



# Herefordshire Directory of Early Help Services

## Useful contacts for EARLY HELP ASSESSMENT practitioners

### Parents and children involved in crime and anti-social behaviour

#### Child exploitation

Agency	Description	Method of referral	Contact details
<b>CLIMB</b>	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	<a href="#">Children's Society</a> Contact: Rachel Barbee or Marcus O'Leary. <a href="mailto:climb@childrenssociety.org.uk">climb@childrenssociety.org.uk</a>
<b>CLIMB Under 10's</b>	CLIMB now have an Early Intervention Practitioner u10s in Herefordshire (Rebecca Webb). Her role is working with under 10s to reduce the risk of exploitation. This can be 1:1 sessions or group sessions with children, usually in school but she can also work with children outside of a school setting.	Direct referral	Rebecca Webb <a href="mailto:Rebecca.Webb@childrenssociety.org.uk">Rebecca.Webb@childrenssociety.org.uk</a>
<b>Catch 22</b>	Catch 22 are pleased to announce the launch of a specialist support and rescue service for young people and their families who are criminally exploited through county lines. Our caseworkers will provide one-to-one support to young people and their families, working closely with other agencies and professionals and tailoring the support to each young person's individual needs and circumstances. We deliver a rescue service, with "out-of-hours" capacity, to secure the safe return home, at a critical teachable moment, of young people from London, the West Midlands, Merseyside, and	Direct referral	<a href="mailto:countylinessupportandrescue@catch-22.org.uk">countylinessupportandrescue@catch-22.org.uk</a>

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	Greater Manchester who are identified outside of their home police force area as a result of their involvement in county lines activity. Our support and rescue service operates alongside SafeCall, a dedicated confidential county lines national helpline for young people, parents and carers across England and Wales run by Missing People.		
<b>Child sexual exploitation</b>	See The Branch Project – under sexual assault services. See CLIMB (above)		
<b>PACE</b>	<b>Parents Against Child Exploitation</b> - 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. <b>Free online training available for parents and professionals too.</b>	Contact direct	<a href="#">PACE</a>

### On-line grooming information and resources

Agency	Description	Method of referral	Contact details
<b>NSPCC</b>	<b>NSPCC guide for parents and professionals about social media sites</b>	Contact direct	<a href="#">Keeping children safe online</a>
<b>NSPCC</b>	Advice on Grooming.	Contact direct	<a href="#">Advice on grooming</a>
<b>It's Not Okay</b>	on-line guidance and resource for children and young people, parents and professionals.	Contact direct	<a href="#">It's Not Okay</a>
<b>St Giles - Midlands</b>	St Giles -Midlands	Contact direct	<a href="#">St Giles</a>
<b>Think you Know</b>	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.	Contact direct	<a href="#">Think You Know</a>

Agency	Description	Method of referral	Contact details
<b>BROOK</b>	Traffic Light Tool- A guide to identifying sexual behaviours and the level of risk.	Contact direct	<a href="#">Traffic Light Tool</a>
<b>Child Criminal Exploitation</b>	Exploitation Toolkit for Professionals	Contact direct	<a href="#">Exploitation Tool Kit</a>
<b>Tea and Consent</b>	YouTube – Tea and Consent	Contact direct	<a href="#">Tea and Consent</a>
<b>NSPCC ‘PANTS’</b>	Resources for children aged 4 – 8 years	Contact direct	<a href="#">NSPCC PANTS</a>
<b>Hollie-guard personal safety app</b>	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.	Contact direct	<a href="#">Hollie-guard</a>

## Knife Crime

Agency	Description	Method of referral	Contact details
<b>Steer Clear:</b>	<b>Steer Clear:</b> Steer Clear is a unique programme offering education and support to young people carrying weapons and their families. Our team work with young people aged between 10-18 who we believe could be exposed to knife crime and the harm associated with it. We will strive to educate and support each referred young person whilst tackling knife-related crime in order to protect our communities from harm. This voluntary programme is completely free. By getting in touch, you could help keep a young person safe from harm and assist in preventing the criminalisation associated to it.	Contact direct	<a href="mailto:steerclearherefordshire@westmercia.police.uk">steerclearherefordshire@westmercia.police.uk</a>
<b>Live Safe knife crime advice &amp; support</b>	Learn the facts about UK knife crime and how it can impact your life, plus get support on how to stay away and live safely.	Contact direct	<a href="#">Live safe knife crime</a>
<b>No Knives, Better Lives</b>	Knife crime prevention information and advice for young people, parents and practitioners.	Contact direct	<a href="#">No Knives, Better Lives</a>
<b>Fearless</b>	A youth service providing the opportunity to give information on crime 100% anonymously. This can be given using an online form or be calling the Crimestoppers line.	Contact direct	<a href="#">Fearless</a> 0800 555 111

Agency	Description	Method of referral	Contact details
<b>Hereford &amp; Worcester Fire &amp; Rescue service Juvenile fire-setters scheme</b>	This scheme was introduced to reduce the risk of fire-setting behaviour in our community. The aim is to change the behaviour of young people who engage in antisocial behaviour and fire-setting. The scheme is designed to curb fire-setting behaviour by educating and supporting children and their families.	Contact direct	<a href="#">Hereford and Worcester Fire and Rescue</a>
<b>Staywise</b>	<b>Staywise:</b> Staywise is an on-line safety platform developed by the National Fire Chiefs Council in collaboration with other emergency services partners including the National Police Chiefs Council, the Association of Ambulance Chief Executives and the Royal Life Saving Society. It has a free online library packed full of educational resources and activities from the UK's leading emergency services and safety-focused organisations making it easy for you to find trusted materials that provide learning opportunities to help keep children safe.	Contact direct	<a href="#">Staywise</a>
<b>Youth Justice Service</b>	<b>Youth Justice Service</b> 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. <b>The Turnaround Project (provided by West Mercia Youth Justice Service) :</b> Turnaround is a voluntary support programme for young people aged 10 to 17 years old and their families. The aim is to support young people and their families, who have come to the early attention of enforcement agencies.	Referral via police or support worker	<a href="#">Youth Justice Service</a> Turnaround project - 01432 347120
<b>Youth Support service</b>	YSS is a regional charity, spanning the four West Mercia local authorities; Worcestershire, Shropshire, Herefordshire, Telford & Wrekin. In Herefordshire, YSS provides these services: <b>Appropriate Adult: ARC and Divert</b> 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. <b>Remember Veterans</b>	Professional or self referral	<a href="#">Youth Support Service</a>  01905 730780

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	<b>Chrysalis</b> which works with vulnerable women in the youth criminal justice system <b>#MORSE</b> which works with adults with a driving offence.		
<b>Victim Support</b>	If you have been affected by crime contact your local victim care unit who can support with bullying, online crime, burglary, gangs, street violence.	Self referral	<a href="#">Victim Support</a> 01905 726896

## Children who have not been attending school regularly


Agency	Description	Method of referral	Contact details
<b>Education Welfare (attendance)</b>	<b>School Attendance &amp; Engagement Officers</b>	Contact direct	<a href="mailto:schoolattendanceengagement@herefordshire.gov.uk">schoolattendanceengagement@herefordshire.gov.uk</a>
<b>Education Welfare (attendance)</b>	<b>Social Inclusion &amp; elective Home Education Officer</b>	Contact direct	Jo Eil <a href="mailto:Socialinclusion@herefordshire.gov.uk">Socialinclusion@herefordshire.gov.uk</a> <a href="mailto:Home-education@herefordshire.gov.uk">Home-education@herefordshire.gov.uk</a>
<b>Hoople</b>	Our Study programme is aimed at 16–19-year-olds who may struggle with mainstream education, and supports learns with social, emotional and mental health needs as well as special educational needs and disabilities. We help them to continue their education and build skills to gain employment, apprenticeships and life skills to develop independence, with a small group of up to 30 students per cohort. Our doors are also open for 16–25-year-olds with Educational Health Care Plans (EHCP).	Contact direct	<a href="#">Hoople Study Programme</a> 01432 383500 <a href="mailto:study.programme@hoopleltd.co.uk">study.programme@hoopleltd.co.uk</a>
<b>The King's Trust</b>	Offer a range of different support programmes for young people, including Team, which is a 12-week personal development initiative for 16-25-year-olds.	Contact direct	<a href="#">King's Trust</a> 0800 842 842

Agency	Description	Method of referral	Contact details
<b>HVOSS NEETS</b>	As hvoss develops a much-needed inclusive supported volunteering service across Herefordshire, called 'Be Inspired', we are working for a few months with Landau and Horizon training, who are delivering a NEETS project funded by Herefordshire Council. This project is for 15 – 25-year-olds who are not in employment, education or training, to develop the personal and transferable skills needed to move into work. The project offers mentoring and person-centered support to build confidence, self-esteem and basic skills, along with the chance to participate in certified training and employability skills, for those furthest from the labour market. Hvoss will offer support to find and sustain volunteering placements and training, along with supported travel and shadow shifts. One-to-one mentoring will help empower young people to explore options for the future to move forward. We have Engagement coordinators, Milly and Lauren working in Ross, Hereford and Leominster area, who can meet young people locally, working face to face, by phone or online.	Contact direct	<a href="mailto:Mandy.furniss@hvoss.org.uk">Mandy.furniss@hvoss.org.uk</a>  hvoss 52, Broad Street, Hereford, HR4 9AB 07741741148  Andrea Harrison at Landau: <a href="mailto:andrea.harrison@landau.co.uk">andrea.harrison@landau.co.uk</a> 07562 625820
<b>Bullying support</b>	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.	Contact direct	<b>Useful websites:</b> <a href="#">Bullying at school/outside school</a> <a href="#">Bullying - definition</a> <a href="#">Bullying at school – the law</a> <a href="#">Preventing and tackling bullying</a> <a href="#">Young minds – support on bullying</a> <a href="#">Children First</a> Please contact Sheena Adam at <a href="mailto:admin@childrenfirstfamilymediation.org.uk">admin@childrenfirstfamilymediation.org.uk</a> or call 01617 638793 and quote "Herefordshire". <a href="#">Kidscape</a>
<b>Children First Family Mediation</b>	If your family has been affected by peer-on-peer abuse, there is local support available. Children First Family Mediation is an independent family mediation service who offer confidential, sensitive support to Herefordshire families and individuals who have been affected by peer-on-peer abuse.	Contact direct	<a href="#">Children First</a> Please contact Sheena Adam at <a href="mailto:admin@childrenfirstfamilymediation.org.uk">admin@childrenfirstfamilymediation.org.uk</a> or call 01617 638793 and quote "Herefordshire".

Agency	Description	Method of referral	Contact details
Kidscape	Advice for parents, carers and young people on how to deal with and respond to bullying.	Contact direct	<a href="#">Kidscape</a>

## Children who need additional support, from the earliest years to adulthood

Agency	Description	Method of referral	Contact details
<b>Herefordshire Children's Help and Advice Team (CHAT)</b>	The Children's Help and Advice Team is a team that can offer advice, guidance and signposting to families and professionals. They can also support professionals with the completion of an Early Help Assessment. The Children's Help and Advice Team also ensure that families get the right help at the right time. They can offer support and advice to families and professionals on the Early Help Assessment (EHA) process. They maintain records on the progress of an EHA through regular contact with families and professionals.	Contact direct	01432 260261 Email: <a href="mailto:CHAT@herefordshire.gov.uk">CHAT@herefordshire.gov.uk</a>  <b>EHA document and guidance available at:</b> <a href="#">Early Help Support</a>
<b>Herefordshire Council – Early Help family support.</b>	Work with Families to offer support and guidance with parenting. Offers mentoring, advice and buddying for parents and children aged 0-19. Intervention can be for 3-6 months. 2 family support workers specialising in support for <b>young carers</b> .	Early Help Assessment required See Children's Help and Advice Team above	Contact via CHAT (see above)
<b>SEN team</b>	<b>SEN team</b> - can provide support when your child is going through a statutory assessment or already has an Education, Health and Care Plan (EHCP). Every child known to SEN team have an allocated caseworker.	Contact direct	<a href="#">SEND support</a> 01432 383679
<b>Disabled Children's Social Care Team</b>	A team of social workers and support workers who work with disabled children and their families together with a range of other professionals.	Contact direct	<a href="#">Disabled Children's Social Care Team</a> 01432 261584

Agency	Description	Method of referral	Contact details
<b>Vennture</b>	<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 CHAT above	<a href="mailto:enquiries@vennture.org.uk">enquiries@vennture.org.uk</a> 0330 2020730
<b>Homestart</b>	Work with Families to offer support and guidance with parenting. Offer mentoring, advice and buddying for parents and children aged 0-19. Intervention can be 3 months +.	Contact direct	<a href="mailto:homestart.hereford@virgin.net">homestart.hereford@virgin.net</a> 01432 371212/372264
<b>Children's Centres in Herefordshire</b>	<p>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.</p> <p><b>Herefordshire Health Visitors:</b> The Single Point of Access (advice line) service provides parents/ carers of 0–5-year-olds in Herefordshire with advice from the health visiting team about a child's health or development. Parents/carers can seek advice about a wide range of topics such as breastfeeding, bottle feeding, sleep, toileting, behaviour, eating, minor injuries/ ailments, parenting support and much more.</p>	Early Help Assessment required See CHAT above	<b>Bromyard Hope Centre</b> 01885 488495 <b>Golden Valley</b> 01432 383860 <b>South City</b> 01432 383860 <b>North City</b> 01432 383430 <b>Kington</b> 01432 383340 <b>Leominster</b> 01432 383340 <b>Ross</b> 01432 260700 <b>Ledbury</b> 01432 383840
<b>Solihull On-line parenting courses (FREE)</b>	<p><b>Free online courses for parents:</b>  Understanding your child with additional needs  Understanding your teenager  Understanding your child's behaviour</p> 	LOG-ON using Herefordshire's group log-in  Self referral	<a href="#">Solihull On-line parenting</a> <b>Enter Herefordshire Access Code: APPLEHERE</b>
<b>Triple P Parenting Courses/ NVR</b>	<b>Non Violence Resistance training:</b> NVR is a non-judgemental supportive programme designed to empower parents by feeling more in control and purposeful about any actions taken in response to behaviours. It is a relational approach that focusses on the interactions between the parents and their child; parents are coached to change their own responses to the young person's behaviour and to build a network of support around their family.	LOG-ON using Herefordshire's group log-in  Self referral	<a href="#">Triple P parenting course information</a>  Please contact: <a href="mailto:NVR@herefordshire.gov.uk">NVR@herefordshire.gov.uk</a>
<b>Family Lives Online</b>	<b>Free online courses for parents:</b> Parents together	LOG-ON using	<a href="#">Family Lives Parenting</a>



Agency	Description	Method of referral	Contact details
<b>Parenting courses (FREE)</b>	Let's Play Coping with teens Raising confident children	Herefordshire's group log-in	08088 002222
<b>CDC (Child Development Centre)</b>	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
<b>Carer Links</b>	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: <a href="mailto:herefordshire@crossroadstogether.org.uk">herefordshire@crossroadstogether.org.uk</a>  01432 663057 <a href="#">Crossroads Together</a>

## Young Carers

Agency	Description	Method of referral	Contact details
<b>Young Carers</b>	1:1 Support from specially trained Early Help key worker.	Refer to CHAT for an Early Help Assessment	Contact the CHAT team on 01432 260261
<b>Young Carers Assessment information:</b>	Our young carer service considers the whole family when making an assessment of a young carer's needs. Some of the ways we may be able to help include signposting to support organisations, support with school or college, information, guidance and advice, support for the family, help with keeping the young person and their family safe, emotional support and befriending. Contact one of our Advanced Practitioners for help or support with referrals for a young carer's assessment:	Refer to CHAT for an Early Help Assessment	<a href="#">Young Carers Assessment Advice</a>
<b>Herefordshire Young &amp; Young Adult Carers CIC:</b>	Herefordshire Young and Young Adult Carers CIC 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.	Refer to CHAT for an Early Help Assessment	07484 245128 <a href="mailto:HYYACinfo@gmail.com">HYYACinfo@gmail.com</a> <a href="#">Online referral form</a>
<b>Sense</b>	Support for young carers and siblings of disabled people. Sometimes, we all need space to relax and share our experiences with people who understand us. That's why we offer support and activities to young carers and siblings of people with disabilities. Your child could attend one of our virtual book clubs or games nights or come along to a wellbeing session if they'd like to talk. The choice is theirs!	Refer to CHAT for an Early Help Assessment	<a href="#">Sense Website</a>
<b>Young Sibs</b>	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 online website	<a href="#">Young Sibs</a>
<b>Epilepsy Action</b>	'Just for kids' website to support children with epilepsy.	Direct online website	<a href="#">Just for kids epilepsy support</a>

Agency	Description	Method of referral	Contact details
<b>Aspire</b>	Organisation that supports adults with learning disabilities. Daytime activity clubs at the Hub- Tues-Fri. Youth Club - Thursday evenings.	Contact direct	<a href="#">Aspire Living</a> 01432 269406 The Hub 01432 266881

## Autism and ADHD support

Agency	Description	Method of referral	Contact details
<b>NAS Herefordshire</b>	Support for people and families living with Autism. Contact for times and details	Contact direct	<a href="#">Herefordshire NAS</a> 01432 340072
<b>National Autistic Society</b>	National Autistic Society	Contact direct	<a href="#">National NAS</a>
<b>H.A.N.D.S Hub (Herefordshire Autism and Neuro Diverse Support Hub)</b>	Assist individuals and families with autism and other neurodiverse conditions based at 4 Berrows Business Centre, Bath Street, Hereford HR1 2HE	Contact direct	<a href="mailto:info@hands-hub.co.uk">info@hands-hub.co.uk</a>
<b>Autism West Midlands</b>	Have a helpline offering support to parents, autistic adults, carers and professionals. They can also be contacted online and hold online meetings. They also offer a range of online courses.  Local support can also be offered by Autism West Midlands funded by the Fred Bulmer Trust through the NHS	Contact direct	<a href="#">Autism West Midlands</a> Helpline: 0121 450 7582  01432 801687 <a href="mailto:herefordworcs@autismwestmidlands.org.uk">herefordworcs@autismwestmidlands.org.uk</a>
<b>Close House Projects</b>	Youth Centre in Hereford. Ages 11-24, Mon-Sat. Safe, supportive and inspiring spaces for young people to socialise and access support. Drop-in support, youth club and sessions in the school holidays.	Do not take referrals	<a href="#">Close House</a> 01432 274239 <a href="mailto:admin@closehouse.org.uk">admin@closehouse.org.uk</a>
<b>Gypsy, Roma Traveller Support Services</b>	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:	Contact direct	Email: <a href="mailto:grt@herefordshire.gov.uk">grt@herefordshire.gov.uk</a> Colin Jefferson, GRT learning mentor, Y11+: 01432 260295

## OFFICIAL

Agency	Description	Method of referral	Contact details
	Professional and voluntary sector agencies in Herefordshire. GRT children from 0 to 19. GRT families - Romany Traveller/Gypsy, Irish Traveller, New Traveller, Showman, Roma.		
<b>HOPE Support service</b>	Supporting young people (5-25) when a close family member is diagnosed with a life-threatening illness.	Self-referral	<a href="#">Hope Support Services</a> 01989 56631 <a href="mailto:help@hopesupportservices.org.uk">help@hopesupportservices.org.uk</a>
<b>Houghton Project</b>	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"> <li>• Enhance service users' employability.</li> <li>• The development of social skills within a supportive environment.</li> <li>• Allow service users to develop their capacity to form friendships and relationships with a wider range of people.</li> </ul>	Contact Direct	<a href="#">Houghton Project</a>  Tel: 01568 797900

## Sexual Assault Services

Agency	Description	Method of referral	Contact details
<b>Horizon Sexual Assault Referral Centre</b>	<b>Horizon Sexual Assault Referral Centre-</b> 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.	Self-referral  For more information, to make a referral or to arrange to speak to a Branch Project Worker	<a href="#">Horizon</a>  0808 168 5698
<b>WM RASASC &amp; Purple Leaf</b>	(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.	Self-referral	Office - 01432 266551 <a href="mailto:office@wmrsasc.org.uk">office@wmrsasc.org.uk</a> Help lines – 01905 724514 (Worcestershire) 01432 344777 (Herefordshire)
<b>SELFIE Project</b>	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.	Self-referral	Office - 01432 266551 <a href="mailto:office@wmrsasc.org.uk">office@wmrsasc.org.uk</a> Help lines - 01905 724514 (Worcestershire) 01432 344777 (Herefordshire)

Agency	Description	Method of referral	Contact details
	This enables the young people to come back and discuss anything in a safe, secure and private environment.		Call: 01905 611655 (Worcestershire Office) / 01432 266551 (Herefordshire Office) Email: <a href="mailto:branch@wmrsasc.org.uk">branch@wmrsasc.org.uk</a> 0800 953 4131 Email: pSASWestMids@uk.g4s.com.csjm.net
<b>The Branch Project</b>	Working with children and Young people who have experienced Child Sexual Exploitation or are worried about it.	Self-referral	Office - 01432 266551 <a href="mailto:office@wmrsasc.org.uk">office@wmrsasc.org.uk</a> Help lines - 01905 724514 (Worcestershire) 01432 344777 (Herefordshire) Call: 01905 611655 (Worcestershire Office) / 01432 266551 (Herefordshire Office) Email: <a href="mailto:branch@wmrsasc.org.uk">branch@wmrsasc.org.uk</a> 0800 953 4131 Email: pSASWestMids@uk.g4s.com.csjm.net
<b>Paediatric Sexual Assault service</b>	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	Office - 01432 266551 <a href="mailto:office@wmrsasc.org.uk">office@wmrsasc.org.uk</a> Help lines - 01905 724514 (Worcestershire) 01432 344777 (Herefordshire) Call: 01905 611655 (Worcestershire Office) / 01432 266551 (Herefordshire Office) Email: <a href="mailto:branch@wmrsasc.org.uk">branch@wmrsasc.org.uk</a> 0800 953 4131
<b>Barnardo's BEACON Project</b>	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	Self-referral	<a href="#">Barnardos Beacon</a>  01384 411 722

Agency	Description	Method of referral	Contact details
	build capacity, create consistency and shine a light on the great work that's taking place. The main ways we will achieve this are; <ul style="list-style-type: none"> <li>• Having a website which will serve as a hub of information and support</li> <li>• Provide training, consultation and networking with professionals</li> <li>• Where there is no provision for a young person, we can provide counselling</li> </ul>		
<b>NAPAC</b>	NAPAC (the National Association for People Abused in Childhood) offers support to adult survivors of all types of childhood abuse, including physical, sexual, emotional abuse or neglect. Supporting recovery from childhood abuse, there is a support line available and downloadable self help guides for survivors, friends and family.	Self-referral	<a href="#">NAPAC</a> 0808 801 0331 <a href="mailto:support@napac.org.uk">support@napac.org.uk</a>
<b>SENDIAS</b>	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 <a href="mailto:sendiass@herefordshire.gov.uk">sendiass@herefordshire.gov.uk</a>
<b>No Wrong Door (NWD)</b>	Collective and collaborative service for young people in Herefordshire. Activities and support varies from support to access training or employment, sexual health, arts and sport, counselling, drug awareness and crime prevention.	Contact direct	Contact: Will Edwards <a href="mailto:nwd@hvoss.org.uk">nwd@hvoss.org.uk</a> 01432 277562

## Online Safety

Agency	Description	Method of referral	Contact details
<b>NSPCC</b>	<b>NSPCC have various online safety support available</b> Online Safety Workshops that provides parents and carers with information on how to support their child in the online world. There are presentations on topics such as online bullying, mental health and social media.	Contact direct	<a href="#">NSPCC Online Safety Workshops</a> <a href="#">NSPCC Cyberbullying</a> <a href="#">NSPCC Online Safety</a>
<b>Internet Matters</b>	Online safety experts providing parents and carers with guidance and support to keep children safe online.	Contact direct	<a href="#">Internet Matters</a>
<b>Safewise</b>	A guide to internet safety for children on phones, watches and parental controls.	Contact direct	<a href="#">Safewise</a>
<b>So You Got Naked Online?</b>	A resource that offers children, young people and parents' advice to support the issues resulting from sexting incidents.	Contact direct	<a href="#">So You Got Naked Online</a>
<b>Childline</b>	Remove a nude image online. It can be scary finding a nude image or video of yourself that has been shared online. Report and Remove give advice on what to do in this situation.	Contact direct	<a href="#">Childline Report Remove</a>
<b>Being Gay is Okay</b>	<b>Being Gay is Okay:</b> Offers practical advice and information for gay, Lesbian, bisexual and unsure under 25's. They can be contact Tuesdays, Wednesdays and Thursdays by phone or text.	Contact direct	<a href="#">Being Gay is Okay</a> 0800 06 12345 Text 07451 289261
<b>Mermaids</b>	Supporting trans, non-binary and gender-diverse children, young people and their families. Call or use the web chat Monday – Friday 1pm to 8:30pm.	Contact direct	<a href="#">Mermaids</a> 0808 801 0400
<b>Switchboard</b>	Is a support line for anyone at any point of their journey to discuss anything related to sexuality and gender identity. Their phone line is open 10am-10pm 365 days of the year and you can also use the online chat.	Contact direct	<a href="#">Switchboard</a> 0800 0119 100



## Families experiencing or at risk of worklessness, homelessness or financial difficulties

Agency	Description	Method of referral	Contact details
<b>Families First Employment Advisor</b>	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 CHAT through an Early Help Assessment Must be noted on the action plan	Contact a Family Community Work Coach
<b>Building Better Opportunities</b>	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"> <li>* training opportunities</li> <li>* practical skills learning</li> <li>* support with CV creation</li> <li>* interview skills/preparation</li> <li>* job searching support</li> </ul>	Direct referral or through EHA	<a href="mailto:bboherefordshire@landau.co.uk">bboherefordshire@landau.co.uk</a> 01432 530041
<b>In2 Youth Support Programme</b>	The In2 youth support programme managed by Landau Ltd for 15-24 yrs old who are unemployed, NEET (not in education, employment or training) or at risk of becoming NEET. The programme works to progress young people into employment, back into education and into traineeships/apprenticeships. Is currently offering the following online courses (see below) - alongside one to one mentoring of young people. <ul style="list-style-type: none"> <li>* Dealing with conflict</li> <li>* Fitter Futures</li> <li>* Positive Coping Mechanisms</li> <li>* Respecting yourself and others</li> </ul>	Direct referral or through EHA	<a href="mailto:In2herefordshire@landau.co.uk">In2herefordshire@landau.co.uk</a> 01432 530112

Agency	Description	Method of referral	Contact details
	<ul style="list-style-type: none"> <li>* Taking Charge of your Life</li> <li>* World of Work</li> </ul>		
<b>Herefordshire Youth Employment Hub</b>	Offer support to 16-24 year olds into employment, education or training. They can help with apprenticeships, career advice, confidence and money managing. 57-59 Blueschool Street, Hereford.	Contact direct	01432 261515 <a href="mailto:youthemploymenthub@herefordshire.gov.uk">youthemploymenthub@herefordshire.gov.uk</a>
<b>Citizen's Advice Debt advice Service</b>	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).	Contact direct	<a href="#">Citizens Advice</a> England - 0800 144 8848
<b>Christians Against Poverty</b>	Free debt advice and they 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	<a href="#">Christians Against Poverty</a> 0800 328 0006
<b>NILS (no interest loans scheme)</b>	Provides zero-interest loans and/or grants for people experiencing acute financial problems of up to £500. They do not provide cash sums to individuals but purchase essential items on 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	<a href="#">NILS</a> 07904 488492
<b>Community Care Award (CCA). Exceptional circumstances award (ECA).</b>	<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	<a href="#">Emergency Welfare Support</a> 01432 383838

Agency	Description	Method of referral	Contact details
<b>Herefordshire Community Fund</b>	<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 Gift Aid 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><b>WHO CAN APPLY FOR GRANTS?</b></p> <p>Voluntary and community organisations, including, but not limited to...</p> <ul style="list-style-type: none"> <li>•Registered charities, including charitable incorporated organisations.</li> <li>•Constituted organisations and non-registered charities</li> <li>•Community interest companies and community benefit societies (Community Foundations can use their own policy).</li> <li>•Parish and town councils (if the funded activity is not deemed part of their statutory duties).</li> <li>•Parent Teacher Associations (PTAs).</li> <li>•Churches and other religious organisations (if the funded activity is not deemed to be proselytising).</li> </ul>	Online application Form	<a href="#">Herefordshire Community Fund</a> 01432 272550
<b>Support with claiming benefits</b>	A service for people living in Herefordshire providing information on benefits, applying for jobs and completing claim forms.	Contact direct	<a href="#">Claiming Benefit Support</a>
<b>Keep Herefordshire warm Advocacy service</b>	<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 Severn Wye Energy Agency 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, improve wellbeing and prevent avoidable illness.</p>	Contact direct	<a href="#">Advocacy Service</a> 01452 835060

Agency	Description	Method of referral	Contact details
<b>Herefordshire Community Reuse and Recycling group</b>	Clothing, bedding, toys & books, furniture including beds, sofas, chairs, fridge, cooker, microwaves all donated free to help create new homes for struggling families.	Contact direct	<a href="mailto:contactus@herefordreuseandrecycle.co.uk">contactus@herefordreuseandrecycle.co.uk</a> or Via Facebook
<b>Herefordshire Home Point:</b>	<b>Herefordshire Home Point:</b> Welcome to Herefordshire Home Point the choice based letting scheme set up in partnership between Herefordshire Council and the main housing associations who have properties available to let across Herefordshire. The aim is to give you more choice in deciding where you want to live.	Self-referral	<a href="#">Herefordshire Home Point</a> 01432 260300 open 10am- 3pm Monday- Wednesday.
<b>Connexus Young Person Service</b>	Connexus are delighted to have successfully tendered to provide the new Young Person's accommodation-based and floating support service in Hereford. Connexus will be delivering high-quality supported accommodation in Hereford City Centre and outreach support across Herefordshire for young people aged 16 to 25 years from 1st March 2021. Providing training opportunities, offering residents the opportunity to learn new skills at Connexus' Brierley Court learning hub, with both in-house initiatives and the opportunity to take up formal educational qualifications. Residents will be housed in high-quality accommodation with 24/7 support.	Self-referral	<a href="mailto:herefordypp@connexus-group.co.uk">herefordypp@connexus-group.co.uk</a> for completed referrals or for more information. <a href="#">Connexus – online referral form</a>
<b>Homelessness</b>	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.  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	<a href="#">Homeless - support</a>  01432 261546 or 01432 261547 01432 261600 (emergency)  <a href="#">Herefordshire Council Homeless advice</a>

Agency	Description	Method of referral	Contact details
The Living Room	A charity to provide help with homeless people suffering with food poverty. They have a café, a community larder and offer a safe community space.	Self-referral	01432 381838 Email – <a href="mailto:thelivingroomhereford@ethos.uk.com">thelivingroomhereford@ethos.uk.com</a>

## Families affected by domestic abuse

Agency	Description	Method of referral	Contact details
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 t Key Professional	<a href="#">West Mercia Women's Aid</a> Herefordshire & Shropshire 0800 783 1359 Worcestershire 0800 980 3331
VESTA	<b>Polish Domestic Violence Helpline.</b> 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. <b>On-line guidance, specialist family support, signposting to other organisations with Polish speaking professionals</b>	On-line advice Contact direct	<a href="#">Vesta Polish Domestic Violence</a>
Men's DV helpline	<b>West Mercia Men's Domestic Abuse helpline</b> 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.	Contact direct	<a href="#">West Mercia DA support for men</a> 0800 0149082
DRIVE	<b>Men &amp; Masculinities - A New Domestic Abuse Perpetrator Service</b> 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	<a href="#">Men &amp; Masculinities Support</a> <a href="mailto:MMreferralsH&amp;W@cranstoun.org.uk">MMreferralsH&amp;W@cranstoun.org.uk</a>

Agency	Description	Method of referral	Contact details
Cranstoun Herefordshire Male Victims Service	Provides male domestic abuse support for males aged 11+ in Herefordshire experiencing abuse. They offer a 24-hour support line, emergency refuge and a specialist service for children and young people.	Contact direct	<a href="#">Cranstoun</a>
DV Assist	<p><b>Domestic Violence Assist</b> is available to provide immediate emergency help to victims of domestic violence. can help you:</p> <ul style="list-style-type: none"> <li>• Arrange &amp; Apply for either a: <ul style="list-style-type: none"> <li>○ Non-Molestation Order</li> <li>○ Occupation Order</li> <li>○ Prohibited Steps Order</li> </ul> </li> <li>• We will confirm your eligibility for Legal Aid and you will need to produce some documents</li> <li>• Direct you to a specialist Legal Aid Agency approved solicitor.</li> </ul>	Self-referral via Website	<a href="#">Domestic Violence Assist</a> 0300 0040375
CDA S (Run by West Mercia Women's Aid).	<p><b>CRUSH</b> 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><b>Helping Hands</b> 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><b>1:1 support (formerly Children's Independent Domestic Violence Advisor)</b>. DV support for children and young people that are unable to attend group for a specific reason such as having low resilience &amp; protective factors vs high vulnerability and adversity.</p>	On line referral form	<a href="#">West Mercia Women's Aid Support for children and young people</a> 0800 014 9094

Agency	Description	Method of referral	Contact details
<b>TSB Emergency Flee Fund for Domestic Abuse Victims</b>	<b>TSB</b> provide domestic abuse victims up to £500 to pay for essentials to make leaving possible, no need to pay it back. You can book a video appointment or drop into a branch.	Contact direct	<a href="#">TSB Flee Fund</a>

## Parents and children with a range of health problems

Agency	Description	Method of referral	Contact details
<b>CAMHS (children and adolescent mental health services)</b>	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.	<a href="#">CAMHS</a> 01432 378940
<b>Melo - Onside</b>	Melo CLD provides an innovative and flexible approach to improving the emotional wellbeing and mental health of children and young people between the ages of 0 – 25 years. They offer: <ul style="list-style-type: none"> <li>• Individual Support</li> <li>• Targeted Group Support</li> <li>• Group Support</li> <li>• Specialist Support</li> </ul>	Self referral or a referral from a professional accepted.	<a href="#">Melo support</a> Hereford 01432 800809 Worcester 01905 673549 <a href="http://www.cldyct.org">www.cldyct.org</a>
<b>CLD Strong young minds</b>	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	<a href="#">Strong Young Minds</a> 01432 269245  <a href="#">Strong Young Minds referral form</a>
<b>WEST &amp; School Nursing Team</b>	<b>Wellbeing &amp; Emotional Support Teams (WEST):</b> Wellbeing & Emotional Support Teams (WEST) is a new NHS service for children and young people aged 5-18 in Herefordshire and Worcestershire. It is an all-year-round service that is delivered in schools and/or virtually. The service was designed to keep children and young people at the heart of mental health care within specific education settings that are familiar to them. Education Mental Health Practitioners (EMHP) are qualified in delivering low intensity cognitive behavioural therapy (LICBT) informed interventions. The interventions are delivered in either 1:1 or in a group work format over 6 – 8 sessions.	School referral	
<b>School Nursing service</b>	School nurses are able to support parents, children, young people (age 5 to 19) and families when they need extra help. Some examples include support with specific parenting issues and depression, asthma, emotional difficulties and bullying.	School/ professional referral	07813451034 or 01432 363940 <a href="mailto:schoolnurse.service@nhs.net">schoolnurse.service@nhs.net</a>



Agency	Description	Method of referral	Contact details
<b>KOOTH</b>	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.	Contact direct to register online	<a href="#">KOOTH</a>
<b>Tree of Life counselling</b>	Tree of Life offers one-off, short term or longer term, individually tailored approaches to individuals and youth organisations. Works with 16 -85+ with issues such as depressions, addiction, DV, sexuality, bereavement and health issues such as chronic pain.	Available through 'No Wrong Door' or direct	<a href="#">Tree Of Life</a> <a href="mailto:Linda.treeoflife@outlook.com">Linda.treeoflife@outlook.com</a> 07411 348327
<b>Beat Services</b>	Support for people with an eating disorder providing information and online support groups.	Contact direct	<a href="#">Beat Services</a> 0808 801 0677 – 3pm-8pm Mon-Fri
<b>Adults Mental Health Helpline</b>	24-hour/365 day mental health support in Herefordshire – the service provides telephone and support, guidance and advice for people of all ages experiencing emotional distress or anxieties.	Contact direct	0808 196 9127
<b>Health care services for children</b>	Our Health visiting teams offer support for families with health, child development and parenting related issues.	Contact direct or Via Key Professional	<a href="#">Health care services for children</a>
<b>Hereford recovery Service (Turning Point)</b>	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 Professional referral (CHAT)	<a href="#">Turning Point</a> 0300 5550747 <a href="mailto:herefordshire@turning-point.co.uk">herefordshire@turning-point.co.uk</a>
<b>We are With You</b>	Charity that provide support with drug, alcohol and mental health issues. There also offer support for young people.	Contact direct	<a href="#">We Are With You</a>
<b>Talking Therapies</b>	<b>Talking Therapies</b> - If you live in Herefordshire or Worcestershire and feeling anxious, worried or stressed you can contact the Talking Therapies Team. They offer free and confidential support including: <ul style="list-style-type: none"> <li>• Online therapy</li> </ul>	Referral from GP or self-referral	<a href="#">Talking Therapies</a> 0300 0135727

Agency	Description	Method of referral	Contact details
	<ul style="list-style-type: none"> <li>• Groups and Courses where you can share (as much or as little as you wish) and learn from other people</li> <li>• Or more traditional 1:1 support</li> <li>• Employment support</li> </ul>		
<b>Herefordshire Mind</b>	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	<a href="#">Herefordshire Mind</a> 01432 271643 <a href="mailto:info@herefordshire-mind.org.uk">info@herefordshire-mind.org.uk</a>
<b>Qwell</b>	Qwell provides anonymous free, instant support with no judgement for adults. <ul style="list-style-type: none"> <li>• Chat online</li> <li>• Community support</li> <li>• Personal development tools</li> </ul>	Contact direct	<a href="#">Qwell</a>
<b>Hereford Men's Mental Health Group</b>	This is a peer support group for men with or at risk of or recovering from mental ill health. It is an informal group run by volunteers with lived experiences of mental health.	Contact direct	<a href="mailto:HMMHgroup1@gmail.com">HMMHgroup1@gmail.com</a>  07376727280
<b>We are Farming Minds</b>	Support for the Herefordshire agricultural community around mental health in the farming community. 24 hour, 365 days a week helpline. They offer counselling, training and hold training events.	Contact direct	<a href="#">We are Farming Minds</a>  0808 802 0070 or text 07786 203130
<b>Op Courage</b>	Support to help Armed Services Personnel who are due to leave the service, reservists, veterans and their families with a range of support and treatment, both mentally and physically.	Contact direct	<a href="#">Op COURAGE</a>
<b>Herefordshire Samaritans</b>	If you are struggling and need help the phonenumber is available 24 hours a day 365 days a week.	Contact direct	<a href="#">Herefordshire Samaritans</a>  116 123
<b>Perinatal Mental Health Team</b>	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. You could benefit from this service if you have: <ul style="list-style-type: none"> <li>• Been treated for a mental health problem previously and you are planning another pregnancy or are already pregnant</li> <li>• Your GP, midwife or healthcare professional feels that you may be unwell and would benefit from some support</li> </ul>	Referral from Midwife, GP, Health Visitor or healthcare	<a href="#">Perinatal Mental Health</a>  01432 220445

Agency	Description	Method of referral	Contact details
	<ul style="list-style-type: none"> <li>There is a family history of mental health problems, bipolar affective disorder or postpartum psychosis</li> </ul>	professiona l	
<b>Beacon Maternal Mental Health Service</b>	<p>Assess and treat patients who have a moderate-severe/complex mental health difficulties which are linked to the following:</p> <ul style="list-style-type: none"> <li>Post Traumatic Stress Disorder following birth trauma or perinatal loss</li> <li>Baby loss at any stage (miscarriage, still birth, neonatal death, termination of pregnancy)</li> <li>A severe fear of childbirth</li> </ul>	Referral by GP, Midwife or other health/social care professional	<a href="#">Maternal Mental Health</a>
<b>ICON – Infant crying support</b>	<p>Remember – This phase will stop! Be an ICON for your baby and cope with their crying. Babies Cry, You Can Cope!</p> <p><b>I</b> Infant crying is normal and it will stop</p> <p><b>C</b> Comfort methods can sometimes soothe the baby and the crying will stop</p> <p><b>O</b> It's OK to walk away if you have checked the baby is safe and the crying is getting to you</p> <p><b>N</b> Never ever shake or hurt a baby</p>	Self-referral  Contact health Visitor for more information	<p><a href="#">ICON</a></p> <p><b>CRY-SIS National Help Line: 0800 4480737</b></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><b>In an emergency, ring 999</b></p>

## Bereavement Support and Advice

Agency	Description	Method of referral	Contact details
<b>CRUSE</b>	<b>CRUSE</b> - Bereavement support offered free and confidential provided by trained volunteers	Self-referral	<a href="#">CRUSE</a> 01432 359469
<b>Phoenix</b>	Advice, guidance and support for children aged 5 to 21 years old throughout Herefordshire	Self-referral	<a href="#">Phoenix</a> 01432 264555
<b>St Michael's Hospice</b>	Support for families experiencing emotional, social, practical and financial difficulties through bereavement	Self-referral	<a href="#">St Michael's Hospice</a> 01432 851000
<b>SANDS</b>	provide emotional support from the early hours following the loss of a baby through to the weeks, months and years ahead.	Self-referral	<a href="#">SANDS</a> 0808 164 3332
<b>Speech and language</b>	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	<b>Bromyard Hope Centre</b> 01885 488495 <b>Golden Valley</b> 01432 383860 <b>South City</b> 01432 383860 <b>North City</b> 01432 383430 <b>Kington</b> 01432 383340 <b>Leominster</b> 01432 383340 <b>Ross</b> 01432 260700 <b>Ledbury</b> 01432 383840
<b>Speech and language</b>	<b>BBC Tiny Happy people.</b> Online support and activities to promote pre-school children with communication skills.	No referral	<a href="#">Tiny Happy People</a>
<b>Healthy Lifestyle Trainer Service</b>	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	<a href="#">Healthy Lifestyle Service</a> 01432 383567

Agency	Description	Method of referral	Contact details
<b>Marches Family Network</b>	Marches Family Network provides activities, services and short breaks for children and young people, aged 0-25 years, with a wide range of disabilities. All of the sessions we run are group sessions, so the young people are able to socialise with their peers and develop friendships. We also welcome siblings, where places are available. Our youth team are trained to meet the varied and complex needs of the children and young people who attend our sessions	Contact Direct	<a href="#">Marches Family Network</a> 01568 614908
<b>DMWS – Medical Welfare Service</b>	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	<a href="#">Defence Medical Welfare Service</a> Herefordshire families welfare officer Lee Bayley Email: <a href="mailto:lbayley@dmws.org.uk">lbayley@dmws.org.uk</a> Tel: 07384 826929
<b>Martha House Trust</b>	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	<a href="#">Martha Trust</a> 01432 279314
<b>Mediation</b>	Provides support to families experiencing emotional difficulties in regard 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. <b>Wye Valley Mediation</b> <b>Mediation Hereford</b> <b>Talk mediation</b>	Contact Direct	<a href="#">Wye Valley Mediation</a> 01432 806222  Mediation Hereford 01432 264087  Talk mediation 01432 344666
<b>Relate</b>	The largest provider of relationship support in England and Wales and we help millions of people every year to strengthen the relationships that mean the most to them. We have centres across England and Wales and a network of licensed local counsellors offering in counselling in person, over the phone and online. And if you're not quite ready to speak to anyone yet, we have loads of self-help resources to get you started on	Contact Direct	<a href="#">Relate</a>

Agency	Description	Method of referral	Contact details
	your journey. Our services include relationship counselling for individuals and couples, family counselling, counselling for children and young people and sex therapy. We are governed by a Board of Trustees, all of them volunteers, who are committed to helping everyone have healthy and happy relationships		
<b>Megan Baker House</b>	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	<a href="#">Megan Baker House</a> 01531 633840 01568 616179
<b>Multiple Sclerosis Support</b>	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	<a href="#">MS Support</a> 08452 576778
<b>SENDIAS</b>	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 <a href="mailto:sendiass@herefordshire.gov.uk">sendiass@herefordshire.gov.uk</a>
<b>Sexual Health services</b>	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	<a href="#">Sexual Health Services</a> 01432 483693
<b>The Cart Shed</b>  <b>The Young Cart Shed</b>	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	<a href="#">The Cart Shed</a> 07522 872749 01544 318231
<b>Portage</b>	<b>Herefordshire Portage service:</b> The Portage Early Education Programme, is a home teaching scheme for families with a pre-school aged child, between 0 and 4 years old, who may have special educational needs or disabilities. A portage worker from Herefordshire	Professional referral	<a href="#">Portage</a> 01432 383166 earlyyears@herefordshire.gov.uk To find out more about portage,

<b>Agency</b>	<b>Description</b>	<b>Method of referral</b>	<b>Contact details</b>
	Council, will liaise with parents to identify long term goals, before starting to take small steps to support the child with their development. The aim of each home visit, is to decide on a play-based activity, which is grounded in everyday situations, which the whole family can enjoy and practice together, to provide fun and success for the child.		take a look at the National Portage Association website