

## Herefordshire Directory of Early Help Services

### Useful contacts for EARLY HELP ASSESSMENT practitioners.

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.	Refer to Early Help Co-ordinator through an Early Help Assessment.	<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 +.	Refer to Early Help Co-ordinator through an Early Help Assessment.	<a href="mailto:homestart.hereford@virgin.net">homestart.hereford@virgin.net</a> 01432 371212/372264
<b>Herefordshire Council – Early Help</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. Introduced in 2018 2 family support workers specialising in support for young carers.	Refer to Early Help Co-ordinator through an Early Help Assessment.	Contact via Early Help assessment team (see below)
<b>Early Help Assessment team</b>	The Early Help Co-ordinators can offer support and advice to professionals and families on the Early Help Assessment, process and maintain a registry of all Early Help Assessments in Herefordshire. They signpost to services.	Contact direct. To register an Early Help Assessment-please send via Anycomms+ to the <i>Early Help Assessment registry team</i>	Contact: 01432 260261 Email: <a href="mailto:earlyhelp@herefordshire.gov.uk">earlyhelp@herefordshire.gov.uk</a>
<b>Children’s Centres in Herefordshire</b>	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.	Complete an Early Help Assessment to request for support from Children Centres. Contact Early Help	<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

		assessment team for more information.	<b>Leominster</b> 01432 383340 <b>Ross</b> 01432 260700
<b>CAMHS (children and adolescent mental health services)</b>	Operate specialist services which offer assessment and treatment for children and young people (0 - 17 years of age) and their families who have complex mental health needs. These problems may be emotional or behavioural and may include difficulties in developing and forming relationships.	Referral through GP.	01432 378940
<b>CLD Youth Counselling Trust</b>	CLD provides a specialist therapeutic counselling service for young people (10 – 25 years old) and some adults, who have a range of mental health, social, emotional or behavioural concerns.	Referral direct from GP accepted.  Referral from Social care or Early help <b>must</b> be sent with a purchase order number. Charges are £54.50 per session	01432 269245 <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="http://www.thesymproject.org">http://www.thesymproject.org</a> 01432 269245
<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>Child exploitation</b>	<b>DIVERT</b> -a service to support 13-16 year olds at risk of being involved in criminal activity. Direct or group work to divert young people into positive activities such as: music, sports and arts.	Referral form available from Early help Co-ordinators or direct from	<a href="mailto:Jessica.Whitfield@yss.org.uk">Jessica.Whitfield@yss.org.uk</a> 07584706394

	<b>ARC</b> – as above but working with 16-24 year olds.		
<b>Child sexual exploitation</b>	See The Branch Project – under sexual assault services		
<b>Domestic Abuse</b>	See West Mercia Women’s Aid or CDAS		
<b>Herefordshire Carers</b>	Herefordshire Carers Support is a registered charity providing practical support and advice to the carer community in Herefordshire. A carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative, or friend who couldn't manage to live independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse	Referral direct from family.	<a href="mailto:help@herefordshirecarerssupport.org">help@herefordshirecarerssupport.org</a> 01432 356068
<b>Young Carers</b>	1:1 Support from specially trained Early Help key worker.	Refer to Early Help Co-ordinator through an Early Help Assessment.	Donna Smith <b>Phone:</b> 01432 383074, <b>email:</b> <a href="mailto:Donna.Smith@herefordshire.gov.uk">Donna.Smith@herefordshire.gov.uk</a>
<b>Health care services for children</b>	Support for families with health, child development and parenting related issues.	Direct or Via Key Professional	<a href="https://www.wyevalley.nhs.uk/service/community-services/health-visiting.aspx">https://www.wyevalley.nhs.uk/service/community-services/health-visiting.aspx</a>
<b>Women’s Aid (West Mercia)</b>	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	<a href="http://westmerciawomensaid.org/">http://westmerciawomensaid.org/</a> 0800 783 1359 0800 980 3331
<b>CDA S (Run by West Mercia Woman’s Aid).</b>	<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	On line referral form	0800 014 9094 <a href="http://westmerciawomensaid.org/">http://westmerciawomensaid.org/</a>

	<p>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> <p><b>Inspiring Families Programme.</b> 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><a href="mailto:InspiringFamilies@WMWA.cjism.net">InspiringFamilies@WMWA.cjism.net</a></p> <p>Referral form available from early Help co-ordinators</p>
<b>Families First Employment Advisor</b>	<p>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.</p>	<p>Refer to Early Help Co-ordinator through an Early Help Assessment. Must be noted on the action plan.</p>	<p><a href="mailto:sara.howe@dwp.gov.uk">sara.howe@dwp.gov.uk</a> 07876 216509</p>
<b>Christians Against Poverty</b>	<p>Free debt advice and are able to visit clients in their own homes, to support them in managing their own finances. For clients who cannot repay their debts, support by arranging an Individual Voluntary Arrangement (IRA) bankruptcy or Debt Relief Order (DRO), as appropriate. Where possible, work with creditors to have interest charges reduced or stopped. Self Help pack available via website of Freephone number.</p>	<p>Referral direct from family, Early Help Assessment Key Professional or self-referral.</p>	<p><a href="http://www.capuk.org">www.capuk.org</a> 0800 328 0006</p>

<b>ADDACTION</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 Early Help Assessment Key Professional	01432 802487
------------------	--	---	--------------

### *Other Services that are available*

AGENCY	DESCRIPTION	METHOD OF REFERRAL	CONTACT DETAILS
<b>2gether NHS Foundation Trust</b>	2gether NHS Foundation Trust provides services for adults suffering from mental health, substance misuse and learning disability across Gloucestershire and Herefordshire.  <b>Let's Talk programme</b>	Referral from GP or self-referral	01432 364046 <a href="http://www.2gether.nhs.uk">www.2gether.nhs.uk</a>  0800 073 2200
<b>Perinatal Mental Health Team</b>	Provides support to new mother suffering from poor mental health		01432 842200 <a href="mailto:2gnft.perinatalmentalhealthhereford@nhs.net">2gnft.perinatalmentalhealthhereford@nhs.net</a>
Aspire	Organisation that support adults with learning disabilities. Daytime activity clubs at the Hub- Tues-Fri. Youth Club - Thursday evenings.	Contact direct	01432 269406 <a href="http://aspireliving.org.uk">http://aspireliving.org.uk</a>  The Hub 01432 266881
<b>Autism and ADHD support</b>  <b>NAS (National Autistic Society)</b>	Contact for times and details  <a href="https://www.autism.org.uk">https://www.autism.org.uk</a>	Direct	01432 356068

<b>Bereavement Support and Advice</b>	<p><b>CRUSE</b>-Bereavement support offered free and confidential provided by trained volunteers –</p> <p><b>Phoenix</b> -Advice, guidance and support for children aged 5 to 21 years old throughout Herefordshire</p> <p><b>St Michael’s Hospice</b> –Support for families experiencing emotional, social, practical and financial difficulties through bereavement</p>	Self-referral	01432 359469  01432 264555  01432 851000
<b>Close House Projects</b>	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
<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	01432 383838
<b>Crossroads Care (carers support)</b>	Offers support to help relieve the stresses experienced by carers of children, young people and adults, who have care needs as a result of disability, illness or age, by offering respite services and support services, through the provision of community-based support staff. See website for more information.	Referral via on-line form.	<a href="http://www.crossroadsfd.org.uk">www.crossroadsfd.org.uk</a> 01432 355373
<b>Education Welfare (attendance)</b>	<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>		Karen Millington Education Welfare Officer Attendance Solutions Herefordshire Tel 07983399059 <a href="mailto:kmillington@attendancesolutionsherefordshire.com">kmillington@attendancesolutionsherefordshire.com</a>  Jo Ellis Ellis Education Services

			Tel: <b>07443 505 307</b> <a href="mailto:joellis103@gmail.com">joellis103@gmail.com</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: <i>Professional and voluntary sector agencies in Herefordshire. GRT children from 0 to 19. GRT families - Romany Traveller/Gypsy, Irish Traveller, New Traveller, Showman, Roma.</i>	Contact direct	Email: <a href="mailto:grt@herefordshire.gov.uk">grt@herefordshire.gov.uk</a> <b>Ben Straker</b> , specialist services manager and GRT teacher: 01432 261840 <b>Simon Licence</b> , GRT school and community worker: 01432 383492 <b>Colin Jefferson</b> , GRT learning mentor, Y11+: 01432 260295
<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	01432 383567 <a href="http://www.herefordshire.gov.uk/health-improvement">www.herefordshire.gov.uk/health-improvement</a>
<b>Herefordshire Housing</b>	Support and guidance for tenants. Range of services available, such as debt management.	Self-referral	0300 777 4321 <a href="http://www.hhl.org.uk">http://www.hhl.org.uk</a>
<b>HIPPS (Herefordshire Intensive Placement Support)</b>	Provides long-term, therapeutic support to ‘looked after’ children and young people, their families and carers. HIPSS is a friendly, creative team of professionals from psychology, education, social care, fostering and youth work.	Referrals are made through the Complex Needs Solution (CNS) Panel. High priority cases can also be brought to the HIPSS Steering Group Panel.	01432 278064
<b>HOPE Support service</b>	Supporting young people (11-25) when a close family member is diagnosed with a life-threatening illness.	Self-referral	01989 566317 <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	Contact Direct	01568 797900 <a href="http://www.houghtonproject.co.uk/">http://www.houghtonproject.co.uk/</a>

	<p>interests and skills</p> <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>		
<b>Ledbury Youth Service</b>	<p>A social drop- in is based in the centre of Ledbury at the BBI building (the clock tower building). Open two evenings each week. <b>Mondays</b> from 6-7.30pm for Years 7-8 (11-13 year olds), <b>Wednesdays</b> from 6.30-8.30pm for Years 7-11 (11-17 year olds).</p> <p>A safe social meeting place for youngsters, incorporating free Wi-Fi, Pool, Table Tennis, Music, Art and other activities.</p>	Contact Direct	<a href="mailto:ledburyyouth@outlook.com">ledburyyouth@outlook.com</a> .
<b>Marches Family Network</b>	<p>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.</p>	Contact Direct	01568 614908 <a href="http://www.marchesfamilynetwork.co.uk/">http://www.marchesfamilynetwork.co.uk/</a>
<b>Martha House Trust</b>	<p>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</p>	Contact Direct	01432 279314 <a href="http://www.marthatrusthereford.co.uk">http://www.marthatrusthereford.co.uk</a>
<b>Mediation</b>	<p>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.</p> <p><b>Wye Valley Mediation.</b> <b>Mediation Hereford</b> <b>Talk mediation</b></p>	Contact Direct	01432 806222 <a href="http://www.wyevalleymediation.co.uk">www.wyevalleymediation.co.uk</a>  Mediation Hereford 01432 264087  Talk mediation 01432 344666
<b>Megan Baker House</b>	<p>Provide conductive education for children with motor disorders from 0 to 19 years of age.</p> <p>Provide support through mentoring for parents. Provide</p>	Contact Direct	01568 616179 <a href="http://www.meganbakerhouse.org.uk/">http://www.meganbakerhouse.org.uk/</a>



	training i.e. specific disabilities, supporting children in classroom setting.. Work experience setting. Intensive 'block therapy' sessions in holidays.		
<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	084502576778 <a href="http://www.hmsst.org">www.hmsst.org</a>
<b>Nova Training</b>	Provides high quality education and training apprenticeship opportunities in Motor Vehicle, Construction, Hospitality, Business Administration, Retail, Warehousing, Sales, Customer Service & Hair and Beauty.	Referral from School or 16+ team	01432 275900 <a href="http://www.novatrainng.co.uk">www.novatrainng.co.uk</a>
<b>NYAS</b>	Children's rights and advocacy service. Works with children with learning disabilities, Herefordshire Looked After Children and Children In Need. Ensuring children's and young person's interests are heard directly or that they are represented by independent advocates who are not part of the process for providing services.	Referrals through children's commissioner or self-referral	FREEPHONE -0808 808 1001 <a href="http://www.nyas.net">www.nyas.net</a> email: <a href="mailto:help@nyas.net">help@nyas.net</a>
<b>Rathbone Moral Aid Charity (REMIT)</b>	A charity that is able to give small grants, usually up to £300, but from time to time exceptions are made. Grants are made to both individuals in need and organisations, the latter, usually at the last meeting of the financial year, but again exceptions are made. Eligibility under 25 year olds <i>"assisting, or in promoting and carrying out welfare work in Herefordshire, who are in need of rehabilitation particularly as a result of crime, delinquency, prostitution, addiction to drugs or drink, maltreatment or neglect, or who are danger of lapsing into delinquency."</i>	Applications to be made to the Clerk to the trustees	01981 250899 <a href="mailto:carolhfdcc@btinternet.com">carolhfdcc@btinternet.com</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 Email: <a href="mailto:sendias@herefordshire.gov.uk">sendias@herefordshire.gov.uk</a>
<b>Sexual Assault Services</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	Self-referral	0808 168 5698 <a href="http://www.horizonsarc.org.uk/">http://www.horizonsarc.org.uk/</a>

	<p>to you and will support you in the decisions that you make.</p> <p><b>Herefordshire Rape and Sexual Abuse Support Centre.</b> HRSASC 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+.</p> <p><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.</p> <p><b>The Branch Project</b> Working with children and Young people who have experienced Child Sexual Exploitation or are worried about it.</p>		<p>Helpline: 01432 344777 Tel: 01432 266551 Email: <a href="mailto:office@wmrsasc.org.uk">office@wmrsasc.org.uk</a></p> <p>0800 953 4131 Email: <a href="mailto:pSASWestMids@uk.g4s.com.csjm.net">pSASWestMids@uk.g4s.com.csjm.net</a></p> <p>01905 611655</p>
<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	<p><a href="http://www.knowyourstuff.nhs.uk/herefordshire/clinics">http://www.knowyourstuff.nhs.uk/herefordshire/clinics</a></p> <p>01432 266908</p>
<b>SHYPP</b>	Supported Housing for Young People; we work in Herefordshire with 16-25 year olds. We offer emergency and medium term accommodation in supported housing projects, outreach support to young people and young parents, a 'Nightstop' emergency accommodation project and education in schools	Self-referral	<p>01432 374320 <a href="http://www.shypp.co.uk">www.shypp.co.uk</a></p>
<b>The 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.	Contact Direct	<p>07796 421373 <a href="http://www.thecartshed.co.uk/">http://www.thecartshed.co.uk/</a></p>
<b>Herefordshire 14-19</b>	Delivers learning and support across the county, so that all	Contact Direct	01432 383333

<b>(25 for LDD) Team</b>	young people can participate, achieve and progress in their education. Work with schools, colleges and other stakeholders to make sure that all 17 year olds are in education or training, and all 18 year olds are in education or training.		Email: <a href="mailto:ltanner@herefordshire.gov.uk">ltanner@herefordshire.gov.uk</a>
<b>YOS (Youth Offending Team)</b>	Youth Offending Teams engage in a wide variety of work with young offenders (those under 18) in order to achieve their aims. YOT's supervise young people who have been ordered by the court to serve sentences in the community or in the secure estate. They also arrange for Appropriate Adults to accompany under 17's after their arrest in order to advise and support the young person, and observe that they are treated fairly.	Referral via police or support worker.	01905 732200 <a href="mailto:keith.barham.whyos@westmercia.pnn.police.uk">keith.barham.whyos@westmercia.pnn.police.uk</a>