



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/Purple Leaf – under Sexual assault services See CLIMB (above)		

PACE	<p>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.</p> <p>Free on line training available for parents and professionals too.</p>		https://paceuk.info
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Steer Clear – knife crime	<p>This Programme is for young people to support them to say ‘No’ to knife crime run by the children’s society.</p> <p>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.</p> <p>Please contact the Steer clear team if you suspect a young person is involved in Knife crime.</p>	Direct referral	steer.clear@childrenssociety.org.uk
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<p>On-line grooming information and resources</p>	<p>UK safer internet centre</p> <p>NSPCC – advice on Grooming</p> <p>It's Not Okay- on-line guidance and resource for children and young people, parents and professionals</p> <p>St Giles -Midlands</p> <p>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.</p> <p>BROOK Traffic Light Tool- A guide to identifying sexual behaviours and the level of risk</p> <p>Child Criminal Exploitation Toolkit for Professionals –</p> <p>YouTube – Tea and Consent –</p> <p>NSPCC ‘PANTS’ Resources for children aged 4 – 8 years –</p>	<p>https://saferinternet.org.uk/</p> <p>https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/grooming/</p> <p>https://www.itsnotokay.co.uk/</p> <p>https://www.stgilestrust.org.uk</p> <p>https://www.thinkuknow.co.uk/professionals/</p> <p>https://www.enhertscg.nhs.uk/sites/default/files/Sexual-Behaviours-Traffic-Light-Tool.pdf</p> <p>https://www.childrenssociety.org.uk/sites/default/files/2021-01/exploitation-toolkit.pdf</p> <p>https://www.youtube.com/watch?v=pZwvrXVavNQ</p> <p>https://learning.nspcc.org.uk/research-resources/schools/pants-teaching</p>
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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 Joint decision Making Panel and via court orders. External agencies cannot refer to YJS	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: <u>Appropriate Adult; ARC and Divert</u> 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; <u>Remember Veterans</u> <u>Chrysalis</u> which works with vulnerable women in the youth criminal justice system <u>#MORSE</u> 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)	<p>Direct work with individual pupils and their families to improve school attendance on a case-by-case basis.</p> <p>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))</p>		<p>Karen Millington Education Welfare Officer Attendance Solutions Herefordshire Tel 07983399059 kmillington@attendancesolutionsherefordshire.com</p> <p>Jo Ellis School Attendance Advisor Ellis Education Services 07443 505 307 joellis103@gmail.com</p>
Nova Training	<p>Provides high quality education and training apprenticeship opportunities in Motor Vehicle, Construction, Hospitality, Business Administration, Retail, Warehousing, Sales, Customer Service & Hair and Beauty.</p>	Referral from School or 16+ team	<p>01432 275900 Apprenticeships Traineeships Hereford (novatrainingsolutions.co.uk)</p>

Bullying support	<p>Always contact the school to discuss.</p> <p>Head teachers have the legal power to make sure pupils behave outside of school premises (state schools only).</p> <p>This includes bullying that happens anywhere off the school premises, for example on public transport or in a town centre.</p> <p>School staff can also choose to report bullying to the police or local council</p>		<p>Useful websites:</p> <p>https://www.gov.uk/bullying-at-school/bullying-outside-school</p> <p>https://www.gov.uk/bullying-at-school/bullying-a-definition</p> <p>https://www.gov.uk/bullying-at-school</p> <p>https://www.gov.uk/government/publications/preventing-and-tackling-bullying</p>
Children who need additional support, from the earliest years to adulthood			
Herefordshire Children's Help & Advice Team (CHAT)	<p>The Children's Help & Advice Team has 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.</p>		<p>Contact: 01432 260261</p> <p>Being a parent – Herefordshire Council</p>
Early Help Assessment team	<p>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.</p> <p>They maintain records on the progress of an EHA through multi-agency group (MAG) meetings.</p>	<p>Contact direct.</p> <p>To register an Early Help Assessment-visit</p> <p>Herefordshire website</p>	<p>Email: earlyhelp@herefordshire.gov.uk</p> <p>EHA document and guidance available at:</p> <p>https://www.herefordshire.gov.uk/early-help-assessment</p>

Herefordshire Council – Early Help family support.	<p>Work with Families to offer intensive support and guidance with parenting and other issues present in the family.</p> <ul style="list-style-type: none"> • Family Relationships • Behaviours that are challenging • Housing and Financial issues • Emotional and Mental Health • Safety in the Community • Any other issues affecting your family <p>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.</p>	Early Help Assessment required. See early help assessment team above.	Contact via Early Help CHAT (see above) or a professional who is known to your family. Being a parent – Herefordshire Council
Vennture	<i>The 4Family programme</i> 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)	<p>Free on-line courses for parents. Understanding your child with additional needs Understanding your teenager Understanding your child's behaviour</p> <p>UNDERSTANDING YOUR CHILD</p>  <p>SOLIHULL APPROACH</p>	LOG-ON using Herefordshire's group log-in.	<p>www.inourplace.co.uk Enter Herefordshire Access Code: APPLEHERE</p>
Separation and becoming a single parent	<p>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.</p>	Direct to website	<p>www.gingerbread.org.uk www.gingerbread.org.uk/information/children-of-single-parents/children-whose-parents-are-splitting-up</p>
Contact Centres	<p>These centres provide a safe space for contact. Session is supervised by a qualified professional.</p>		<p>Hope Family Centre –Bromyard 01885 488495 Hereford Contact centre – South Meadow – 01432 260540</p>
CDC (Child Development Centre)	<p>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.</p>	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 Family Support 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 <ul style="list-style-type: none"> • 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 <u>The Mix</u> 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 <u>Crisis Messenger service</u> 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	<p>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.</p> <p>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</p> <p>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.</p> <p>The Branch Project Working with children and Young people who have experienced Child Sexual Exploitation or are worried about it.</p> <p>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.</p>	<p>Self-referral</p> <p>For more information, to make a referral or to arrange to speak to a Branch Project Worker.</p>	<p>0808 168 5698 www.westmidscyps.co.uk/</p> <p>Tel: 01432 266551 Email: office@wmrsasc.org.uk 01905 724514 (Worcestershire) 01432 344777 (Herefordshire)</p> <p>Tel: 01432 266551 Email: office@wmrsasc.org.uk 01905 724514 (Worcestershire) 01432 344777 (Herefordshire)</p> <p>Call: 01905 611655 (Worcestershire Office) / 01432 266551 (Herefordshire Office)</p> <p>Email: branch@wmrsasc.org.uk Tel: 01384 411 722</p>
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Barnardo's BEACON Project	<p>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;</p> <p>Having a website which will serve as a hub of information and support</p> <ul style="list-style-type: none"> • Provide training, consultation and networking with professionals • Where there is no provision for a young person, we can provide counselling 		<p>0800 953 4131 Email: pSASWestMids@uk.g4s.com.csjm.net</p>
The Lucy Faithful Foundation	<p>The Lucy Faithfull Foundation is the only UK-wide charity dedicated solely to preventing child sexual abuse. We work with individuals, families and professionals so that everyone knows what they need to do to keep children safe.</p> <p>We are offering consultancy advice to support decision making amongst school leaders; training and consultation for staff; direct support and educational input for pupils and parents; and engagement with local safeguarding partners and networks.</p> <p>We work with entire families that have been affected by sexual abuse including: young people with inappropriate sexual behaviours, adult male and female sexual abusers, and other family members. Drawing on our expert knowledge, we offer a broad range of services for professionals and members of the public and we run the confidential Stop It Now helpline.</p>		<p>Lucy Faithfull Foundation Preventing Child Sex Abuse</p> <p>Stop It Now confidential helpline <u>0808 1000 900</u></p>

SSAFA support Army Families	<p>SSAFA helps the armed forces community in a number of ways, though focus is on providing direct support to individuals in need of physical or emotional care.</p> <p>Addiction, relationship breakdown, debt, homelessness, post-traumatic stress, depression and disability are all issues that can affect members of our Armed Forces community. Many of these problems only become apparent when an individual has to leave their life in the Forces and join 'Civvy Street'. SSAFA is committed to helping our brave men and women overcome these problems, and rebuild their lives.</p>		<p>Contact Forcesline, our help desk for any member of the armed forces, veterans and their families, on 0800 260 6767, or send them a message using their Forcesline contact form.</p>
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Refugees support	<p>Herefordshire City of Sanctuary is a community organisation run by volunteers.</p> <p>AIMS to turn the goodwill and compassion that exists locally into positive action for those seeking sanctuary, safety from violence, poverty and war</p> <p>CONNECTS with families and individuals from many countries including people from Iraq, Iran, Afghanistan, Indonesia, Pakistan, Bangladesh, Ethiopia, Sudan, Syria and Ukraine.</p> <p>RUNS a drop-in centre for refugees, migrants and volunteers. The Drop In Centre runs every Friday from 10am at the Friends Meeting House, King Street, Hereford.</p> <p>OPERATES a Buddy Scheme to provide advocacy – one-to-one association and support, including form filling and appointments</p> <p>OFFERS language support and lessons</p> <p>OFFERS and funds driving lessons and funding for driving tests as a route to employment</p> <p>PROVIDES recycled bicycles and associated equipment, maintenance workshops and cycling workshops for women</p> <p>PROVIDES household goods</p> <p>PROVIDES gardening support, equipment and maintenance to the resettled community to enable them to grow food</p> <p>ORGANISES events and opportunities to socialise, play sport and celebrate</p> <p>REACHES out to work with local groups, institutions, schools, cultural organisations, businesses and individuals to embed a culture of welcome and to create a network of support across our county</p> <p>NETWORKS with other organisations and charities to signpost, assist, support and offer advice</p>	Direct	Home - Herefordshire City of Sanctuary
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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: <ul style="list-style-type: none"> * 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 (IVA) 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).	<u>Emergency welfare support</u> . 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
FRESH STARTS via Vennture	Offer support with completing application, benefits, appointments, job searching, CV writing and attending/transportation to interviews, for jobs, training or education. For those struggling with Homelessness, addictions, grief, relationship breakdown, financial difficulty or health issues.	Direct	enquiries@vennture.org.uk 0330 2020 730

Herefordshire Community Fund	<p>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.</p> <p>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</p> <p>WHO CAN APPLY FOR GRANTS?</p> <p>Voluntary and community organisations, including, but not limited to...</p> <ul style="list-style-type: none"> •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). 	<p>On-line application Form</p>	<p>https://www.herefordshirecf.org 01432 272550</p>
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Keep Herefordshire Warm	<p>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.</p> <p>The Keep Herefordshire Warm service is a partnership between Yes Energy Solutions and Herefordshire Council. It provides free local home energy advice to households across Herefordshire.</p> <p>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, offer financial support towards heating costs.</p>	Direct	<p>https://www.herefordshire.gov.uk/housing-3/home-energy</p> <p>Web: Keep Herefordshire Warm YES Energy Solutions</p> <p>Referral form: https://www.yesenergysolutions.co.uk/schemes/keep-herefordshire-warm/khw-referral-form</p> <p>Advice line: 08006 771 432 Email: khw.advicecentre@yesenergysolutions.co.uk</p>
Herefordshire Community Recycling and reuse group	Clothing, bedding, toys & books, furniture including beds, sofas, chairs, fridge, cooker, and 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	<p>0300 777 4321</p> <p>http://www.hhl.org.uk</p>

Homelessness	<p>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.</p> <p>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.</p> <p>Referrals for our Younger Persons accommodation come through from Housing Solutions or Children's services.</p> <p>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.</p>	Self-referral	<p>https://www.homeless.org.uk/homeless-england/service/herefordshire-council-housing-solutions-team</p> <p>https://www.herefordshire.gov.uk/housing-3</p>
Connexus Young Persons support	<p>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.</p>		<p>01432 384046 or email herefordypp@connexus-group.co.uk</p>

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: <ul style="list-style-type: none"> • Arrange & Apply for either a: <ul style="list-style-type: none"> ○ 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

NCDV	<p>Domestic Abuse and Violence Emergency Legal Protection</p> <p>A free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>Domestic abuse is common in the UK and anyone can be a victim, regardless of gender, age, ethnicity, socio-economic status, sexuality or background.</p> <p>Our award-winning free service allows anyone who has recently experienced or been threatened with domestic abuse or violence to apply for an emergency court injunction.</p>	<p>Self referral or via support worker</p>	<p>/www.ncdv.org.uk tel:02071868270 tel:08009702070 Text "NCDV" to 60777 and we'll call you back</p>
PEGS – Parental education support and growth	<p>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.</p>		<p>Child to parent abuse Parental Education Growth Support (PEGS) (pegssupport.co.uk)</p>

<p>CDA S (Run by West Mercia Women's Aid).</p>	<p>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.</p> <p>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</p> <p>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.</p> <p>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.</p>	<p>On line referral form</p>	<p>0800 014 9094 Cyp@wmwa.org.uk</p> <p>InspiringFamilies@WMWA.cjsm.net</p> <p>Referral form available from early Help co-ordinators</p>
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Parents and children with a range of health problems			
CAMHS (children and adolescent mental health services)	<p>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.</p>	Referral through GP.	01432 220450
	<p><u>WEST (Wellbeing & Emotional Support Teams) available in School</u></p> <p>The wellbeing and emotional support teams (WEST) in schools service is designed to help children and young people ages 5-18 years access mental health and wellbeing support early on in educational settings. It's all about ensuring children and young people can get access to the right help as early as possible. It is available in 57 Herefordshire Schools.</p> <p>The service is managed as a discrete part the Child and Adolescent Mental Health Service (CAMHS).</p>		<p>WEST available in the following schools:</p> <p>Queen Elizabeth High School Aylestone School Earl Mortimer College & Sixth Form Centre John Masefield High School Herefordshire Pupil Referral Unit Whitecross High School and Specialist Sports College Kingstone High School Lady Hawkins' School Fairfield High School Weobley High School Wigmore High School John Kyrle High School and Sixth Form Centre The Bishop of Hereford's Bluecoat School St Mary's RC High School The Hereford Academy Steiner Academy Hereford Barrs Court School Westfield School The Brookfield School</p>

Anxious to Awesome	<p>Their system focuses on the path to wellness, rather than the pathology of anxiety or other mental health challenges. With the right tools and understanding, you can help your child navigate through difficult emotions and emerge on the other side with greater resilience and a sense of control. You'll be empowered to help your child confidently sail beyond the rocky shores of anxiety on to calmer waters with tools they can use for life. Through their book, online programs, facilitator training and more, we help families like yours better understand and improve mental health, naturally.</p>	Direct	Anxious to Awesome Home
CAMHS- New mental health website for children	<p>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.</p> <p>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.</p> <p>The Mix is a support service for young people. They are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to The Mix via their online community, on social, through their free, confidential helpline on 0808 808 4994 or our counselling service.</p>	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. They provide a range of services, such as Cognitive Behavioural Therapy, counselling, solution focused therapy and Systemic Family Practice.	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
Papyrus	Suicidal Prevention hopeline		0800 0684141
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
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

Bestie	BESTIE is an exciting, interactive online platform, designed to help young people to find out more about emotional wellbeing and mental health and to get the right help when they need it. BESTIE's virtual, interactive world combines digital media, instant messaging, built-in games and supportive online help and information, all within an anonymous, safe platform. BESTIE was created by a team of young people (with a little help from NHS mental health professionals from Worcestershire Health and Care Trust and online tech folk). BESTIE encourages users to engage in social, physical and health-related activities.	Direct	www.camhsbestie.co.uk
Adults Healthy Minds	Self-refer for free online, group or 1:1 talking therapies		Worcestershire: 0300 013 57 27 Herefordshire: 01432 220 507 www.healthyminds.whct.nhs.uk

Health care services for children – Public Health Nursing Team	<p>Support for families with health, child development and parenting related issues.</p> <p>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:</p> <ul style="list-style-type: none"> • 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 <p>Between 2-2.5 years of age for a development review</p> <p>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.</p>	<p>Direct or Via Key Professional</p>	<p>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)</p> <p>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).</p> <p>www.facebook.com/Herefordshirehealthvisitors</p> <p>www.facebook.com/Herefordshireschoolnurses</p>
Eating disorders	<p>Beat helps young people beat their eating disorders, with a helpline, online support, and self-help groups.</p>	<p>direct</p>	<p>www.beateatingdisorders.org.uk</p>

Hereford recovery Service (Turning Point)	<p>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.</p>	<p>Referral direct from family or Early Help Assessment Key Professional</p>	<p>0300 555 0747 www.turning-point.co.uk/herefordshire </p>
Mental Health Support Now We're Talking (for healthy minds) Herefordshire MIND	<p>Mental Health Support</p> <p>Now We're Talking (previously known as Let's Talk)</p> <p>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:</p> <ul style="list-style-type: none"> • 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 <p>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.</p>	<p>Referral from GP or self-referral</p>	<p>01905 763333</p> <p>https://www.healthyminds.whct.nhs.uk/home</p> <p>https://herefordshire-mind.org.uk/</p> <p>01432 271643</p> <p>info@herefordshire-mind.org.uk</p>

Dementia UK	Our specialist nurses, known as Admiral Nurses, provide free advice, support and understanding to help families care for their loved one. As experts in the condition, their tailored, life-changing support helps families through the fear and confusion of dementia. From sharing practical tips for caring, to offering compassionate emotional support and helping plan for the future, they are there when people impacted by the condition need them most.	Direct contact	Supporting children and adolescents - Dementia UK
Perinatal Mental Health Team	<p>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</p> <ul style="list-style-type: none"> • 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	<p>01432 842200</p> <p>NHS England » Perinatal mental health</p> <p>2gnft.perinatalmentalhealthhereford@nhs.net</p>
Maternal Mental Health Service	<p>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.</p> <p>Provide consultation, where the referral criteria is met. To offer advice, signposting and/or offering targeted interventions.</p>		whcnhs.maternalmhs@nhs.net

ICON – Infant crying support	<p>Remember – This phase will stop! Be an ICON for your baby and cope with their crying. Babies Cry, You Can Cope!</p> <p>I Infant crying is normal and it will stop</p> <p>C Comfort methods can sometimes soothe the baby and the crying will stop</p> <p>O It's OK to walk away if you have checked the baby is safe and the crying is getting to you</p> <p>N Never ever shake or hurt a baby</p>	<p>Self-referral</p> <p>Contact health Visitor for more information</p>	<p>CRY-SIS National Help Line: 08451 228669</p> <p>Lines open 7 days a week, 9am-10pm</p> <p>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).</p> <p>In an emergency, ring 999.</p> <p>www.iconcope.org</p>
Bereavement Support and Advice	<p>CRUSE-Bereavement support offered free and confidential provided by trained volunteers –</p> <p>Phoenix -Advice, guidance and support for children aged 5 to 21 years old throughout Herefordshire</p> <p>St Michael's Hospice –Support for families experiencing emotional, social, practical and financial difficulties through bereavement</p>	<p>Self-referral</p>	<p>01432 359469</p> <p>01432 264555</p> <p>01432 851000</p>
Speech and language	<p>Children centre services can provide support through Bookstart, Let's talk with your baby and various other sessions to promote communication.</p>	<p>Through an Early help assessment</p>	<p>Bromyard Hope Centre 01885 488495</p> <p>Golden Valley 01432 383860</p> <p>South City 01432 383860</p> <p>North City 01432 383430</p> <p>Kington 01432 383340</p> <p>Leominster 01432 383340</p> <p>Ross 01432 260700</p>
Speech and language	<p>BBC Tiny Happy people. Online support and activities to promote pre-school children with communication skills</p>	<p>No referral</p>	<p>https://www.bbc.co.uk/tiny-happy-people</p>

PORTAGE	<p>Portage is a home visiting educational service for pre-school children with special educational needs and/or disability and their families.</p> <p>The aim of Portage is to assist learning and development through play. The service supports parent/carers' understanding of their child through fun learning activities.</p>	Referrals are usually made by a health visitor or other practitioner working with your child. Referrals can only be made with parental consent	educationandbusiness@herefordshire.gov.uk (marked FAO The Portage Team)
Healthy Lifestyle Trainer Service	<p>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.</p> <p>The Healthy Lifestyle trainers offer one to one support to help people who are struggling to make changes to their lifestyle.</p>	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	<p>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.</p> <p>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.</p>	Contact Direct	07796 421373 The Cart Shed, Herefordshire - Outdoor Activities - Alternative Learning
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Document classification

<i>Author Name and Role</i>	Diane Woodbridge, Early Help Coordinator Team Manager
<i>Date Created</i>	25/05/2018
<i>Date Issued</i>	22/11/2022
<i>Description</i>	Directory of Early Help services
<i>File Name</i>	20221121_Early Help Services_Directory_v10.13
<i>Format</i>	MS Word 2003 (.pdf for publication)
<i>FOI Disclosure</i>	Yes
<i>Geographic Coverage</i>	Herefordshire
<i>Group Access</i>	Public
<i>Master Location</i>	
<i>Security Classification</i>	Unrestricted
<i>Status</i>	Final
<i>Subject</i>	Directory of universal and targeted services for Early Help
<i>Title</i>	Herefordshire Directory of Early Help Services
<i>Type</i>	Directory

Version log

<i>Version</i>	<i>Status</i>	<i>Date</i>	<i>Description of change</i>	<i>Pages affected</i>	<i>Review date due</i>
0.01-10.09	Draft/Final		Periodic updates	All	27/07/2022
10.10	Final	27/07/2022	Periodic updates	All	22/11/2022
10.11	Final		Periodic updates	All	22/11/2023
10.12	Final	15/03/2023	Periodic updates	All	22/11/2023
10.13	Final	21/3/2023	Periodic updates	All	22/11/2023