencing similar situations to their own and make new friends. They can access advice and information from our experienced staff, benefit from one to one support and take part in a variety of activities, games and workshops.	Self-refer through website	www.hycclub.co.uk
Young Sibs- for brothers and sisters of disabled children and adults	This service is run by Sibs, the UK charity for brothers and sisters of disabled children and adults. On-line support and advice for children who have a disabled relative living with them.	Direct on line website	www.youngsibs.org.uk
Epilepsy Action	'Just for kids' website to support children with epilepsy	Direct on line website	www.epilepsy.org.uk/info/children
Aspire	Organisation that support adults with learning disabilities. Daytime activity clubs at the Hub- Tues-Fri. Youth Club - Thursday evenings.	Contact direct	01432 269406 http://aspireliving.org.uk The Hub 01432 266881

Autism and ADHD support NAS (National Autistic Society)	Contact for times and details Herefordshire Autism Partnership – Herefordshire Council Autism - Talk Community Directory NAS Herefordshire Branch (autism.org.uk)	Direct	01432 340 072 https://nas-herefordshire.co.uk https://www.autism.org.uk
Close House Projects	Youth Centre in Hereford. Ages 13-25, Mon-Sat. Safe, supportive and inspiring spaces for young people to socialise and access support.	Do not take referrals	01432 274239
Gypsy, Roma Traveller Support Services	GRT team offers advisory support to schools and professional agencies towards the improvement of outcomes for Gypsy, Roma and Traveller (GRT) children and families. Working with: Professional and voluntary sector agencies in Herefordshire. GRT children from 0 to 19. GRT families - Romany Traveller/Gypsy, Irish Traveller, New Traveller, Showman, Roma.	Contact direct	Email: grt@herefordshire.gov.uk Colin Jefferson, GRT learning mentor, Y11+: 01432 260295
HOPE Support service	Supporting young people (11-25) when a close family member is diagnosed with a life-threatening illness.	Self-referral	01989 566317 help@hopesupportservices.org.uk
Houghton Project	The Houghton Project is based within a 200-acre working farm in Bodenham, Herefordshire. It is run as a mixed farm with facilities to provide training and experience in both animal and horticultural production. Allow individuals to develop their own interests and skills • Enhance service users' employability • The development of social skills within a supportive environment • Allow service users to develop their capacity to form friendships and relationships with a wider range of people	Contact Direct	01568 797900 THE HOUGHTON PROJECT - Home
Ledbury Youth Activities	A social drop- in is based in the centre of Ledbury at the BBI building (the clock tower building). Open two evenings each week. Mondays from 6-7.30pm for Years 7-8 (11-13 year olds), Wednesdays from 6.30-8.30pm for Years 7-11 (11-17 year olds). A safe social meeting place for youngsters, incorporating free Wi-Fi, Pool, Table Tennis, Music, Art and other activities.	Contact Direct	ledburyyouth@outlook.com

Other useful sites	Bullying : Kidscape The Mix offers support and advice to young people, including answering awkward or embarrassing questions you may not feel confident asking other people. You can use their Crisis Messenger service to have a text conversation if you are having painful emotions or you're in a crisis.		https://www.kidscape.org.uk/advice/advice-for-young-people
SENDIAS	Formerly Parent partnership Scheme. Information, advice and support to parents and carers of children and young people up to the age of 25 who have a disability and/or special educational needs They offer an impartial, confidential and supportive service for parents and carers.	Self-referral	01432 260955 Email: sendias@herefordshire.gov.uk
Sexuality	Young Stonewall provides advice and support for young lesbian, gay, bi and trans people, as well as those who are questioning their gender or sexual identity	Contact direct	www.stonewall.org.uk
Rally training and support	Together we offer a holistic support service for members of the LGBTQ+ community, their families and allies. We do this through training aimed towards education settings, from primary through to university as well as the Corporate World and the Health and Social care sector. We offer a comprehensive support service through groups and advocacy work. We are passionate about equality and tackling discrimination and our aim is to raise awareness regarding the barriers that often exist for the LGBTQ+ community. In particular we work to educate around gender identity in order to help tackle the high levels of discrimination that Transgender and gender-non conforming people face.	Contact direct	Rally Training and Support

Sexual Assault Services	**Mountain Healthcare Sexual Assault Referral Centre**- Provides people who have experienced rape and sexual assault within the West Midlands with support and advice to assist in their recovery. They provide you with information about the options available to you and will support you in the decisions that you make. **WM RASASC & Purple Leaf** (West Midlands Rape and Sexual Abuse Support Centre) Offers a free, confidential and non-judgemental service for survivors who have experienced any form of rape or sexual abuse. Services available are face-to-face, telephone and email counselling for females aged 16+; telephone helpline for survivors and supporters and an Independent Sexual Violence Advisory Service (ISVA) for females and males aged 11+. Purple Leaf provide advice, risk assessment and interventions for children and young people (aged five to eighteen) who have exhibited or are at risk of exhibiting harmful sexual behaviour. Also, deliver our Purple Leaf Education Programme, which provides 10 – 25 year olds with education and information designed to increase access to high quality sexual violence information and support **SELFIE Project** Sexualisation Exploitation Love Friendships Information Empowerment. The SELFIE Project is an educational resource aimed at 11-25 year olds designed to increase young people's access to high quality sexual violence prevention and support. Sessions can be delivered in school as one off standalone workshops, or as part of a 7-session delivery plan. Each session lasts for an hour, and it is advisable that each session is conducted before a break or lunch period. This enables the young people to come back and discuss anything in a safe, secure and private environment. **The Branch Project** Working with children and Young people who have experienced Child Sexual Exploitation or are worried about it. **Paediatric Sexual Assault service -** A region-wide service which provides expert care for children and young people who have disclosed sexual assault, or who may have been subject to sexual abuse. Clients are seen by an experienced Paediatrician with specialist training in forensic examination and are supported by a Crisis Worker.	Self-referral For more information, to make a referral or to arrange to speak to a Branch Project Worker.	0808 168 5698 www.westmidscyps.co.uk/ Tel: 01432 266551 Email: office@wmrsasc.org.uk 01905 724514 (Worcestershire) 01432 344777 (Herefordshire) Tel: 01432 266551 Email: office@wmrsasc.org.uk 01905 724514 (Worcestershire) 01432 344777 (Herefordshire) Call: 01905 611655 (Worcestershire Office) / 01432 266551 (Herefordshire Office) Email: branch@wmrsasc.org.uk Tel: 01384 411 722

Barnardo's BEACON Project	They provide safe spaces, therapeutic services and practical support to help young people cope and recover from sexual abuse. The Beacon Project is here to work with you across all 4 police areas (Warwickshire, West Mercia, West Midlands and Staffordshire) to help build capacity, create consistency and shine a light on the great work that's taking place. The main ways we will achieve this are; Having a website which will serve as a hub of information and support • Provide training, consultation and networking with professionals • Where there is no provision for a young person, we can provide counselling		0800 953 4131 Email: pSASWestMids@uk.g4s.com.csjm.net www.barnardosbeacon.org.uk

Families experiencing or at risk of worklessness, homelessness or financial difficulties			
Families First Employment Advisor	Provides help and support to families the Local Authority is working with to return to work or training. Can help with access to support that is available to them to address barriers that they may have to this, help with benefit issues. Must be accessed through an Early Help assessment.	Refer to Early Help Co-ordinator through an Early Help Assessment. Must be noted on the action plan.	
Building Better Opportunities	The Building Better Opportunities (BBO) Herefordshire project managed by Landau Ltd is currently offering support for those who are unemployed (not working and looking for work) and economically inactive (not working and not currently looking for work). The project utilises the support of a partnership of 8 organisations based in Herefordshire to move people closer to and into employment by providing: * training opportunities * practical skills learning * support with CV creation * interview skills/preparation * job searching support	Direct referral or through EHA	bboherefordshire@landau.co.uk Tel: 01432 530041

Citizen's Advice- Debt advice Service	A Citizens Advice debt adviser helps people to understand their rights and responsibilities and those of their creditors. CAB debt advice service is free, confidential and impartial. Their debt advice service is authorised and regulated by the Financial Conduct Authority (FCA).		England - 0800 144 8848 Online - www.citizensadvice.org.uk
Christians Against Poverty	Free debt advice and are able to visit clients in their own homes, to support them in managing their own finances. For clients who cannot repay their debts, support by arranging an Individual Voluntary Arrangement (IRA) bankruptcy or Debt Relief Order (DRO), as appropriate. Where possible, work with creditors to have interest charges reduced or stopped. Self Help pack available via website of Freephone number.	Referral direct from family, Early Help Assessment Key Professional or self-referral.	www.capuk.org 0800 328 0006
NILS (no interest loans scheme)	Provides zero-interest loans and/or grants for people experiencing acute financial problems of up to £400. They do not provide cash sums to individuals but purchase essential items people's behalf direct from local suppliers, having first assessed whether they are eligible for a loan or a grant which depends upon their circumstances, and their situation: Example: a small loan repayable over a period up to 2 years which gives a sense of control and improves self-confidence, to buy, for example: a household appliance, equipment to start a job or school uniforms.	Direct referral of via a professional	https://nils.org.uk/
Community Care Award (CCA). Exceptional circumstances award (ECA).	Emergency welfare support. Supporting vulnerable individuals to live independent lives by supporting moves and providing essential equipment, e.g. Care leavers or those at risk of homelessness.	Must be over 16. Referral via application form	Support in an emergency - welfare support – Herefordshire Council 01432 383838

Herefordshire Community Fund	Fund development to give local communities an improved quality of life. Handle funds on behalf of Government, Big Lottery Fund and other national organisations. Can give Government-funded grants and get GiftAid on donations destined for small organisations not registered as charities, who would otherwise be ineligible. While grants just for individuals or families can't be awarded, provisions such as emergency food parcels can be purchased and distributed to beneficiaries. For example, foodbanks that are low on supplies of specific items WHO CAN APPLY FOR GRANTS? Voluntary and community organisations, including, but not limited to… •Registered charities, including charitable incorporated organisations. •Constituted organisations and non-registered charities •Community interest companies and community benefit societies (Community Foundations can use their own policy). •Parish and town councils (if the funded activity is not deemed part of their statutory duties). •Parent Teacher Associations (PTAs). •Churches and other religious organisations (if the funded activity is not deemed to be proselytising).	On-line application Form	https://www.herefordshirecf.org 01432 272550
Keep Herefordshire warm Advocacy service	If you are aware of a person struggling to pay energy bills, this service. Energy Advocate works as part of Keep Herefordshire Warm covering Monday to Thursdays. The Keep Herefordshire Warm service is a partnership between Severn Wye Energy Agency and Herefordshire Council. It provides free local home energy advice to households across Herefordshire. By offering everything from simple home energy advice and tariff switching, to helping households access grants for insulation, heating, boilers and renewable energy – we help reduce bills, improve wellbeing and prevent avoidable illness.	Direct	Web: Keepherefordshirewarm.co.uk/refer Email advocate@severnwye.org.uk Phone 0800 677 1432
Herefordshire Community Recycling and reuse group	Clothing, bedding, toys & books, furniture including beds, sofas, chairs, fridge, cooker, microwaves all donated free to help create new homes for struggling families.	Direct	Via Facebook

Herefordshire Housing	Support and guidance for tenants. Range of services available, such as debt management.	Self-referral	0300 777 4321 http://www.hhl.org.uk
Homelessness	If you are homeless or think you are going to be, we can provide much needed support at what is a frightening and traumatic time. We can advise you of your housing rights and provide advice on any welfare support you can get, including housing benefits. We can also negotiate with your landlord or friends and family to help you stay in your accommodation. We can help you with your housing options so you can secure accommodation that meets your needs. Referrals for our Younger Persons accommodation come through from Housing Solutions or Children's services. If you are under 18 and homeless, please call our Multi Agency Safeguarding Hub (MASH) team on 01432 260800 and ask to speak to the duty social worker. Please tell us if you are a care leaver.	Self-referral	https://www.homeless.org.uk/homeless-england/service/herefordshire-council-housing-solutions-team https://www.herefordshire.gov.uk/housing-3
Connexus Young Persons support	Connexus deliver high quality 24/7 supported accommodation in Hereford City Centre and outreach and mediation support service across Herefordshire for young people aged 16-25 years, young people will be allocated a designated support or outreach officer who can support with anything from life skills, budgeting and advice around having or maintaining their own tenancy to helping young people in to education, training or employment.		01432 384046 or email herefordypp@connexus-group.co.uk

Families affected by domestic abuse			
Women's Aid (West Mercia)	WMWA exists to support women and children affected by domestic abuse in Herefordshire, Worcestershire and Shropshire working with victims of domestic abuse. Courses are for women that are victims of domestic abuse.	Referral direct from family or Early Help Assessment Key Professional	W: www.westmerciawomensaid.org Twitter: @WMWomensAid Like WMWA on: Facebook Herefordshire, Shropshire, Telford&Wrekin Helpline: 0800 783 1359 Worcestershire Helpline: 0800 980 3331
VESTA	**Polish Domestic Violence Helpline.** Help for Polish victims and perpetrators of domestic abuse to reduce their fear of speaking up about their experiences and guide them to the most appropriate support. Help them understand the nature of abuse, its impact on their children and empower them to move forward with their lives. **On-line guidance, specialist family support, signposting to other organisations with Polish speaking professionals**	On-line advice Contact direct	https://www.vestasfs.org/domesticviolence
Men's DV helpline Male Domestic Abuse Service (MDAS).	**West Mercia Men's Domestic Abuse helpline** If you are a male and experiencing domestic abuse and need information, advice or support. The Helpline can be contacted 24/7, it is free and completely confidential.		Tel: 0800 0149082 Email: mdas@wmwa.org.uk
DRIVE -Domestic Abuse Perpetrator Service	**Men & Masculinities - A Domestic Abuse Perpetrator Service** The Cranstoun Group is a charity empowering people to live healthy, safe and happy lives. They work with service users, families and communities, helping them to make positive changes.	Self- referral or via referral form	Men & Masculinities - Cranstoun

DV Assist	**Domestic Violence Assist** is available to provide immediate emergency help to victims of domestic violence.
	can help you:
	• Arrange & Apply for either a:
	  ○ Non-Molestation Order
	  ○ Occupation Order
	  ○ Prohibited Steps Order
	• We will confirm your eligibility for public funding, if applicable, using http://civil-eligibility-calculator.justice.gov.uk
	• Direct you to a specialist Legal Aid Agency approved solicitor.
		Self-referral via Website	https://www.dvassist.org.uk
			Tel: 0800 195 8699

PEGS – Parental education support and growth	PEGS supports both parents and professionals in dealing with the issues associated with child to parent abuse. Our awareness and training programmes help people to learn new tools and techniques when dealing with abusive children, what policies are out there to assist families, and what other support networks and frameworks exist in the UK.		Child to parent abuse | Parental Education Growth Support (PEGS) (pegsupport.co.uk)

CDA S (Run by West Mercia Women's Aid).	**CRUSH** is a structured programme of group support and empowerment for young people in the age range of 13 – 19 who have witnessed, experienced or are at risk of domestic abuse. CRUSH aims to help young adults gain the skills, knowledge and tools to be able to avoid abusive relationships and exit an abusive relationship safely. The CRUSH Programme is suitable for young people of both sexes and can be helpful to those who are vulnerable to domestic abuse and also for those who are beginning to show signs of controlling behaviour. **Helping Hands** is a preventative education programme for primary school aged children at key stage two and three. The overall aim of the programme is to: Increase children's understanding of feeling safe and to explore and promote behaviours which will contribute to a safe environment **1:1 support (formerly Children's Independent Domestic Violence Advisor)**. DV support for children and young people that are unable to attend group for a specific reason such as having low resilience & protective factors vs high vulnerability and adversity. **Inspiring Families Programme**. Intervention programme that provides opportunities for both parties to consider their behaviour in the context of the domestic abuse within the relationship and provides exercises that give both parties the opportunity to contemplate change in their relationship. The program is based on the ACEs theory of trauma in early life impacting on beliefs and behaviours in adult life.	On line referral form	0800 014 9094 Cyp@wmwa.org.uk InspiringFamilies@WMWA.cjsm.net Referral form available from early Help co-ordinators

Parents and children with a range of health problems			
CAMHS (children and adolescent mental health services)	Operate specialist services that offer assessment and treatment for children and young people (0 - 17 years of age) and their families who have complex mental health needs. These problems may be emotional or behavioural and may include difficulties in developing and forming relationships.	Referral through GP.	01432 378940
CAMHS- New mental health website for children	Designed in collaboration with mental health professionals from child and adolescent mental health services (CAMHS) and young people, the site acts as a one stop shop for children, young people, families and professionals who are seeking advice and support about mental health. The site provides helpful information such as practical tips to support children and young people's mental health, self-help resources, and information on local CAMHS NHS services. The website has been launched alongside a new campaign called 'The Great Big Lunch Break', which aims to promote mental health awareness among children and young people in local education settings. Schools and colleges can register for a free resource pack by emailing WHCNHS.communications@nhs.net.	Direct	The site can be accessed at https://camhs.hacw.nhs.uk/
CLD Youth Counselling Trust	CLD provides a specialist therapeutic counselling service for young people (10 – 25 years old) and some adults, who have a range of mental health, social, emotional or behavioural concerns.	Referral direct from GP accepted.	01432 269245 The CLD Trust - Providing a Counselling, Learning and Development service for young people and adults
CLD Strong young minds	The SYM Project is for young people (10 - 24yrs) who are disenfranchised, distressed, unemployed, at risk of social isolation, poor achievement & ill health, due to poor mental health and wellbeing such as anxiety, depression, eating disorders, self-harm, bullying, cyberbullying, relationship breakdown, employability, low self-esteem, body image & loss.	Referral direct from family	http://www.thesymproject.org 01432 269245
Childline	ChildLine offer help to everyone under 19. You can talk to them about anything on the phone or talk online using 1-2-1 counsellor chat.	Direct	www.childline.org.uk

KOOTH	An on-line mental well-being service commissioned by Herefordshire Council for 11-18 year olds. Kooth is a transformational digital mental health support service. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Access is free of the typical barriers to support, no waiting lists, no thresholds, no cost and complete anonymity.	Register on-line	https://www.kooth.com
QWELL	An on-line mental well-being service commissioned by Herefordshire Council for adults.		https://www.qwell.io
Adults Mental Health Helpline	24-hour mental health support in Herefordshire – the service provides telephone and support, guidance and advice for people of all ages experiencing emotional distress or anxieties.	Direct	0808 196 9127

Health care services for children – Public Health Nursing Team	Support for families with health, child development and parenting related issues. **Health Visitors** support families from the antenatal period up to school entry and the service is offered in a number of settings including family homes, local community centres and primary care. The health visiting team will be in touch at various points in a parent's journey as outlined below: • Antenatal contact between 28-32 weeks • Between day 10-14 for a new birth visit • 6-8 weeks after your baby is born • Between 4-6 months for a 'Time to Shine' contact to discuss oral health and healthy weaning. • Between 9-12 months of age for a development review Between 2-2.5 years of age for a development review **School Nurses** support children and young people aged 5-19 years, they have specific skills to help children and young people with their health needs by providing advice, information and support on topics such as sexual health, healthy diet and exercise, alcohol use, substance misuse, and emotional and mental health including self-harm. The support can be delivered in 1-1 sessions, small groups and on a larger scale in school assemblies. Drop-in clinics at every secondary school are available throughout school term.	Direct or Via Key Professional	The Health Visiting Single Point of Access can be contacted on **07870 682711** and is managed by a Health Visitor Monday-Friday 9am-4pm (excluding bank holidays and weekends) The School Nursing Single Point of Access can be contacted on **07813 451034** and is managed by a School Nurse Monday-Friday 9am-4.30pm (excluding bank holidays and weekends). www.facebook.com/Herefordshirehealthvisitors www.facebook.com/Herefordshireschoolnurses
Eating disorders	Beat helps young people beat their eating disorders, with a helpline, online support, and self-help groups.	direct	www.beateatingdisorders.org.uk
Hereford recovery Service (Turning Point)	Offer information, advice and support for people with drug and alcohol issues. There is a young people's service for those aged 11+. To support people to overcome their issues and develop the skills necessary to go on to live a fulfilling life in recovery. Also support the families of people with substance misuse issues.	Referral direct from family or Early Help Assessment Key Professional	0300 555 0747 www.turning-point.co.uk/herefordshire

Now We're Talking (for healthy minds) **Herefordshire MIND**	**Now We're Talking (previously known as Let's Talk)** If you live in Herefordshire or Worcestershire and feeling anxious, worried or stressed you can contact the Healthy Mind team. They offer free and confidential support including: • Online therapy which you do at your own pace and in your own time • Groups and Courses where you can share (as much or as little as you wish) and learn from other people • Or more traditional 1:1 support • For more details visit the Now We're Talking website Herefordshire Mind is a local mental health charity. They are there to support you if you are stressed, depressed or worried about yourself or someone else. They will listen, give support, and fight your corner.	Referral from GP or self-referral	01905 763333 https://www.healthyminds.whct.nhs.uk/home https://herefordshire-mind.org.uk/ 01432 271643 info@herefordshire-mind.org.uk
Perinatal Mental Health Team	The perinatal service is for woman aged 16 or over who are planning a pregnancy , currently pregnant or are within a year of having a child. They must also meet one of the following criteria • They are severely mentally unwell during pregnancy or within one year of childbirth • Have a past history of severe mental illness • Have a past history of perinatal mental health illness • Have a family history , in a first degree relative , or bi polar affective disorder • Have the above presentation and would like to attend a preconception counselling session	Direct or from Midwife	01432 842200 NHS England » Perinatal mental health 2gnft.perinatalmentalhealthhereford@nhs.net

Maternal Mental Health Service	Assess and treat patients who have a moderate-severe/complex mental health difficulties associated with loss and trauma occurring in the maternity/perinatal/neonatal context (including parent-infant relationship), who do not meet the criteria for perinatal mental Health Service. Provide consultation, where the referral criteria is met. To offer advice, signposting and/or offering targeted interventions.		whcnhs.maternalmhs@nhs.net
ICON – Infant crying support	Remember – This phase will stop! Be an ICON for your baby and cope with their crying. Babies Cry, You Can Cope! **I** Infant crying is normal and it will stop **C** Comfort methods can sometimes soothe the baby and the crying will stop **O** It's OK to walk away if you have checked the baby is safe and the crying is getting to you **N** Never ever shake or hurt a baby	Self- referral Contact health Visitor for more information	**CRY-SIS National Help Line: 08451 228669** Lines open 7 days a week, 9am-10pm Remember – if you are concerned that your baby may be unwell, contact your GP or NHS 111 (go to 111.nhs.uk or call 111- the service is available 24 hours a day, 7 days a week). **In an emergency, ring 999.** www.iconcope.org
Bereavement Support and Advice	**CRUSE**-Bereavement support offered free and confidential provided by trained volunteers – **Phoenix** -Advice, guidance and support for children aged 5 to 21 years old throughout Herefordshire **St Michael's Hospice** –Support for families experiencing emotional, social, practical and financial difficulties through bereavement	Self-referral	01432 359469 01432 264555 01432 851000

Speech and language	Children centre services can provide support through Bookstart, Let's talk with your baby and various other sessions to promote communication.	Through an Early help assessment	**Bromyard Hope Centre** 01885 488495 **Golden Valley** 01432 383860 **South City** 01432 383860 **North City** 01432 383430 **Kington** 01432 383340 **Leominster** 01432 383340 **Ross** 01432 260700
Speech and language	**BBC Tiny Happy people.** Online support and activities to promote pre-school children with communication skills	No referral	https://www.bbc.co.uk/tiny-happy-people
Healthy Lifestyle Trainer Service	The Healthy Lifestyle trainer service is a free, confidential service offering practical advice and support to people who want to – lose weight, get fitter, cut down on alcohol, eat healthier and stop smoking. The Healthy Lifestyle trainers offer one to one support to help people who are struggling to make changes to their lifestyle.	Self-referral	01432 383567 www.herefordshire.gov.uk/health-improvement
Marches Family Network	Provide term time and holiday Play days, Summer Play Schemes or the After School Buddying – our programmes and dedicated carers cater exclusively for the needs of the children and young people in our care. Providing social opportunities, respite and help for disabled children and assistance, friendship and advice for their families in Herefordshire and South Shropshire.	Contact Direct	01568 614908 http://www.marchesfamilynetwork.co.uk/
DMWS – Medical Welfare Service	Welfare support for members of the armed forces community. DMWS Welfare officers are highly trained professionals, often from a military background providing support to families of frontline workers.	Contact direct	Herefordshire families welfare officer Lee Bayley Email: lbayley@dnws.org.uk Tel: 07384 826929
Martha House Trust	Martha House provides life long, residential and respite care for profoundly disabled children and adults. Activities within the community to ensure our residents have a good quality of life. Hydrotherapy pool. Physiotherapy including pastoral and facial oral track therapy. Sensory therapy	Contact Direct	01432 279314 Martha Trust Hereford

Mediation	Provides support to families experiencing emotional difficulties in regards to separation and divorce, and offers a mediation service to support families to discuss and resolve their difficulties and disputes. This service is only free to those families eligible for Legal Aid. **Wye Valley Mediation.** **Mediation Hereford** **Talk mediation**	Contact Direct	01432 806222 www.wyevalleymediation.co.uk Mediation Hereford 01432 264087 Talk mediation 01432 344666
Megan Baker House	Provide conductive education for children with motor disorders from 0 to 19 years of age. Provide support through mentoring for parents. Provide training i.e. specific disabilities, supporting children in classroom setting.. Work experience setting. Intensive 'block therapy' sessions in holidays.	Contact Direct	01568 616179 http://www.meganbakerhouse.org.uk/
Multiple Sclerosis Support	Herefordshire based HMSST can help by being an additional provider of financial assistance for those in the local community who face living with MS. Looks at all level of support, including educational grants for young people in secondary education, including those with family members affected by MS.	Self-referral	084502576778 www.hmsst.org
SENDIAS	Formerly Parent partnership Scheme. Information, advice and support to parents and carers of children and young people up to the age of 25 who have a disability and/or special educational needs They offer an impartial, confidential and supportive service for parents and carers.	Self-referral	01432 260955 Email: sendias@herefordshire.gov.uk
Sexual Health services	Advice on sexual health and sexually transmitted diseases. They provide free sexual health screening for anyone concerned about sexually transmitted infections. They also offer free condoms and free medication	Self-referral	Home - Sexual Health Services (sexualhealthservices4herefordshire.co.uk) 01432 483693 or 0800 7720478.
The Cart Shed The young Cart Shed	A charity that offers opportunities to try something new and improve well-being; to find a place of calm in a supportive environment. Run by tutors and occupational therapists. The Young Cart Shed for younger children. Team of Young Cart Shed tutors, health professionals and volunteers work with schools, health professionals and parents of home-educated children to provide a space to share in activities and gain appropriate support as and when needed.	Contact Direct	07796 421373 The Cart Shed, Herefordshire - Outdoor Activities - Alternative Learning

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