

Children & Families' Hub Directory of Services

Directory Home Page

User Guide

All updates / changes should be emailed to:

update.directoryofservices@essex.gov.uk



Children & Families Hub Directory of Services

Home Page

<u>Asylum Seeker/Refugee</u>	<u>Bereavement/Loss</u>
<u>Child Behavioural Difficulties</u>	<u>Children's Health Services</u>
<u>Crime/Anti-Social Behaviour</u>	<u>Domestic Abuse</u>
<u>Disability/Additional Needs</u>	<u>Education</u>
<u>Employment</u>	<u>Family Conflict</u>
<u>Family Hubs (Formerly Children's Centres)</u>	<u>Financial Concerns</u>
<u>Housing Concerns</u>	<u>LGBT+</u>
<u>Legal</u>	<u>Lonely/Isolated, Socially Alienated</u>
<u>Mental Health – Children</u>	<u>Mental Health – Adult</u>
<u>Parental Routine/Boundaries</u>	<u>Safeguarding</u>
<u>Sensory Needs</u>	<u>Sexual Abuse/CSE/Online Safety</u>
<u>Substance Misuse</u>	<u>Victim of Bullying</u>
<u>Young Carer</u>	<u>Family Innovation Fund Xtra</u>

[COVID-19 INFORMATION](#)

[Go Back to Front Page](#)



If you are unsure of which borough an address comes under, you can check this using the [www.gov.uk](https://www.gov.uk/postcode-checker) postcode checker at www.gov.uk/pay-council-tax

Children & Families Hub Directory of Services

Asylum Seeker/Refugee

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Bereavement/Loss

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Children's Health Services

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Domestic Abuse

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Disability/Additional Needs

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Education

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Employment

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Legal

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services **Lonely/Isolated/Socially Alienated**

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Children

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse/CSE/Online Safety

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Young Carer

[Local](#)

[Countywide](#)

[Nationwide](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seeker/Refugee

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Asylum Seeker/Refugee
Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Bereavement/Loss

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Bereavement/Loss
Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Child Behavioural
Difficulties Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Children's Health Services

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Children's Health
Services Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Crime/Anti-Social
Behaviour Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Domestic Abuse

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Domestic Abuse Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Disability/Additional Needs

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Disability/Additional
Needs Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Education

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Education](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Employment Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Employment Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Family Conflict Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Family Hubs Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Financial Concerns
Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Housing Concerns
Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to LGBT+ Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Legal Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go to Legal Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Social Alienated Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Lonely/Isolated/Socially
Alienated Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Children

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Mental Health Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Mental Health Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Parental
Routine/Boundaries Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Safeguarding Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Sensory Needs Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse/CSE/Online Safety

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Sexual Abuse/CSE
Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go Back to Substance Misuse
Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go to Victim of Bullying Home
Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Young Carer

Local Services

[Mid Essex](#)

[North Essex](#)

[South Essex](#)

[West Essex](#)

[Go to Young Carer Home Page](#)

[Go Back to Directory Home Page](#)

[Go Back to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seeker/Refugee

Countywide Services

Essex Interpreting Ltd

Tel: 01206 822080

Email: info@essexinterpreting.com

Website: www.essexinterpreting.com

Essex Interpreting provides language solutions, offering the following services:

- Interpreting services in over 60 languages, including sign language for deaf people
- Translation services in over 60 languages, including Braille and audio tape services for blind people

[Go to Asylum Seeker/Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Bereavement/Loss

Countywide Services

Little Havens Hospice

Tel: 01702 220350

Website: www.havenshospices.org.uk

Email: info@havenshospices.org.uk

Address: Daws Heath Road, Thundersley,
Essex . SS7 2LH

COVID-19 UPDATE: For the safety of our patients - in line with the national requirement to minimise contact and in keeping with other hospitals and hospices - we have taken the decision to limit visitors to our In Patient Unit. This situation is under daily review and we may need to apply stricter controls in the coming days: For all people who are felt to be in the very last days of life we will maintain a short list of the closest relatives who can visit, ensuring that they stay with the person in their room and do not mix with visitors for other patients. The list will be agreed on admission and no other visitors will be allowed. We are exploring whether we can enable Skype type facilities in the rooms to allow people to interact with the rest of their family and friends. For people admitted for symptom control we are limiting visitors to one named visitor only and ask that they limit their visits to one hour a day. We will no longer be able to offer the family room for overnight accommodation. One family member can stay overnight in the room of someone who is in the last days of their life. The family lounge will no longer be used as we wish to avoid family members coming in close contact. We are sorry that we have had to take this action but need to protect our patients, their families and our own staff so that the hospice can continue to provide care throughout this difficult time.

Little Havens Hospice provides care for children who are life-limited, are life-threatened or have palliative care needs. What this means is that the child has been diagnosed with a condition, meaning that their life may be shortened. We can care for children and young people under the age of 19. We care for children, young people and their families from Essex and the surrounding London boroughs.

[Go to Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Griefftalk Tel: 0808 802 0111 Email: griefftalk@griefencounter.org.uk Website: www.griefencounter.org.uk	Are you a child, teenager or adult who has experienced the death of a loved one? Are you a caregiver who needs advice on how to support young people following the death of a parent or sibling? Do you need to talk? You can call, email or instant chat with trained professionals at griefftalk, 5 days a week, 9am – 9pm.
Child Bereavement UK Tel: 0800 028 8840 Website: www.childbereavementuk.org	Our vision is for all families to have the support they need to rebuild their lives, when a child grieves or when a child dies. Find a Child Bereavement UK support service near you.
Support After Suicide Partnership Website: www.supportaftersuicide.org.uk	Emotional support, practical support and resources for those affected or bereaved by suicide, provided by a network of organisations.
Hope Again Website: www.hopeagain.org.uk	Hope Again is the youth website of Cruse Bereavement Care. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone. Here you will find information about our services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one. Hope Again provides somewhere to turn to when someone dies.
Cruse Bereavement Care Essex Tel: 0845 2669710 National Helpline: 0808 808 1677 Email: essex@cruse.org.uk Website: www.cruse.org.uk	COVID-19 UPDATE – <i>If you are a current Cruse client:</i> <i>If you are receiving one-to-one support your volunteer or Local Service will be in touch to let you know how we can continue to support you. Group support, Understanding Your Bereavement, Friendship Groups, Activity Groups and Training are all postponed until 1st May 2020. We will continue to review the situation in line with government's advice.</i> <i>If you are bereaved and self-isolating:</i> <i>If you rely on support from others while dealing with a bereavement – whether that's family, friends, being at work – and you are struggling being on your own then our helpline is open - call 0808 808 1677</i> <i>If you have been bereaved by the virus:</i> <i>You can contact our helpline – 0808 808 1677</i>

[Go to Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We offer support, advice and information to children, young people and adults when someone dies. Our services are free of charge and we support anyone who has been bereaved whenever or however the death has occurred.
Childhood Bereavement Network Website: www.childhoodbereavementnetwork.org.uk	Information regarding help and support for children and young people affected by bereavement, and their parents / carers.
Farleigh Hospice Bereavement Support Website: www.farleighhospice.org/advice-support/support-for-families-and-carers The advice line is available between 8am and 8pm, 7 days a week, on 01245 455478.	COVID-19 UPDATE - at this time we are limiting access to Farleigh Hospice to only essential visits by staff and volunteers, as well as family and friends of those that are currently in our In Patient Unit. We have developed a new support service called our 'Farleigh helpline' which is available via telephone to be a listening ear and to provide information and support. This service will also provide a link with community groups for people who use our services who require practical assistance during this difficult time. The advice line is available between 8am and 8pm, 7 days a week, on 01245 455478. We continue to accept referrals to both our adult and children's bereavement services, with sessions taking place via telephone or virtually. Experiencing the loss of a family member can be extremely distressing. Our Bereavement Support team are on hand to help you through the emotional impact of grief. We recognise that bereavement affects everyone differently, so we offer a range of support options to best suit you or your family member. We provide support for anyone who lives in the mid Essex area; you do not need to have a previous connection with Farleigh. Yo-Yo is a community service for children and young people aged 4 to 18. The service is partly funded by Children in Need. The options for support are: • 1 to 1 support • Counselling/art therapy • Group work – we have a range of groups: • Mini HUB (Help Understanding Bereavement) - a 5 week course for 7 -11 year olds, looking at bereavement, how it's affected you and to meet with others in a similar situation • Out door activity days

[Go to Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Art gallery • Family meal • Memorial service • Workshops for parents and carers to understand the impact of loss and bereavement and how to support your child/young person
Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0300 247 0122	COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help. On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.

[Go to Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

Countywide Services

Community 360

Tel: 01206 505250

Email:

families@community360.org.uk

Website:

www.community360.org.uk/efss/

The Essex Family Support Service helps families with children and young people aged 8 – 19 with low level needs (tier 1 & 2). It is not available where there is already support from specialist or statutory services or where the young person has a medically or clinically diagnosed mental health condition.

By listening to the family and their needs, the service helps family members value their existing strengths and build confidence to engage with the right support and provision. This may be via parenting programmes, mental health support, local volunteering or social prescribing and accessible family friendly activities so the family can

- be more emotionally resilient
- enjoy healthier behaviours
- be better socially connected in their communities
- have happier family relationships

We have volunteer Family Mentors who may work with a family for up to 10 weeks, helping to engage with relevant support services or amenities and build families' confidence, emotional resilience and social connections.

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0300 247 0122	COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help. On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.
Essex Boys and Girls Clubs Tel: 01245 264783 Website: www.essexboysandgirlsclubs.org Address: Harway House, Rectory Lane Chelmsford, Essex. CM1 1RQ	We support young people's clubs across Essex. Our clubs are diverse, ranging from the small rural youth clubs with under 20 members who meet once a fortnight, to large multi-facility clubs with over 500 members and open almost 24 hours a day. These clubs affiliate to us to access our club support services and our activity program which help both volunteers and club members to develop themselves and their club. • The Clubs • Projects
Essex County Fire & Rescue Service – Juvenile Fire-Setters Tel: 01376 576022 Email: jfs@essex-fire.gov.uk Website: www.essex-fire.gov.uk/Community_Development/Juvenile_Fire-setters/	COVID-19 UPDATE - in light of the current situation regarding coronavirus, we've made the decision to postpone our upcoming public events. We will update this page if anything changes. Please get in touch with your point of contact if you are unsure as to what to do next. If you're struggling for ways to keep your children involved, or want to get them involved in understanding how to reduce fire risk in their home, take a look at our fire safety activities for children web page - www.essex-fire.gov.uk/Home_Fire_Safety/Home_Fire_Safety_Activities_for_Children/ Many children and young people have a fascination with fire, but for some this fascination can take a dangerous turn and lead to fire setting. This is where Essex County Fire and Rescue Service's Juvenile Fire-Setters Scheme can help.

	The Juvenile Fire-setter scheme (JFS) is a free service that aims to deter children from becoming involved with fire-setting behaviour. Our trained advisors can offer help and guidance to young people up to and including 17 years of age. Our advisors work in pairs and can visit children in their homes, at school or a designated place of safety. The scheme has been in existence since 1997 in that time, we have engaged with thousands of children. Signs of fire setting include: • Small burn holes in carpets • Charred paper in sinks or bins • Matches or lighters in your child's bedroom, school bag or coat • An unusual fascination with fire • Unexplained fires in the home Anyone can make a direct referral to the Juvenile Fire-Setter scheme. Historically we have received referrals from families, schools and other related agencies. An intervention can only take place with the permission of the parent / guardian of the child.
FIF Funded Project Kids Inspire Children's Society and Southend YMCA (joint project) Email: earlysupport@kidsinspire.org.uk Website: www.kidsinspire.org.uk Telephone: 01245 348707, or 07908 829550 Referral form available here.	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs that cannot be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help early help to support children, young people and parents/carers to; • have healthy inter-parental & family relationships • be emotionally healthy, happy and resilient • make behaviour choices that promote safety and wellbeing • be socially connected and resourceful .Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they; • are Parents/Carers in conflict (co-habiting/separated/step-parents)

	• are exhibiting risky behaviours (of self or others) that jeopardise personal safety • are home educated where early help can have a positive impact • are at risk of going on to part-time school timetables or at risk of exclusion • have moderate learning difficulties (without an Education and Health Care Plan) • have low level behavioural issues (without an Education and Health Care Plan) There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services. If you are unsure and/or need some advice before referring you can telephone 01245 348707, or 07908 829550 for a confidential discussion.
FIF Funded Project <u>GROUP WORK</u> Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311 Referral form available here.	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> The Essex County Council funded Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs who can't be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help should a difficulty occur and those services cannot respond appropriately. . Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they; • are exhibiting risky behaviours (of self or others) that jeopardise personal safety • are at risk of going on to part-time school timetables or at risk of exclusion • are home educated where early help can have a positive impact • have moderate learning difficulties (without an Education and Health Care Plan) • have low level behavioural issues (without an Education and Health Care Plan) There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services

Family Lives Parents Helpline and Website Tel: 0808 800 2222 / 01702 554782 Website: www.familylives.org.uk Address: Endway House, Endway, Hadleigh, Essex SS7 2AN	COVID-19 UPDATE – Family lives have put together a page on “Coping practically and emotionally during the Covid-19 outbreak” which is available at www.familylives.org.uk/advice/your-family/family-life/coping-practically-and-emotionally-during-the-covid-19-outbreak Helpline support available as usual. Family Lives is a charity with over three decades of experience helping parents to deal with the changes that are a constant part of family life. We know that many people play active roles in raising children, from dads and mums, grandparents, stepparents and non-resident parents. Our role is to support all of you to achieve the best relationship possible with the children that you care about, as well as supporting parenting professionals. We recognise that the best way to support families is to provide professional, non-judgmental support and advice in a way that all members of the family can freely access. We provide this through our helpline, extensive advice on our website, befriending services, and parenting/relationship support groups. Nearly all of our services are accessible at no charge to parents and you can contact us 365 days a year. People contact us about all aspects of family life including child development, issues with schools and parenting/relationship support. We also respond when life becomes complicated and provide support around family breakdown, aggression in the home, bullying, risky teenage behaviour and mental health concerns of both parents and their children. It is good to talk and we can help you find solutions and recommend further support within our own wider services and/or from our many partner organisations.
Invisible Lives – Including CBA Programme. Tel: 07947219802	COVID 19 Update – We here at Invisible Lives are still working (at home) to support the children, young people and families we support. Referrals can still be sent into the service and these will be reviewed and you will get an acknowledgment and a decision to if we are able to accept/decline the referral or if we require further information. We are supporting families remotely for the time being, phone calls, messages, WhatsApp etc. We are constantly

Email:

invisible.lives@barnardos.org.uk

Website: www.barnardos.org.uk

Address: Suite 12b, Barclays Bank
Chambers, High Road, Pitsea,
Basildon, Essex. SS13 3AS

reassessing the coronavirus situation and will aim to resume services as soon as it is safe for our staff and the families we are supporting.

CBA – New service launched 1st April 2020.

The Invisible Lives CBA service provides a whole family approach to support children (aged 8-19 years) and their families when there has been an adverse change in the child's behaviour which may result in risk taking behaviours and/or lead to potential offending.

In order to access support the child must reside and attend **mainstream education** within Essex and have a **parent/carer* or sibling within the Criminal Justice System (CJS) ****

The service offers individual support in the family home and school for up to 8 sessions, with the potential for further support based on reviews and outcomes.

The child or young person must be exhibiting **one** of the following:-

Conduct Disorder e.g.

Aggressive behaviour

Disruptive behaviour

Deceitful behaviour

Violation of rules

Significant change in emotional behaviours

Additional factors can be taken into consideration when making a referral such as:-

- Child at risk of school exclusion or being excluded permanently, or on a reduced timetable as a result of family functions or family offending behaviours
- Children involved in anti-social behaviours but not yet criminalised.
- Children vulnerable and at risk due to other factors

**Significant person within the child's live who is having a direct effect on their behaviour or home situation.*

***When referring to CJS- this can include historical involvement or those currently at any stage of the CJS including arrest, court, community or imprisonment and release.*

Who can refer?

All agencies working with children including:

Education (primary and secondary mainstream only)

Police

EWMHS

Social Care (CIN—subject to discussion)

Voluntary Organisations

Self-Referrals

We are able to consider referrals from Family Solutions providing the case is not open already.

Please call to discuss before making a referral.

We regret that we are unable to accept referrals from Youth Offending Teams or children that are on Child Protection Plans.

In addition to the presenting child behaviours, the family may also be identified as having:-

Family Function causing adverse child behaviour, for example:-

- Home environment, safety, care, boundaries
- Substance misuse
- Domestic Abuse

The Parent/carer must also agree to receiving support

Invisible Lives also supports a wider range of issues and concerns other than imprisonment. We work closely with schools and other agencies to support young people at risk of hidden harms and other vulnerabilities including CSE, CE, drugs, gangs, knife crimes and youth offending. We provide early intervention and prevention programmes along with 1-1 mentoring sessions. We aim to educate, support and increase confidence and self-esteem for children and young people experiencing trauma and poor mental health and well-being as a result of their situation.

We now also to offer home, community and school support to children, young people and families affected by all the different stages of the Criminal Justice System and work closely with police team, courts, prisons and other CJS agencies and referral and joint support.

Other services provided include:

- A range of mental health and well-being services
- Support for Essex Missing programme
- Bespoke school mentoring sessions– ReFocus programme
- Courses and workshops for schools– Girls Inspired and On The Ropes, Bespoke courses tailored to individual needs
- Military Correction Training Centre family and detainee support
- Invisible Lives professionals one day training courses.
- A range of courses in prisons for staff, families and offenders

[Click here](#) for more information the service prior to Invisible Lives (Essex CAPI).

Bounce Forward Website: www. bounceforward.com	Online Resilience Course for Parents The coronavirus lockdown has caused millions of children to be home for an indefinite amount of time, not to mention the connotations of a ‘lockdown period.’ Children and teenagers can find this difficult for a whole host of reasons – leaving them feeling stressed, overwhelmed, or exhausted. Helping Children Thrive at Home There is an immediate need to preserve childrens’ wellbeing and build resilience at this point in history, where it is genuinely needed. To support this need, Bounce Forward has scheduled a series of sessions to help parents with children aged 9 years and above coping with uncertainty to thrive. Each hour-long session will be hosted by Lucy Bailey – Chief Executive Officer & Co-founder of Bounce Forward with the content based on the science of resilience. The sessions provide reflective and practical approaches in resilience to support positive changes in cognition and behaviour. Parents will learn how to build vital skills to help their children be more resilient during this uncertain time. Session Topics - Session 1: Introduction to resilient parenting - Session 2: Optimism during uncertainty - Session 3: Developing the mental muscle - Session 4: Compassionate communication - Session 5: Mindsets and energy - Session 6: Parenting to strengths

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Home-Start Essex

Tel: 01245 847410

Email: info@home-startessex.org.uk

Website: www.home-start.org.uk

COVID-19 UPDATE: Home-Start Essex are providing support to our families by phone and via Facetime/Skype. Staff and volunteers are offering to deliver foodbank parcels and medications to families, but this will be subject to staffing and volunteer availability at the time. Hoping to keep Website current with support and advice.

Home-Start Essex is a leading family support charity working across Essex to build the confidence and skills of parents/carers to achieve healthy and positive outcomes for children. Our work comprises a long established volunteer home visiting service, offering emotional and practical help to families experiencing difficulties, alongside a range of family groups, well-being programmes, courses and events.

Family Groups: We are delivering weekly family groups via online sessions and in some areas, in outdoor spaces, such as a parks.

Volunteer Face to face support: Where appropriate volunteers can meet with a family on a weekly basis in an outdoor space. We can also combine this with telephone support if the weather conditions make it difficult to meet outside. We are following all Government C19 guidelines for all face to face support.

Telephone Befriender: Our professionally trained volunteers offer weekly phone or video calls providing friendship, guidance and a listening ear and to help a family through a difficult time.

School Readiness: Volunteers provide an 8 week school readiness course via phone or zoom. Activity packs are provided to families together with online guidance and resources.

Wellbeing: Online groups are continuing for parents to maintain their wellbeing, physical and mental health, throughout Essex, alongside our Fitness and Fun and Walk & Talk programmes.

Goodman Project

Email: Youth.work@essex.gov.uk

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

FIVE WEEK 1:1 PERSONAL DEVELOPMENT PROGRAMME FOR YOUNG MEN AGED 13 - 18.

Support around:

- Making relationships work
- Manners and respect
- Consequence of poor decisions
- Relationships in a digital world
- Confidence
- Healthy relationships

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

TurnAround Essex – Wilderness Foundation

Website:

www.wildernessfoundation.org.uk

Tel: 0300 1233073

Email:

info@wildernessfoundation.org.uk

Address: Wilderness Foundation UK,
Trinity House, 2 Whitbreads Business
Centre, Whitbreads Farm Lane,
Chatham Green, Essex, CM3 3FE

COVID-19 UPDATE - ou are back at the ranch in lockdown, but fear not – we have put together some activities to keep you focused, fit and entertained during the corona-virus outbreak. Looking after the mental and physical health of you and your family.

So for adults and children of all ages, no matter who you are, where you are or what you have – have a look through mindfulness guides to calm body and mind, activities to fill time purposefully, and reflections for gratitude and ideas to keep everyone functioning as well as can be.

From yoga with kids to gardening tips, we are sure that you can find something wonderful to do or practice through these ideas and links, during this uncertain period of self-isolation, social distancing and quarantine.

We know the coming days and weeks are going to be difficult for all of us, but especially families across the UK, as the spread of Covid-19 causes schools to close and we are encouraged to self isolate. While we normally love the great outdoors, (and with care can still have bits of it), we've pulled together some inspired indoor activity ideas (if we do say so ourselves).

Every week we are posting new material to help you engage with nature in the best way you can, through videos, photos and fun for all the family.

Follow us on our social media pages for more content and what you can do during this time. Why not share what you have been up to with friends and family on social media but keep us in the loop with #wfwildtime.

Youth ages 15–21 who struggle with family, social, and personal problems find a new way of living through the Wilderness Foundation's six month long TurnAround programme

Participants typically face multiple barriers to success, such as poverty, abusive or ineffective families, drug and alcohol abuse, school failure, and youth offending orders. Through outdoor adventures and intensive mentoring, TurnAround empowers young people to build a brighter future.

TurnAround uses wilderness therapy, challenging outdoor experiences, one-on-one life coaching, and educational activities to enable vulnerable young people to overcome their challenges and take control of their lives.

Our success rate averages 83% of our graduates entering further education or employment and sustaining this into the future. We remain in contact with many young graduates on a regular basis.

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Essex Community Development

Tel: 01268 967 690

Email:

info@EssexCommunityDevelopment.org

Website:

www.essexcommunitydevelopment.org

ECD is an independent voluntary organisation that offers early intervention mentoring and support to children aged 8 to 18 and their families. Our services include but are not limited to children with

- mild learning difficulties
- poor social skills
- at risk of drug and alcohol misuse / addiction
- low self esteem
- children with challenging behaviour
- have been victims of bullying

We aim to support our service users in the development of skills and knowledge they may require to overcome any challenges or barriers they may face in the home, community or in school, as it is our strong belief that every young person deserves a fair chance in life.

We accept tier 2 referrals from schools, GPs and Social Services. Families can also self refer. Please contact us for a referral form. Our services are as follows:

- one to one coaching and mentoring
- family coaching and mentoring
- consultancy
- counselling
- advice and/or signposting

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Children's Health Services

Countywide Services

Essex Sexual Health Service

Tel: 0300 003 1212

Email: provide.essexsexualhealthservice@nhs.net

Website: www.essexsexualhealthservice.org.uk

We provide free, confidential, non-judgemental service available to the people of Essex regardless of sex, age, ethnic origin and sexual orientation.

Our expertise means everyone can expect appropriate, effective advice and care to benefit their sexual health. Our clinics are run by a team of doctors, nurses and health advisers, offering the following services:

- Testing and treatment for sexually transmitted infections (STIs/STDs) in-clinic and online.
- HIV testing via 'Test at Home' feature, (Finger prick test available at Basildon Clinic).
- eC-Card Scheme (free condoms for young people).
- Chlamydia screening.
- Pregnancy tests.
- Most forms of contraception.
- Emergency contraception/morning after pill.
- General sexual health advice, counselling and support.

The service runs an appointment only system to ensure people see the most appropriate person for their needs without a significant wait.

The intelligence centre opening times:

- Monday to Friday - 8 am to 8 pm (Closed bank holidays).
- Saturday - 8 am to 1 pm

Note: Clinic opening times will be different, please check the individual clinic information for details

[Children's Health Services Home](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

The Mix Tel: 0808 808 4994 Website: www.themix.org.uk Email: help@getconnected.org.uk	Free advice service for people under 25. The Mix is the UK's leading support service for young people. We 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 us via online, social or our free, confidential helpline.
Health Watch - Essex Yeah Website: www.essexyeah.org.uk	A guide to health & well-being for young people. This guide will help to point you in the right direction towards a healthier, less stressful and more rewarding lifestyle. It tells you where you can get help and information and gives you clear and sensible ideas on what to do if you feel you need that extra bit of help. As a young person it is important to start following a healthy lifestyle now in order to avoid any problems when you are older. Healthy habits are easier to get used to as a young person, and they can improve the rest of your life. You will also look and feel better, right now! This guide also contains useful websites, agency advice and information about various key issues. So take a browse and read the sections which are of interest to you.
CHAT – Text your school nurse Mid Essex Tel: 07520 615731 North Essex Tel: 07520 615734 South Essex Tel: 07520 615732 West Essex Tel: 07520 615733	If you're 11-19 years old, text your school nurse. We help young people with all kinds of things like... - Relationships - Mental Health - Bullying - Self-Harm - Alcohol - Health Eating - Drugs - Smoking Text us for confidential advice and support.
Active Essex Website: www.activeessex.org	Active Essex is one of 43 Active Partnerships across England, working with community partners to increase participation in sport and physical activity across Greater Essex. We are a publicly funded organisation, hosted by Essex County Council, whose aim is to make sport and physical activity accessible to all Essex residents.

Our vision:

To get 1 million people active by driving and sustaining participation in physical activity and sport.

Our Mission:

Working with our partners, we will create the opportunities and resources to achieve this, reducing inactivity and developing positive attitudes to health and wellbeing in communities across Greater Essex.

You can find out more about our vision and mission and how we plan to achieve these here.

Our Work:

- Sharing information about activities, events and opportunities for people to get active across the county
- Supporting the professional development of those working within / or interested in the Sport and Leisure sector. This includes managing the Active Essex and Coach Core Apprenticeship programme, running training courses for coaches and referees and sharing further development courses
- Signposting funding and grant opportunities for organisations, community initiatives and individuals
- Supporting schools across Greater Essex to increase participation amongst children and young people
- Increasing accessibility and raising participation within disability sport, through our All Together ambassador scheme
- Driving female participation in sport and physical activity through our 'This Girl Can Essex' ambassador scheme and 'Women Like Us' festivals
- Working as a key partner in the delivery of the Essex Local Delivery Pilot (ELDP). Essex is one of only 12 places in the country to be part of this game changing Sport England initiative and will benefit from a share of around £100 million of National Lottery funding to support participation in the most deprived areas of the county

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

Countywide Services

Dare to Care (The Children's Society)

Tel: 01245 493311

Email:

daretocarereferrals@childrenssociety.org.uk

Website: www.childrenssocietyeast.org.uk

Address: 114 Springfield Road, Chelmsford, Essex CM2 6LF

COVID-19 UPDATE – The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Dare to care supports children and young people aged between 8 and 19 years (25 if SEN) who are affected by parental mental health (including dual diagnosis), witness to domestic violence and whose parents are offenders. Dare to care is based in Mid- Essex and funded by Essex County Council and the Mid Essex Clinical Commissioning Group and works alongside CHHAT (Community Hidden Harm Awareness Team).

Essex Health & Justice Service (Part of Phoenix Futures)

Clacton – 07542 943178

Colchester – 07542 943206

Basildon – 07749 434783

Chelmsford – 07542 943179

Harlow – 07547 657552

COVID-19 UPDATE – Phoenix Futures - Our services are open and will continue to support you. We also want to make sure we protect your well-being. We are continuing to monitor the situation around Corona virus. We have taken additional measures to protect the wellbeing of our service users, their loved ones, our staff and the general public. If you have flu like symptoms, a cough, fever and/or shortness of breath or have been in contact with someone with coronavirus. Please do not come to our services. We are currently not accepting any family visits at our residential services. We are making alternative arrangement for family contacts to be made remotely. Our staff will be happy to talk to you about any concerns you may have around contacting your loved ones – just call the relevant service.

Supporting young people in the criminal justice system. Essex Health & Justice Service works with young people (10 to 17) involved in the criminal justice system who need some extra support.

We can support you with:

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	- Substance misuse - Mental health and emotional support - Training and qualifications - Sexual health - Going to appointments - Positive activities
Essex County Fire & Rescue Service – Juvenile Fire-Setters Tel: 01376 576022 Email: ifs@essex-fire.gov.uk Website: www.essex-fire.gov.uk	COVID-19 UPDATE - in light of the current situation regarding coronavirus, we've made the decision to postpone our upcoming public events. We will update this page if anything changes. Please get in touch with your point of contact if you are unsure as to what to do next. If you're struggling for ways to keep your children involved, or want to get them involved in understanding how to reduce fire risk in their home, take a look at our fire safety activities for children web page - www.essex-fire.gov.uk/Home_Fire_Safety/Home_Fire_Safety_Activities_for_Children/ Many children and young people have a fascination with fire, but for some this fascination can take a dangerous turn and lead to fire setting. This is where Essex County Fire and Rescue Service's Juvenile Fire-Setters Scheme can help. The Juvenile Fire-setter scheme (JFS) is a free service that aims to deter children from becoming involved with fire-setting behaviour. Our trained advisors can offer help and guidance to young people up to and including 17 years of age. Our advisors work in pairs and can visit children in their homes, at school or a designated place of safety. The scheme has been in existence since 1997 in that time, we have engaged with thousands of children. Signs of fire setting include: • Small burn holes in carpets • Charred paper in sinks or bins • Matches or lighters in your child's bedroom, school bag or coat • An unusual fascination with fire • Unexplained fires in the home Anyone can make a direct referral to the Juvenile Fire-Setter scheme. Historically we have received referrals from families, schools and other related agencies. An intervention can only take place with the permission of the parent / guardian of the child.

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Essex Police CYP Police Officer <u>Braintree</u> 73656 Andy Holmes Email: 42073656@essex.pnn.police.uk Ext: 400336 <u>Chelmsford & Maldon</u> 1376 Clare Martinez	There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours. CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims. Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.
Essex Victims' Gateway Website: essexvictimsgateway.org	The Essex Victims' Gateway offers: • Free help, information and advice for victims of crime across the whole of the county, including Southend and Thurrock • A comprehensive list of charities and support groups near you • Support tailored to your needs, including specialist services for victims of the most serious crimes such as rape, sexual violence and domestic abuse Help is available to all, including those who have not reported the crime to police or where offences happened in the past
Essex Youthbuild Tel: 01245 461700 Email: carol.bogdanov.eyb@btconnect.com Website: essexyouthbuild.co.uk Address: 6 Grafton Place, Montrose Road, Chelmsford, Essex. CM2 6TG	COVID-19 UPDATE - Due to the current Coronavirus outbreak Essex Youthbuild will be shut from Tuesday the 24th of March 2020 until further notice. Essex Youthbuild are a small organisation offering practical training activities to disadvantaged young people who are at risk of offending or re-offending and who find it difficult to obtain or sustain places at colleges or other training providers. They deliver personalised Level 1 City and Guilds Construction courses, complimented with 1 to 1 numeracy and literacy tuition and other work ready activities such as Health and Safety, First Aid training and work experience.
Essex Youth Offending Team Gangs Programme Referral Form: Click Here to go to Referral Form	Who should use the Assessment/Referral? All practitioners who have contact with young people who identify the Tell Tale Signs of gang involvement or exploitation. This risk assessment has been devised to primarily identify those individuals on the periphery of gang involvement or exploitation that would be deemed low or medium risk, which will allow agencies to plan intervention activities around them at the earliest

	opportunity. Those identified as High Risk would already be deemed to be involved with gangs and at a much greater risk of harm. Guidance on use of the Assessment/Referral: Step 1 – Identify the risks and protective factors: Ensure the practitioner has completed the risk assessment below with the Parent/carer of the individual in question. Step 2 – Identify additional vulnerability factors/Intelligence: Include details on any additional information concerning the vulnerability of the individual and would help to aid the development of the action plan around them. It is imperative that this risk assessment form is completed with the person who has parental responsibility for the child, and consent is obtained for information to be shared in a multi-agency forum, in order for the assessment to be referred. In the event of consent not being obtained, specific reasons as to why must be provided. Step 3 – Detail involvement with partner agencies: Include details of any known agency involvement with the child/adult/family either past or present Step 4 – Identify the individual and the assessor: It is imperative that the full details of both the individual and the assessor are recorded in this section Step 5 – What to do next: Follow the guidance set out in part 5. This will ensure you have reviewed and recorded the risk and shared with the relevant professionals.
Essex Young People's Drug and Alcohol Service Tel: 01245 493311 Email: eypdas@childrenssociety.org.uk Website: www.childrenssocietyeast.org.uk/eypdas Address: Project 114, 114 Springfield Road,	COVID-19 UPDATE – The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message. Essex Young People's Drug and Alcohol Service works with children, young people and families affected by drug or alcohol use. Read more...

Invisible Lives – Including CBA Programme.

Tel: 07947219802

Email: invisible.lives@barnardos.org.uk

Website: www.barnardos.org.uk

Address: Suite 12b, Barclays Bank
Chambers, High Road, Pitsea, Basildon,
Essex. SS13 3AS

The Invisible Lives CBA programme provides a whole family approach to support children (aged 8-19 years) and their families when there has been an adverse change in the child's behaviour which may result in risk taking behaviours and / or lead to potential offending.

In order to access support the child must reside and attend mainstream education within Essex and have a parent / carer or sibling within the criminal justice system.

The service offers individual support in the family home and school for up to 8 sessions, with the potential for further support based on reviews and outcomes

The child or young person must be exhibiting one of the following:

- Conduct disorder
- Aggressive behaviour
- Disruptive behaviour
- Deceitful behaviour
- Violation of rules

Additional factors can be taken into consideration when making a referral such as:

- Child at risk of school exclusion or being excluded permanently, or on a reduced timetable as a result of family functions or family offending behaviours
- Children vulnerable and at risk due to other factors

Who can refer?

- Education
- Police
- EWMHS
- Social Care
- Voluntary Organisations
- Self-referrals

Referrals cannot be made by the Youth Offending Team, or for children who are subject to CP plans.

The POWER Project Tel: 03330 138926 Email: jethro.bogdanov@essex.gov.uk or frederick.vanheerden@essex.gov.uk Website: Refer to POWER Project	The POWER project (Promoting Opportunities With Emotional Resilience) is a targeted early intervention project working across Southend, Essex and Thurrock (SET). POWER practitioners offer direct support to children and young people aged 8-13 and their parent/carers to help them develop ways of coping with challenging situations at home, at school and in their local communities. POWER also seeks to support schools to develop effective methods to enable children and young people to be successful in school. Typically, the children and young people POWER seeks to help will be struggling to engage at school, attending irregularly and will have had contact with or be known to the police. However, they will not yet have been criminalised (i.e. they will not have been charged for an offence). Children and young people who are already being supported by Social Care or the Youth Offending Service are not eligible for support from the POWER project.
PREVENT Tel: 03000 3334444 ext: 180521 / 01245 452133 Email: prevent@essex.pnn.police.uk Website: www.essex.police.uk	PREVENT is part of Essex Police's counter-terrorist strategy and aims to stop people becoming terrorists or supporting terrorism by working with individuals and communities to address issues before they become a criminal matter and to stop people moving from extremism into terrorist-related activity. Read More...
Reach Every Generation Tel: 07956 760862 Email: gavin.mckenna@reacheverygeneration.com Website: reacheverygeneration.co.uk	Reach Every Generation exists to shape a better future for tomorrow's generation, winning back those caught up in gang culture. To do this, we equip you, the people on the frontline working with young people and their families on a daily basis, encouraging you and empowering you to transform lives. Our vision is to instigate change, drawing on 'real-life' experiences that we impart to others. From us, you can expect up to date knowledge on the issues affecting young people involved in gangs, and access to valuable resources that we know will make a difference to those lives you touch. Read more...
Safe In Essex (The Children's Society) Tel: 01245 493311 Email: FIFreferrals@childrenssociety.org.uk Website: www.childrenssocietyeast.org.uk	COVID-19 UPDATE – The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Address: 114 Springfield Road, Chelmsford, Essex CM2 6LF	Providing awareness and interventions for children and young people identified at risk of, or already engaging in low level risky behaviours, in order to prevent further risky behaviour e.g. • Drugs, alcohol and smoking • Gangs & Trafficking • Domestic abuse and victims of violence • E-safety • At risk of sexual exploitation • Risky sexual behaviour Antisocial behaviour and crime
Sexual Assault Referral Centre (SARC) Tel: 01277 240620 Website: www.oakwoodplace.org.uk	A Sexual Assault Referral Centre (SARC) provides services to victims of rape or sexual assault regardless of whether the victim reports the offence to the police or not. SARCs are designed to be comfortable and multi-functional, providing private space for interviews and examinations, and some may also offer counselling services. Sexual Assault Referral Centres have specialist staff that are trained to help you make informed decisions about what you want to do next.
Victim Support Essex Tel: 0845 3030900 Email: essex@victimsupport.org.uk Website: www.victimsupport.org.uk	COVID-19 UPDATE: Victim Support - Are no longer doing face to face support appointments for the time being but anyone affected by crime can still access support over the phone or WhatsApp Mon - Fri 9am - 5pm. Victim Support is here to help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you.
Blue Sky Development	We work with employers and individuals in prisons and the community to support them into sustainable jobs, self-employment and apprenticeships. Our focus is always on the needs of those we work with: learners, job-seekers and employers. We build strong relationships with our clients and partners, offering flexibility to your unique circumstances and emphasising face-to-face contact whenever we can.

Our services include:

- Support to get people ready for work or apprenticeships
- Information, advice and guidance in prisons and in the community
- Vocational and skills training programmes and courses
- Self-employment and business start-up support
- Employment opportunities through our social enterprises
- Apprenticeships training from 2020

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Domestic Abuse

Countywide Services

The Change Project

Tel: 01245 258680 / 0845 372 7701

Text: 07872 541982

Email: tcp@thechange-project.org

Website: www.thechange-project.org

COVID-19 UPDATE: Risk to victims and children may escalate over the coming months whilst the impact of current Pandemic affects every day life, especially during periods of self-isolation when the whole family may be expected to remain in the home for a minimum of 14 days. The Change Hub is committed to offering support to perpetrators throughout, however we will not offer face to face appointments for the foreseeable future. Instead, we will use safe and appropriate alternatives such as telephone/video-calling. We will work closely with DA support services to ensure that associated risks are identified and fully inform our contact decisions, and to monitor all work undertaken with perpetrators

Provides relationship counselling and sex therapy to families, couples, individuals and children.

They provide training/peer support and anti-bullying programmes within schools across the area.

Their Essex Change project is a community domestic abuse prevention intervention programme for non-convicted men, run parallel with specialist, pro-active, associated women's and children's services.

Domestic Abuse Perpetrator Outreach Service (part of The Change Project – single point of access)

Email: outreach@thechangeproject.org

As part of this single point of access pathway, the below service is available:

This service is available throughout Southend, Essex and Thurrock as part of the multi-agency Violence Against Women and Girls (VAWG) Perpetrator Pathway Model.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 07568432146	We work with men and women who want to make positive changes in how they behave in relationships with others. We offer 1-2-1 support and advice and can signpost to other agencies that may be able to help.
Essex Community Rehabilitation Company (part of The Change Project – single point of access) Tel: 07568432146	As part of this single point of access pathway, the below service is available: A prison intervention programme: an educational behaviour change programme to challenge and underpin the attitudes of abusive behaviours for people who are in custody. Delivered by Essex Community Rehabilitation Company.
Essex Youth Service (part of The Change Project – single point of access) Tel: 07568432146	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. As part of this single point of access pathway, the below service is available: A mentoring programme to work with young men aged 13-18 who are at risk currently using abusive behaviours within an abusive relationship. Delivered by Essex Youth Service.
Compass (Essex Domestic Abuse Helpline) Tel: 0330 333 7 444 Website: www.essexcompass.org.uk	COVID-19 UPDATE - During this period of self-isolation we are working hard to reduce the impact to the service we provide. We may experience times of high call volumes, please leave a message if safe to do so and we will call you back or call us again later. All our staff are working hard to ensure all calls and referrals are responded to within 24hrs. We understand that your call is important, and we will endeavour to respond within the above time frame. Our online referral remains active for individuals wishing to self-refer or professionals wishing to make third-party referrals. If you are in immediate danger, please call 999. Online chat is now available between the hours of 10am-3pm, Mon-Fri. website link: https://www.essexcompass.org.uk/

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	COMPASS will go live on 1st April 2019 and is the new point of access for victims of domestic abuse across Southend, Essex and Thurrock; providing information, advice and guidance and where appropriate assessment and access to specialist services. COMPASS will also provide information, advice and guidance to the public and professionals who have concerns about family and friends and people they work with who may be victims of domestic abuse. COMPASS will be accessible 24hrs a day. Callers can speak with a trained member of staff and there will also be an online form for both public and professionals wishing to make a referral via the website. COMPASS will be delivered by Southend on Sea Domestic Abuse Projects.
Essex DA Service Directory Website: www.setdab.org.uk	This is the pan Essex DA website which hosts the service directory.
Essex Police Domestic Abuse Central Referral Unit Tel: 0800 3580351 Tel: 101 Extension 180340 Website: www.essex.police.uk	We encourage you to report domestic abuse to us. Not knowing exactly what will happen when you call us can be worrying and prevent you from seeking help, so we've put together a step-by-step explanation. If you decide not to speak to us, please don't suffer in silence. Confide in someone you trust and contact one of the support organisations on our Help in Essex or Help across the UK pages.
Sexual Assault Referral Centre (SARC) Tel: 01277 240620 Website: www.oakwoodplace.org.uk	A Sexual Assault Referral Centre (SARC) provides services to victims of rape or sexual assault regardless of whether the victim reports the offence to the police or not. SARCs are designed to be comfortable and multi-functional, providing private space for interviews and examinations, and some may also offer counselling services. Sexual Assault Referral Centres have specialist staff that are trained to help you make informed decisions about what you want to do next.
Victim Support Essex Helpline Tel: 08 08 16 89 111	COVID-19 UPDATE: Victim Support - Are no longer doing face to face support appointments for the time being but anyone affected by crime can still access support over the phone or WhatsApp Mon - Fri 9am - 5pm.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Essex Team (Business Hours): 0300 303 0165 Email: essex@victimsupport.org.uk Website: www.victimsupport.org.uk	Victim Support is here to help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you.
Good Man - Male Mentoring Email: youth.work@essex.gov.uk Website: www.youth.essex.gov.uk/schools/good-man-male-mentoring	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. Good Man is a five week male mentoring programme for boys and young men who are at risk of entering into abusive relationships in the future and/or are at current risk within an abusive relationship. It can be delivered on either a groupwork or 1:1 basis, depending on need. The areas covered include: • Making relationships work • Relationships in a digital world • Confidence • Manners and respect • Consequences • Healthy relationships The project looks to educate young people about the value of respect and the characteristics of healthy and unhealthy relationships. Equipping them with the necessary skills to develop and maintain healthy relationships, recognise how to break up in an appropriate way when necessary and maintaining appropriate open lines of communication. Who is eligible? • Young males aged 10 – 18 years • Living in Greater Essex • Willing to take part in groupwork or 1:1 interventions • Displaying signs of unhealthy relationships / coercive behaviours (can include signs such as lack of empathy, dishonesty, manipulative, dismissive of others views)
Paws Protect Website: www.cats.org.uk/what-we-do/paws-protect/accessing-paws-protect Tel: 0345 260 1280	COVID-19 UPDATE - Due to the outbreak of coronavirus, we are not currently homing cats from our branches or centres. Paws Protect is a service offering help to the cats of families torn apart by domestic abuse. The service is open to anyone fleeing domestic abuse, regardless of their gender identity.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Email: pawsprotect@cats.org.uk	We provide a free fostering service, taking care of cats until their owners are in a position to reclaim them. The cats referred will be health checked before going to the home of one of our foster carers, where they will be treated as a family pet.
Freedom Project (Dogs Trust) Website: www.moretodogstrust.org.uk/freedom-project-contact-us/contact-us T: 0800 298 9199 F: 020 7833 8798 E: freedomproject@dogstrust.org.uk	Providing temporary foster care for dogs belonging to families fleeing domestic violence.
Sisters In Strength - Female mentoring Email: youth.work@essex.gov.uk	<i>COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.</i> Sisters In Strength is a five week mentoring programme for girls and young women aged 13 to 18 who are at risk of entering into an abusive relationship or are currently in an abusive relationship. It can be delivered on either a groupwork or 1:1 basis, depending on need. <u>Who is eligible?</u> • Young females aged 13 – 18 years • Living in Greater Essex • Willing to take part in groupwork or 1:1 interventions • Displaying signs of unhealthy relationships / coercive behaviours (can include signs such as lack of empathy, dishonesty, manipulative, dismissive of others views) <u>The programme will cover:</u> • Healthy relationships • Confidence and self-esteem • Safe environments • Behind the screens • Goals

	The programme will educate girls and young women about the importance of having high self-esteem and self-confidence. Empowering girls and young women to understand the characteristics of a healthy and unhealthy relationship, enhancing self-worth and improving self-image. The programme concludes with goal setting and the importance of having hopes and dreams, motivating the learners to seek the best for themselves.
The Silent Solution Website: https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf	WHEN YOU CALL 999 All 999 calls are directed to call centres and will be answered by BT operators. They will ask which service you need. If no service is requested but anything suspicious is heard throughout the process, BT operators will connect you to a police call handler. IF YOU CALL 999 FROM A MOBILE It is always best to speak to the operator if you can, even by whispering. You may also be asked to cough or tap the keys on your phone in response to questions. If making a sound would put you or someone else in danger and the BT operator cannot decide whether an emergency service is needed, your call will be transferred to the Silent Solution system. The Silent Solution is a police system used to filter out large numbers of accidental or hoax 999 calls. It also exists to help people who are unable to speak, but who genuinely need police assistance. You will hear an automated police message, which lasts for 20 seconds and begins with 'you are through to the police'. It will ask you to press 55 to be put through to police call management. The BT operator will remain on the line and listen. If you press 55, they will be notified and transfer the call to the police. If you don't press 55, the call will be terminated. Pressing 55 does not allow police to track your location. WHAT THEN? When transferred to your local police force, the police call handler will attempt to communicate with you by asking simple yes or no questions. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed. IF YOU CALL 999 FROM A LANDLINE Because it's less likely that 999 calls are made by accident from landlines, the Silent Solution system is not used. If, when an emergency call on a landline is received: - there is no request for an emergency - the caller does not answer questions - only background noise can be heard and BT operators cannot decide whether an emergency service is needed, then you will be connected to a

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

police call handler as doubt exists. If you replace the handset, the landline may remain connected for 45 seconds in case you pick it up again. If you pick up again during this 45 seconds and the BT operator is concerned for your safety, the call will be connected to police. When 999 calls are made from landlines, information about where you're calling from should be automatically available to the call handlers to help provide a response.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Disability/Additional Needs

Countywide Services

Essex Child and Family Wellbeing Service

Website: www.essexfamilywellbeing.co.uk

Mid Essex Tel: 0300 247 0014
North Essex Tel: 0300 247 0015
South Essex Tel: 0300 247 0013
West Essex Tel: 0300 247 0122

COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help.

On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.

Together for Short Lives

Website: www.togetherforshortlives.org.uk

Tel: 0808 8088 100

COVID-19 UPDATE: We are aware that the coronavirus (COVID-19) outbreak is a time of concern for everyone, but especially so if you are a parent carer of a baby, child or young person who has complex health needs. Our helpline is available for families who have practical concerns. Call 0808 8088 100

We are here to make sure that the 49,000 seriously ill children and their families across the UK can make the most of every moment they have together, whether that's for years, months or only hours.

The Art Ministry

Website: www.theartministry.org.uk/

We run arts and crafts groups and clubs for children and for adults with learning difficulties, adults with physical disabilities, partially sighted and blind adults and adults with mental health problems from across Essex. We complement these core activities with a group who work with fabrics to produce items for public display, a general public art club, sessions

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	at day care centres, and sessions for young carers. We also provide arts and crafts activities at lots of community events.
FIF Funded Project <u>GROUP WORK</u> Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Telephone 01245 493400 or 01245 493311 Referral form available here .	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word “choices” to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> The Essex County Council funded Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs who can't be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help should a difficulty occur and those services cannot respond appropriately. . Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they; • are exhibiting risky behaviours (of self or others) that jeopardise personal safety • are at risk of going on to part-time school timetables or at risk of exclusion • are home educated where early help can have a positive impact • have moderate learning difficulties (without an Education and Health Care Plan) • have low level behavioural issues (without an Education and Health Care Plan) There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services
Active Essex Website: www.activeessex.org/	We're a publicly funded organisation, hosted by Essex County Council, whose aim is to make sport and physical activity accessible to all Essex residents.
Autism Anglia Tel: 01206 577678	COVID-19 UPDATE - As a provider of 24 hour care and support and a school as well as family and community based support we are working around the clock to ensure that we can continue to provide services that keep vulnerable people safe and well. Everyone should remember that we have a shared responsibility to follow

Fax: 01206 578581 Email: info@autism-anglia.org.uk Website: www.autism-anglia.org.uk Address: Century House, Riverside Office Centre, North Station Road, Colchester, Essex. CO1 1RE	<i>the guidance in order that we can reduce the impact of this virus.</i> <i>As ever, our staff and managers are showing extraordinary dedication to do everything they can to keep homes and services running. Quite rightly there is a significant focus on health services but it is important for people to understand that school and support staff work through the day and night to ensure that the students and adults with autism we support, often with complex needs, are able to keep attending school or live safely in their homes.</i> Autism Anglia is an independent charity which provides care and support to children, adults and families affected by autism. Services in Essex, managed from our Colchester office, offer personalised approaches that provide each individual with the necessary skills and strategies to enable them to realise their own strengths and abilities. The charity also seeks to promote a greater knowledge and understanding of autism through training, education and supplying information to the public and professionals.
Autism Hub: Living Well Essex County Council Website: www.livingwellessex.org/autism-hub	The Living Well Essex Autism Hub is designed to support people with autism spectrum condition (ASC) across Essex, as well as parents, carers and professionals connected with the condition. If you're an employer or a member of the emergency services and ever have to support people with the condition, we want these pages to be helpful for you, too
Chatter Pack Website: https://chatterpack.net/	<i>COVID-19 UPDATE - We wanted to do something positive to ease the burden on schools and families during this undoubtedly worrying time. So, we asked the education community to send in links and ideas for free home learning and the response has been phenomenal!</i> <i>Whether you're a teacher of any age group who is making plans for home learning, or a parent/carer needing some ideas so you can plan ahead, hopefully, some of the links below will help.</i> <i>All links to google drive documents were shared publicly for re-use by others</i> https://chatterpack.net/blogs/blog/resources-list-for-home-learning

	https://chatterpack.net/blogs/blog/list-of-free-speech-language-communication-and-send-resources-for-schools-and-parent-carers ChatterPack is a voluntary-run, special educational needs and disabilities hub. We work hard to support families, schools, and other professionals through our free monthly SEND newsletter, our free resources, and through sharing accurate, practical, respectful, advice and information.
CHIPS (Children with Hearing Impairments) Website: www.essexlocaloffer.org.uk/listing/chips-children-hearing-impairment-play-and-stay/	CHIPS is a 'Play and Stay' communication session, led by Teachers of the Deaf and facilitated by Family Support Keyworkers from the Specialist Teaching and Preschool Service, for preschool children with a hearing impairment.
Epilepsy Action Website: www.epilepsy.org.uk	Epilepsy Society in East Anglia works to provide information for people with epilepsy, and for their families, carers and friends, in hospitals and healthcare settings throughout the region. Many of these services are run by Epilepsy Society volunteers.
Essex Advocacy Tel: 0300 3435736 Email: essexadvocacy@rethink.org Website: www.rethinkessexadvocacy.org	COVID-19 UPDATE - In these challenging times due to Coronavirus our advocacy service would like to say how we will continue to provide a service to its clients. Our phone line remains active between 9am and 5pm please leave a message with your name and contact details and we will get back to you within the same working day. Our advocates are still working and doing all they can to continue to support our clients in the best possible way. Due to the current situation it is possible we will not be able to visit clients personally but will provide telephone contact and support and listen in the best possible way. Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives. Our professional advocates enable people without the right support around them to have their voice heard when:

	• Decisions are being taken about their health and social care • Support is needed to make informed choices about their life • They wish to make a complaint about NHS care or treatment
Essex Carers Network Website: www.essexcarersnetwork.co.uk/	The Network listens to carers who are caring for a family member with a learning disability in Essex.
Essex Connects Online Directory Website: www.essexconnects.org.uk	Essex Connects is a searchable directory to help you to get in touch with hundreds of local charities, voluntary groups, and community sector services, based in Braintree, Chelmsford, Colchester, Maldon, Uttlesford, Epping and Harlow.
Essex Effective Support for Children & Families Website: www.essexeffectivesupport.org.uk/	Effective support for disabled children and young people and their families in Essex
Essex Interpreting Website: www.essexinterpreting.com/	Essex Interpreting provides language solutions, offering the following services: • Interpreting services in over 60 languages, including British Sign Language for deaf people • Translation services in over 60 languages, including Braille and audio tape services for blind people
Essex SEND Information, Advice & Support Service Tel: 03330 138913 Email: send.iass@essex.gov.uk	The Essex SEND Information, Advice and Support Service provide information, advice and support on the telephone or in person. We work with parents and carers of children and young people with special educational needs or a disability and with disabled children and young people, and those with SEN, up to the age of 25. We can also advise on processes relating to health and social care. We are an impartial, confidential service and operate at arms-length from the Local Authority. Referrals can be made by a parent/carer/child/young person themselves or anyone who has their permission.
Essex Local Offer	The Essex Local Offer details the provision and services available in across Essex for children and young people with special educational needs and disabilities (SEND). The Local Offer holds information about the following;

[Disability/Additional Needs Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Email: essex.localoffer@essex.gov.uk Website: www.essexlocaloffer.org.uk	• Education • Entertainment & Leisure • Equipment & Resources • Family Support & Community • Health • Money Matters • One Planning & Education, Health & Care Plan • Preparing for Adulthood • Social Care • Transport
FACE (Families Acting for Change Essex) Tel: 01245 608231 Text: 07910 883337 Email: info@face-essex.org	Families' Acting for Change Essex (FACE) is run by parents. We represent the views and experiences of parents and carers of children and young people with disabilities and additional needs to influence the services they receive in Essex. Membership of FACE is free and gives access to current information and the chance to contribute to focus groups and consultations and to become more involved in any way that suits you and your family.
Families in Focus Tel: 01245 353575 Email: helpline@familiesinfocusessex.org.uk Website: www.familiesinfocusessex.org.uk Address: Moulsham Mill Parkway, Chelmsford CM2 7PX	COVID-19 UPDATE – We hope you are well and staying safe. We need to tell you about certain changes we are making to the support we will be offering to Essex Families during in these unique and challenging times. The majority of staff are now working from home and remotely. They are equipped to do so with mobile phones, laptops and access to web based contact management database. They are able to work more flexibly, to help each other, particularly with areas of higher volume of demand, and to work flexible hours to fit in with their own and their clients' personal circumstances. We have reviewed our working practices and taken the difficult decision to stop face to face client contact. • We took the decision to temporarily suspend our Saturday Activity Club Play sessions from 14 March, along with our drop-ins and partnership clinics. These will resume once we have been given guidance from the Government. • We will continue to provide information, advice and support delivered by telephone, email and remotely e.g. skype, facetime or zoom.

- *We will continue to provide support with forms and can do DLA/PIP/CA/Family Fund forms over the phone and remotely. Please note that we only provide support for benefit claimants up to the age of 25 years - The following government link offers some useful information regarding benefit claims <https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>*
- *We will continue to provide support with educational issues. Although schools closed on Friday 20 March, there are exceptions for children of key workers, vulnerable children with social workers and children with an EHCP. Schools are keen to maintain provision for children that fall into this category. Please check with your school if your child does not yet have an EHCP but are known to be experiencing difficulties which could worsen without routine or structure. Your school should have been in contact with you regarding provision for your child.*

Our parent advisers will be happy to book in a phone appointment with any family who needs more in depth support at this time. We will also be looking at providing remote clinics on a variety of useful topics, more information on this to follow. We will continue to share information and knowhow via our Facebook page - linking with local and national charities in order to keep our service users informed and up-to-date where possible. Please like and review the information on our Facebook page and share our posts within your networks. Also, if you are able to share any information to our Facebook page, please direct message (DM to our Facebook page) or email our helpline at helpline@familiesinfocussessex.org.uk

Holistic independent support for any family in Essex who have a child or children (age 0-19) with any disability/special need, requiring advice, information and support, particularly at times of change and crisis.

We offer:

- A specialist one-stop information and advice service and helpline.
- One to one support including assistance with Disability Living Allowance (DLA) applications.
- Independent Parental Support on educational issues including assessments, education health care plans and exclusions.
- Independent Support in partnership with the IS Essex consortium.

	• Support through group activities – Saturday Activity Club for all the family, Braintree Drop-in, workshops, social and training events. • Respite opportunities including parent/carers Indulgence Days and Sibling Support Group.
Hope and Encouragement for Lone Parents (HELP) Tel: 07960 975 736 Email: info@loneparenthelp.org.uk Address: Connect House, Quayside Industrial Estate, Bates Road, Heybridge, CM9 5FA	HELP is a non profit organisation ran by lone parents for lone/access parents living in Essex. They offer fun, support, friendship, advice and courses They arrange educational courses for parents. Events and outings are arranged through the year.
Inner Resources Tel: 01702 200822 Tel (Mobile): 07734 514710 Email: info@innerresourcestraining.co.uk Website: www.innerresourcestraining.co.uk	Inner Resources provides person centred support for vulnerable children and adults with social difficulties including Asperger Syndrome, Autistic Spectrum Disorders and learning and mental health difficulties. They work with clients in their homes, schools, colleges and communities supporting engagement in a variety of activities, where necessary providing high level (crisis) support to families and individuals where circumstances have become extremely difficult. They aim to reduce feelings of distress, frustration, anger and hopelessness. What we do How we do this Referral and Access
Living Well Essex Website: www.livingwellessex.org/	The Living Well website aims to help Essex people take care of their health and well-being, manage health conditions, and find information about support and services in the local area. We also provide information on benefits and finances, staying safe, and tips on staying healthy and active.
Network 81 Tel: 0845 0774055 Email: Advice@network81.org.uk Website: www.network81.org.uk	Network 81 is a charity that supports, advises and trains parents and carers about the education of children with Special Educational Needs and Disabilities.

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

PARC Essex Tel: 01376 528999 Email: info@parc-essex.co.uk Website: www.parc-essex.co.uk	PARC exists to provide support to families who have a child or children with any type of additional need from a very early stage. We have a range of children on our books including those with speech and language difficulties, autistic spectrum, epilepsy and those with physical and learning difficulties. PARC offers services that cover a wide range of activities with children of every age and ability, including pre-school services, activities clubs, youth clubs, sports clubs and weekend and holiday respite. We also offer Sunday morning “stay and play”. Above all PARC is a place where Children can develop, learn and have fun, in a safe and friendly environment that caters for their special needs. More About PARC Services
Short Breaks for disabled children in Essex Telephone: 03330 139 889 Email: shortbreaks@essex.gov.uk Website: www.shortbreaks.essex.gov.uk Brochure: www.shortbreaks.essex.gov.uk/media/1347/short_breaks_brochure_2020.pdf	Short Breaks gives families the chance to take a break from their normal routines and enjoy doing fun things together. They also give children and young people the chance to do fun and different activities. This can help build their confidence and independence.
SNAP (Special Needs & Parents) Tel: 01277 211300 Email: info@snapcharity.org Website: www.snapcharity.org Address: The SNAP Centre, Pastoral Way, Warley, Brentwood, Essex. CM14 5WF	COVID-19 UPDATE – We have had to make the difficult decision today to stop family services within the building from this afternoon to make sure we keep families and our staff and volunteers as safe as we can. We want you to know that we are still here to help all our families at this time. The team are all still working and our phone and email helplines will continue to provide that essential listening ear for parents and carers for both registered and new families. I also want to reassure you that this service will continue even if we have to work remotely. Our parent advisers will be happy to book in a phone appointment with any family who needs more in depth support at this time. Our team of highly trained counsellors will continue to support the families they are working with by offering phone appointments. We have always provided comprehensive online support with our Information Network and Directory and we will continue to share ideas and strategies to help families cope during this time.

	SNAP (Special Needs And Parents) helps Essex families with children and young people who have special needs and disabilities. No formal diagnosis or professional referral is necessary to access SNAP services. Our aims are to inform, encourage and support parents, so that they can grow in strength and knowledge and become better equipped to give the best possible help to their children. • Support Services • Activities • Centre Resources • SNAP Directory
Supporting Asperger Families in Essex SAFE Website: https://safeessex.org.uk/	SAFE is a support group for individuals and families affected by Asperger Syndrome (AS) and High Functioning Autism (HFA) in Essex. They run monthly parent support groups, provide social skills training for children and adults, run youth groups for Asperger children, provide educational advice and support and assistance with claiming benefits and obtaining a Statement of Special Educational Needs.
Together Matters Email: info@togethertomatters.org.uk Website: www.togethertomatters.org.uk	Together Matters is an organisation built on the belief that talking and working together helps to make better things happen in the lives of people with learning disabilities and their families. Together Matters works alongside people with learning disabilities, their families, practitioners, organisations that provide support, self-advocacy groups and anyone else interested in the work we are doing. Together Matters offers fresh ideas, sound knowledge, easy to use resources and skills to provide training and service development. Our aim is to challenge and complement existing support and services, making the best use of things that work and overcoming those that prevent people having a good life.
Quantum Leap Website: www.qlmentoring.com	Peer mentoring for bright kids with ASD and learning differences.
3H Fund Email: info@3hfund.org.uk Phone number: 01892 860207 Website: www.3hfund.org.uk	COVID-19 UPDATE – The impact of Coronavirus is changing daily and in light of the latest Government advice restricting travel and social interaction, we will not be re-opening our Grant Programme and we are suspending our Carers and TeensOut Programmes until after Easter, pending review. We would like to reassure you that 3H Fund (Helping Hands for Holidays) is taking all possible steps to ensure the health, safety and well-being of our guests and volunteers on our

Operational locations: National	<i>group holidays. Preparations for our Group Holidays scheduled for July and August will continue as planned at present, however we are actively monitoring the outbreak of Coronavirus and closely following government guidelines therefore this may change. Please continue to check our website for ongoing updates.</i> If you have any concerns, please do not hesitate to telephone or email us. Following government advice 3H Fund has reduced the number of people in their office and therefore we may not be able to answer your call as promptly as we would like. We ask you to bear with us in these unusual times. 3H Fund organises subsidised group holidays for physically disabled children aged 13+ and adults with the support of volunteer helpers, so that family and carers can have a separate and much-needed period of respite. 3H Fund also run a grant programme for modest UK holidays for disabled families (or carers) on a low income. Who the service provides for: Organised holidays – Ages 13+ Grants – Available from ages 0 upwards Hours of operation: Monday - Friday 9am - 3pm
ADHD+ Services Ltd Email address: enquiries@adhdplus.services Phone number: 0786 612 9728 Website: www.adhdplus.services	Service provider for parents, schools, and local authority raising awareness of ADHD and its many coexisting and associated neurological conditions. All services are chargeable and services for those with ADHD and coexisting conditions, their families, schools, and local authority. Services for ADHD'ers and their families include self-help course, mentoring services, support for meetings with schools, and much more. Services for schools and local authority include staff training on conditions, mentoring services, and general support services. Who the service provides for: We cater for all ages and we restrict support criteria to those who have either been approved by an internal assessment or have a diagnosis of ADHD and/or a co-existing or related neurological condition(s); which inc. ODD, Tourette's Syndrome, OCD, Bipolar, Anxiety Disorders, Learning Difficulties, Chiari etc.

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Afasic – Unlocking Speech & Language Email address: info@afasic.org.uk Phone number: 020 7490 9410 Website: www.afasic.org.uk	Around 6% of children starting school have speech, language and communication needs – an average of 2 in every classroom. Afasic is the UK charity representing children and young people with speech, language and communication difficulties, working for their inclusion in society and supporting their parents and carers. Afasic advice and information services provide support to thousands of people every year, including Helpline and email support, free to download factsheets and access to local networks. Who the service provides for: Age 0 – 25 with speech, language and communication difficulties. Hours of operation: 9.00am - 5.00pm Monday to Friday
Anglia Actionnaires Email address: anna.hiscox@RNIB.org.uk Phone number: 01603 455767 Website: www.rnib.org.uk/practical-help/children-young-people-and-families/actionnaires-clubs	COVID-19 UPDATE - The coronavirus outbreak is expected to affect many more people in the coming weeks, and we want to ensure that all our families and staff are protected as much as possible. As we know there is more risk for adults and children with underlying health conditions, we have decided to suspend all Shape and Share events for the time being. We will continue to monitor the current Government guidance and update this web page regularly. If you would like to receive a message when our events are back up and running or need any help and support from our team please email us at cypf@rnib.org.uk. An Activity club for sight impaired children from 4-16 years and their siblings and families. They run a wide variety of leisure, sports, social and family events across the county and East Anglia. The clubs offer a range of activities including music, drumming, ten pin bowling, art, dance, swimming, athletics, basketball, goalball, judo, skiing, climbing, pizza making and attraction visits. All activities are organised to ensure children can take part regardless of their vision. Who the service provides for: Sight impaired young people 4 to 16 year olds (under eights have to have a parent or carer with them) Hours of operation: Events run mainly at weekends and in the school holidays
Beanstalk Children's Therapy	Beanstalk Children's Therapy offers Occupational Therapy and Sensory Integration Therapy to children and young people aged 0 to 16 years. The fully equipped therapy

Hours of operation: Monday to Friday, 9.00am-5.30pm Email address: info@beanstalktherapy.co.uk Phone number: 01245 423827 Website: www.beanstalktherapy.co.uk	centre is based in Chelmsford offering new and exciting treatment approaches, including Therapeutic Listening as well as home and school visits if needed. The team comprises of highly qualified and experienced Paediatric Occupational Therapists. Assessments and therapy sessions can cover sensory processing, fine motor, gross motor, visual-motor integration, self-care and handwriting difficulties. The Therapy Centre is also able to assess for equipment (including specialist seating and wheelchairs) and adaptations. Beanstalk Children's Therapy use a family-centred approach, so interventions will be tailored to your needs. Who the service provides for: All abilities aged 0-16 years including any of the following: • Autistic Spectrum Disorders (ASD) • Adopted or looked after children • Acquired brain injury • Cerebral Palsy • Coordination difficulties • Developmental delay • Down syndrome • Learning difficulties • Neurological disorders • Sensory processing difficulties • And other additional needs
Brainwave Email address: enquiries@brainwave.org.uk Phone number: 01376 505290 Website: www.brainwave.org.uk	<i>COVID-19 UPDATE - In order to protect our team, families and the wider community, we will be closing our three Brainwave Centres as soon as possible. Home visits will also be postponed.</i> Brainwave works with families for children with special needs and provide assessment, therapy and a home based therapy programme. It aims to improve children's mobility, motor skills, communication skills and learning potential, through a range of educational and physical therapies and strategies. We will initially assess a child over a two day period and prepare a program for families to carry out on a regular basis. The program aims to offer achievable activities that will work towards meeting identified targets and progression. These children are then reviewed every 4-6 months where the program is updated and new targets can be identified. Who the service provides for:

	Children with additional needs from 5 months – 13 years
Disability 4 Sport Email address: info@disability4sport.co.uk Phone number: 01206 512595 / 07922885632 Website: www.disability4sport.co.uk Address: 11 Evergreen Drive, Colchester, CO4 0HU	Disability4Sport provide a wide range of sporting opportunities and activities that are aimed at engaging and empowering disabled people of all ages and abilities, with the intention of improving physical health and mental well-being. The experienced and highly qualified Disability4Sport team helps to introduce, train and develop skills for each participant through a wide range of popular, new and adapted sports. Driven by empathy and their own personal obstacles and challenges that their respective disabilities challenged them with, the founders of Disability4Sport were passionate about making sports available to people with any disability, especially encouraging those who had not previously had the opportunity to take part in physical activities. Working closely with schools, colleges and community groups, the D4S team provide regular, enjoyable sporting sessions designed to enhance self-empowerment, physical fitness and well-being.
Essex Family Forum Email address: hello@essexfamilyforum.org Phone number: 07742 958003 / 07707 110592 Website: www.essexfamilyforum.org	COVID-19 UPDATE - In line with the latest government advice to avoid all non-essential contact, Essex Family Forum and our Family Champions are postponing hosting or attending any public events while this advice holds. Unfortunately this means we will be unable to meet with parents and carers face to face to hear your thoughts and experiences, however it will still be possible for families to communicate and interact with us via email and social media and we look forward to hearing from you in this way. Support for parents and carers of children and young people with any type of additional need and/or disability aged 0-25.
Gardening for Disabled Trust Website: www.gardeningfordisabledtrust.org.uk	Gardening for Disabled Trust gives grants to people all over the United Kingdom in order that they may continue to garden, despite disability or advancing illness. A person of any age can apply. It is their love of gardening that counts! Money is given to successful grant applicants and often transforms the recipient as well as the garden, replacing a source of frustration by a valuable therapy and sense of satisfaction. The Trust can help by; • Adapting private gardens to meet the special needs of the disabled gardener. • Making grants towards tools, raised beds, paving, wheelchair access and greenhouses for disabled gardeners. • Providing help with special gardens in hospitals, centres and schools.

	• Distributing information on garden aids and techniques. • Providing a forum for disabled gardeners by publishing the Garden Club's magazine.
Good Futures programme Email address: good.futures@essex.gov.uk	The Good Futures programme is the approach by which the Specialist Teaching and Preschool Service supports school staff in Essex primary schools to work collaboratively with parents, to improve outcomes for children with autism. The aim of Good Futures is ... for education practitioners to work in partnership with parents/carers of children with autism to: • understand the four key areas of difference in autism and how they may impact on an individual child/pupil • share, develop and implement strategies that enable children with autism to receive an education that supports them to engage in society as active citizens The aims of the Good Futures programme are achieved by: • access to suitable learning materials and tools • effective implementation of the One Planning process • a modular programme of workshops led by a Specialist Teacher (Autism) and facilitated by the school's Autism Lead (as appropriate) • access to ongoing networking opportunities, for both practitioners and parents Good Futures is based on the well-regarded 'Moving on Together' course, which was revised during 2016 as part of the implementation of the Autism Education Trust programme (AET) in Essex, led by the Specialist Teaching and Preschool Service. The new programme of workshops incorporates the AET principles and resources for working with parents. Who the service provides for: Parents of primary-aged children with Autism and social communication needs, working in partnership with school staff. Hours of operation: Term time <u>only</u> How the service is accessed: Essex primary schools can express an interest in the training for parents of children with autism who attend their school, as part of their

	consultations with the Specialist Teacher (ASC), and following discussions with those parents.
Guide Dogs Website: www.guidedogs.org.uk/services-we-provide/children-and-young-peoples-services/	We offer a range of services and activities for children and young people and provide valuable advice for parents and teachers.
Hamelin Trust Website: https://hamelintrust.org.uk/	A leading Essex based charity for supporting people with learning disabilities and/or people who have physical and/or sensory impairments, and their families. We do this by providing short break services, a resource centre, supported accommodation, and outreach services within the community and individuals homes. We also provide training and employment opportunities through a number of independent and joint ventures.
Hearing Help Essex Website: www.hearinghelpessex.org.uk/	Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring.
Inclusive Communication Essex (ICE) Website: www.essexice.co.uk	Resource Service works to improve communication with children and adults who have learning disabilities.
The J's Hospice Website: https://www.havenshospices.org.uk/thejs	COVID-19 UPDATE - For the safety of our patients - in line with the national requirement to minimise contact and in keeping with other hospitals and hospices - we have taken the decision to limit visitors to our In Patient Unit. This situation is under daily review and we may need to apply stricter controls in the coming days: For all people who are felt to be in the very last days of life we will maintain a short list of the closest relatives who can visit, ensuring that they stay with the person in their room and do not mix with visitors for other patients The list will be agreed on admission and no other visitors will be allowed. We are exploring whether we can enable Skype type facilities in the rooms to allow people to interact with the rest of their family and friends. For people admitted for symptom control we are limiting visitors to one named visitor only and ask that they limit their visits to one hour a day

	<i>We will no longer be able to offer the family room for overnight accommodation. One family member can stay overnight in the room of someone who is in the last days of their life. The family lounge will no longer be used as we wish to avoid family members coming in close contact. We are sorry that we have had to take this action but need to protect our patients, their families and our own staff so that the hospice can continue to provide care throughout this difficult time.</i> The J's Hospice provides hospice and respite care services to young adults aged 16-40 who are living with life limiting and life-threatening conditions. Their aim is to build the first environmentally friendly, stand-alone, age-appropriate hospice for 18 to 40 year olds with life-limiting conditions in the East of England. They will be providing emotional support and friendship, day visits, J's at home support and care, end-of-life care and bereavement support.
Jump Start Centre Who the service provides for: 0-18 years. Hours of operation: Monday to Saturday, 9.00am - 6.00pm Email address: info@jumpstartcentre.co.uk Phone number: 07885 732489 Website: www.jumpstartcentre.co.uk	Jump Start is a team of highly experienced and qualified occupational therapists offering specialist services to children, and young people. The purpose designed Jump Start Centre is based in Kelvedon and clients can be seen at the sensory gym, at home or in school. The dynamic team, led by Claire Pemrick, practise Sensory Integration Therapy, and have expanded to offer Sensory Attachment Intervention, Theraplay, Feeding Therapy, Listening Therapy and Sleep Counselling. The centre is visited by children with all levels of ability, including ASD (Autistic Spectrum Disorders), Attachment Difficulties, Challenging Behaviour, Cerebral Palsy, Developmental Disorders, Attention Deficit Disorders, Fine and Gross Motor Difficulties. The centre offers assessments, treatment programmes, unique sensory diets, contracts and training for schools and other agencies as well as producing outstanding reports to support EHCPs. Training courses are also run for parents and professionals on topics such as Introduction to Sensory Processing Disorders, Toileting, Emotional Regulation and Sleep.
Kaleidoscope Occupational Therapy Who the service provides for: Young people and adults on the Autistic Spectrum (including Aspergers) Email address: louise@kaleidoscopeot.co.uk Phone number: 07422 556904 Website: www.kaleidoscopeot.co.uk	Kaleidoscope was set up to help young people and adults on the Autistic Spectrum (including Aspergers Syndrome) to develop skills to manage difficulties associated with their condition. We offer functional and sensory assessments to establish how a person is managing their everyday activities as well as interventions to become more capable and confident. Kaleidoscope has a focus on helping people to achieve in academia and the workplace. This could be specific skills development, such as becoming more capable of living independently, improving abilities in the community and organising oneself. We also offer support around managing change, social interactions and social skills training (based on the NAS Socialeyes Programme). Kaleidoscope can liaise with Universities or

	Employers on how to best support a person on the Spectrum. We can offer advice and support around the Equality Act (2010) and potential reasonable adjustments.
KTM Care Ltd Who the service provides for: Anyone on the Autistic Spectrum aged 8 years and upwards. Email address: info@ktmcare.co.uk Phone number: 01376 571152 Website: www.ktmcare.co.uk	Autism Specific Care Service – We support individuals on the Autistic Spectrum aged 8 years and upwards to live as independently as safely possible. We carry out extensive support to the family as a whole package, working with the individual to support them with the needs identified in their 'All About Me Book' but also support to the family to help them support consistently within the family home. We assist with College support, 1:1 independence training and support to do 'everyday' things, 2:1 Support to assist the individual to access the community safely, if required. We help individuals to find suitable accommodation and maintain a tenancy, support them to apply and gain the appropriate welfare benefits and assistance with budgeting. KTM, as part of the service, carry out sensory assessments and look at the best strategies to use to help the individual manage their own sensory needs. We work with anyone on the Autistic Spectrum... The service is very person centred and no one package are the same – as unique as you or I!
LOOK - National Federation of Families with VI Website: www.look-uk.org/	LOOK-UK supports young people and families living with a vision impairment
Positive Child Development Email address: toni@positivechilddevelopment.co.uk Phone number: 07708070077 Website: www.positivechilddevelopment.co.uk	Who the service provides for: A Parent of a child under 16 years of age. Offers family support for parenting challenges. We also Specialise in autism childcare and provide 1:1 sessions, telephone consultations, video feedback and training for carer's and staff. Please see website for more information.
Premier Childrens Service Email address: info@pcyp.co.uk Phone number: 01702 389555 Website: www.premierchildrensservices.co.uk	Who the service provides for: All children and young people throughout the County of Essex and their families. Ages 0 – 25+ • Respite care for parents/prime carers of children with disabilities • Support for families in crisis • Short breaks for children/young people to enable them to access the community, e.g. clubs, social activities • Respite care for families of children with complex health care needs

	• Support for families who have higher level needs • Support for children/young people with disabilities to access education opportunities • Respite services which offer parents/prime carers the opportunity to take an overnight break whilst their child is cared for in their home environment. • Developing and facilitating a time limited outcome focused bespoke plan for an individual to achieve a desired outcome • Support for young carers
Essex Respite and Care Association Website: http://essexrespite.org.uk/	ERCA provides one-to-one support at home and out in the community to build life skills, confidence, self-esteem and social inclusion for adults with a mental health diagnosis, supporting them to engage in the community and learn valuable life skills. At the same time this provides invaluable respite to the carer. ERCA also provide the service to those with no Carer.
SOS!SEN Charity Helpline Email address: admin@sossen.org.uk Phone number: 0208 538 3731 Website: www.sossen.org.uk	Who the service provides for: Parents of children and young people with SEND aged 3 – 25 Years The phone line is available: Monday to Friday, from 9:30-12:30 and 14:00-17:00, Tuesday 20:00-22:00 (during term time) They offer a free, friendly, independent and confidential telephone helpline for parents and others looking for information and advice on Special Educational Needs and Disability (SEND). The number is 0300 302 3731. It is manned by volunteers during term time. They offer advice on: - getting the right educational help for your child - liaising with the school or local authority - interpreting official letters - finding independent expert professional advice - appealing to the Special Educational Needs and Disability Tribunal They also offer: - 10 walk in free advice centres in London, Manchester, Bristol, Surrey, Worcester Park, Oxford, Hampshire, and Kent - Workshops on SEN topics to empower parents - Document check and 1:1 advice Website with information sheets and useful tips
Virgincare	On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.

Website: http://essexfamilywellbeing.co.uk/	
Family Fund Tel: 01904 550055 Website: www.familyfund.org.uk	Family Fund is the UK's largest charity providing grants for families raising disabled or seriously ill children and young people. Last year, we provided 89,101 grants or services worth over £33 million to families across the UK. Our purpose is to improve the lives of low-income families raising disabled or seriously ill children and young people. Our mission is to provide items and services to all low-income families in the UK raising disabled or seriously ill children, that they could not otherwise afford or access, and that help improve their quality of life, realise their rights, and remove some of the barriers they face. Our vision is that all families raising disabled or seriously ill children have the same choices, quality of life, opportunities and aspirations as other families. We provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers. It can be a struggle financially, emotionally and physically for families raising a disabled or seriously ill child, and these grants help break down many of the barriers families face, improving their quality of life and easing the additional daily pressures.
Caudwell Children's Charity Website: www.caudwellchildren.com	Provides support for disabled children and their families. - Family Support - Equipment - Treatment - Therapy - Supported Breaks - Autism Service

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Education

Countywide Services

FIF Funded Project

GROUP WORK

Kids Inspire
Children's Society and Southend YMCA
(joint project)

Email:
fifreferrals@childrenssociety.org.uk

Telephone 01245 493400 or
01245 493311

Referral form available [here](#).

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

The Essex County Council funded Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs who can't be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help should a difficulty occur and those services cannot respond appropriately.

. Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they;

- are exhibiting risky behaviours (of self or others) that jeopardise personal safety
- are at risk of going on to part-time school timetables or at risk of exclusion
- are home educated where **early help** can have a positive impact
- have moderate learning difficulties (without an Education and Health Care Plan)
- have low level behavioural issues (without an Education and Health Care Plan)

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services
Attendance Specialist Team Tel: 03330322968 Email: neattendancespecialistteam@essex.gov.uk	For advice on how to get your child to go to school.
Educational Psychology Parent Helpline Tel: 01245 433293 (Available every Monday afternoon during term-time, 1pm-5pm) Website: schools.essex.gov.uk	Educational Psychology Service Parent Helpline provides parents and carers with direct telephone access to a qualified Educational Psychologist who will listen to their concerns and ideas, and help them find a positive way forward The helpline is confidential and personal details will not be recorded and nor will information be passed onto other services It is staffed by qualified educational psychologists who listen to parents concerns and work with them to find a positive way forward
Essex SEND Information, Advice & Support Service Tel: 03330 138913 Email: send.iass@essex.gov.uk Website: www.essexlocaloffer.org.uk	The Essex SEND Information, Advice and Support Service provide information, advice and support on the telephone or in person. We work with parents and carers of children and young people with special educational needs or a disability and with disabled children and young people, and those with SEN, up to the age of 25. We can also advise on processes relating to health and social care. We are an impartial, confidential service and operate at arms-length from the Local Authority. Referrals can be made by a parent/carer/child/young person themselves or anyone who has their permission. Education Entertainment & Leisure Equipment & Resources Family Support & Community Health Money Matters One Planning & Education, Health & Care Plan Preparing for Adulthood Social Care

[Education Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

- [Transport](#)

Plan B - Essex Youth Service

Call: 033303 22800

Email: youth.work@essex.gov.uk

Website: www.youth.essex.gov.uk/young-people/plan-b

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

Are you aged between 16 and 24 and not in college, work or training? If so, we can help you gain the skills you need for an apprenticeship or a job. Plan B is a 10-week programme that maximises your potential and prepares you for the future. It runs three days a week and can be done at centres across Essex. During the programme you will get:

- a work experience placement related to your preferred career
- the opportunity to learn valuable work skills
- a chance to refresh your English and maths
- sessions that will help improve your self-esteem, motivation and the confidence to make decisions.

Gain qualifications

- You will also be able to gain qualifications in:
- City & Guilds Level 1 Unit 403 Employability Skills – which includes CV writing, job hunting and interview techniques
- Maths and English
- Level 1 Health and Safety In The Workplace
- Level 2 Customer Services Award

Why you should do it

- It's three days a week for just 10 weeks
- You can do it at youth centres across Essex
- 8 out of 10 people who do it go on to get a job or college place

We can also help with transport costs if needed

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Complementary Education – Essex Youth Service

Tel: 03330 322800

Website:

www.youth.essex.gov.uk/schools/complementary-education

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

Complementary Education Years 7, 8 and 9

Do you have students who are disengaged with their education?

This social education groupwork programme, based on early intervention, is for young people in Years 7, 8 and 9, who would benefit from additional support with issues that are affecting their lives and interrupting their education.

The learning will not be lesson-based but done through a variety of activities. These can include:

- outdoor-based sports
- cooking
- arts and crafts
- community projects

The informal education style creates an environment which is proven to create a relaxed atmosphere where young people will build trust and share problems. The learning might include:

- confidence building
- managing emotions
- child sexual exploitation
- online safety
- grooming
- healthy lifestyles and healthy eating
- living around gangs
- positive relationships

It is a flexible programme, where the young person can attend up to 2 days per week.

Complementary Education Years 10 and 11

Do you have pupils struggling to engage with mainstream education?

This programme aims to help young people increase their confidence, motivation and development. It runs two days per week from September to July (end of June in Year 11).

The daily hours are the same as schools, but set by each scheme (approx 9am – 3pm).

Maths and English – 3 hours - Learners have the opportunity to embed functional skills throughout the programme. Functional Skills Maths and English are taught throughout the year.

The qualifications:

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We offer national and local accreditation from City & Guilds and Gateway Qualifications awarding bodies. These qualifications and awards help young people's development and prepares them for further education. These sit under Ofqual and carry credits. We also provide short courses that meet the needs of the learners. These can include: • Sex and relationship education • Managing emotions • Transitional and progression work • Crime reduction • Healthy lifestyles and healthy eating Understanding consequences of crime, gangs, CSE
Transitional Year 6 and 7 Support – Essex Youth Service Website: www.youth.essex.gov.uk/schools/transitional-year-6-and-7 Email: youth.work@essex.gov.uk Call: 033303 22800	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. Moving from primary school to secondary school can be emotional for students. We have two programmes that can help. Year 6 pupils • This programme develops the social and emotional skills needed to move into secondary school. We do this by: • celebrating their achievements • understanding their feelings about change • talking about thoughts, feelings and behaviour • saying goodbye to primary school and moving on. Year 7 pupils This programme supports year 7 pupils who need extra support or have needs not identified in Year 6.
Opportunity Ready - Essex Youth Service Email: opready@essex.gov.uk Tel: 0800 707 6384 Website: www.youth.essex.gov.uk/schools/opportunity-ready/	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. Connecting 15-25 year-olds* with apprenticeships, job opportunities, volunteering, education, short courses, foundation learning, traineeships, and work experience. A hands-on, one to one scheme for young people to gain valuable skills, secure a future and build a career.

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Are you between 15 and 25?* Discover Your Opportunity Would you like support into training, education, and employment with the help of a young person's advisor? Opportunity Ready will pair you with an advisor who will give you hands-on, one to one support to help you find the right training, education and employment opportunity. It could help you find work experience and gain valuable skills to secure your future and build a career.
Wilderness Foundation Email: info@wildernessfoundation.org.uk Tel: 03001233073 Website: www.wildernessfoundation.org.uk	• The Wilderness Foundation UK's primary site in Britain is located just an hour outside London on the A131 in the village of Chatham Green. This 400-acre property hosts: • The Chatham Green Project: curriculum-based education for primary and secondary school groups • Corporate training programmes that build leadership and teamwork skills • Out There Wilderness Academy for youth ages 13–15 who struggle with conventional schooling • One-to-one youth services and wilderness therapy for young people or adults • Monthly meetings of the Wild Swans leadership programme for young women and of TurnAround programme participants • Strutt & Parker (Farms), a sustainable, environmentally conscious farm that produces wheat for 80% of all the bread in the UK • Our organisation headquarters
Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0300 247 0122	COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help. On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Princes Trust Development Awards

Tel: 0800 842 842

Website: www.princes-trust.org.uk

The Prince's Trust can help fund the following:

- Course Fees up to level 3
- Tools, equipment or uniforms for a job
- Job license fees
- Transport to a new job until your first pay slip
- Training that will lead to employment, self employment or an apprenticeship.

Development Awards can't support:

- Living expenses eg. Rent or bills
- Business start up costs
- Costs for items that have already been paid for
- Cap year or overseas projects
- Level 4 course fees and beyond

You have to be:

- Aged 16 to 30 and living in the UK
- Studying less than 14 hours per week or not in compulsory education
- Unemployed or working less than 16 hours per week

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Employment

Countywide Services

Heads Up

Website: www.enableeast.org.uk/headsup

Email: headsup@enableeast.org.uk

Tel: 01206 228627

Signpost

Basildon: 07880035969

Colchester: 01206 861800

Tendring: 01255 688683

Employ-ability
Tel: 01279 450299

COVID-19 UPDATE: Face to face support cannot be offered but through phone, email, video call and postal methods.

There are many reasons why people have time out of work including unemployment, raising a family or caring for loved ones. It's common to need help when the time comes to thinking about looking for a job or starting a training course and HeadsUp can provide just that! We offer a free programme of peer support and practical advice to people in Essex who may have experienced feelings of anxiety and depression, stress or maybe a lack of confidence.

You can work with one of our Peer Support Workers (someone who has been in your shoes) on a one-to-one basis. You might want to talk about how you are feeling, your goals, your concerns and ultimately the steps you need to take to move forward towards employment, training or job search. They will support you every step of the way at a pace that suits you.

Our 'Skill Pods' are designed to help you develop key employability skills. From basic IT to a brilliant CV or preparing for an interview, with sessions offered one-to-one or in small groups. We can arrange for participants to informally meet local employers for site visits or supported discussions and hear their 'top tips' or ask them questions. All can be accessed when the time is right.

When you are ready you can attend our workshops. Each offers a different focus and covers things such as exploring emotional obstacles to finding a job, exploration of anxiety, lack of self-confidence and negative thought patterns. Through different discussions and activities, we can help you to boost your confidence, take charge of your well-being and learn tricks to increase your personal resilience.

[Go to Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

HeadsUp can work with people who:

- Have experienced feelings such as anxiety, low self-confidence, depression
- Live in Essex
- Have the right to work in the UK
- Are unemployed or not working for other reasons
- Are committed to making a positive change to their life.

[Go to Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

Countywide Services

Community 360

Tel: 01206 505250

Email: families@community360.org.uk

Website: www.community360.org.uk/efss/

Community360 are working in partnership and collaboration with other Voluntary and Community Sector organisations across Essex to deliver this Service as part of the wider Essex Child and Family Wellbeing Service. The service will provide support to families which include school-aged children and young people aged 8 – 19 years. This will include families who are not already receiving support from specialist and statutory services (for families with children under 8 years, support will be provided by Home-start Essex and other Voluntary organisations) . The aim of this service is to support families to work towards the following outcomes:

Emotionally healthy, happy and resilient- supporting families to develop and retain positive relationships

Behaviour choices that promote safety and wellbeing – including reduction in participation of risky behaviours

Socially connected, resilient and resourceful families- supporting people to connect with peers and communities

Healthy inter-parental/guardian and family relationships- effective communication and conflict resolution

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Essex Mediation Service Tel: 01245 492200 Email: info@essexmediation.co.uk Website: www.essexmediation.co.uk CHELMSFORD: Essex Mediation Chelmsford Elizabeth House, 28 Baddow Road, Chelmsford, CM2 0DG COLCHESTER: Essex Mediation Colchester Suite 25, Colchester Business Park, 1 George Williams Way, Colchester, C01 2JS HARLOW: Essex Mediation Harlow Enterprise Hub, Edinburgh Way, Harlow, CM20 2NQ	COVID-19 UPDATE - In light of the evolving situation regarding Coronavirus, we have suspended face-to-face consultations. Consultations are available via online video link, including Legal Aid Assessments. Essex Mediation Service provides services for families and couples at any stage of breakdown or conflict. They are experienced in meeting the needs of clients by helping them deal with the practical and emotional impact on the individual and the family. Main offices are in Chelmsford, Colchester and Harlow; however appointments in other locations can be offered by arrangement. The Service is free if someone is on benefits and they have a very short waiting list – about 1-2 weeks.
National Association of Child Contact Centres Website: www.naccc.org.uk/	COVID-19 UPDATE - NACCC are now recommending that Child contact centres suspend offering face to face contact but continue offering their invaluable services using technology where this is possible. More than a million children have no contact whatsoever with one or other parent after separation. Unfortunately some children experience behavioural issues including antisocial behaviour, distress, unhappiness, and both physical and emotional problems. The NACCC is the only charity in the UK dedicated to solving this problem, by providing safe spaces where children can meet the parents they don't live with. We oversee around 350 contact centres across the UK, run by a network of nearly 4000 volunteers.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

FIF Funded Project

Kids Inspire
Children's Society and Southend YMCA (joint project)

Email: earlysupport@kidsinspire.org.uk

Website: www.kidsinspire.org.uk

Telephone: 01245 348707, or 07908 829550

Referral form available [here](#).

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs that cannot be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help **early help** to support children, young people and parents/carers to;

- have healthy inter-parental & family relationships
- be emotionally healthy, happy and resilient
- make behaviour choices that promote safety and wellbeing
- be socially connected and resourceful

Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they;

- are Parents/Carers in conflict (co-habiting/separated/step-parents)
- are exhibiting risky behaviors (of self or others) that jeopardise personal safety
- are home educated where early help can have a positive impact
- are at risk of going on to part-time school timetables or at risk of exclusion
- have moderate learning difficulties (without an Education and Health Care Plan)
- have low level behavioural issues (without an Education and Health Care Plan)

There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services.

If you are unsure and/or need some advice before referring you can telephone 01245 348707, or 07908 829550 for a confidential discussion.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Live well Campaign

Website: www.livewellcapaign.co.uk/healthyrelationships

Email: livewell@braintree.gov.uk

In Essex we believe that family stability is the key to delivering the best outcomes for children and young people, and that good parental relationships (whether you are living together or not) are at the heart of that stability.

Arguments and conflict between parents occur for a number of reasons and when they are managed and resolved there are few, if any, lasting effects on the relationship or on children. However, where arguments are frequent, intense and poorly resolved, children can be affected in many different ways; they may feel responsible, become withdrawn, sad or angry. These effects can have many impacts including their ability to form and maintain healthy relationships of their own.

Often, changing small things or responding in a different way during arguments can help. Try the healthy relationships questionnaire below to help you identify the strengths in your relationship and areas that may need a little more work.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

FIF Funded Project <u>GROUP WORK</u> Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311 Referral form available here.	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> The Essex County Council funded Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs who can't be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help should a difficulty occur and those services cannot respond appropriately. Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they; • are exhibiting risky behaviours (of self or others) that jeopardise personal safety • are at risk of going on to part-time school timetables or at risk of exclusion • are home educated where early help can have a positive impact • have moderate learning difficulties (without an Education and Health Care Plan) • have low level behavioural issues (without an Education and Health Care Plan) There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services

Invisible Lives – Including CBA Programme.

Tel: 07947219802

Email: invisible.lives@barnardos.org.uk

Website: www.barnardos.org.uk

Address: Suite 12b, Barclays Bank Chambers, High Road,
Pitsea, Basildon, Essex. SS13 3AS

COVID 19 Update – We here at Invisible Lives are still working (at home) to support the children, young people and families we support. Referrals can still be sent into the service and these will be reviewed and you will get an acknowledgment and a decision to if we are able to accept/decline the referral or if we require further information. We are supporting families remotely for the time being, phone calls, messages, WhatsApp etc. We are constantly reassessing the coronavirus situation and will aim to resume services as soon as it is safe for our staff and the families we are supporting.

CBA – New service launched 1st April 2020.

The Invisible Lives CBA service provides a whole family approach to support children (aged 8-19 years) and their families when there has been an adverse change in the child's behaviour which may result in risk taking behaviours and/or lead to potential offending.

In order to access support the child must reside and attend **mainstream education** within Essex and have a **parent/carer* or sibling within the Criminal Justice System (CJS) ****

The service offers individual support in the family home and school for up to 8 sessions, with the potential for further support based on reviews and outcomes.

The child or young person must be exhibiting **one** of the following:-

Conduct Disorder e.g.

Aggressive behaviour

Disruptive behaviour

Deceitful behaviour

Violation of rules

Significant change in emotional behaviours

Additional factors can be taken into consideration when making a referral such as:-

- Child at risk of school exclusion or being excluded permanently, or on a reduced timetable as a result of family functions or family offending behaviours
- Children involved in anti-social behaviours but not yet criminalised.
- Children vulnerable and at risk due to other factors

*Significant person within the child's live who is having a direct effect on their behaviour or home situation.

**When referring to CJS- this can include historical involvement or those currently at any stage of the CJS including arrest, court, community or imprisonment and release.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Who can refer?

All agencies working with children including:

Education (primary and secondary mainstream only)

Police

EWMHS

Social Care (CIN—subject to discussion)

Voluntary Organisations

Self-Referrals

We are able to consider referrals from Family Solutions providing the case is not open already. Please call to discuss before making a referral.

We regret that we are unable to accept referrals from Youth Offending Teams or children that are on Child Protection Plans.

In addition to the presenting child behaviours, the family may also be identified as having:-

Family Function causing adverse child behaviour, for example:-

- Home environment, safety, care, boundaries
- Substance misuse
- Domestic Abuse

The Parent/carer must also agree to receiving support

Invisible Lives also supports a wider range of issues and concerns other than imprisonment. We work closely with schools and other agencies to support young people at risk of hidden harms and other vulnerabilities including CSE, CE, drugs, gangs, knife crimes and youth offending. We provide early intervention and prevention programmes along with 1-1 mentoring sessions. We aim to educate, support and increase confidence and self-esteem for children and young people experiencing trauma and poor mental health and well-being as a result of their situation.

We now also to offer home, community and school support to children, young people and families affected by all the different stages of the Criminal Justice

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	System and work closely with police team, courts, prisons and other CJS agencies and referral and joint support. Other services provided include: • A range of mental health and well-being services • Support for Essex Missing programme • Bespoke school mentoring sessions– ReFocus programme • Courses and workshops for schools– Girls Inspired and On The Ropes, Bespoke courses tailored to individual needs • Military Correction Training Centre family and detainee support • Invisible Lives professionals one day training courses. • A range of courses in prisons for staff, families and offenders Click here for more information the service prior to Invisible Lives (Essex CAPI).
‘Me, You and Baby Too’ – a OnePlusOne programme Website: https://click.clickrelationships.org/content/parenting-together/me-you-and-baby-too/	OnePlusOne’s online programme, ‘Me, You and Baby Too’, is designed to help couples understand the impact becoming parents can have on their relationship and equip them with the skills to cope with the changes this will bring. How do you go from ‘just the two of us’ to ‘Me, You and Baby Too’? Having a baby is one of the biggest changes you and your partner can go through. You’ll both be tired and stressed, and you may argue more. These videos will help you learn to argue better so that you can sort things out and move on together. This will be better for you, better for your partner, and better for your baby.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Parenting Together

(Reducing Parental Conflict)

Tel: 01992 555172

Email: parentingtogether@hertfordshire.gov.uk

Website: www.parentingtogethersupportprogramme.org.uk

Areas covered: It covers all 12 Essex Boroughs

For Self-referrals ring 01992555172

or email: ParentingTogether@hertfordshire.gov.uk

COVID-19 UPDATE - The providers of the Parenting Together Support Programme are continuing to offer therapeutic help by switching from face-to-face therapy to simple to use online webcam sessions until the current emergency is over. We've switched to online referrals only at this time.

The 'Parenting Together' programme is for parents (whether they are together or not) who need help where stress and conflict in their relationship is affecting their family. It covers all 12 Essex Boroughs.

The programme offers parents support to suit their circumstances to address conflict within their relationship as well as strengthening parenting skills.

Support can be individually, with the other partner/co-parent, or in group sessions delivered by experienced facilitators who are skilled in encouraging discussion around the modern struggles that parents and couples face.

Individual (1:1) support can be provided in the home or in a local meeting place. Group work will be available at various locations across Essex.

If you live in one of the specified areas you can refer yourself online via the Parenting Together website: <https://TavistockRelationships.org/p-together>

You don't need to have a key worker to refer yourself, but if you have a key worker working with you, speak to them about the programme. They can help you to complete a questionnaire which asks you for details about your relationship and your circumstances.

Your questionnaire is sent to the programme, and a parenting practitioner will be in touch to arrange a meeting at a time and place that is suitable, or to arrange an online meeting by webcam.

When you meet you'll talk through your questionnaire in more detail and together you will agree a plan to support you, based on your circumstances and the needs you identify.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	If you haven't got a key worker working with you, please don't let this stop you getting the support you need, the programme is open to all parents in the specified areas.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

Countywide Services

Family Hubs (including
contacting School Nurses and
Health Visitors)

Tel: 0300 247 0014

Website:

www.essexfamilywellbeing.co.uk

Please see the [Local pages](#) for detail
on individual Hubs.

COVID-19 UPDATE - Do not visit any of our delivery sites or family hubs if you have symptoms or if you have come into contact with someone that has.

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of Mid Essex.

Each website contains a calendar of classes and activities held at each site.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning.

We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

Countywide Services

Freegle Website: www.ilovefreegle.org	Freegle is an online platform that helps people give and get items for free in their local community! It's a great way to support your local community and save items from being thrown away . The types of items you can give and get on Freegle ranges from furniture, clothing and children's toys to soil, rubble or even pre-loved garden ornaments. You can pass almost anything on using Freegle!
Money Advice Service Website: www.moneyadviceservice.org.uk Tel: 0800 138 7777 Type Talk: 18001 0800 915 4622 WhatsApp Text Chat: 07701 342744	Free and impartial money advice, set up by government • Advice and guides to help improve your finances • Tools and calculators to help keep track and plan ahead • Support over the phone and online • Web chat available online
Citizens Advice Website: www.citizensadvice.org.uk/debt-and-money	Dealing with money issues can sometimes be off-putting, but if you don't understand how things like credit or mortgages work, you could end up losing out financially or getting yourself deep in debt. The following pages will give you the information you need to make the right choices, including help to deal with your debt problems, how to avoid losing your home and how to get your finances back into shape.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

National Debtline Tel: 0808 808 4000 Website: www.nationaldebtline.org	COVID-19 UPDATE - Coronavirus and our service <i>We know many people are worried about their finances right now. We are here to help. Like many employers, we are taking steps to look after our staff in line with public health guidance and this does mean some changes to how we help people in the coming weeks and months.</i> <i>1. For instant information and guidance see our Coronavirus fact sheet.</i> <i>2. Use our Digital Advice Tool to get online personalised advice about your money and debt solution options.</i> <i>3. Webchat with a specialist adviser 9am - 8pm Monday to Friday.</i> <i>4. If you need to call us, please understand we are extremely busy. There will be delays to getting through and it's likely we will ask if we can call you back. Help us to help you by being prepared - use our Digital Advice Tool to tell us about your situation first. This will save time on the call. Our number is 0808 808 4000. We're working hard to take as many calls and webchats as possible. We want to help, and are grateful for your understanding.</i> Giving free, impartial and confidential debt advice for over 25 years. We are an independent charity, dedicated to providing free debt advice by phone and online to people across the UK. Webchat available online.
StepChange Debt Charity Tel: 0800 138 1111 Website: www.stepchange.org	COVID-19 UPDATE - Following the Prime Minister's recent announcement, we've taken the decision to close our offices and support our colleagues to work from home. This means that our phone lines are currently closed and we may take longer to respond to your emails than normal. Money issues can be hard to talk about, but you can get personalised help any time, with our free online advice tool. How we help you: • You can get free, confidential and expert debt advice online or over the phone • We'll recommend the best debt solutions for your individual circumstances

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• We'll support you while you deal with your debt problems, for as long as you need our help • We also campaign on your behalf to reduce the risk of problem debt and the harm it causes Webchat available online.
Mind - Money and Mental Health Advice Page Website: www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health	Gives information about the relationship between money worries and mental health, with suggestions on how to address them
Money for Life Website: www.moneyforlife.org.uk	Money for Life is a three-year programme inspiring a generation to make the most of their money. From empowering you to feel confident and start talking openly about money to providing high-quality training and crucial support systems; Money for Life equips 16-25 year olds across the UK with the knowledge, life skills and provision needed to manage their money.
Money Saving Expert Website: www.moneysavingexpert.com	Advice and articles about how you can save money, reduce costs and get better deals.
Mental Health and Money Advice Website: www.mentalhealthandmoneyadvice.org/en	Clear, practical advice and support for people experiencing issues with mental health and money. Helping you understand, manage & improve your mental health and money issues

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Turn2Us Tel: 0808 802 2000 Website: www.turn2us.org.uk Email: info@turn2us.org.uk	National charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.
The Trussell Trust Website: www.trusselltrust.org	We support a nationwide network of food banks and together we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK. Our website includes: • Find your local foodbank • Emergency food • Benefits calculator • Grants search
Christians Against Poverty Website: www.capuk.org Tel: 01274 760720	COVID-19 UPDATE - Due to the ongoing coronavirus (COVID-19) outbreak, we have made the difficult decision to temporarily stop our face-to-face Debt Help visits, community groups and events. We don't want to disrupt our service, but people have always come first at CAP and we have to look out for the health and wellbeing of those we help, as well as our staff and volunteers. We are keeping a close eye on all the current Government advice and will post updates here, as things become clearer. This is an unprecedented time and we are acutely aware that those living in poverty, suffering with mental ill-health or other vulnerabilities will be most affected by the coronavirus outbreak. We are mindful of the measures needed to be put in place by the Government to delay its spread. Many families in our communities will be worried and in need of practical support. Please be assured that we are working with our partner churches and other organisations to ensure that we can continue to bring real support and the love of Jesus, where it is most needed. We are looking at the

kind of debt service we can provide across this time. It will likely involve a phone consultation but we have some compliance and data protection elements to work through.

We are on a mission to release thousands of families from grinding poverty through award winning debt counselling and community groups. By equipping and empowering local churches to reach out on their doorsteps, we're bringing hope to over 21,500 families every year.

Support includes:

- Local money courses - The CAP Money Course is a free course that will teach you budgeting skills and a simple, cash-based system that works. In just a few weeks, you will get to grips with your finances so you can budget, save and prevent debt.
- Job clubs - Your local CAP Job Club is a friendly place where you will get practical help as you seek employment. It's a relaxed environment with the chance to meet other jobseekers, get support and gain the tools you need to find work.
- Life skills - Money impacts all areas of our lives: what we can or can't afford, our relationships, what we eat, our health and wellbeing and much more. Your local CAP Life Skills is a friendly group where you'll gain practical skills and discover new ways to live for a brighter future. If you want to see your money go further, find ways to save money, have more time and less hassle in your day to day life, then Life Skills is for you.
- Fresh Start - Is there something in your life that you just can't stop doing even though you want to? Maybe it's smoking, binge drinking, gambling or an Internet addiction? Do you feel like it's just too hard to tackle it on your own? If you would like help to break free, then Fresh Start is for you. Whatever it is you are struggling with, our groups provide a safe and confidential place where you can tackle the issue right at the core to break free and stay free.

Community Money Advice

Website: www.communitymoneyadvice.com

Asking for help can be difficult but all our CMA advisers do understand this. They will be able to discuss with you the different options you may have and help you choose what you would like to do. Whatever your problem however big or small it always seems so much

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 01743 341929 Email: info@communitymoneyadvice.com	better when you share it with someone. At CMA we will give you all the time and space you feel you need and will be alongside you for however long you want. Please use the interactive map or Post Code search facility to find your local CMA debt advice centre. They will be more than happy to help. You can either phone or use the email link to request an appointment. All CMA centres adhere to certain basic principles, including the following: Advice is completely free. Advice is unconditional & completely confidential
Essential Living Fund Website (including Essex Application Form): www.southend.gov.uk/info/200288/extra_financial_help/69/essential_living_fund	This scheme is a grant system and is open for anyone to claim. To see whether you qualify for the award you will need to answer questions about your income, earnings and savings. You also need to give proof of your financial situation. The scheme can cover applications for: • furniture • household furnishings • white goods • clothing and footwear • general living expenses - these are day to day living expenses such as groceries, nappies, toiletries, money for pay as you go fuel meters If you are awarded the grant you will not be paid in cash or into a bank account. Instead it will be: • food parcel / food voucher • AllPay cards • high quality recycled furniture from reputable charity • white goods from a reputable local dealer
Lighthouse Furniture Project Website: www.lighthousefurniture.org	<i>COVID-19 UPDATE - Due to the current government guidance relating to COVID-19 we have had to close our doors to the public from 4.30pm this evening (23/03/20). We are still endeavouring to maintain some support to the vulnerable in the community and are working with Brentwood Council and others to do so during this challenging time. We will update you about when we will be able to reopen through our Social Media platforms and Website. Our phone will be manned during working hours remotely so please be patient if we don't answer immediately as working remotely is</i>

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	<i>new to our staff. Thank you in advance for understanding. Our thoughts and prayers go out to everyone in this most trying of times'</i> Lighthouse Furniture Project as a Charity that assist families by providing low cost furniture. We are one of the main providers for the Essential Living Fund and use our profits to give families in crisis reduce or furniture and electrical appliances free of charge.
TAKE FIVE TO STOP FRAUD Website: www.takefive-stopfraud.org.uk	COVID-19 UPDATE: Advice regarding COVID-19 related fraud is available at the website. Take Five is a national campaign that offers straight-forward and impartial advice to help everyone protect themselves from preventable financial fraud. This includes email deception and phone-based scams as well as online fraud – particularly where criminals impersonate trusted organisations.
The Eaton Fund Tel: 020 3289 3209 Email: admin@eatonfund.org.uk Website: www.eaton-fund.co.uk	The Eaton Fund can help women over the age of 18 who face financial hardship. Applicants must live in the UK. The Eaton Fund can make one-off grants to help purchase specific items such as white goods, carpets or essential furniture. We can also help disabled women by contributing towards an item that improves quality of life or independence. The Eaton Fund can help nurses, male and female, working in all healthcare fields. Our grants support nurses and retired nurses facing financial hardship. Applicants must be living in the UK. We make one-off grants to support nurses with specific items such as white goods, carpets and essential furniture. Former nurses with disabilities may apply for aids to support their quality of life.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

Countywide Services

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Peabody - Essex Outreach Support

Tel: 0800 28 888 83

Email: efsc-ordinator@peabody.org.uk

Website: www.peabodycareandsupport.org.uk/essexoutreach-support

Where we can help:

Basildon, Braintree, Brentwood, Chelmsford, Castlepoint, Colchester, Epping, Harlow, Maldon, Rochford & Rayleigh, Tendring, Uttlesford

Who we support:

People over the age of 16 who need support, guidance or advice.

COVID-19 UPDATE: Now only able to offer phone support & advice. Across Essex have a skeleton staff who will be delivering food parcels to customers when needed, home visits for anyone who is housebound will continue. However, this is depending on staff and customer health at the time. Mostly staff will be working from home offering a phone service, this will be taking referrals and daily contact with customers already in support. Any issues contact area managers

Area Managers:

BASILDON – Jacqui Osborne – Jacqui.osborne@peabody.org.uk – 07824569695

CASTLEPOINT, ROCHFORD & RAYLEIGH – Sue Jenkins – susan.jenkins@peabody.org.uk – 07798741983

BRENTWOOD, EPPING, HARLOW – Laura Kemsley (covering for Kerry Moss) laura.kemsley@peabody.org.uk – 07976929982

CHELMSFORD – Scott Lloyd – scott.lloyd@peabody.org.uk – 07508875463

TENDRING – Gavin Cowling – gavin.cowling@peabody.org.uk – 07773574563

MALDON, BRAINTREE & UTTLESFORD – Denise Scrivener – denise.scrivener@peabody.org.uk – 07852554722

COLCHESTER – Adam Waller-Toyne – adam.waller-toyne@peabody.org.uk – 07946890260

We provide a free and confidential support service to people over the age of 16 years of age. We can give information, advice and support to help resolve issues affecting you so that you can feel more confident, are able to live more independently and access services within your local community.

We can work with anyone regardless of their housing status, for example currently homeless, living in local authority homes, privately rented properties, as a housing association tenant or being an owner/occupier.

Depending on the support needed, you will be allocated a member of the team to work with you. Our service is divided into three different streams to make sure you get the right level of support:

Stream 1 – Information, Advice & Guidance: we will provide you with information and advice that will help you access support, either by email, over the phone or face to face at one of our drop in sessions.

Stream 2 – Short-term Support: if your issue is likely to take longer to resolve, we will provide you with additional short-term support of between 4-6 weeks.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Stream 3 – Longer-term Support: if your issue is expected to take longer to resolve, we will provide you with ongoing support for up to six months. However, you may access our service as many times as is needed.
Your Living Room Tel: 07710 709637 – Danny Tel: 07710 709635 – Harry Tel: 07710 709632 – Diane Email: danny@yourlivingroomcic.co.uk - Danny Email: harry@yourlivingroomcic.co.uk - Harry Email: diane@yourlivingroomcic.co.uk - Diane Website: yourlivingroomcic.co.uk	'Your Living Room' delivers a service that is accessible to all and that exists to make homes as functional, comfortable and organised as possible, according to the preferences and personality of the individual client. We aim to improve their quality of life and maintain their dignity at all times. Read More
Shelter Tel: 0808 800 4444 Website (including online chat): www.England.shelter.org.uk/get_help/helpline	COVID-19 UPDATE: We're working hard to increase the number of advisers able to deliver vital advice by telephone and on our online web chat – all so we can continue to be there for everyone who need us. Talk to an expert housing adviser if you're in urgent need of housing advice. <u>You should use this line if:</u> You have nowhere to sleep, or might be homeless soon You have somewhere to sleep, but nowhere to call home You are/could be at risk of harm Our helpline is open every day of the year: 8am - 8pm on weekdays 9am - 5pm on weekends <u>What to expect</u> Having relevant documents (tenancy agreements, council letters etc.) to hand will help us deal with your problem. When you do call, we'll ask you to explain what's going on – and these documents can help us understand the situation. Having a pen and paper can also be helpful.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

Countywide Services

Outhouse East

Tel: 01206 871394

Email: info@outhouseeast.org.uk

Website: www.outhouseeast.org.uk

COVID-19 UPDATE: In response to the coronavirus outbreak, outhouse is not currently able to provide face to face support. We are doing all we can to continue to support the LGBTQ+ community remotely. Please contact us as usual at info@outhouseeast.org.uk as we will be checking emails regularly.

Outhouse East provides opportunities for LGBT (lesbian, gay, bisexual and transgender) people in Essex.

- Outhouse Youth Project for 13-21 year olds, every Monday from 4pm to 6:30pm
- LGBTQ+ Awareness Sessions
- Counselling
- Social Groups
- Support around Domestic Abuse
- Support with HIV / AIDS
- Support regarding Hate Crime

Transpire

Tel: 01702 668060

Email: info@transpiresouthend.org

Website: www.transpiresouthend.org

Transpire is a voluntary community group supporting people who identify as trans. We are also one of Southend's largest LGBTQI+ peer support networks. Our core belief is that no one should feel isolated or alone. We help people of all ages and backgrounds to come together in a social safe space. Providing an environment where people can 'be themselves' without fear of prejudice or judgement.

Basildon and Thurrock Friend

Website: www.basildonandthurrockfriend.co.uk

Email: admin@basildonandthurrockfriend.co.uk

We provide information, support and guidance for the entire Lesbian, Gay and Bisexual community and all who are concerned with gay issues. This includes non-Gay persons who are in any way involved with those of a Gay sexual orientation. We deal with whole-body health, sexual health, emotional matters and relationship issues. You are welcome

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	to cry on our shoulders too! We offer support primarily by email and call-back telephone in complete anonymity, but will also correspond confidentially by letter. If you require a call-back from a volunteer, then please provide your details by email, and you will be contacted as soon as possible.
Outreach Youth Phone: 07895 342 202 Email: info@outreachyouth.org.uk	Outreach Youth supports and works with young people across Suffolk and North Essex, aged 13 to 19 years, who are gay, lesbian, bisexual, transgender or questioning their sexuality. We provide opportunities for gay, lesbian, bisexual, transgender or questioning young people to meet as a group and offer one-to-one support in safe, welcoming, non-judgemental settings in Ipswich, Lowestoft, Bury St Edmund and North Essex. Colchester - Please contact us for details of our meeting place and time. Fortnightly Saturdays 3 – 4:30pm
Mermaids Tel: 0808 801 0400 Email: info@mermaidsuk.org.uk Website: www.mermaidsuk.org.uk	We work to: - Reduce isolation and loneliness for gender variant and transgender children, young people and their families. - Empower families and young people with the tools they need to negotiate the education and health services. - Reduce suicidality and self-harm in the young people who contact Mermaids, equip their parents to support their children to the same end. - Improve self-esteem and social functioning in gender variant and transgender children, young people. Improve awareness, understanding and practices of GP's, CAMHS, Social Services and other professionals.
Stonewall Website: www.stonewall.org.uk	Help, support and resources for LGBT people.
Young Stonewall Website: www.youngstonewall.org.uk	Help, support and resources for young LGBT+ people.
Switchboard LGBT+ Helpline	At Switchboard we provide an information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 0300 330 0630 Website (Including online chat): www.switchboard.lgbt Email: chris@switchboard.lgbt	sexuality and/or gender identity. Our promise to you 1. We talk things through. We don't finish a call until you tell us. 2. Everything is confidential. You can trust us. 3. We are you. All our volunteers self-define as LGBT+ Our mission statement - We are Switchboard, the LGBT+ Helpline. - We are a safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional wellbeing. - We support people to explore the right options for themselves. - We aspire to a society where all LGBT+ people are informed and empowered. Our values We are: • non-judgemental • inclusive • committed • empowering • supportive • informed
Mind Out Website: www.mindout.org.uk Tel: 01273 234839 Email: info@mindout.org.uk	<i>COVID-19 UPDATE - We want you all to know that MindOut's advocacy and Online Support services will continue to be open through these challenging times. We know that many people are feeling anxious and isolated and are trying to manage huge uncertainty at the moment. MindOut will continue to be here for you and although we cannot meet you face to face for a while, we are committed to providing phone support, advocacy support and can also have online meetings with you. Please be reassured that you are not alone and do get in touch.</i> <i>•If you would like to speak to a MindOut member of staff: info@mindout.org.uk 01273 234839</i> <i>•You can also use our Online Support service which will be open every day: check the pink bubble for opening times</i> MindOut is a mental health service run by and for lesbians, gay, bisexual, trans, and queer people. We are online for LGBTQ information and support tonight between 12pm and 2pm with a trans advocate and 9pm and 11pm. We are open most evenings from 5:30pm, and on Sundays 2pm until 4pm.

Albert Kennedy Trust Tel: 020 7831 6562 Email: supporters@akt.org.uk Website: www.akt.org.uk	COVID-19 UPDATE - Our incredible Services teams across the UK are currently working hard to support young people online to avoid non-urgent face-to-face appointments. Staff can still be contacted as normal and if you have any general enquiries please email: contact@akt.org.uk AKT supports lgbtq+ young people (16 - 25) in the uk experiencing homelessness or living in hostile environments to find safe homes, employment, education or training and to celebrate their identities in order to improve their life outcomes. ATK can help you to: - Stay safe in a crisis - Find emergency accommodation - Access specialist support - Develop skills, identify and achieve life goals We do this by offering: - Access to advice from one of our housing specialists - Connection to a mentor for one to one support - Access to our emergency support pack or tenancy starter pack - Accommodation with a specially trained akt host - A place to stay in our Purple Door accommodation service - A safe place with one of our many housing provider partners Access to life skills training, events and peer support networks
Proud Trust Tel: 0161 660 3347 Email: info@theprouddtrust.org Website: www.theprouddtrust.org	COVID-19 UPDATE – The Proud Trust is now operating digitally, as we make significant changes to how we operate in this time of international concern. All youth groups and 1-1s (face-to-face contact) are not running in their usual venues and are being delivered virtually instead. Our LGBT Centre is closed, and our training is being postponed or moving virtual. Youth workers will be sending out Google Hangout links for our group work and 1-1 support. Please contact us if you have any questions. We are still here for you and all LGBT+ young people. The home of LGBT+ youth. Information, advice and support for LGBT+ young people!
Galop – LGBT+ anti-violence charity Tel: 0800 999 5428 Email: help@galop.org.uk	Galop is the LGBT+ anti-violence charity, making life safe, just and fair for LGBT+ people. What Galop Does

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.galop.org.uk/domesticabuse/	Galop gives advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. We also support lesbian, gay, bisexual, trans and queer people who have had problems with the police or have questions about the criminal justice system. National LGBT+ Domestic Abuse Helpline Emotional and practical support for LGBT+ people experiencing domestic abuse. Abuse isn't always physical- it can be psychological, emotional, financial and sexual too. Speak out, don't suffer in silence. Opening Times: 10am – 5pm Monday 10am – 5pm Tuesday 10am – 8pm Wednesday 10am – 8pm Thursday 10am – 5pm Friday 1pm – 5pm Tuesday is trans specific service. Online chat: 5pm - 8pm Wednesday 5pm - 8pm Thursday
RUComingOut Website: www.rucomingout.com	We know that when you make the decision to come out as lesbian, gay, bisexual or trans, it's not always an easy process. You may be scared to tell your family or friends because you might not know how they'll react. You might already be out to those close to you but are still in the closet at work, college, university or school. We know that there is no right or wrong way to come out, but we also know that reading about other people's experiences can help. It's comforting to know that someone else has been through what you are going through and that's the idea behind RUComingOut. This website has over 300 real life coming out stories written by people from all over the world. We also have some exclusive interviews with authors, actors and other public figures who wanted to share their experiences of coming out.
Mindline Trans+ Tel: 0300 330 5468	Mindline Trans+ is a UK-wide helpline run by and for trans, non-binary, gender-diverse and gender-fluid people. They offer a confidential and non-judgemental listening service – just call 0300 330 5468 (Monday & Friday, 8pm-midnight). The service is also available for friends and families of trans+ people in need of support and advice. Calls are occasionally answered by cisgender allies.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Gendered Intelligence Website: www.genderedintelligence.co.uk	COVID-19 UPDATE - <i>In line with Government advice, our offices are now closed, but staff will be working from home and will be available. All youth groups and sessions are cancelled for the next month. Our face-to-face training sessions and consultancy work is being postponed, but we will have remote and online services up and running shortly - some are already in place. If you have booked with us, we will be in touch to re-schedule. We are monitoring the changing situation and exploring ways to deliver our services remotely, in order to continue to support organisations and individuals. Our Volunteer service has already moved to remote delivery and will be holding an online induction in the near future. In the current situation our priority is to keep staff, service users and clients safe and healthy, and we would recommend that everyone keeps up to date with NHS advice.</i> Everyone can be more intelligent about gender. Gendered Intelligence is a not-for-profit charity, established in 2008. We work with the trans community and those who impact on trans lives; we particularly specialise in supporting young trans people under the age of 21. We deliver trans youth programmes, support for parents and carers, professional development and trans awareness training for all sectors and educational workshops for schools, colleges, Universities and other educational settings. Our mission is to increase understandings of gender diversity. Our vision is of a world where people are no longer constrained by narrow perceptions and expectations of gender, and where diverse gender expressions are visible and valued. Our services include: - A series of youth group sessions for young trans people to meet, socialise, receive information and support. - One-on-one mentoring for trans students in education - Special projects and workshops themed around gender - Training sessions for professionals in organisations, schools and youth services that work with transgender students, clients or staff. - Resources for trans youth, their families and those who work with them. For example, the KA-POW! project. At the Gendered Intelligence website, you can access the “Trans Inclusive Residentials” guidance, aimed at Youth Workers, Schools and Organisations, The guidance covers a wide range of areas from changing facilities and sleeping arrangements, to outdoor

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	activities, offsite visits, residentials abroad and how to support young people once the residential has come to an end. This guidance is aimed at youth workers, community workers and staff in educational settings who are likely to be running residential trips. However, it may also be a valuable resource for staff working on residential sites, parents/carers of young trans people and anyone else who is considering how to run or support a trans-inclusive residential.
LGBT Foundation Website: lgbt.foundation Tel: 0345 330 3030	COVID-19 UPDATES - As of Thursday 19th March, LGBT Foundation has temporarily shifted to become a remote service delivery charity due to the Coronavirus pandemic. This means that all our face-to-face services will be suspended until at least 14th April. Here you can find the details of what our remote delivery offer to LGBT communities will be during this time. Please check this page regularly for further updates, as we add more details of our services and how we will continue to support you during this time. Our helpline remains open on 0345 3 30 30 30, Monday to Friday between 10am and 6pm. We are also looking into options to extend our helpline hours during this time. LGBT Foundation is a national charity delivering advice, support and information services to lesbian, gay, bisexual and trans (LGBT) communities.
Terrence Higgins Trust Website: www.tht.org.uk	COVID-19 UPDATE – Helpline and online support remain available. Support is available to those people with HIV and AIDS who may be concerned about Coronavirus. We're the UK's leading HIV and sexual health charity. We support people living with HIV and amplify their voices, and help the people using our services to achieve good sexual health.
All Sorts Youth Website: www. allsortsyouth.org.uk	Allsorts Youth Project listens to, supports & connects children & young people under 26 who are lesbian, gay, bisexual, trans or unsure (LGBTU) of their sexual orientation and/or gender identity. We aim to improve the lives of LGBTU young people via a two pronged approach; 1. Providing specialist youth services to children & young people from the ages of 5-25 who are LGBTU

[LGBT+ Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

	2. Training the wider community and professionals so all spaces and organisations can be safer and more inclusive for LGBTU people. Young LGBTU people deserve to feel safe and thrive at home, at school and in their communities. There are a number of ways that we support young people: • We facilitate age-appropriate workshops and activities that are fun, interactive and often aim to promote positive mental health and wellbeing. • Provide safe spaces for young people to develop friendships with their peers. • Through our advocacy service, we support young people who are 16+ to understand their rights should they ever face discrimination or issues as a result of their LGBTU identity. • Support young people to feel more at ease with their gender identity, and sexual orientation and in exploring and understanding who they are. • Provide specialist LGBTU youth support and education in schools, colleges and other youth settings, with the aim to positively promote LGBTU awareness and inclusion. • Support young people to engage with mainstream services that range from careers advice to counselling and more. • Provide young people with positive LGBT role models of varying ages, ethnicities, faiths, backgrounds, and abilities. This develops cross-generational understanding and a better sense of community history and diverse representation. • Offering support to parents and carers. • Celebrate diversity in all its forms including ethnicity, background, faith and ability.
Beyond the Binary Website: www.beyondthebinary.co.uk	Beyond the Binary is an online magazine for non-binary people, by non-binary people, sharing opinions and advice on everything from activism to healthcare to representation in the media.
Action for Trans Health Website: www.actionfortranshealth.org.uk	Action for Trans Health are a national organisation who promote trans people's access to healthcare, from providing a list of trans-friendly GPs to campaigning for changes to the law.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Them. Website: www.them.us	them. is an online magazine and platform written by and for the LGBT+ community. Its content covers news, politics, opinion and arts and culture.
FFLAG – Families & Friends of Lesbians and Gays Website: www.fflag.org.uk	We are a national voluntary organisation and charity dedicated to supporting parents and their lesbian, gay, bisexual and Trans sons and daughters
Schools Out Website: www.schools-out.org.uk	Schools OUT UK is an education charity that began life as The Gay Teachers Association in 1974. Our overarching goal is to make our schools and educational institutions safe spaces for our Lesbian, Gay, Bisexual and Trans (LGBT) communities as teachers, lecturers and trainers; as pupils and students; as parents; as teaching and learning support staff; as site-officers, catering and cleaning staff; and as headteachers, managers and governors. There is no other organisation that supports such a wide community in attaining such a wide, yet simple overarching goal.
The Classroom Website: www.the-classroom.org.uk	The Classroom enables teachers to find a range of resources to make Lesbian Gay Bisexual Trans people visible in education. We believe that to eradicate homophobia and transphobia, the lives and contributions of LGBT people need to be visible throughout education. This can be done by delivering a broad and balanced curriculum. We passionately believe in diversity being celebrated in all its forms. Therefore, we present a simple but effective method to enable you to be an inclusive practitioner and promoter of equality and diversity. The Classroom aims to: 1. Provide new, free and user-friendly lesson plans to challenge homophobia/transphobia across the curriculum. 2. Link to a wide range of resources, lessons, tool kits and guidance that supplement our lesson plans and offer alternative solutions. 3. Present a user-friendly method that underpins our work.
Beaumont - Help and support for the transgender community	We are the largest and longest established transgender support group in the UK, and have developed a support network which has been at the forefront of the transgender, transvestite, transsexual and cross-dressing community since 1966!

[LGBT+ Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Website: www.beaumontsociety.org.uk/	We believe that transgendered people have the right to dignity. The internet often displays transgendered people as sexual objects – the Beaumont Society aims to dispel this myth and is not available for sexual liaisons! As well as being a support network, the society keenly promotes the better understanding of the conditions of transgender, transvestism and gender dysphoria in society, thereby creating and improving tolerance and acceptance of these conditions by a wider public.
Pink Therapy Website: www.pinktherapy.com	We are the UK's largest independent therapy organisation working with gender and sexual diversity clients. As an organisation we aim to promote high quality therapy and training services for people who are lesbian, gay, bisexual and transgender and others who identify as being gender or sexual diversities.
No Going Back Website: www.stonewall.org.uk/system/files/No_Going_Back_2010 .pdf	Information and advice on asylum-seeking LGBT people.
Stonewall – Asylum Website: www.stonewall.org.uk/asylum	Help and advice on the asylum-seeking process.
UKLGIG (UK Lesbian & Gay Immigration Group) Website: www.uklgig.org.uk	The UK Lesbian & Gay Immigration Group (UKLGIG) is a charity that promotes equality and dignity for lesbian, gay, bisexual, trans and intersex (LGBTI) people who seek asylum in the UK, or who wish to immigrate here to be with their same-sex partner.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Refugee Women's Resource Project Website: www.consonant.org.uk/campaigns/asylum-policy/	The Women's Project aims to ensure that women seeking asylum in the UK are treated with fairness and with dignity, through a system which is transparent and is respectful to their needs.
Bi.org Website: www.bi.org	Serving the world's bisexual community.
Bi Community News Website: www.bicommunitynews.co.uk	The UK bisexual movement.
Bicon UK Website: bicon.org.uk	The UK national bisexual conference.
Biscuit Website: www.thisisbiscuit.co.uk	Biscuit is a magazine for bisexual women.
BiMedia Website: www.bimedia.org	BiMedia.org aims to provide a news outlet for bi comment and to act as a publicity resource for bi projects in the UK.
Bisexual Index Website: www.bisexualindex.org.uk	Bisexuality exists. It's real, and it's simple. The Bisexual Index is here to point this out to people, to highlight biphobia and to direct you to the UK's bisexual community.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

BiUK Website: www.biuk.org	The UK national organisation for bisexual research and activism.
LYC London Website: www.lyclondon.com	Social, support and sports club for gay Asian men.
DrugRehab Website: www.drugrehab.com/guides/lgbtq	Informative page on causes, resources & solutions for the LGBTQ.
JGLG Website: www.jglg.org.uk	Jewish Gay and Lesbian Group - Friendship and support for Jewish gays, lesbians, bisexuals and their partners.
IMAAN Website: www.imaanlondon.wordpress.com	LGBTQI Muslim support group.
GMFA (Gay Men's Health Charity) Website: www.gmfa.org.uk	Health Charity for gay men.
Gay Essex Men's Social Group. Website: www.gemsgroup.co.uk	Gay Essex Men's Social Group.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

NHS Gay Health Guide Website: www.nhs.uk/live-well/sexual-health/sexual-health-for-gay-and-bisexual-men/	Find out about the health issues that affect you if you're gay, lesbian or bisexual with practical advice on how to stay in good health.
Stonewall Housing Website: www.stonewallhousing.org	LGBT Housing support and advocacy
UKIA Website: http://www.ukia.co.uk/	UK Intersex Association - Education, advocacy, campaigning and support organisation run for and by intersexed people
FFLAG Website: www.fflag.org.uk	Support for friends and families of lesbian, gay and bisexual people.
Queer Youth Network Website: www.lgbtyouth.org	The UK's National LGBT Youth Organisation.
Broken Rainbow Website: www.brokenrainbow.org.uk	Support for LGBT People experiencing domestic violence.
GIRES Website: www.gires.org.uk	Information for trans people, their families and the professionals who care for them.
TransLiving Website: www.transliving.co.uk	Supporting the Transgendered Community since 1980.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Gender Transitions Website: www.gendertransitions.co.uk	Specialising in Transgender hair removal. Provides a weekly electrolysis practise at Charing Cross Gender Identity Clinic for clients undergoing gender reassignment.
NHS Dysphoria Guide Website: www.nhs.uk/conditions/gender-dysphoria	Gender dysphoria is a condition where a person experiences discomfort or distress because there is a mismatch between their biological sex and gender identity.
The Beaumont Society Website: www.beaumontsociety.org.uk	The largest and longest established transgender support group in the UK - since 1966.
The Gender Trust Website: www.gendertrust.org.uk	A listening ear, a caring support and an information centre for anyone with any question or problem concerning their gender identity, or whose loved one is struggling with gender identity issues.
Trans Road Map Website: www.transgendermap.com	Thinking of transitioning? This website lists all the aspects and issues you need to think ahead in the format of a travel guide to set priorities and choose your transition route. It's about making informed purchasing decisions and setting realistic, achievable transition goals.
The Angels Website: www.angelsforum.co.uk	An internet-based support group in form of a forum, aimed at promoting the positive side of transgenderism.
Trans Unite UK Website: www.transunite.co.uk	An up-to-date resource for trans people to find support groups in their area.
Outline Website: www.outlinesurrey.org Tel: 01483 727667 Email: info@outlinesurrey.org	Are you Lesbian, Gay, Bisexual, Trans, curious or just not sure? Are you a parent or friend of a LGBT person? For support, advice, guidance or information for any reason, you can get in touch with Outline. The Outline LGBT helpline is a Lesbian, Gay, Bisexual, Trans, questioning (LGBTQ) helpline giving support, advice and information in confidence. The helpline is open from

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

7:30pm to 10:00pm every Tuesday and Sunday, or you can leave a message outside of these times and someone will call you back.

Outline are based in Surrey but the helpline can be accessed by anyone, whether or not they live in the county.

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Legal

Countywide Services

[Legal Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Socially Alienated

Countywide Services

Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0300 247 0122	COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help. On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.
Essex Youth Service Website: www.youth.essex.gov.uk	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. Get help with caring, find work experience, volunteering opportunities and have fun doing new things.
Essex Advocacy Tel: 0300 3435736 Email: essexadvocacy@rethink.org Website: www.rethinkessexadvocacy.org	COVID-19 UPDATE - In these challenging times due to Coronavirus our advocacy service would like to say how we will continue to provide a service to its clients. Our phone line remains active between 9am and 5pm please leave a message with your name and contact details and we will get back to you within the same working day. Our advocates are still working and doing all they can to continue to support our clients in the best possible way. Due to the current situation it is possible we will not be able to visit clients personally but will provide telephone contact and support and listen in the best possible way.

[Lonely/Isolated/Socially Alienated Home Page](#)

[Go to Directory Home Page](#)

[Go to Directory Home Page](#)

	Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives. Our professional advocates enable people without the right support around them to have their voice heard when: • Decisions are being taken about their health and social care • Support is needed to make informed choices about their life • They wish to make a complaint about NHS care or treatment
Essex Boys and Girls Clubs <u>Head Office</u> Tel: 01245 264783 Website: www.essexboysandgirlsclubs.org Address: Harway House, Rectory Lane Chelmsford, Essex. CM1 1RQ	We support young people's clubs across Essex. Our clubs are diverse, ranging from the small rural youth clubs with under 20 members who meet once a fortnight, to large multi-facility clubs with over 500 members and open almost 24 hours a day. These clubs affiliate to us to access our club support services and our activity program which help both volunteers and club members to develop themselves and their club. • The Clubs • Projects •
United in Kind Website: www.unitedinkind.org	We're people around Essex who are committed to tackling loneliness and isolation through acts of kindness. Now, more than ever, isolation is affecting the people of Essex. The outbreak of coronavirus is forging physical barriers, but this doesn't have to mean loneliness. Together with hundreds of community, charity and voluntary groups around Essex, we're building an online community of kindness. We're helping people connect with friends, neighbours and strangers. We're working together to help everyone overcome feelings of isolation. Our social movement is inspiring people to be kind and support each other, even when we can't be together in the same physical space. Together, we can combat the effects of coronavirus. Together, we can connect our community with kindness. Our aims:

[Lonely/Isolated/Socially Alienated Home Page](#)

[Go to Directory Home Page](#)

[Go to Directory Home Page](#)

	• Make sure everyone feels part of a community. Before coronavirus, more than one in four people said they are always or often lonely. As the virus continues to spread, this number is likely to be much higher. • Inspire people to connect in new ways. Before the COVID-19 outbreak, half a million older people in the UK would go five or six days without seeing someone. Now, a lot more people will feel isolated for days or weeks at a time. • Support and share our appreciation for workers in critical roles during the coronavirus outbreak. 8 out of 10 carers have felt lonely because of their caring role.

Start now. Do one kind thing a day. Even better, let's do it together and create even stronger communities in the face of adversity.

[Lonely/Isolated/Socially Alienated Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health - Children

Countywide Services

FIF Funded Project

Kids Inspire

Children's Society and Southend YMCA (joint project)

Email: earlysupport@kidsinspire.org.uk

Website: www.kidsinspire.org.uk

Telephone: 01245 348707, or 07908 829550

Referral form available [here](#).

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs that cannot be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help **early help** to support children, young people and parents/carers to;

- have healthy inter-parental & family relationships
- be emotionally healthy, happy and resilient
- make behaviour choices that promote safety and wellbeing
- be socially connected and resourceful

Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they;

- are Parents/Carers in conflict (co-habiting/separated/step-parents)
- are exhibiting risky behaviours (of self or others) that jeopardise personal safety
- are home educated where early help can have a positive impact

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• are at risk of going on to part-time school timetables or at risk of exclusion • have moderate learning difficulties (without an Education and Health Care Plan) • have low level behavioural issues (without an Education and Health Care Plan) There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services. If you are unsure and/or need some advice before referring you can telephone 01245 348707, or 07908 829550 for a confidential discussion.
FIF Funded Project <u>GROUP WORK</u> Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311 Referral form available here.	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> The Essex County Council funded Family Innovation Fund (FIF) services are for Children, Young People and Parents/Carers with low level needs who can't be supported by services such as Schools, and GPs alone. FIF provides that little bit of extra help should a difficulty occur and those services cannot respond appropriately. . Referrals can be made for children and young people aged 8-19 years and/or a parent or carer where they; • are exhibiting risky behaviours (of self or others) that jeopardise personal safety • are at risk of going on to part-time school timetables or at risk of exclusion • are home educated where early help can have a positive impact • have moderate learning difficulties (without an Education and Health Care Plan) • have low level behavioural issues (without an Education and Health Care Plan) There are some restrictions to accessing this support and that is if the person(s) being referred are already being supported by specialist and/or statutory services

East of England Community FCAMHS (Forensic Child and Adolescent Mental Health Service) Tel: 0300 300 9300 Website: www.eastofenglandfcamhs.co.uk/	Please note: referrals to this service can only be made by professionals. FCAMHS is a regional specialist service, hosted by Cambridgeshire and Peterborough Foundation NHS Trust, for children and young people aged 0-18 whereby: • there is a concern about a young person's mental health (this may include neurodevelopmental disorder and/or learning disability) • the young person presents with high risk of harm to others and about whom there is major family or professional concern • the young person may be in contact with the criminal justice system or be likely to enter secure care. FCAMHS accepts referrals from any professional working with children and young people. For further information on how to make a referral and to view a copy of the FCAMHS leaflets and privacy notice, please visit our webpage at: www.eastofenglandfcamhs.co.uk/
Essex Advocacy Tel: 0300 3435736 Email: essexadvocacy@rethink.org Website: www.rethinkessexadvocacy.org	<i>COVID-19 UPDATE - In these challenging times due to Coronavirus our advocacy service would like to say how we will continue to provide a service to its clients. Our phone line remains active between 9am and 5pm please leave a message with your name and contact details and we will get back to you within the same working day. Our advocates are still working and doing all they can to continue to support our clients in the best possible way. Due to the current situation it is possible we will not be able to visit clients personally but will provide telephone contact and support and listen in the best possible way.</i> Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives. Our professional advocates enable people without the right support around them to have their voice heard when: • Decisions are being taken about their health and social care • Support is needed to make informed choices about their life • They wish to make a complaint about NHS care or treatment
Essex Health & Justice Service (Part of Phoenix Futures)	<i>COVID-19 UPDATE – Phoenix Futures - Our services are open and will continue to support you. We also want to make sure we protect your well-being. We are</i>

Clacton – 07542 943178
Colchester – 07542 943206
Basildon – 07749 434783
Chelmsford – 07542 943179
Harlow – 07547 657552

continuing to monitor the situation around Corona virus. We have taken additional measures to protect the wellbeing of our service users, their loved ones, our staff and the general public. If you have flu like symptoms, a cough, fever and/or shortness of breath or have been in contact with someone with coronavirus. Please do not come to our services. We are currently not accepting any family visits at our residential services. We are making alternative arrangement for family contacts to be made remotely. Our staff will be happy to talk to you about any concerns you may have around contacting your loved ones – just call the relevant service.

Supporting young people in the criminal justice system. Essex Health & Justice Service works with young people (10 to 17) involved in the criminal justice system who need some extra support.

We can support you with:

- Substance misuse
- Mental health and emotional support
- Training and qualifications
- Sexual health
- Going to appointments
- Positive activities

Emotional Wellbeing and Mental Health Service (EWMHS)

Tel: 0300 300 1600
Email: ewmhs@nelft.nhs.uk
Website: www.nelft.nhs.uk

COVID-19 UPDATE: Limited face to face patient contact, telephone assessment on need and further support. Specialist therapy and schools team will be working alongside universal services to continue to support families as required.

From 1 November 2015, call 0300 300 1600 to access the EWMHS during working hours 9am-5pm, Monday to Friday.

For our out of hours and weekend Crisis Support Service, please call the general NELFT switchboard on 0300 555 1201 to be put through to our Crisis Support Service.

Accessible 24 hours per day, 365 days of the year for all young people across Southend, Essex and Thurrock.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	NELFT's EWMHS is for anybody aged between 0-18, living in the Southend, Essex and Thurrock areas and is free at the point of entry. The service is also for young people with special educational needs (SEN) up to the age of 25. Any young person experiencing emotional wellbeing or mental health problems, or any parent, guardian, professional or teacher of a child who is experiencing emotional wellbeing and mental health difficulties, may access our service.
Evolve Intervention Website: www.evolve-intervention.com Tel: 01245 526069 Email: info@evolve-intervention.com Emma Prince - e.prince@evolve-intervention.com	Evolve Intervention provide 1:1 support through coaching and mentoring to children aged 5-18. We support with areas such as anxiety, self-esteem, risky behaviours, managing emotions, dealing with conflict, problem-solving, bullying, friendships/relationships, motivation, building resilience, coping with loss/grief, academic tuition and many others. We also deliver group work designed around the needs and requirements of those taking part, as well as providing support to parents and carers in areas such managing behaviour, establishing boundaries, or perhaps just being a 'listening ear'. Our staff come from a variety of backgrounds such as Education, Youth Work, Social Work, Police and Counselling. We build strong working relationships with those who engage in our service and seek to empower them to address any issues they make be struggling with. We have worked extensively across Essex and Southend on Sea and accept referrals from professionals or via self/private referral. Appointments available: Monday Friday 9am to 6pm Some availability between 6pm 8pm Saturdays by appointment only.
Kids Inspire Tel: 01245 348707 Email: admin@kidsinspire.org.uk Website: kidsinspire.org.uk Address: Hargrave House, Molrams Lane, Great Baddow, Chelmsford, Essex, CM2 7TL	COVID-19 UPDATE – <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> Kids Inspire helps disadvantaged young people turn their lives around and gives them back their future. We support young people across Essex who are at an educational, social and/or economic disadvantage resulting from trauma or emerging mental health issues. For

	example th ey may have experienced sexual or domestic abuse, separation anxiety or significant loss. Many young people are referred to Kids Inspire because other support agencies consider them 'too complex' to help. Thanks to the specialist services we are able to offer, Kids Inspire has assisted Social Care in closing numerous cases.
Kooth Website: www.kooth.com	Free, safe and anonymous online support for young people. Kooth, from XenZone, is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. 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. Launched in 2004 and accredited by the BACP, more than 1,500 children and young people across the country login to Kooth every day.
Livewell Campaign www.livewellcampaign.co.uk	The livewell campaign is designed to engage communities, families and individuals with the aim of providing information about all that is on offer in Essex to improve health and wellbeing. There is a real need to collectively find solutions that contribute towards wellbeing in order to reduce the cost of health and social care. All Essex Local Authorities and our partners have come together to collaborate on the health and wellbeing agenda and work towards achieving better health outcomes for people across Essex.
SANELINE Website: www.sane.org.uk Tel: 0300 304 7000 Opening hours: 4.30pm – 10.30pm daily	COVID-19 UPDATE - We're sorry to say SANEline is temporarily closed & will be open again as soon as we can. SANE is a leading UK mental health charity. We work to improve the quality of life for anyone affected by mental illness.
Wilderness Foundation	

www.wildernessfoundation.org.uk 0300 1233073info@wildernessfoundation.org.uk Jo Roberts-jo@wildernessfoundation.org.uk Angely Webb-angely@wildernessfoundation.org.uk	We work with clients of all ages from 0 to 19, including individuals, groups and families of all ages. Counsellors offer support for anxiety, depression, family and other relationships, addictions, self harm or suicidal thoughts, loss and bereavement, confidence, phobias, abuse, exploitation, trauma, stress, behaviour, gender dysphoria, SEN etc. We are non judgemental, and will support your building of coping strategies and resilience. Hours to be agreed between the client and therapist. We make phone or online counselling easy for you to engage with, and may bring nature, art and other practical/creative tools into sessions. Our team is professionally trained and abide by professional ethics, safeguarding vetted and trained. We commit to offer safe, and confidential help to everyone we engage and we will allocate the right therapist for your needs. Appointments available: 9am-5pmMonday -Friday Evenings &weekends by agreed appointment
YCT Counselling Tel: 01279 414090 Txt: 07956 887921 Email: admin@yctsupport.com Website: www.yctsupport.com	COVID-19 UPDATE: closing face to face services and provide telephone and online counselling. YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, play therapy/theraplay. YCT are also able to provide emotional support for young people and their families who have been diagnosed with ASD. In addition, we offer supervision and counselling to those working with children and young people. YCT is a counselling and therapeutic charity working with 5 – 25-year-olds offering counselling, group support, drama/art therapy, play therapy/theraplay, group programmes (relationships, risky behaviours, exam stress, self-esteem, aspirations etc.) the Forest School programme, workshops, training and family work. In addition we offer training, consultancy, clinical supervision and counselling to those working with children and young people. YCT works in the community with many different organisations, and in education settings including primary/secondary schools, academies, colleges, specialist schools and alternative education settings. We work across Essex, Herts and North London.
Young Minds Young Minds Crisis Messenger: Text YM to 85258 to speak to a trained volunteer. Parents Helpline: 0808 802 5544 Website: www.youngminds.org.uk	COVID-19 UPDATE – Online support available as possible, COVID-19 specific support is available on the website. Young Minds are the UK’s leading charity fighting for children and young people's mental health.

[Mental Health \(Children’s\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 0800 068 41 41 Opening hours: Monday-Friday 10-5pm, Monday-Friday 7pm-10pm, Weekends 2pm-5pm	
The Mix Tel: 0808 808 4994 Email: help@getconnected.org.uk	Free advice service for people under 25. The Mix is the UK's leading support service for young people. We 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 us via online, social or our free, confidential helpline.
Health Watch - Essex Yeah Website: www.essexyeah.org.uk	A guide to health & well-being for young people. This guide will help to point you in the right direction towards a healthier, less stressful and more rewarding lifestyle. It tells you where you can get help and information and gives you clear and sensible ideas on what to do if you feel you need that extra bit of help. As a young person it is important to start following a healthy lifestyle now in order to avoid any problems when you are older. Healthy habits are easier to get used to as a young person, and they can improve the rest of your life. You will also look and feel better, right now! This guide also contains useful websites, agency advice and information about various key issues. So take a browse and read the sections which are of interest to you.
Out of Hours Young People's Crisis Team (Mental Health Direct) Tel: 0300 555 1000	The Young People's Crisis Team Out of Hours is run by Mental Health Direct. During office hours Crisis calls should go through to EWMHS.
Managing emotions programme – Essex Youth Service Website: www.youth.essex.gov.uk/schools/managing-emotions-programme Email: youth.work@essex.gov.uk	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. This is a 10-week programme that works with young people who struggle with their education due to emotional issues. We give information on why they feel, react or

Call: 033303 22800	behave in certain ways when under emotional stress. We build trust and work with the young person in a neutral environment. We're able to help them realise what they feel is okay and look at coping mechanisms suited to their needs. The programme aims to: • educate about emotions • build young people's resilience • improve young people's wellbeing • address young people's negative behaviour • improve engagement in education • reduce risk-taking behaviour • gain a Gateway accreditation.
Zenith Minds Website: www.zenithminds.co.uk Tel: 07780 657105 Email: zminds@zmat.co.uk	Zenith Minds offers specialist provision for young people who need extra support to thrive. There are many reasons why they may need this, including mental health, safety and wellbeing issues. How young people are referred - When school staff refer a pupil to us, we assess their circumstances and needs. If the young person is likely to benefit from the provision, they can access it within two weeks of referral. How support is given - Each child's provision is shaped to their own needs. Much of it is provided via our welcoming, positive, calm and supportive environment. Zenith Minds can also provide additional support within a pupil's existing school, or create a plan that includes provision both at their own school and at our specialist provision. What does specialist support involve? Support is designed to meet each individual young person's needs. It involves partnership between Zenith Minds, the pupil's school and their family or carers, plus relevant external services and agencies. The latter might include educational psychologists and counsellors. Permanent Zenith Minds staff include a Student Welfare Officer, Zenith Minds Support Assistant and Family Support Worker.
Every Mind Matters Website: www.nhs.uk/oneyou/every-mind-matters	Every Mind Matters is where everyone can make a start. There are simple actions and steps we can all take that can help us manage feelings of stress, anxiety, low mood or when we are struggling to get to sleep. From tips on how to get more physical activity, to mindful breathing exercises and advice on how to reframe unhelpful thoughts, all the information and advice in Every Mind Matters has been developed with experts and

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	approved by the NHS. Royal College of General Practitioners has endorsed Every Mind Matters. You can create a “Your Mind Plan” on the website, which is an interactive quiz that provides top tips and advice for you.
Mind Ed Hub Website: www.minded.org.uk	MindEd is a free educational resource on children and young people's mental health for all adults. This website provides information and resources to both parents & carers, as well as professionals and volunteers. For Parents and Carers Are you a parent or carer who is concerned about the mental health of your child or teenager? Do you just want some hints and tips on parenting? MindEd for Families has advice and information from trusted experts and will help you to understand what problems occur, what you can do to best support your family, and how to take care of yourself. MindEd for Families is written by a team of specialists and parents, working together. For Professionals and Volunteers This is for you if you volunteer, work or are studying to work with infants, children or teenagers. MindEd has e-learning applicable across the health, social care, education, criminal justice and community settings. It is aimed at anyone from beginner through to specialist.
Blue Ice – App available on iOS or Android Website: www.oxfordhealth.nhs.uk/blueice	BlueIce was developed by Paul Stallard from Oxford Health NHS Foundation Trust and co-produced by young people with lived experience of self-harm. BlueIce has a mood wheel to track your mood and lets you add notes on how you're feeling or what you're doing. You can use the mood diary to see patterns and identify triggers. The app offers a personalised set of activities designed to reduce distress including a music library, photo library, physical activities, relaxation and mindfulness exercises, and spotting and challenging negative thoughts. If you want to talk, the app allows you to click on one of three options to either talk to a selected person in your phone contacts, ChildLine or 111.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Calm Harm – App available on iOS or Android Website: www.calmharm.co.uk	Calm Harm is designed for people who are trying to manage urges to self-harm. Calm Harm is based on the principles of dialectical behaviour therapy (DBT). DBT is a type of talking therapy that's often effective in people with mood disorders. The app provides tasks that encourage users to distract themselves from urges to self-harm and help manage their "emotional mind" in a more positive way. Please note that the app is an aid to treatment, but doesn't replace it.
Catch It - App available on iOS or Android Website: www.liverpool.ac.uk/csd/app-directory/catch-it	Making Sense of Your Moods - Catch It is a joint project between the Universities of Liverpool and Manchester, to help users better understand their moods through use of an ongoing diary. The app was designed to illustrate some of the key principles of psychological approaches to mental health and well-being, and specifically Cognitive Behavioural Therapy (CBT). <u>What's in the App?</u> • Step by step mood tracker • Mood diary
Mindshift – App available on iOS or Android Website: www.healthyyoungmindspennine.nhs.uk/	MindShift is a free app designed to help teens and young adults cope with anxiety. It can help you change how you think about anxiety. Rather than trying to avoid anxiety, you can make an important shift and face it. Lists symptoms of anxiety. Offers strategies to manage worry, panic, conflict, ordinary anxiety, and three specialised categories of anxiety: test anxiety, social anxiety, and perfectionism. Also contains relaxation exercises.
Stay Alive – App available on iOS or Android Website: www.prevent-suicide.org.uk/find-help-now/stay-alive-app	The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. In addition to the resources, the app includes a safety plan, customisable reasons for living, and a LifeBox. Here you can store photos and memories that are important to you.

	You can also read the strategies for staying safe or explore the tips on how to stay grounded when you're feeling overwhelmed. Try the guided-breathing exercises, and support your wellness by creating your own interactive Wellness Plan. The app links you directly to local and national crisis resources, so you won't need to carry around slips of paper with contact details on – it's all stored there within the app. If the resource isn't listed, simply add in your own.
Jed Foundation Website: www.jedfoundation.org	Transitioning into adulthood can bring big changes and intense challenges. The Jed Foundation (JED) empowers teens and young adults with the skills and support to grow into healthy, thriving adults.
Good Mental Health Matters Website: www.goodmentalhealthmatters.com	Developed by the NHS in Kent, Good Mental Health Matters is a free resource for Primary and Secondary school teachers, parents and young people. Online resources for secondary schools include educational videos, downloadable lesson activities and online quizzes. New for 2019, the Fantastic Fred Experience will be touring Primary Schools across Kent.
CHAT – Text your school nurse Mid Essex Tel: 07520 615731 North Essex Tel: 07520 615734 South Essex Tel: 07520 615732 West Essex Tel: 07520 615733	If you're 11-19 years old, text your school nurse. We help young people with all kinds of things like... - Relationships - Mental Health - Bullying - Self-Harm - Alcohol - Health Eating - Drugs - Smoking Text us for confidential advice and support.
Hector's House	Our Crisis Messenger can help with urgent issues such as: • Suicidal thoughts • Abuse or assault

Website: www.hectorshouse.org.uk Text (Crisis Messenger): Text Hector to 85258	• Self-harm • Bullying • Relationship issues You can text us free and anonymously – although if the volunteer believes you are at immediate risk of harm, they may share your details with people who can provide support.
MeeToo – App available on iOS or Android Website: www.meetwo.co.uk	The MeeTwo app provides a safe and secure forum for teenagers wanting to discuss any issue affecting their lives. You can anonymously get advice from experts or other teenagers going through similar experiences in areas such as mental health, self-harming, relationships and friendships.
Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0 300 247 0122	COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help. On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.
WYSA – App available on iOS or Android Website: www.wysa.io	Sometimes you need to talk things through - and everyone seems to have an opinion or analysis of your situation. All you need is someone who will listen and ask the right questions to help you figure things out. That's Wysa. An 'emotionally intelligent' penguin that learns to react to the emotions you express. Over time it gets to know you better and proactively reaches out to help you. It uses evidence-based CBT techniques to help you feel better. You can chat with WYSA using text and photo responses.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Headspace – App available on iOS or Android Website: www.headspace.com	This simple beautifully designed app gives you 10 short meditations, four brief videos explaining what meditation is and a series of facts and questions. These techniques help your mood, attention and general coping skills. The website is pretty cool too
Clear Fear – App available on iOS or Android Website: www.clearfear.co.uk	Face your fear with the free Clear Fear app and learn to reduce the physical responses to threat as well as changing thoughts and behaviours and releasing emotions
Stop, Breathe, Think – App available on iOS or Android Website: www.stopbreathethink.com	A friendly app to guide people - through meditations for mindfulness & compassion.
Smiling Mind - App available on iOS or Android Website: www.smilingmind.com.au	Smiling Mind is a non-for-profit web and app-based meditation program developed by psychologists and educators to help bring mindfulness into your life.
Cove - App available on iOS or Android Website: www.cove-app.com	With Cove, you can capture your mood or express how you feel by making music and storing it in a personal journal.
Anna Freud – Self Care Page Website: www.annafreud.org/on-my-mind/self-care	Young people told us that when they are struggling they are usually told to see a professional. They don't often get much advice about how they could help themselves. So, we spoke to professionals and looked at academic research. Then we drew up a list of strategies young people use (you can see the process in this self-care infographic). We also published a report following a consultation with young people and their families online. We're sharing these strategies with you to help you to manage your wellbeing. It's up to you to decide what helps. If it works, keep doing it. If it doesn't, stop and try something else. And you can help us build an evidence-base for these activities by letting us know what works by clicking on the 'Did this activity help your mental wellbeing' button on each page. This will help us decide which ones to research further.

These activities are *not* a substitute for seeing a mental health professional. Sometimes we need outside help and advice. Getting help is good. No-one should feel bad about it. That's what this site is about.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

Countywide Services

Give Us a Shout

Text (Crisis Support): Text Shout to 85258
(anywhere in the UK, 24/7)

Website: www.giveusashout.org

Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Shout is powered by a team of volunteers, who are at the heart of the service. We take people from crisis to calm every single day.

We can help with urgent issues such as:

- Suicidal thoughts
- Abuse or assault
- Self-harm
- Bullying
- Relationship challenges

Shout exists in the US as 'Crisis Text Line', but this is the first time the tried and tested technology has come to the UK.

Qwell – Free online counselling

Website: www.qwell.io

Open from:

Monday – Friday, 12pm – 10pm

Saturday – Sunday, 6pm – 10pm

XenZone is a provider of online mental health services for children, young people and adults.

Qwell, from XenZone, is an online counselling and emotional well-being platform accessible through mobile, tablet and desktop and free at the point of need.

The picture is complicated: people may be struggling with social determinants such as smoking, bad housing or unemployment which may be playing a major role in their wellbeing. Some are carers and some are living with entrenched problems or long-term conditions. Others are coping with anxiety or depression.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Qwell is an easily accessed prevention and treatment service. Free to use, it represents an extension to traditional IAPT support, with a strong focus on recovery and prevention and offering pre-assessment care. Adults accessing Qwell can do so without the waiting lists or thresholds often associated with traditional services. They can join online peer support communities, access self-help materials or engage in drop-in or booked one-to-one online chat sessions with our experienced counsellors. Qwell works in partnership with traditional community health providers and provides links and pathways to traditional and specialist face-to-face services.
The Samaritans Tel: 01245 357357 / 08457 909090 Website: www.samaritans.org	COVID-19 UPDATE – Face to face services unavailable, telephone support available as usual. The Samaritans offer a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There is someone to talk to 24 hours a day. Calls made to the national helpline are charged at local call rates from anywhere in the country.
Anxiety UK Tel: 03444 775 774 Opening Hours: Monday to Friday, 9.30am to 5.30pm Website: www.anxietyuk.org.uk	Charity providing support if you have been diagnosed with an anxiety condition.
Bipolar UK Website: www.bipolaruk.org.uk	A charity helping people living with manic depression or bipolar disorder.
CALM	COVID-19 UPDATE - Just like always, you can use our helpline and webchat services from 5pm to midnight every day. Calls and webchats to CALM are free,

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Phone: 0800 58 58 58 (daily, 5pm to midnight) Website: www.thecalmzone.net	<i>anonymous and confidential. If you're finding things tough right now, we're here for you.</i> The Campaign Against Living Miserably (CALM) is leading a movement against suicide, the single biggest killer of men under 45 in the UK and the cause of 18 deaths every day. Join the campaign to take a stand against suicide.
Men's Health Forum Website: www.menshealthforum.org.uk	24/7 stress support for men by text, chat and email.
Mental Health Foundation Website: www.mentalhealth.org.uk	<i>COVID-19 UPDATE – Online support available as usual. Support page “How to look after your mental health during the Coronavirus outbreak” available on the website with various support resources.</i> Provides information and support for anyone with mental health problems or learning disabilities.
Mind Tel: 0300 123 3393 Opening hours: Monday to Friday, 9am to 6pm) Website: www.mind.org.uk Website: www.mind.org.uk/information-support/helplines	Promotes the views and needs of people with mental health problems. National Mind provide a great list of resources and places to go when you are in need. They also give the right advice for those in crisis on their website link below.
No Panic Tel: 0844 967 4848 Opening Hours: 10am to 10pm Website: www.nopanic.org.uk	Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.
OCD Action Tel: 0845 390 6232 Opening Hours: Monday to Friday, 9.30am to 5pm Website: www.ocdaction.org.uk	Support for people with OCD. Includes information on treatment and online resources.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

OCD UK Tel: 0845 120 3778 Opening Hours: Monday to Friday, 9am to 5pm Website: www.ocduk.org	A charity run by people with OCD, for people with OCD. Includes facts, news and treatments.
Rethink Mental Illness Tel: 0300 5000 927 Opening Hours: Monday to Friday, 9.30am to 4pm Website: www.rethink.org	COVID-19 UPDATE – Online support available as normal, including COVID-19 specific support page at www.rethink.org/advice-and-information/covid-19-support Support and advice for people living with mental illness.
SANE SANEline: 0300 304 7000 Textcare: www.sane.org.uk/textcare Peer support: www.sane.org.uk/supportforum Website: www.sane.org.uk/support	Emotional support, information and guidance for people affected by mental illness, their families and carers.
Beat - Eating disorders Tel: 0808 801 0677 Website: www.b-eat.co.uk	Information, advice and support resources for people who have eating disorders and their loved ones.
AARCA - Assisting Adult Recovery from Childhood Abuse Tel: 07719 4325032 Email: info@aarca.org.uk Website: www.aarca.org.uk	AARCA offers a non-judgemental recovery and self-help service for adult survivors of childhood abuse.
Adult Community Learning - Health and Wellbeing Courses	COVID-19 UPDATE - We have taken the unfortunate but necessary decision to suspend our classroom-based course provision until further notice. All centres

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.aclessex.com/health-and-wellbeing	<i>will be closed to learners and the general public as of Friday, 20th March. This does not include those who are in vulnerable groups as outlined in recent government guidance.</i> There are a range of courses at ACL to help you improve your health and wellbeing, including our Mental Health Recovery Programme. Continuing to learn throughout your life can help you meet new people, gain a sense of achievement and build up your confidence. We offer courses to aid mental health recovery such as building self-confidence, introduction to mental health wellbeing, managing anxiety and how to take back control of your life. During these courses you will have the opportunity to discuss different experiences of mental health difficulties, understand how recovery is different for everyone, identify techniques and strategies to help you take back control, learn how to cope with the stresses of daily life and manage times of change and uncertainty. Additionally we offer courses like mindfulness, relaxation, yoga and more. New courses are being added all the time, they run at different times during the day, weekends and evenings across our centres in Essex.
Futures in Mind Tel: 01376 316126 Email: fim.enquiries@futuresinmind.org.uk Website: www.futuresinmind.org.uk	<i>COVID-19 UPDATE: Futures in Mind are suspending all their activities and groups down for the foreseeable future to minimise risk and comply with the social distancing. All our 1-1 face to face befriending session are suspended for foreseeable future but the volunteers will have helpline contact with them. Staff have now stopped face to face contact and will be contactable by email and telephone and will be in contact with the service users and volunteers.</i> Futures in Mind is a partnership of Phoenix Futures, Mind in West Essex and Mid and North East Essex Mind. Together we will support people with substance/alcohol misuse and mental ill health. This service is the first of its kind in England and offers an inclusive support for people with substance/alcohol misuse and mental ill health. The service has been commissioned by Essex County Council and has been co-produced with service users.
Heads Up Tel: 01206 228628 Email: enableeast@enableeast.org.uk Website: www.enableeast.org.uk/headsup-what-is-it	<i>COVID-19 UPDATE: Face to face support cannot be offered but through phone, email, video call and postal methods.</i> <i>The HeadsUp Team have developed a series of short films so that we can still offer our participants the skills development normally accessed by attending our</i>

	<i>HeadsUP workshops. There films on the following subjects: 6 Keys to Resilience; Selfcare; 3 Methods of Mindfulness; How to Build Resilience and Wellbeing. These can be found here.</i> HeadsUp provides support and advice to people in Essex with common mental health problems to help them get back into the workplace after a period of unemployment. HeadsUp is funded by the European Social Fund and the National Lottery Community Fund.
Elefriends Website: www.elefriends.org.uk	Elefriends is a supportive online community where you can be yourself. We all know what it's like to struggle sometimes, and this is a safe place to listen, share and be heard. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others. Shared experiences and perspectives are valuable and powerful. In this way Elefriends don't just get help, they give help too. In the good times and the bad. Elefriends is managed by Mind, the mental health charity and its setup was generously supported by the Cabinet Office's Social Action Fund. The Ele and his handlers at Mind moderate the community and help to keep it safe. They're available to respond to any questions or help with difficult situations during these hours: 6am-9am and 10am-2am 7 days a week
Every Mind Matters Website: www.nhs.uk/oneyou/every-mind-matters	Every Mind Matters is where everyone can make a start. There are simple actions and steps we can all take that can help us manage feelings of stress, anxiety, low mood or when we are struggling to get to sleep. From tips on how to get more physical activity, to mindful breathing exercises and advice on how to reframe unhelpful thoughts, all the information and advice in Every Mind Matters has been developed with experts and approved by the NHS. Royal College of General Practitioners has endorsed Every Mind Matters. You can create a "Your Mind Plan" on the website, which is an interactive quiz that provides top tips and advice for you.
Heads Together Website: www.headstogether.org.uk	Heads Together is a mental health initiative spearheaded by The Royal Foundation of The Duke and Duchess of Cambridge and The Duke and Duchess of Sussex, which combines a campaign to tackle stigma and change the conversation on mental health with fundraising for a series of innovative new mental health services. Programmes include: - Workplace wellbeing - Mentally healthy schools

- Armed forces community
- Mental health innovations
- Supporting maternal mental health

Mental Health Foundation

Website: www.mentalhealth.org.uk

COVID-19 UPDATE – Online support available as usual. Support page “How to look after your mental health during the Coronavirus outbreak” available on the website with various support resources.

Prevention is at the heart of what we do. Our vision is good mental health for all. Our mission is to help people understand, protect and sustain their mental health.

Our approach

We take a public mental health approach to prevention, finding solutions for individuals, those at risk and for society, in order to improve everyone’s mental wellbeing.

The practical things we do

- Community and peer programmes; we test and evaluate the best approaches to improving mental health in communities and then roll them out as widely as possible.
- Research; we publish studies and reports on what protects mental health and the causes of poor mental health and how to tackle them.
- Public engagement; we give advice to millions of people on mental health. We are most well known for running Mental Health Awareness Week across the UK each year.
- Advocacy; we propose solutions and campaign for change to address the underlying causes of poor mental health.

What we don’t do

- We are not an academic think tank or research institute. We generate and apply evidence in real world settings.
- We are not a mental health service provider for when people are unwell.
- We don't only focus on individual actions and steps - we look at both the personal and societal changes that can improve and protect everyone’s mental health.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Jed Foundation Website: www.jedfoundation.org	Transitioning into adulthood can bring big changes and intense challenges. The Jed Foundation (JED) empowers teens and young adults with the skills and support to grow into healthy, thriving adults.
Pandas Foundation UK Website: www.pandasfoundation.org.uk PANDAS Helpline: 0808 1961 776 Email: info@pandasfoundation.org.uk	The PANDAS Foundation is here to help support and advise any parent who is experiencing a perinatal mental illness. We are also here to inform and guide family members, carers, friends and employers as to how they can support someone who is suffering. Our FREE helpline is open everyday between 9am-8pm. The PANDAS Helpline is manned by a team of trained volunteers who will be happy to chat to you and direct you to the right support for you.
The Blurt Foundation Website: www.blurtitout.org	We are a social enterprise dedicated to helping those affected by depression. We really understand how devastating depression can be. Jobs come to an end, relationships break down and lives can be lost, all through the effect of depression. That's why the work we do here at Blurt is so important – it not only changes lives, but saves them. The Blurt website includes resources and details of support services, as well as Blurt's "Mental Health Tool Kit". The contents of our Toolkit will vary from person to person, but will broadly focus on areas like our physical health, relationships, mindset and self-care. Used regularly, our Mental Health Toolkit can help us manage our condition, reduce the severity of our symptoms, and boost our overall well-being. We strongly believe that everyone – no matter where they sit on the mental wellness scale – can benefit from putting one together.
Action for Happiness Website: www.actionforhappiness.org	Action for Happiness is a movement of people committed to building a happier and more caring society. We want to see a fundamentally different way of life - where people care less about what they can get just for themselves and more about the happiness of others.
Together With Baby Email: epunft.pimhs.eput@nhs.net	COVID-19 UPDATE – In these difficulty times Essex Parent Infant Mental Health Service remains operational to support families through the early period of parenthood. The service provides support to understand the relational difficulties

[Mental Health \(Adult\) Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Tel: 01621 866900

that can arise between the parent and their infant. The service has needed to adapt in order to keep families and staff safe through this Covid 19 outbreak as well as respond to changes in service restrictions and staff levels.

The following adaptations are temporarily in place to ensure continuity of service.

- *Referrals are being accepted and discussed at the weekly team meeting. The referral, once discussed, is allocated to a Practitioner for the locality in which the family reside. The Practitioner will contact the referrer and the professional network to understand the referral better and to see how the family could be assisted at this time.*

- *Face to face contact has been suspended in order to protect families and staff, however we will resume this as soon as restrictions are lifted and in line with National and Trust Guidance.*

- *Contact with the family in the first instance will be by phone. The family will also be given the option to engage with the practitioner by video conferencing. The service is using AccuRx, a secure video option which enables the patient and practitioner to see each other on screen. Joining is straightforward and is achieved by a text link via a smartphone.*

- *The service is offering advice and support to manage the stresses of isolation with a baby or toddler, the fear of covid 19 and the affects it is having, as well provide an outlet in which parents can talk about their difficulties during this very challenging time. Interventions such as VIG and Circles of Security are being considered and options to deliver these are being investigated.*

- *Parent infant Psychotherapy has also needed to adapt and the therapeutic work of exploring meaning and the relational experience are continuing but with adaptation.*

- *The service is setting up a team email to distribute covid 19 support resources to families to enable them to cope at this time.*

Together with Baby is a service designed to bring parents and their babies together.

We focus on the very special relationship between parents and infants that develops in the first 1001 days of life, from conception to age two.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Becoming and being a parent can be a time of great change and often a source of happiness and joy. But sometimes it can be unexpectedly difficult, and for a variety of reasons. • are you finding things with your young baby more difficult than you expected? • are you concerned you have not formed a bond with your baby in the way you had hoped ? • has becoming a new parent stirred up some unexpected difficult feelings? Our Parent Infant Therapists can meet with in your home or at a local children's centre. We'll work with you to better understand your baby's communications and strengthen your relationship. These meetings will offer a safe and non-judgemental space to understand further the difficulties you and your baby are facing.
Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0300 247 0122	COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help. On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.
Recovery Warriors - App available on iOS or Android Website: www.recoverywarriors.com/app	We're dedicated to boosting the emotional intelligence and resilience of people struggling with depression, anxiety and eating disorders. We believe that no matter what has happened to you, no matter how far you seem to be away from where you want to be, that with hope and the right support things will work out. The long road has a purpose. Your story has meaning. Our resources are designed to help you find that meaning.
Recovery Record - App available on iOS or Android Website: www.recoveryrecord.co.uk	Recovery Record is a smart eating disorder recovery app that fits into your life and links with your treatment team to help you achieve lasting recovery. The app, which has been evaluated in clinical trials, is now available for for you to use in connection with your treatment team.

Adult Mental Health and Wellbeing Team Tel: 03330 322958 (10:00 am - 4:00 pm Monday – Friday) Email: mentalhealth.wellbeingservice@essex.gov.uk	The Adult Mental Health and Wellbeing Team provide short term support for people (aged 18 to 65) with mental health and emotional issues such as: • Anxiety • Low mood • Stress • Depression We can work with you to help you improve your wellbeing and quality of life. Services we provide include: • One-to-one support • Self-help advice and guidance • Helping you find other support for issues affecting your wellbeing such as debt or a physical health problem • Employment Specialist • Helping you access social groups in your area • Support for Carers How can I get support from the Adult Mental Health and Wellbeing Team? You will need to be aged 18 to 65 and live in Essex. We can work with you if you have mental health or emotional issues which are affecting your wellbeing, or you care for someone who does. What happens next? One of our friendly team will contact you to find out more about your situation and to make sure we can offer you the right support. We will call or email between 10:00 am - 4:00 pm Monday – Friday. Please note: We cannot work with you if you are receiving a service from Essex Partnership University NHS Foundation Trust (EPUT).

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

Countywide Services

Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk	For full information on local services, please see the website.
Childcare Family Information Service Website: www.essex.gov.uk/fis	Find a childcare provider in Essex
Community 360 Tel: 01206 505250 Email: families@community360.org.uk Website: www.community360.org.uk/efss/	Community360 are working in partnership and collaboration with other Voluntary and Community Sector organisations across Essex to deliver this Service as part of the wider Essex Child and Family Wellbeing Service. The service will provide support to families which include school-aged children and young people aged 8 – 19 years. This will include families who are not already receiving support from specialist and statutory services (for families with children under 8 years, support will be provided by Home-start Essex and other Voluntary organisations). The aim of this service is to support families to work towards the following outcomes: • Emotionally healthy, happy and resilient- supporting families to develop and retain positive relationships • Behaviour choices that promote safety and wellbeing – including reduction in participation of risky behaviours

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Socially connected, resilient and resourceful families- supporting people to connect with peers and communities • Healthy inter-parental/guardian and family relationships- effective communication and conflict resolution
Home-Start Essex Address: Unit 16d Reeds Farm Estate, Roxwell Road, Chelmsford, Essex, CM1 3ST Tel: 01245 847410 Email: info@home-startessex.org.uk Website: www.home-start.org.uk	COVID-19 UPDATE: Home-Start Essex are providing support to our families by phone and via Facetime/Skype. Staff and volunteers are offering to deliver foodbank parcels and medications to families, but this will be subject to staffing and volunteer availability at the time. Hoping to keep Website current with support and advice. Home-Start Essex is a leading family support charity working across Essex to build the confidence and skills of parents/carers to achieve healthy and positive outcomes for children. Our work comprises a long established volunteer home visiting service, offering emotional and practical help to families experiencing difficulties, alongside a range of family groups, well-being programmes, courses and events. Family Groups: We are delivering weekly family groups via online sessions and in some areas, in outdoor spaces, such as a parks. Volunteer Face to face support: Where appropriate volunteers can meet with a family on a weekly basis in an outdoor space. We can also combine this with telephone support if the weather conditions make it difficult to meet outside. We are following all Government C19 guidelines for all face to face support. Telephone Befriender: Our professionally trained volunteers offer weekly phone or video calls providing friendship, guidance and a listening ear and to help a family through a difficult time. School Readiness: Volunteers provide an 8 week school readiness course via phone or zoom. Activity packs are provided to families together with online guidance and resources. Wellbeing: Online groups are continuing for parents to maintain their wellbeing, physical and mental health, throughout Essex, alongside our Fitness and Fun and Walk & Talk programmes.
InterAct Tel: 01245 608201 Fax: 01245 608310 Email: training@interact.org.uk Website: www.interact.org.uk	InterAct enables disadvantaged people and groups to improve their lives and communities. Providing training, resources, experience and support to those with mental health issues and learning difficulties. We are committed to providing social inclusion opportunities, and provide a range of services which 'help others to help themselves'.

Address: Moulsham Mill, Parkway, Chelmsford, Essex. CM2 7PX	Based at Moulsham Mill in Chelmsford, InterAct reaches out to cover the entire county of Essex.
Invisible Lives – Including CBA Programme. Tel: 07947219802 Email: invisible.lives@barnardos.org.uk Website: www.barnardos.org.uk Address: Suite 12b, Barclays Bank Chambers, High Road, Pitsea, Basildon, Essex. SS13 3AS	<i>COVID 19 Update – We here at Invisible Lives are still working (at home) to support the children, young people and families we support. Referrals can still be sent into the service and these will be reviewed and you will get an acknowledgment and a decision to if we are able to accept/decline the referral or if we require further information. We are supporting families remotely for the time being, phone calls, messages, WhatsApp etc. We are constantly reassessing the coronavirus situation and will aim to resume services as soon as it is safe for our staff and the families we are supporting.</i> CAB – New service launched 1st April 2020. The Invisible Lives CBA service provides a whole family approach to support children (aged 8-19 years) and their families when there has been an adverse change in the child's behaviour which may result in risk taking behaviours and/or lead to potential offending. In order to access support the child must reside and attend mainstream education within Essex and have a parent/carer* or sibling within the Criminal Justice System (CJS) ** The service offers individual support in the family home and school for up to 8 sessions, with the potential for further support based on reviews and outcomes. The child or young person must be exhibiting one of the following:- Conduct Disorder e.g. - Aggressive behaviour - Disruptive behaviour - Deceitful behaviour - Violation of rules - Significant change in emotional behaviours Additional factors can be taken into consideration when making a referral such as:- · Child at risk of school exclusion or being excluded permanently, or on a reduced timetable as a result of family functions or family offending behaviours · Children involved in anti-social behaviours but not yet criminalised. · Children vulnerable and at risk due to other factors *Significant person within the child's live who is having a direct effect on their behaviour or home situation. **When referring to CJS- this can include historical involvement or those currently at any stage of the CJS including arrest, court, community or imprisonment and release. Who can refer? All agencies working with children including:

Education (primary and secondary mainstream only)
Police
EWMHS
Social Care (CIN—subject to discussion)
Voluntary Organisations
Self-Referrals

We are able to consider referrals from Family Solutions providing the case is not open already. Please call to discuss before making a referral.

We regret that we are unable to accept referrals from Youth Offending Teams or children that are on Child Protection Plans.

**

In addition to the presenting child behaviours, the family may also be identified as having:-

Family Function causing adverse child behaviour, for example:-

- Home environment, safety, care, boundaries
- Substance misuse
- Domestic Abuse

The Parent/carer must also agree to receiving support

Invisible Lives also supports a wider range of issues and concerns other than imprisonment. We work closely with schools and other agencies to support young people at risk of hidden harms and other vulnerabilities including CSE, CE, drugs, gangs, knife crimes and youth offending. We provide early intervention and prevention programmes along with 1-1 mentoring sessions. We aim to educate, support and increase confidence and self-esteem for children and young people experiencing trauma and poor mental health and well-being as a result of their situation.

We now also to offer home, community and school support to children, young people and families affected by all the different stages of the Criminal Justice System and work closely with police team, courts, prisons and other CJS agencies and referral and joint support.

Other services provided include:

- A range of mental health and well-being services
- Support for Essex Missing programme
- Bespoke school mentoring sessions– ReFocus programme

	• Courses and workshops for schools– Girls Inspired and On The Ropes, Bespoke courses tailored to individual needs • Military Correction Training Centre family and detainee support • Invisible Lives professionals one day training courses. • A range of courses in prisons for staff, families and offenders Click here for more information the service prior to Invisible Lives (Essex CAPI).
Special Guardianship Support Services Tel: 03330 139860 Email: sgo.support@essex.gov.uk Address: Essex County Council, SGO Support Team, PO Box 11, County Hall, Chelmsford, Essex. CM1 1QH	We are here for special guardianship families who may need specialist support on issues they may face whilst their child is growing up. Every family has a few problems along the way and special guardianship families do as well. To find out whether our service is the right one for you we will do an assessment. There is no automatic entitlement to services but together we will explore what is available to meet your needs. This may be either through us or another service/agency.
National Association of Child Contact Centres Website: www.naccc.org.uk/	<i>COVID-19 UPDATE - NACCC are now recommending that Child contact centres suspend offering face to face contact but continue offering their invaluable services using technology where this is possible.</i> More than a million children have no contact whatsoever with one or other parent after separation. Unfortunately some children experience behavioural issues including antisocial behaviour, distress, unhappiness, and both physical and emotional problems. The NACCC is the only charity in the UK dedicated to solving this problem, by providing safe spaces where children can meet the parents they don't live with. We oversee around 350 contact centres across the UK, run by a network of nearly 4000 volunteers.
Bounce Forward Website: www.bounceforward.com	Online Resilience Course for Parents The coronavirus lockdown has caused millions of children to be home for an indefinite amount of time, not to mention the connotations of a 'lockdown period.' Children and teenagers can find this difficult for a whole host of reasons – leaving them feeling stressed, overwhelmed, or exhausted.

	Helping Children Thrive at Home There is an immediate need to preserve childrens' wellbeing and build resilience at this point in history, where it is genuinely needed. To support this need, Bounce Forward has scheduled a series of sessions to help parents with children aged 9 years and above coping with uncertainty to thrive. Each hour-long session will be hosted by Lucy Bailey – Chief Executive Officer & Co-founder of Bounce Forward with the content based on the science of resilience. The sessions provide reflective and practical approaches in resilience to support positive changes in cognition and behaviour. Parents will learn how to build vital skills to help their children be more resilient during this uncertain time. Session Topics Session 1: Introduction to resilient parenting Session 2: Optimism during uncertainty Session 3: Developing the mental muscle Session 4: Compassionate communication Session 5: Mindsets and energy Session 6: Parenting to strengths
Talk Listen Cuddle Website: www.tlc-essex.info/	Talk listen and cuddle are the three ingredients needed to ensure young children get the best start in life. TLC is an Essex campaign that looks to help parents, carers and families of young children support their children's communication development and learn how to help their children gain the best start to life through playful learning at home. This site will regularly post a range of ideas, top tips and games to support children's language, physical and emotional development. Its aim is to ensure children start school ready to explore, learn and make friends.

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding

Countywide Services

Essex Safeguarding Children Board (ESCB)

Tel: 03330 138936

Email: escb@essex.gov.uk

Website: www.escb.co.uk

Address: Room C228, County Hall,
Chelmsford CM1 1QH

The Essex Safeguarding Children Board is a statutory body which acts as a mechanism for agreeing how relevant organisations within Essex co-operate to safeguard and promote the welfare of children and young people. The Board will also ensure the effectiveness of work undertaken by the partners in this area.

[Find out more about the ESCB](#)

Local Authority Designated Officer (LADO)

Tel: 03330 139797

Email: childrens.safeguarding@essex.gov.uk

The role of the Local Authority Designated Officer is to:

- Act as the initial point of contact for organisations when an allegation, complaint of concern arises about an adult working with children;
- Be involved in the management and oversight of individual cases;
- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police and other agencies;
- Monitor the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process;
- Report to the Local Safeguarding Children Board and DE at regular intervals on the management of allegations.

[Safeguarding Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

Countywide Services

Active Essex Website: www.activeessex.org/	We're a publicly funded organisation, hosted by Essex County Council, whose aim is to make sport and physical activity accessible to all Essex residents.
Autism Anglia Website: www.autism-anglia.org.uk/	Dedicated to promoting the welfare, education and care of children and adults with autism, whilst also supporting the many families affected by autism. We have over 40 years' experience in providing a range of services aimed at enabling people with autism to live as independently as possible and to experience choice and inclusion in society.
Children with Disabilities Service Website: www.essexlocaloffer.org.uk/listing/children-and-young-people-disabilities-service/ Email: cypd.service@essex.gov.uk	
Epilepsy Action Essex Forum Website: www.epilepsy.org.uk/	The Forum is made up of volunteers from branches and Coffee & Chat groups across Essex to provide people with epilepsy and their family an opportunity to meet with others who have epilepsy. They exist to improve the lives of everyone affected by epilepsy. As the Essex Forum they want to ensure society has a greater understanding of epilepsy which is based on fact not fiction.
Epilepsy Action Website: www.epilepsy.org.uk/	Epilepsy Society in East Anglia works to provide information for people with epilepsy, and for their families, carers and friends, in hospitals and healthcare settings throughout the region. Many of these services are run by Epilepsy Society volunteers.
Essex Carers Network	The Network listens to carers who are caring for a family member with a learning disability in Essex.

[Sensory Needs Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

www.essexcarersnetwork.co.uk/	
Essex Interpreting Website: www.essexinterpreting.com/	Essex Interpreting provides language solutions, offering the following services: • Interpreting services in over 60 languages, including British Sign Language for deaf people • Translation services in over 60 languages, including Braille and audio tape services for blind people
Essex Local Offer Website: www.essexlocaloffer.org.uk/	Information about support services and local opportunities for children and young people with Special Educational Needs & Disability (SEND).
Essex Respite and Care Association Website: http://essexrespite.org.uk/	ERCA provides one-to-one support at home and out in the community to build life skills, confidence, self-esteem and social inclusion for adults with a mental health diagnosis, supporting them to engage in the community and learn valuable life skills. At the same time this provides invaluable respite to the carer. ERCA also provide the service to those with no Carer.
Guide Dogs Website: www.guidedogs.org.uk/services-we-provide/children-and-young-peoples-services/	We offer a range of services and activities for children and young people, and provide valuable advice for parents and teachers.
Hamelin Trust Website: https://hamelintrust.org.uk/	A leading Essex based charity for supporting people with learning disabilities and/or people who have physical and/or sensory impairments, and their families. We do this by providing short break services, a resource centre, supported accommodation, and outreach services within the community and individual's homes. We also provide training and employment opportunities through a number of independent and joint ventures.
Hearing Help Essex Website: www.hearinghelpessex.org.uk/	Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring.
Kids Inspire Website: https://kidsinspire.org.uk/	Kids Inspire helps disadvantaged young people turn their lives around and gives them back their future. We support young people across Essex who are at an educational, social and/or economic disadvantage resulting from trauma or emerging mental health issues. For example they may have experienced sexual or domestic abuse, separation anxiety or significant loss.

[Sensory Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Many young people are referred to Kids Inspire because other support agencies consider them 'too complex' to help. Thanks to the specialist services we are able to offer, Kids Inspire has assisted Social Care in closing numerous cases.
Living Well Essex Website: www.livingwellessex.org/	The Living Well website aims to help Essex people take care of their health and well-being, manage health conditions, and find information about support and services in the local area. We also provide information on benefits and finances, staying safe, and tips on staying healthy and active.
Remap Website: www.remap.org.uk/	

[Sensory Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse / CSE / Online Safety

Countywide Services

CSE Risk Assessment & Information Reporting

Email: [Intelligence–
AIU.Inbox@essex.pnn.police.uk](mailto:Intelligence-AIU.Inbox@essex.pnn.police.uk)

Email: oc.triage.team.essex@essex.pnn.police.uk

CSE Hotline Tel: 01245 452058

(Open Monday to Friday between 8am and 4pm and you can leave a voicemail outside of these hours).

Think U Know

Website: www.thinkuknow.co.uk

This document is for all professionals who work with children and young people who are at risk of or being sexually exploited.

[Practitioners' CSE Risk Assessment](#)

Thinkuknow is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline.

Home activity packs for various age groups for parents/carers to carry out with their children to develop their awareness of online safety are available at www.thinkuknow.co.uk/parents/Support-tools/home-activity-worksheets

[Sexual Abuse/CSE/Online Safety Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Advice for foster carers in keeping Children In Care safe online is available at www.thinkuknow.co.uk/parents/articles/Looked-after-children-Specific-risks Safety advice in child-friendly way for 6-7 year olds on watching videos, sharing pictures, chatting online, sharing personal information and gaming online is available at www.thinkuknow.co.uk/4_7/6-7-year-olds Thinkuknow has launched Band Runner, an interactive game for 8-10 year olds to help build their knowledge, confidence and skills to stay safe from risks they might encounter online, available at www.thinkuknow.co.uk/8_10 Safety advice for 11 years plus, includes details about online photo sharing, online grooming through online gaming and chat rooms, available at: https://www.thinkuknow.co.uk/11_13/ https://www.thinkuknow.co.uk/14_plus/
CARE (The Children's Society) Tel: 01245 493311 Website: www.childrenssocietysteam.org.uk/care/	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word “choices” to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> CARE will be expanding to support young people on one to one and group work basis around all forms of exploitation. This includes sexual, criminal and labour exploitation. With the support of Barnardo's CARE will additionally offer parent / carer support for those affected by their young person's exploitation. This includes groups and peer support. The current criteria still applies: • Aged 8-24 years • Resides in Essex (excluding Southend and Thurrock) • Medium to high risk (please note that the YOS Gangs Prevention Service offers early intervention) • Unwilling or unable to engage with statutory services

[Sexual Abuse/CSE/Online Safety Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Safe in Essex (The Children's Society)

Website:

www.childrenssocietyeast.org.uk/safe-in-essex

Tel: 01245 348707 / 07908 829550

Group Work Tel: 01245 493311

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

Advice for professionals on conversations with parents/carers to share safety advice to keep their children safe online is available at www.childrenssociety.org.uk/news-and-blogs/our-blog/invite-only-parties-and-staying-safe-online-during-covid-19-lockdown

Safe in Essex is a project delivered by the Children's Society East that works at an early intervention level to provide information and support to young people aged 8-19 years old who are identified as at risk of, or already engaging in, low-level risky behaviour. The main delivery of support is through structured group work which is an intervention for up to 15 young people in a group running at 4-8 sessions. This support can then lead on to 1:1 support if a further need is identified for an individual in that particular group.

This service delivers support on the following identified needs:

- Awareness around substance misuse (not for young people who are using but for young people who may be a risk of going down that route. Those who are using can be referred to our EYPDAS team)
- Developing and maintaining healthy relationships
- E-safety
- Exam stress
- Gangs, trafficking and exploitation
- Peer pressure and bullying
- Self-esteem and resilience
- Risky sexual behaviour and sexual health
- Consent
- Managing difficult emotions including stress, anger and conflict
- Anti-social behaviour and crime

NSPCC – Online Safety Guide Website: www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety/	The internet is amazing. Children can play, learn, create and connect - opening up a whole world of exciting possibilities. But with the digital world changing all the time, how can you make sure your child's staying safe? That's where we come in. Whether you're an online expert or you're not sure where to start, our tools and advice will help you keep your child safe.
UK Safer Internet Centre Website: www.saferinternet.org.uk	Welcome to the UK Safer Internet Centre, where you can find online safety tips, advice and resources to help children and young people stay safe online.
Get Safe Online Website: www.getsafeonline.org	Get Safe Online is the UK's leading source of unbiased, factual and easy-to-understand information on online safety.
Childnet Website: www.childnet.com	Welcome to Childnet International, a non-profit organisation working with others to help make the internet a great and safe place for children.
Step Up, Speak Up Website: www.childnet.com/resources/step-up-speak-up	A practical campaign toolkit to address the issue of online sexual harassment amongst young people aged 13 – 17 years. Step Up, Speak Up! includes a range of resources for young people and the professionals who work with them, including teachers, pastoral teams, senior school leadership and police forces.
Internet Matters Website: www.internetmatters.org	Helping parents keep their children safe online. Get expert support and practical tips to help children benefit from connected technology and the internet safely and smartly.
Childline – Online and Mobile Safety Website: www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety	Having a mobile phone and going online is great for lots of reasons. But it's important to be aware of the dangers too. Learn how to stay safe online.
National Online Safety Website: www.nationalonlinesafety.com	We equip school staff, parents and pupils with the knowledge they need to understand online dangers.

	Including #wakeupwednesday fact sheets for parents, regarding various online platforms and issues faced by young people using the internet.
ESCB – Online Safety Website: www.escb.co.uk/parentcarer/online-safety	Information for parents/carers to help them understand online safety and general exploitation.
Net Aware (NSPCC) Website: www.net-aware.org.uk	Explains latest games and apps used by children to parents/carers and tips on keeping children safe online.
The Breck Foundation Website: www.breckfoundation.org	Self-funding charity, raising awareness of playing safe whilst using the internet.
Safer Derbyshire Website: https://saferderbyshire.gov.uk/news-and-events/news-items/staying-safe-online-during-the-covid-19-pandemic.aspx	Practical advice for parents/carers about online safety, such as setting parental controls and keeping up to date with new apps.
Childnet Website: www.childnet.com/ufiles/Supporting-Young-People-Online.pdf	Leaflet for parents/carers with checklist on ways to keep their children safe online and some suggested family ground rules for use.
Childline	Safety advice for children of all ages about online grooming.

Website: www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/staying-safe-online	
UK Safer Internet Centre Website: www.saferinternet.org.uk/	Games, storybooks, films and quizzes for 3-19 years olds to help them explore ways to stay safe online.
Internet Watch Foundation Website: www.saferinternet.org.uk/blog/iwf-warning-during-coronavirus-outbreak	Details about increased risks of child exploitation due to Covid-19 and advice on safety online.
CEOP Website: www.ceop.police.uk/safety-centre	Details on reporting online abuse of children and other resources such as the 'online safety at home activity pack' which professionals can share with parents/carers.
NSPCC Website: www.nspcc.org.uk/keeping-children-safe/reporting-abuse/coronavirus-abuse-neglect-vulnerable-children/	Advice for professionals on how to remain in contact with children and families during pressures of Covid-19 and spotting signs of abuse.
Barnardos Website: www.barnardos.org.uk/what_we_do/our_work/sexual_exploitation/about-cse/cse-our-work.htm	signs to look out for. CSE parental awareness video. Parents guide for download. Counselling/support
Canvey Island Yellow Door Website: www.canveyislandyouthproject.org.uk/	We provide free counselling to anyone aged 11-25 for any issue. You can refer them, or they can self-refer. Just give us a call on 01268 514792. All we need is their full name, contact number, age, reason for referral, and days/times available. On Tuesday mornings from 10am-1pm we have a drop-in for parents of young people aged 11-25, or for young parents aged 25 and under. They can just stop by and have someone to talk to.

[Sexual Abuse/CSE/Online Safety Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Catch 22 Website: www.catch-22.org.uk/offers/missing-and-cse/	Therapeutic sessions
Centre for Action on Rape & Abuse (CARA) Website: www.caraessex.org.uk	One to one sessions for parents and carers of children who have been sexually abused; referrals for children 12 and under - parents and professionals
Digizen.org Website: www.Digizen.org	Internet safety tips, more info on social medias etc.
Fearless.org Website: www.Fearless.org	Online resources for CSE, gangs, grooming, trafficking - doesn't specifically state it is for parents (is under professionals https://www.fearless.org/en/professionals/resources/cse)
Essex Police Website: www.essex.police.uk/advice/child-sexual-exploitation/	Emergency situations. Parent hotline for concerns CE 01245 452058. It is open Monday to Friday between 8am and 4pm and you can leave a voicemail outside of these hours.
Internet Matters.org Website: www.InternetMatters.org	Internet safety. Guides on age ranges of children as to what they may be doing online. Video on 'e-safety' parental controls online
It's Okay Not to be Okay Website: www.itsnotokay.co.uk/parents/advice_for_parents_and_carers/	Missing and exploitation advice.

[Sexual Abuse/CSE/Online Safety Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Marie Collins Foundation Website: www.mariecollinsfoundation.org.uk	Marie Collins Foundation was created with the aim of developing an organisation that had the skills and experience to equip agencies and professionals with the knowledge and understanding they need to respond to children who have been abused via the internet and mobile technologies. Our Vision All children who suffer sexual abuse via the internet and mobile technologies are enabled to recover and live safe and fulfilling lives Our Aim To ensure that the response to children and their families who have suffered harm via the internet and mobile technologies is based on sound, evidence based practice. Our expertise We do this by using our expertise to: • Work in partnership with other agencies, both within the UK and internationally, to raise awareness regarding the abuse of children and young people via the internet and mobile technologies • Offer services to children, young people and their families affected in this way • Provide training for professionals who work with children and young people - social workers, teachers, health professionals, police, NGOs and those working in other related disciplines • Offer consultancy to professionals assisting children and young people in their recovery from harms they have experienced via the new technologies • Influence both national and international governments and stakeholders to better protect children and young people when online and to provide appropriate responses to their recovery needs when harmed • Engage the media in responsible and informed debate regarding the impact of abuse on children and young people when harmed via the internet and mobile technologies
Missing People Website: www.missingpeople.org.uk	Call, text or email 116 000. helpline. Request a call. Telephone counselling service; advice if child is missing, return home interviews, posters, publicity to help find them ; help with finances and legal advice

Mosac Website: www.mosac.org.uk/how-we-help	Helpline/email service; workshops, training. support groups, advice, advocacy service
Net Aware Website: www.net-aware.org.uk	Internet advice for parents
NWG Network Website: https://www.nwgnetwork.org/for-parents/ https://www.nwgnetwork.org/discover-visible-signs-sexual-exploitation/	CE warning signs (physical, behavioural & psychological); Infograph - how CSE happens, timeline of events; who to contact if child goes missing
Open Door Website: www.opendoorthurrock.org Tel: 01375 390040 Email: Fifxtra@opendoorservices.org	COVID 19 update: Open Door provides mentoring, coaching and counselling for young people between the ages of 5-18 which has been adapted for the current situation We provide telephone and video conferencing support for young people and their families who are experiencing anxiety and poor mental health during these difficult times. Coaching will be goal focused, supportive and motivational. In addition to our usual coaching sessions, specifically aimed at helping young people we will also provide emotional support to families who may be struggling at this time. Where appropriate on line counselling will be provided to complement this intervention. All of our staff are able to offer a range of skills through these platforms such as play and talking therapies. Appointments available: Monday -Thursday 9 am- 7 pm, Friday 9 am- 5 pm Saturday and Sunday by agreed appointment Open Door has been commissioned by Essex County Council Family Innovation Fund to provide: Coaching (14yrs+) and Mentoring (8yrs+) as an early intervention with the purpose of improving outcomes by reducing and/or preventing: • Negative behaviour • Risky behaviour • Aggressive behaviour • The breakdown of relationships

	• Social isolation
PACE (Parents Against Sexual Exploitation) Website: www.paceuk.info	1:1 telephone advice; Parent Network Days (country wide); Information and advice centre - website; PACE secure online forum, training about CE. Advice and support, facilitating meetings with other parents. Befriending
Parents Protect Website Website: www.parentsprotect.co.uk	Create a family safety plan i.e. take precautions with people who are around your children, set boundaries etc., what to do if your child tells you about abuse; harmful behaviour in young people and children. Contacts given such as police, social care. Stop it now helpline
SERICC Website: www.sericc.org.uk/pdfs/0059_packmotherscarers.pdf	Information pack for Mothers and carers - if child has been sexually abused signs to look out for, how to discuss it
Stop CSE Website: http://www.stop-cse.org/helpful-resources/	parents leaflet on CSE; online safety advice
Synergy Essex Website: synergyessex.org.uk	Parents can self refer for counselling & Independent Sexual Violence Adviser service (ISVA)
Victim Support Essex Website: www.victimsupport.org.uk	Emotional support; "journey to justice" and "interactive courtroom" for parents to show children if going through a case/trial; warning signs, how to talk to children etc. how to create a safety plan
Young Concern Trust Website: www.yctsupport.com	one to one counselling, group work, drama and art therapy, play therapy and therapeutic play, the Forest School programme, group sessions and programmes, workshops, training and assemblies. YCT also provides parent-child therapeutic work, and also offers counselling, supervision, consultancy, training, stress and relaxation technique sessions to professionals.

On the Ropes (Part of Invisible Lives) Email: Invisible.lives@barnardos.org.uk	On the Ropes is a new eight week course the service has devised aimed at vulnerable young people aged 11-15 who are displaying risky behaviours and need some awareness raising. The course covers various topics such as; Criminal and Sexual Exploitation, effects of energy drinks and legal highs, dealing with anger, social media awareness, consequences of having a criminal record, knife crime, drugs and others. We have three other professionals who come in and speak to the students; Tommy Jacobs who was in prison himself and now a professional boxer; he tells them his story and how it has affected him, Mick Carter from MCLA who talks to them about Prison life and consequences of getting in trouble and the Police have attended one of the courses to answer questions that the students have and also talk to them about how these behaviours and the law. We have currently run two courses in the Chelmsford area which had great outcomes for both the students who attended and for Invisible Lives – they have generated further funding for the course to be delivered in more schools in other areas such as Braintree. We are nearly at the end of our 3rd course which has also gone really well and the students seem to be really enjoying it. We have one further course currently booked in and will be booking more in in due course in the Tendring area. If anyone would like further information regarding On the Ropes then please contact Invisible Lives.
Survivors UK Website: www.survivorsuk.org	At SurvivorsUK we know male sexual abuse has profound effects on those who experience it and can deeply affect their mental health and relationships. But we are here to help sexually abused men as well as their friends and family, no matter when the abuse happened, and challenge the silence and attitudes.

[Sexual Abuse/CSE/Online Safety Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

Countywide Services

Essex Young People's Drug and Alcohol Service

Tel: 01245 493311

Email: eypdas@childrenssociety.org.uk

Website:

www.childrenssocietyeast.org.uk/eypdas

Address: Project 114, 114 Springfield Road,
Chelmsford, Essex CM2 6LF

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

Essex Young People's Drug and Alcohol Service works with children, young people and families affected by drug or alcohol use. [Read more...](#)

Essex Health & Justice Service (Part of Phoenix Futures)

Clacton – 07542 943178

Colchester – 07542 943206

Basildon – 07749 434783

Chelmsford – 07542 943179

Harlow – 07547 657552

COVID-19 UPDATE – Phoenix Futures - Our services are open and will continue to support you. We also want to make sure we protect your well-being. We are continuing to monitor the situation around Corona virus. We have taken additional measures to protect the wellbeing of our service users, their loved ones, our staff and the general public. If you have flu like symptoms, a cough, fever and/or shortness of breath or have been in contact with someone with coronavirus. Please do not come to our services. We are currently not accepting any family visits at our residential services. We are making alternative arrangement for family contacts to be made remotely. Our staff will be happy to talk to you about any concerns you may have around contacting your loved ones – just call the relevant service.

Supporting young people in the criminal justice system. Essex Health & Justice Service works with young people (10 to 17) involved in the criminal justice system who need some extra support.

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We can support you with: - Substance misuse - Mental health and emotional support - Training and qualifications - Sexual health - Going to appointments - Positive activities
Open Road Tel: 0844 499 1323 Website: www.openroad.org.uk	COVID-19 UPDATE: drop in services and walk in assessments are temporarily ceasing with planned appointments only. All other contact will be by phone. For full information see website Open Road is an established Drug and Alcohol Recovery support charity in Essex and Medway. Open Road provides services to support individuals on their journey to recovery from drug and alcohol addiction. You can get help from Open Road at our centres, on the streets and at festivals, within the criminal justice system and working with businesses. You can reach out to us in person, over the phone, online via our website and social media platforms or via a professional you are currently engaging with such as a GP.
Essex STARS (Specialist Treatment and Recovery Service) South Essex STaRS (Basildon) Telephone: 01268 534475 – 9.00-17.00 Mid Essex STaRS (Chelmsford) Telephone: 01245 348837 – 9.00-17.00 North Essex STaRS (Colchester) Telephone: 01206 710757 – 9.00-17.00 West Essex STaRS (Harlow) Telephone: 01279 425989 – 9.00-17.00	In Essex we have introduced a new way of delivering care to substance misusers in the community called Essex Specialist Treatment and Recovery Service (Essex STaRS), under which all our services users will be looked after by one of a number of new specialist teams. The service provides: • Comprehensive assessment and recovery care planning • 1:1 support and care co-ordination • Advice and information • Stabilisation • Counselling and relapse prevention • Motivational interviewing • Community detoxification • Support for service users, relatives and carers • Substitute prescribing for opiate addiction

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Assessments for residential detoxification and rehabilitation • Pre-sentence reports and liaison with criminal justice services for those who have drug or alcohol related offences • Liaison with GPs, hospitals and rehabilitation units • Hepatitis B vaccinations and Hepatitis C testing and referral to treatment • Facilitation of rehabilitation • Care management
Phoenix Futures Website: www.phoenix-futures.org.uk/essex-alcohol-recovery-community Tel: 01376 316126 Email: essex.arc@phoenixfutures.org.uk	COVID-19 UPDATE – Phoenix Futures - Our services are open and will continue to support you. We also want to make sure we protect your well-being. We are continuing to monitor the situation around Corona virus. We have taken additional measures to protect the wellbeing of our service users, their loved ones, our staff and the general public. If you have flu like symptoms, a cough, fever and/or shortness of breath or have been in contact with someone with coronavirus. Please do not come to our services. We are currently not accepting any family visits at our residential services. We are making alternative arrangement for family contacts to be made remotely. Our staff will be happy to talk to you about any concerns you may have around contacting your loved ones – just call the relevant service. We provide support, advice and information around alcohol use. If you are finding that alcohol is causing problems in your life, we can help. Whether you want to reduce the amount you drink, or how often you drink, or abstain completely, we provide a range of support that is designed around your personal needs and aspirations. We know it's not easy to address problems with alcohol but our experienced team will guide you through the support on offer. We use tried and tested methods to help you to work towards your personal goals. You can benefit from support on a one to one basis, including counselling and group support, where you can share experiences with other people with similar experiences. We also support family or friends affected by a loved one's drinking.
Futures in Mind Tel: 01376 316126 Email: fim.enquiries@futuresinmind.org.uk Website: www.futuresinmind.org.uk	COVID-19 UPDATE: Futures in Mind are suspending all their activities and groups down for the foreseeable future to minimise risk and comply with the social distancing. All our 1-1 face to face befriending session are suspended for foreseeable future but the volunteers will have helpline contact with them. Staff have now stopped face to face contact and will be contactable by email and telephone and will be in contact with the service users and volunteers.

	Futures in Mind is a partnership of Phoenix Futures, Mind in West Essex and Mid and North East Essex Mind. Together we will support people with substance/alcohol misuse and mental ill health. This service is the first of its kind in England and offers an inclusive support for people with substance/alcohol misuse and mental ill health. The service has been commissioned by Essex County Council and has been co-produced with service users.
Westminster Drug Project - Passmores House Tel: 01279 634200 Website: www.wdp.org.uk/find-us/passmores-house Email: passmores@wdp.org.uk Address: Passmores House, Third Avenue, Harlow, Essex, CM18 6YL	Passmores House is a recovery community for men and women aged 18 years and above with drug/alcohol problems and all levels/types of dependency. Passmores House is registered by the Care Quality Commission (CQC) to deliver our detoxification and residential rehabilitation programmes which help you return to a full and active lifestyle, free from dependency. Recovery from addiction is possible and we structure our specialist care in a way that allows you to take the lead in your recovery. Our care package is fully comprehensive, including detoxification, rehabilitation and reintegration. Passmores House is nationally recognised as a leader and model treatment unit, and our residential rehabilitation retention rate is one of the highest in the UK (85%). Our inpatient detoxification completion rates are also 90%. We specialise in • Inpatient detoxification off alcohol, opiates, stimulants and other substances • We can manage very complex and complicated detoxifications • 24/7 nursing care and access to a Consultant Addictions Psychiatrist • Helping our residents understand why alcohol and/or drugs have become their coping strategy • Providing a secure environment in which residents can reflect and change • A comprehensive group and individual programme • (Re)building and (re)connecting with family and friends that will support recovery • Supporting access to housing and recovery support services in the community • Enabling and supporting steps towards training, education and work that will ensure long-lasting change • We are aware, supportive and friendly for LGBTQ communities, working in partnership with London Friend Services provided at Passmores House :

	• Abstinence - based therapy • Alcohol services • Clinical services • Detox and rehab • Psychosocial services • Reintegration and aftercare
Addaction Website: www.addaction.org.uk	We're Addaction. We're one of the UK's leading drug, alcohol and mental health charities. We believe everyone can change. We run a number of specialised services to support people into recovery. These include: One to one sessions Medical prescribing Structured day programme Group sessions Needle exchange Education, training and employment
Essex Arc (Alcohol Recovery Community) - Provided by Phoenix Futures Website: www.essexarc.org.uk Tel: 01376 316 126 Email: essex.arc@phoenixfutures.org.uk	<i>COVID-19 UPDATE: All staff are working from home with remote access. Clients are being contacted via phone or email and being provided support and guidance. Staff all have access to resources to support clients on the phone and are also signposting to apps and help lines. There are no groups or face to face 1-1's happening following the government guidelines. As it stands, we are taking phone, email and electronic referrals and clients will have assessments on the phone.</i> We provide support, advice and information around alcohol use. If you are finding that alcohol is causing problems in your life, we can help. Whether you want to reduce the amount you drink, or how often you drink, or abstain completely, we provide a range of support that is designed around your personal needs and aspirations. We know it's not easy to address problems with alcohol but our experienced team will guide you through the support on offer. We use tried and tested methods to help you to work towards your personal goals.

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	You can benefit from support on a one to one basis, including counselling and group support, where you can share experiences with other people with similar experiences. We also support family or friends affected by a loved one's drinking.
Full Circle - Provided by Phoenix Futures	<i>COVID-19 UPDATE: All staff are working from home and offering phone support. Practitioners and managers are all contactable by phone/email and our central in-boxes are being managed as per usual.</i> On 1st April 2016, the Full Circle service (delivered by Phoenix Futures) was commissioned to work with offenders with complex and additional needs across the whole of Essex (excluding Thurrock & Southend unitary authorities). The complex and additional needs we work with could include: • substance misuse • mental health • learning disabilities • or any other need that, if left unmet, is likely to increase the risk of reoffending. Under this contract, if an offender is referred to us we take action to ensure that this unmet need is addressed. In order to do this, Full Circle staff develop a sound knowledge and understanding of the existing services across Essex and support service users to navigate these services to meet their outcomes. The Full Circle staff make referrals and signpost to these services, accompany service users to their appointments, advocate on behalf of service users, and take an assertive and creative approach to ensure that service users are able to access the support they need and make full use of existing services in the County. Full Circle staff support the client until they are engaged with the relevant services, at which point we take a step back. Full Circle also case coordinate for service users on Drug Rehabilitation Requirements, Alcohol Treatment Requirements & Mental Health Treatment Requirements, as well as offering Required Assessments for clients identified through Drug Testing on Arrest. Full Circle's Prison Link staff also track service users across the prison system and work tirelessly to ensure that anyone who is in substance misuse treatment in custody continues to engage in treatment in the community if required.
Wize Up	Wize-Up are a Thurrock based outreach service who offers advice, information and support for children and young people to help them cut down or stop using substances

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 01375 376 111 Email: thurrock.wize-up@cgl.org.uk Website: www.changegrowlive.org/young-people/wize-up-thurrock	(alcohol and drugs). They also work with young people affected by parental/carer's substance misuse.
Action on Addiction Tel: 01376 349237 Email: crbraintree@actiononaddiction.org.uk Website: www.actiononaddiction.org.uk/essex	Action on Addiction offers abstinence-based therapeutic support to people who live anywhere in the county. This is a structured treatment programme which aims to help people understand their addiction and support them as they begin – or continue – their journey of recovery. The 48-day treatment programme takes place in both Braintree and Wickford, and is run over the course of eight weeks, with an additional week for induction.

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

Countywide Services

Kids Inspire Tel: 01245 348707 Email: admin@kidsinspire.org.uk Website: kidsinspire.org.uk Address: Hargrave House, Molrams Lane, Great Baddow, Chelmsford, Essex, CM2 7TL	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> Kids Inspire helps disadvantaged young people turn their lives around and gives them back their future. We support young people across Essex who are at an educational, social and/or economic disadvantage resulting from trauma or emerging mental health issues. For example they may have experienced sexual or domestic abuse, separation anxiety or significant loss. Many young people are referred to Kids Inspire because other support agencies consider them 'too complex' to help. Thanks to the specialist services we are able to offer, Kids Inspire has assisted Social Care in closing numerous cases..
Anti-Bullying Alliance Website: www.anti-bullyingalliance.org.uk/tools-information	We are a unique coalition of organisations and individuals, working together to achieve our vision to: stop bullying and create safer environments in which children and young people can live, grow, play and learn. The website provides advice and information for parents & children affected by bullying.
Kidscape Parent Advice Line: 020 7823 5430	Help, support, advice and resources for those affected by bullying.

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Open: Monday - Thursday, 9am til 1pm Tel: 020 7730 3300 Email: info@kidscape.org.uk Website: www.kidscape.org.uk	
Bullying UK Tel: 0808 800 2222 / 01702 389576 Website: www.bullying.co.uk	Advice, support and information regarding bullying.
National Bullying Helpline Tel: 0845 2255 787 Email: admin@nationalbullyinghelpline.co.uk Website: www.nationalbullyinghelpline.co.uk	Information and advice about bullying related to workplace bullying or bullying at school
Bullies Out Tel: 02920 492 169 Email: mail@bulliesout.com Website: www.bulliesout.com	BulliesOut, one of the UK's most dedicated anti-bullying charities, provides help, support and information to individuals, schools, youth and community settings and the workplace. Our award winning work directly addresses one of the core issues that affects a person's emotional, social and academic well-being.
Ditch the Label Website: www.ditchthelabel.org	We are one of the largest anti-bullying charities in the world. You can talk to us about bullying and anything else that you have on your mind for advice and support. We don't just talk about bullying, we also talk about things that are connected such as body image, mental health and sexuality.
Victim Support Essex Tel: 0845 3030900 Email: essex@victimsupport.org.uk Website: www.victimsupport.org.uk	COVID-19 UPDATE: Victim Support - Are no longer doing face to face support appointments for the time being but anyone affected by crime can still access support over the phone or WhatsApp Mon - Fri 9am - 5pm. Victim Support is here to help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you.
Essex Child and Family Wellbeing Service Website: www.essexfamilywellbeing.co.uk Mid Essex Tel: 0300 247 0014 North Essex Tel: 0300 247 0015 South Essex Tel: 0300 247 0013 West Essex Tel: 0300 247 0122	<i>COVID-19 UPDATE - Due to the COVID-19 outbreak and for the protection of our communities and staff, we are prioritising services so that face-to-face contact will only continue where safe to do so. We are working very hard to ensure we keep providing you with a safe and high quality service over telephone or CHAT Health in the first instance. Our staff are still available to help you and we are still providing services, so contact us by phone and you will be redirected to the most appropriate source of help.</i> On behalf of Essex County Council and the NHS, Virgin Care and Barnardo's provide a range of child and family services throughout Essex that are free at the point of delivery.

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

**Young Carer
Countywide Services**

Essex Youth Service Email: young.carers@essex.gov.uk Website: www.youth.essex.gov.uk Online referral form here	COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement. Year 6/7 Transition work For young people making the jump to secondary school, we normally offer a 6 week face to face group work session. This will resume as soon as possible. For now, we are able to offer 1-1 support online to any year 6's. Covering areas like managing endings and celebrating success, this may be a useful tool for some individuals. Details of our normal offer can be found here. All casework and assessments are being maintained by Key Workers wherever possible but delivered using 'digital' means – Phone, Zoom, Skype, online etc (with agreement of young carers and family). All teams are prioritising caseload to ensure they keep in contact with and support the most vulnerable – including any that recently 'stepped down' Quadrant teams are providing age specific (primary/secondary/young adult) activity/respite sessions and catch-ups for young carers via Zoom at least twice a week and communicating availability to those on caseload. Information, advice and useful resources are being shared with young carers and their families via our free Essex Young Carers App (Piota Deeper Engagement) School support towards Young Carers in Schools Award will be temporarily suspended and Co-ordinators will support work of Key Worker team. All planned respite activities and group sessions cancelled for time being. Referrals are still being accepted via our online form. Referrals can come from Professionals or by self-referral. This is a Key Worker service for young people under 18 years old.
CHHAT – Community Hidden Harm Awareness Team (The Children's Society) Tel: 01245 493311 Email: CHHATreferrals@childrenssociety.org.uk	COVID-19 UPDATE – The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.childrenssocietyeast.org.uk Address: 114 Springfield Road, Chelmsford, Essex CM2 6LF	<i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> CHHAT (Community Hidden Harm Awareness Team) is a community based programme in Essex. The programme aims to improve the physical and emotional well-being of young carers aged 8–19 years. A trained network of local volunteers support young people who are experiencing emotional or physical abuse, domestic violence, neglect, underachieving at school or are prone to truancy due to having parents or family members who are misusing substances. By reaching out to young people in the community who are disadvantaged and at risk of substance use we aim to improve access to targeted support. This particular group of young people are more likely to suffer from social exclusion, isolation and stereotyping, and feel the associated feelings of fear and confusion about their situation. We provide access to information, early intervention, prevention and mentoring support to enable the young people to develop greater confidence and self-esteem.
SIBS Website: www.sibs.org.uk	For brothers and sisters of disabled children and adults

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seeker/Refugee

Nationwide Services

Consonant (formerly Asylum Aid and Migrants Resource Centre) Email: hello@consonant.org.uk Tel: 0207 354 9631 Website: www.consonant.org.uk	COVID-19 UPDATE - Our Offices are CLOSED temporarily. ALL staff are all working remotely and can still be contacted Consonant helps you achieve your ambitions. Whether you want to improve your English, get a job, secure your immigration status, or get more involved in your community, we're here for you.
Asylum Support Website: www.gov.uk/asylum-support	Support and Advice regarding seeking Asylum in the UK.
Destitute Domestic Violence Concession Website: www.gov.uk/government/publications/application-for-benefits-for-visa-holder-domestic-violence	Form for people on a UK partner visa to claim public funds (benefits) while applying to settle in the UK because of domestic violence.
Modern Slavery Website: www.gov.uk/government/publications/human-trafficking-victims-referral-and-assessment-forms	Refer potential victims of modern slavery/human trafficking to the national referral mechanism.

[Go to Asylum Seeker/Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Refugee Council Tel: 0207 3466700 Website: www.refugeecouncil.org.uk	COVID-19 UPDATES - We are continuing to support refugees during the spread of Covid-19, adapting services for the phone and online. You can help by donating to our urgent fund. The Refugee Council provides free advice and information to asylum seekers and refugees in the UK. Read More...
Report Immigration Crime Website: www.gov.uk/report-immigration-crime	Contact the Home Office if you think someone is: • living or working in the UK illegally • employing someone who isn't allowed to work in the UK • involved in smuggling • involved in illegal immigration In an emergency, dial 999 and ask for the police.
Seeking Asylum Website: www.gov.uk/claim-asylum	Information and Advice regarding seeking Asylum in the UK.
Voluntary Returns Service Website: www.gov.uk/return-home-voluntarily/apply	You can apply for help to return to your home country. This is known as 'voluntary return'. You can still get help if you're already making your own plans to return to your home country. If you're eligible for financial support, you can apply for up to £2,000 which you can use to find somewhere to live, find a job or start a business in your home country.

Children & Families Hub Directory of Services

Bereavement/Loss

Nationwide Services

Child Bereavement Network Tel.: 0800 0288840 Website: www.childhoodbereavementnetwork.org.uk	A hub for those working with bereaved children, young people and their families across the U.K. supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. • generating new ideas • supporting professionals • signposting families • advocating for bereaved children
Griefftalk Tel: 0808 802 0111 Email: griefftalk@griefencounter.org.uk Website: www.griefencounter.org.uk	COVID-19 UPDATE - we have made the difficult, but necessary decision to postpone all face to face services for families; including one-to-one counselling sessions, Good Grief Workshops and Seasonal Workshops. Are you a child, teenager or adult who has experienced the death of a loved one? Are you a caregiver who needs advice on how to support young people following the death of a parent or sibling? Do you need to talk? You can call, email or instant chat with trained professionals at griefftalk, 5 days a week, 9am – 9pm.
The Samaritans Tel: 01245 357357 (Local Helpline) Tel: 08457 909090 (National Helpline) Website: www.samaritans.org	COVID-19 UPDATE - While we've taken the difficult decision to stop offering face to face support in our branches, and training sessions for new volunteers, and it may take us longer to answer the phone or answer emails, we're still here. The Samaritans offer a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There is someone to talk to 24 hours a day. Calls made to the national helpline are charged at local call rates from anywhere in the country.

[Go to Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

Nationwide Services

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Children's Health Services

Nationwide Services

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

Nationwide Services

Action for Prisoners Families Website: www.prisonersfamilies.org.uk	Information and resources for families of prisoners and offenders.
Paladin – National Stalking Advocacy Service Tel: 0207 8408960 Email: info@paladinservice.co.uk Website: paladinservice.co.uk	<i>COVID-19 UPDATE - Paladin are continuing to monitor the situation with Covid-19 closely and are ensuring that we are responding to the latest UK Government advice. We would like to reassure service users and agencies that we know Covid -19 is likely to have a serious impact on the lives of victims experiencing stalking and we are doing everything we can to continue to offer support during this difficult time. This remains a rapidly developing situation in which no one has all the answers, Paladin is a small team with a national remit and delivery has had to adapt as the team adjust to home working alongside managing personal responsibilities. We request patience as we work through this challenging time and thank you for your continued support.</i> Paladin assists high risk victims of stalking throughout England and Wales. A number of Independent Stalking Advocacy Caseworkers (ISACs) ensure high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe.
National Information Centre For Children Of Offenders (NICCO) Website: www.nicco.org.uk	NICCO lists comprehensive information from voluntary and statutory agencies across England and further afield. The three Directories enable practitioners to search for Services, Resources or Research to inform their practice with children and families of offenders.

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Domestic Abuse

Nationwide Services

Ashiana

Tel: 0208 539 0427

Website: www.ashiana.org.uk

Monday-Friday between 9.30am to 12pm and 1pm to 5pm

About Us

Ashiana started operating in 1989 and specialises in helping Black and Minority Ethnic women, in particular, women from South Asian, Turkish & Iranian communities, aged 16-30 years who are at risk of domestic violence and sexual violence.

Our Services

Ashiana runs three refuges with a total of 20 bed-spaces; two specifically for women aged 16-35 fleeing forced marriage. This multi award winning project is a unique and innovative service, offering specialist support to women and girls affected by forced marriage. We also designate a number of bed-spaces for women with no recourse to public funds.

We offer an advice and support service to women and girls who are experiencing domestic violence/sexual violence, enabling them to make informed decisions and exit violent relationships.

We provide counselling for women and girls affected by domestic violence and sexual violence.

We deliver an education programme for young people in schools across East London aimed at preventing domestic violence and enabling young people experiencing domestic violence to access appropriate services.

We deliver a range of awareness raising workshops for women in the community and training on domestic violence, sexual violence and harmful practices for professionals in the voluntary and statutory sector.

Childline

Tel: 0800 1111

COVID-19 UPDATE – you'll only be able to speak to a counsellor online or on the phone between 9am and midnight. To make sure we can answer everyone who's waiting, you won't be able to join the queue for a 1-2-1 chat after

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.childline.org.uk	<i>10:30pm. After 10:30pm, you'll still be able to call us for free on 0800 1111 up until midnight. You can also send a message from your locker any time, but we won't be able to read this straight away.</i> A 24 hour free confidential helpline for children and young people.
Chinese Information & Advice Centre Tel: 08453 131868 Email: info@ciac.co.uk Website: www.ciac.co.uk	Confidential support for Chinese women who are victims of domestic violence on a range of issues. The specially trained bilingual female volunteers speak English, Mandarin and Cantonese.
The Hideout Website: www.thehideout.org.uk	A website specifically designed for children and young people who are experiencing domestic violence.
Jewish Women's Aid Tel: 0808 8010500 Website: jwa.org.uk	<i>COVID-19 UPDATE: •Our domestic abuse and sexual violence telephone support lines are open as usual, •We are continuing to offer a holistic service for women and girls who need our support, including casework and counselling, •Face to face appointments are being replaced with phone or video calls, other than in very limited cases</i> Jewish Women's Aid is an organisation run by Jewish Women for Jewish women and children who have been subjected to domestic violence. They offer a range of support and information for victims.
Karma Nirvana UK Helpline: 0800 5999 247 Email: info@karmanirvana.org.uk Website: www.karmanirvana.org.uk	<i>COVID-19 UPDATE: The Karma Nirvana helpline will remain open until further government announcements which may change our position. However, we recognise that many victims could be put at further risk so contact to the helpline is still currently available Mon-Fri, 9am to 5pm, via the: Helpline number 08005999247 or Email support@karmanirvana.org.uk</i> Karma Nirvana is an award-winning British Human Rights Charity supporting victims of honour-based abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, we support and work with all victims. We run a national helpline offering direct support and guidance to victims and professionals. Karma Nirvana provides training to the Police, NHS and Social Services. We act as expert witnesses in court, speak out in schools and attend awareness raising events nationally and internationally. In addition, our team lobby

[Domestic Abuse Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

	government and after ten years of campaigning, forced marriage became a criminal offence in 2014.
The Kiran Project Tel: 0208 5581986 Email: kiran.admin@kiranproject.org.uk Website: www.kiranproject.org.uk	The Kiran Project provides safe, temporary accommodation for Asian women and their children escaping domestic violence. It offers confidential advice for women fleeing various forms of abuse including physical, mental and sexual abuse, or from financial exploitation.
Galop – LGBT+ anti-violence charity National LGBT+ Domestic Abuse Helpline Tel: 0800 999 5428 Email: help@galop.org.uk Website: www.galop.org.uk/domesticabuse/	COVID-19 UPDATE – GALOP have suspended all face-to-face services and events. Client based services will be continued remotely. Referrals will still be accepted, however; responses may be slower due to a reduced service capacity. Galop is the LGBT+ anti-violence charity, making life safe, just and fair for LGBT+ people. What Galop Does Galop gives advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. We also support lesbian, gay, bisexual, trans and queer people who have had problems with the police or have questions about the criminal justice system. National LGBT+ Domestic Abuse Helpline Emotional and practical support for LGBT+ people experiencing domestic abuse. Abuse isn't always physical- it can be psychological, emotional, financial and sexual too. Speak out, don't suffer in silence. Opening Times: 10am – 5pm Monday 10am – 5pm Tuesday 10am – 8pm Wednesday 10am – 8pm Thursday 10am – 5pm Friday 1pm – 5pm Tuesday is trans specific service. Online chat: 5pm - 8pm Wednesday 5pm - 8pm Thursday

[Domestic Abuse Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

ManKind Initiative Tel: 01823 334244 Website: www.mankind.org.uk Weekdays 10am to 4pm	Our confidential helpline is available for all men across the UK suffering from domestic violence or domestic abuse by their current or former wife or partner (including same-sex partner). This can range from actual violence or object throwing to mental abuse such as constant bullying or constant insults. We provide both emotional support and practical information. We receive calls from male victims across all age ranges and professions: • From dustmen and doctors to bankers and builders, • From men in their 20s to men in their 80s, • From men across England, Northern Ireland, Scotland and Wales. We welcome calls from mothers, sisters and friends of male victims seeking information. We also receive calls from support organisations, charities and statutory agencies such as local authorities and police forces.
Men's Advice Line Tel: 0808 8010327 Email: info@mensadviceline.org.uk Website: www.mensadviceline.org.uk	A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner). We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers. Our focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk. The Men's Advice Line is open Monday-Friday 9am-5pm.
Muslim Community Helpline Tel: 0208 904 8193 Tel: 0208 908 6715 Website: www.muslimcommunityhelpline.org.uk	The Muslim Community Helpline is a national organisation for women, men, youth and children which was launched in 2007. We began our work as the nationwide Muslim Women's Helpline (1987) but changed status to reflect the growing number of calls from all members of the community. We are here to help and support , whatever your needs, and have trained volunteers with many years of experience on hand five days a week. We aim to provide a listening and emotional support service for members of the community in the United Kingdom.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

National Domestic Violence Helpline Tel: 0808 2000 247 Website: www.nationaldomesticviolencehelpline.org.uk	The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available.
National Centre for Domestic Violence (NCDV) Tel: 0844 8044999 Text: NCDV to 60777 and they will call back Email: office@ncdv.org.uk Website: www.ncdv.org.uk	The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation. Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc) to help survivors obtain speedy protection.
NSPCC Tel: 0808 8005000 Website: www.nspcc.org.uk	A 24 hour free confidential helpline for children and young people.
Respect Phonenumber Tel: 0808 8024040 Email: info@respectphoneline.org.uk Website: www.respectphoneline.org.uk	A confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner. We are a team of skilled professionals offering advice, information and support to domestic violence perpetrators, as well as to their (ex) partners and frontline workers. We are a helpline and email service. Our key focus is to increase the safety of those experiencing domestic violence through promoting effective interventions with perpetrators. The Respect Phonenumber is open Monday-Friday 9am-5pm.
Restored (Ending violence against women) Tel: 02089 437706 Email: info@restoredrelationships.org	We aim to answer two questions of 'where is the Church?' and 'where are the men in the church?' when it comes to ending violence against women. We work with and through the church at international, national, regional and local level providing training and resources to equip churches and its members to respond effectively and appropriately to violence against women.
Southall Black Sisters Helpline Tel: 0208 5710800	Southall Black Sisters provide information, advice, advocacy, practical help, counselling and support to Asian and African-Caribbean women and children experiencing domestic violence.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.southallblacksisters.org.uk	
Women's Aid Tel: 0808 2000247 (National Helpline)	<i>COVID-19 UPDATE – Women's Aid have launched a message service online. Open Monday to Friday, 10:00am - 12:00pm. https://chat.womensaid.org.uk/</i> Provides a refuge for women and their families and advice on housing, legal issues and benefits. The charity also employs child care professionals who can help get your children to and from school safely and arrange free lunches if necessary.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Disability/Additional Needs

Nationwide Services

Action on Hearing Loss (RNID) Website: www.actiononhearingloss.org.uk/	Action on Hearing Loss, known until 2011 by its official title, the Royal National Institute for Deaf People, is a charitable organization working on behalf of the UK's 9 million people who are deaf or have hearing loss.
ADHD+ Support Website: www.adhd-support.org.uk/	To provide information and practical advice and support for those who care for, live with, work with or have ADHD. Dealing with ADHD, ODD/CD, Tourette Syndrome / OCD. Meetings, social events, online services, mentoring etc
British Blind Sport Website: https://britishblindsport.org.uk/	British Blind Sport is a British charity that makes sport and recreational activities accessible to people who are visually impaired. The charity enables blind and partially sighted people to experience the same sporting opportunities as sighted people.
Deafblind UK Website: https://deafblind.org.uk/	Deafblind UK is a national charity supporting people with sight and hearing loss, enabling them to live the lives they want.
Disability Essex Website: www.disabilityessex.org/	To enable people with any disability to control their own lives and enjoy to the full the opportunities which society, the economy and the environment offer.

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

ECL Sensory Service Website: www.eclsensoryservice.org/ecl-sensory-service/	We are a team of sensory specialists delivering services across Essex and beyond. Our aim is to ensure that people can access the correct information, advice and support at the right time, in the right place and in the right way. We achieve this by effectively working in partnership making the best use of local and national resources in order to deliver co-produced high quality services that are focused on prevention, early intervention and maximising independence.
Epilepsy Action Tel: 07513 330749 Website: www.epilepsy.org.uk	Epilepsy Action is the UK's largest epilepsy membership organisation, aiming to support the 600,000 people across the country with the condition, as well as educating the wider public and helping to break down the stigma that still exists about epilepsy. In Essex, our local branches acts as support groups to people with epilepsy, their families and friends, as well as leading the charge in informing and educating the public about the condition.
Grandparents Plus Tel: 03000 337015 Email: info@grandparentsplus.org.uk Website: www.grandparentsplus.org.uk	Grandparents Plus is the national charity which champions the vital role of grandparents and the wider family in children's lives – especially when they take on the caring role in difficult family circumstances. We do this because we want to make children's lives better.
Hearing Dogs Website: www.hearingdogs.org.uk/	Hearing Dogs for Deaf People train hearing dogs who change the lives of deaf adults and children across the UK.
Homestart Website: www.home-start.org.uk/	<u>COVID-19 UPDATE: Home-Start Essex are providing support to our families by phone and via Facetime/Skype. Staff and volunteers are offering to deliver foodbank parcels and medications to families, but this will be subject to staffing and volunteer availability at the time. Hoping to keep Website current with support and advice.</u> Home-Start Essex is a leading family support charity working across Essex to build the confidence and skills of parents/carers to achieve healthy and positive outcomes for children. Our work comprises a long established volunteer home visiting service, offering emotional and practical help to families experiencing difficulties, alongside a range of family groups, well-being programmes, courses and events. Family Groups: We are delivering weekly family groups via online sessions and in some areas, in outdoor spaces, such as a parks. Volunteer Face to face support: Where appropriate volunteers can meet with a family on a weekly basis in an outdoor space. We can also combine this with telephone support if the weather

	conditions make it difficult to meet outside. We are following all Government C19 guidelines for all face to face support. Telephone Befriender: Our professionally trained volunteers offer weekly phone or video calls providing friendship, guidance and a listening ear and to help a family through a difficult time. School Readiness: Volunteers provide an 8 week school readiness course via phone or zoom. Activity packs are provided to families together with online guidance and resources. Wellbeing: Online groups are continuing for parents to maintain their wellbeing, physical and mental health, throughout Essex, alongside our Fitness and Fun and Walk & Talk programmes.
Macular Society Website: www.macularsociety.org/	The Macular Society supports those with Macular Degeneration, their families and their carers; offering counselling and other services.
National Deaf Children's Society Website: www.ndcs.org.uk	The National Deaf Children's Society is the leading charity dedicated to creating a world without barriers for deaf children and young people.
Partially Sighted Society Website: www.partsight.org.uk/	The Partially Sighted Society provides information, advice, training, magnifiers and electronic low vision aids and clear print material for anybody with a visual impairment to help them to make the best use of their remaining sight.
Remap Website: www.remap.org.uk/	Essex Central Panel - Design and make or adapt equipment to help people with disabilities providing it is not available commercially.
Retina UK Website: https://retinauk.org.uk/about/	We support people affected by inherited progressive sight loss and we invest in medical research to ensure that people can lead a fulfilling life. Retina UK was formerly known as RP Fighting Blindness
RAD -Royal Association for Deaf People Website: www.royaldeaf.org.uk/	We recognise that growing up in a hearing world can be challenging for Deaf children. Our programme of events and services have been developed with your child in mind; improving communication, building friendships, increasing access and supporting the development of skills.

[Disability/Additional Needs Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Royal London Society for Blind Children Website: https://www.rsbc.org.uk/	We provide a range of services in London and across England and Wales for blind and partially sighted children and young people, their families, and the professionals who work alongside them.
Royal National Institute of Blind People (RNIB) Website: https://www.rnib.org.uk/	The Royal National Institute of Blind People is a UK charity offering information, support and advice to almost two million people in the UK with sight loss.
Self-Management UK Tel: 03333 455840 Email: hello@selfmanagemnetuk.org Website: selfmanagementuk.org	Self-Management UK will be delivering 60 self-management programmes for approx. 1000 adults and elderly people living with physical and/or mental long-term conditions for all Essex localities, utilising general practice risk stratification to identify suitable patients. The training programmes are endorsed by NHS England and the King's Fund to help people: • Take ownership of their health with greater confidence and empowerment • Facilitate shared decision making with Healthcare Professionals (HCPs) • Choose alternative options to achieve good health than NHS resources Self-management awareness programmes will also be run for 100 HCPs to support clinicians to meet project objectives. Programmes will be delivered close to patient's homes, facilitated by local people who live with long-term conditions who are fully supported trained and mentored to quality framework standards. Many participants become tutors after their programme, contributing to their community and enhancing their personal networks as they lead more positive lives.
Sense Website: www.sense.org.uk	For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential.
Shaw Trust Website: www.shaw-trust.org.uk	Shaw Trust is a national charity helping people, enter work, gain an education, develop their career, improve their wellbeing and rebuild their lives.
Signs of Hope (Caritas)	A Counselling service for Deaf, deafblind or hard of hearing people, or for relatives of Deaf people who would like Deaf-Aware counselling.

Website: www.caritaswestminster.org.uk/deaf-service-signs-of-hope.php	Counselling is available in BSL, SSE, Deafblind Manual Alphabet, hands-on-Signing or spoken English
Talking Newspaper Association Website: www.tnauk.org.uk/	RNIB Newsagent delivers more than 200 popular and best-selling publications in a format to suit you.
Torch Fellowship - Vision for those with sight loss Website: www.torchtrust.org/ Tel: 01268 522476 Email: seagerjohne@yahoo.co.uk Address: Basildon Torch, Sunnymede Chapel, Thynne Road, Billericay, CM11 2HH	Torch Trust is a Christian organisation with a worldwide vision for people with sight loss We do this through offering services and resources to people with sight loss. We provide Christian literature in large print, braille and audio both to buy and through our free lending library. We offer Sight Loss Friendly Christian holidays at our specially designed holiday centre near Brighton. We work with churches, Christian organisations and sight loss professionals offering our experience, training, advice and guidance.
Total Sensory Website: www.totalsensory.co.uk/shop/index.php	We are designers and installers of sensory rooms, soft play rooms and padded rooms.
VICTA Website: www.victa.org.uk/	VICTA supports children and young people who are blind or partially sighted and their families across the UK. If you are the parent of a blind or partially sighted child or young person or you are visually impaired yourself and under the age of 29 then VICTA can help.

[Disability/Additional Needs Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Children & Families Hub Directory of Services

Education

Nationwide Services

Advisory Centre for Education (ACE)

Tel: 0300 0115142

Website: www.ace-ed.org.uk

Normal opening hours: Monday to Wednesday from 10am to 1pm. Term time only

ACE Education Advice & Training is a new organisation that provides independent advice and information for parents on education issues in England. High quality training and consultancy services covering education law and guidance are provided to a wide range of education professionals.

Be Awesome, Go Big - Transition Resources for Year 6 Pupils

Website:

www.hachetteschools.co.uk/landing-page/hachette-schools/be-awesome-go-big-resources-for-year-6/

These resources have been created to prepare Year 6 pupils for the transition to secondary school.

The lessons are based on the books You Are Awesome by Matthew Syed and Go Big by Matthew Burton. Each session will take pupils through some big ideas to help them on their way to secondary school.

Brain Pop

Website: www.brainpop.com

Make Any Room a Classroom.

BrainPOP is here to help you and your curious learners stay informed and on-track.

Free access during COVID-19 school closures.

Tynker

Coding Made Easy - Everything needed to learn computer programming the fun way! Ages 5+

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.tynker.com	<i>Free access during COVID-19 school closures.</i>
OutSchool Website: www.outschool.com	Live Online Classes for Ages 3-18 <i>Some free online resources available during COVID-19 school closures.</i>
Udemy Website: www.udemy.com	The world's largest selection of courses Choose from over 100,000 online video courses with new additions published every month
Beast Academy Website: beastacademy.com	Our interactive online platform guides students through elementary-school math with fun puzzles and problem-solving practice at every step. <i>Reduced price during COVID-19 school closures.</i>
Khan Academy Website: www.khanacademy.org	Online learning resource. <i>Providing remote learning resources and daily learning schedules for children 2 – 18 during COVID-19 school closures.</i>
Creative Bug Website: www.creativebug.com	Online classes and courses in various creative areas, including sewing, knitting, crochet, art, jewellery and quilting. Kids specific courses available! Paid resource but free trial available.
Discovery Education Website: www.discoveryeducation.co.uk	Discovery Education is a trusted partner for schools, supporting them in realising their vision and achieving their goals with curriculum-matched content, professional development solutions and professional networking opportunities. Paid resource but free trial available.
Scholastic – Learn at Home! Website: www.classroommagazines.scholastic.com/support/learnathome.html	Day-by-day projects to keep kids reading, thinking and growing.

[Education Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

ALL-IN-ONE HOMESCHOOL Website: www.allinonehomeschool.com	A COMPLETE, FREE ONLINE CHRISTIAN HOMESCHOOL CURRICULUM FOR YOUR FAMILY AND MINE
Starfall Website: www.starfall.com	Starfall.com® opened in September 2002 as a free public service to teach children to read. Since then it has expanded to include language arts and mathematics for preschool, kindergarten, first grade, second grade, and third grade. Starfall's emphasis on phonemic awareness, systematic sequential phonics, and common sight words in conjunction with audiovisual interactivity has proven effective in teaching emergent readers. Starfall activities are research-based and align with Individual and Common Core State Standards in English language arts and mathematics. The program emphasizes exploration, play, and positive reinforcement—encouraging children to become confident and intrinsically motivated. Starfall is an educational alternative to other entertainment choices for children and is especially effective for special education, homeschooling, and English language development (ELD, ELL, ESL). It is widely used in schools that serve children with special needs and learning difficulties. Our low-cost membership program expands the free content to include animated songs, mathematics, and reading activities spanning K-3. Membership also supports the production of new books, songs, educational games, and movies. The program, provided by the Starfall Education Foundation, a nonprofit organization, was conceived by Dr. Stephen Schutz. As a child, Stephen had difficulty learning to read due to dyslexia. He wanted to create a website with untimed, multisensory interactive games that allow children to see, hear, and touch as they learn.
ABCYA Website: www.abcya.com	ABCya provides over 400 fun and educational games for grades PreK through 6. Our activities are designed by parents and educators, who understand that children learn better if they are having fun. Games are categorized by grade and subject, and cover topics such as multiplication, parts of speech, typing, pattern recognition, and more. We even have games that are just plain fun (and safe) to play! With so much variety, there is sure to be something for kids at all learning levels and styles.

[Education Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Fun Brain Website: www.funbrain.com	Created for kids in grades Pre-K through 8, Funbrain.com has been the leader in free educational games for kids since 1997. Funbrain offers hundreds of games, books, comics, and videos that develop skills in math, reading, problem-solving and literacy.
Splash Brain Website: www.splashlearn.com	The Complete K-5 Math Learning Program Built for Your Child
Storyline Online Website: www.storylineonline.net	Children's books read aloud by celebrities and familiar faces.
PBS Kids Website: www.pbskids.org	Activities and games to help kids play and learn at home.
Highlights Kids Website: www.highlightskids.com	Activities, jokes and games for kids online.
National Geographic Kids Website: www.natgeokids.com	Articles, games and resources for young people to learn at home.
Cool Maths 4 Kids Website: www.coolmath4kids.com	Maths games for kids, teachers and parents.
Unite for Literacy Website: www.uniteforliteracy.com	Online picture books.

[Education Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Literative Website: www.literative.com	Literative is the leading provider of reading material for pre-school, kindergarten and grade 1 students available online. The program is comprised of carefully levelled guided readers, comprehensive phonic activities and a wealth of supplemental reading material which gradually develop a child's reading skills in a sequential and enjoyable manner. Developed and approved by teachers and parents across the United States, Literative is the acknowledged leader in early learning online. All the material is available for free from this site but you need to register.
Science Kids Website: www.sciencekids.co.nz	Science Kids is the home of science & technology on the Internet for children around the world. Learn more about the amazing world of science by enjoying our fun science experiments, cool facts, online games, free activities, ideas, lesson plans, photos, quizzes, videos & science fair projects.
Switch Zoo Website: www.switchzoo.com	Make and Play Make new animals, play animal games, solve animal puzzles, take a guided tour, and join a zoo quest. Teach and Learn Build a biome and an online habitat, play other learning games, read animal facts, get lesson plans. Watch and Listen Listen to music performed by animals, watch a dog's dream, and uncover the Mystery of Switch Zoo.
Seussville Website: www.seussville.com	Explore, watch & play with the world of Dr Seuss.
eLearning for Kids Website: www.e-learningforkids.org	Free and fun digital education for children worldwide.

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Open Learn (Free courses from the Open University) Website: www.open.edu/openlearn/free-courses/full-catalogue	From 1 to 100 hours of learning - discover hundreds of free courses to inspire and inform everyone.
Home Learning UK Website: homelearninguk.weebly.com	'HomeLearningUK' is being led by educators who have come together to offer time and expertise to support colleagues, parents and students in the UK and beyond. In light of the Covid19 pandemic and potential school closure this website is designed to share ideas, solutions, plans and support.
Amazing Educational Resources Website: www.amazingeducationalresources.com	A comprehensive list of Education Companies Offering Free Subscriptions due to School Closings
Kids Activities Blog Website: www.kidsactivitiesblog.com	Parent run blog detailing various activities for children. Currently has recommendations for activities to do whilst self-isolating due to COVID-19, as well as a comprehensive list of educational resources offering free subscriptions, available at: https://kidsactivitiesblog.com/135609/list-of-education-companies-offering-free-subscriptions/
Learning by Questions Website: www.lbq.org	With hundreds of scaffolded Question Sets covering basic understanding through fluency, reasoning and problem solving leading to mastery, you can develop classes with mixed abilities and stretch every pupil.
BBC Bitesize Website: www.bbc.co.uk/learning/coursesearch	From 20 April, you'll be able to access regular daily lessons in English and Maths, as well as other core subjects, in an expanded version of our website and also on special programmes broadcast on BBC iPlayer and BBC Red Button. We've worked with our colleagues in other parts of the BBC and education experts from around the UK to make sure everyone who needs it can access learning resources during this uncertain time. You can also expect some of it to be delivered by well-known faces.

[Education Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Future Learn Website: www.futurelearn.com	Get access to high quality learning wherever you are, with online courses, programs and degrees created by leading universities, business schools and specialist organisations.
Seneca Learning Website: www.senecalearning.com	Join 3,000,000 students using Seneca as the most fun way to learn at KS2, KS3, GCSE & A Level. And it's free!
Blocky Games www.blockly.games	Learn computer programming skills - fun and free.
TED Ed Website: www.ed.ted.com	All sorts of engaging educational videos
Duolingo Website: www.duolingo.com	Learn languages for free. Web or app.
Gojimo Revision Website: www.gojimo.com	Gojimo Revision is the free app that helps you pass exams. Access over 40,000 practice questions for free. 28 GCSE subjects (AQA, CCEA, Edexcel, OCR, WJEC) 20 A Level subjects (AQA, CCEA, Edexcel, OCR, WJEC) 11+ and 13+ Common Entrance Ireland's Junior Certificate USA's SAT, ACT and APs

[Education Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

	South African Matric Gojimo allows you to: Download quizzes for offline use Track your progress, strengths and weaknesses Check off each topic as you learn it
Revision Buddies Website: www.revisionbuddies.com	Revisionbuddies.com can provide short bursts of revision for many GCSE topics and tracks progress too. It even allows the pupils to access past papers and mark schemes.
Twinkl Website: www.twinkl.co.uk	The trusted home of teacher-created planning and assessment materials and teaching resources! Perfect for inside and outside the classroom.
DK Find Out Website: www.dkfindout.com	Educational activities and quizzes for children
Scratch Website: www.scratch.mit.edu	Creative computer programming for children!
Toy Theatre Website: www.toytheater.com	Educational online games

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Mystery Science Website: www.mysteryscience.com	Free science lessons
The Kids Should See This Website: www.thekidshouldseethis.com	Wide range of cool educational videos
Crash Course Website: www.thecrashcourse.com	You Tube videos on many subjects
Crash Course Kids Website: www.youtube.com/user/crashcoursekids	As above for a younger audience
Crest Awards Website: www.crestawards.org	Science awards you can complete from home.
iDEA Awards Website: www.idea.org.uk	Digital enterprise award scheme you can complete online.

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Paw Print Badges Website: www.pawprintbadges.co.uk	Free challenge packs and other downloads. Many activities can be completed indoors. Badges cost but are optional.
Tinkercad Website: www.tinkercad.com	All kinds of making.
Prodigy Maths Website: www.prodigygame.com	Is in U.S. grades, but good for UK Primary age.
Cbeebies Radio Website: www.bbc.co.uk/cbeebies/radio	Listening activities for the younger ones.
Nature Detectives Website: www.naturedetectives.woodlandtrust.org.uk/naturedetectives	A lot of these can be done in a garden, or if you can get to a remote forest location!
British Council Website: www.britishcouncil.org/school-resources/find	Resources for English language learning

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Oxford Owl for Home Website: www.oxfordowl.co.uk/for-home	Lots of free resources for Primary age
Big History Project Website: www.bighistoryproject.com/home	Aimed at Secondary age. Multi-disciplinary activities.
Geography Games Website: www.world-geography-games.com/world.html	Geography gaming!
The Artful Parent Website: www.facebook.com/artfulparent/	Good, free art activities
Red Ted Art Website: www.redtedart.com	Easy arts and crafts for little ones
The Imagination Tree Website: www.theimaginationtree.com	Creative art and craft activities for the very youngest.

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Employment

Nationwide Services

National Careers Service

Tel: 0800 100900

Website: nationalcareersservice.direct.gov.uk

The National Careers Service provides information, advice and guidance to help you make decisions on learning, training and work opportunities. The service offers confidential and impartial advice. This is supported by qualified careers advisers.

[Read More...](#)

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

Nationwide Services

National Family Mediation

Website: www.nfm.org.uk

Telephone: 0300 4000 636

Email: general@nfm.org.uk

Address: National Family Mediation,
1st Floor, Civic Centre, Paris St,
Exeter EX1 1JN.

Family mediation typically involves the couple attending a series of face to face meetings. And the discussions are facilitated by a professional, trained mediator.

If you face divorce or separation, and don't know which way to turn, family mediation can help. That's because it can enable you to sort arrangements for children, property, finance and other important matters.

Family mediation is open to anybody affected by family breakdown including separation, divorce and dissolution of civil partnership.

Mediation is also available to other family members. Grandparents may be having difficulties over contact arrangements, for example. And step-parents can use the process if they would like to support their new partner.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

Nationwide Services

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

Nationwide Services

BBC Children in Need – Emergency Essentials Programme

Tel: **01904 550011**

Email:
emergencyessentials@familyfundsolutions.co.uk

Website:
www.familyfundsolutions.co.uk/emergency-essentials

Please note: all applications must be made by a registered referrer.

BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances and is delivered by Family Fund Business Services. The programme provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to child's wellbeing.

Who can we help?

- Vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency.
- UK or EU citizens who are normally resident in the UK.

Applications must be completed by a registered referrer who is part of an organisation that is supporting the family or young person and capable of assessing their needs. The referrer's organisation should also be able to administer and supervise the grant on our behalf.

Family Fund Business Services has to work within specific criteria whilst aiming to provide a flexible grant programme to assist those most in need. Please read our guidelines before applying.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Buttle UK Tel: 02078 287311 Email: info@buddleuk.org Website: www.buddleuk.org	Buttle UK is named after Frank Buttle, a remarkable man whose hard work and personal sacrifice helped to establish our grant programmes, which have been helping children and young people in need across the UK since 1953. We do this by providing practical solutions that give children a fighting chance in life. Direct support is based on individual need, either to overcome immediate crisis or ensure the best possible chance of a successful education. A grant could be for a bed so a child no longer has to share with a sibling, and has a better night's sleep to help them concentrate in class. Or to fund a place at boarding school for a 13 year old with alcoholic parents, where they can get the structure and support missing at home. We also look at more strategic ways to improve the life chances of those we help, by influencing opinion formers, policy makers and practitioners. We do this through research projects, as well as initiatives like our Quality Mark for Care Leavers in Further and Higher Education. Through all this work our goal is to give more children and young people living in poverty the power to shape their own future. Find out what help is available
Freecycle Website: uk.freecycle.org	This is a website where people give and get free items in their towns in an effort to keep good things out of landfills.
The Money Advice Service Tel: 0300 5005000 Website: www.moneyadviceservice.org.uk	Free, unbiased money advice.
National Debtline Tel: 0808 8084000 Website: www.nationaldebtline.org	Debt advice.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Payplan Tel: 0800 2802816 Tel (for Mobiles): 0207 7608980 Email: Via Website Website: www.payplan.com	Payplan offers a fresh approach to dealing with financial difficulties. We are proud to be the UK's largest provider of free debt solutions, including free debt management plans and Individual Voluntary Arrangements or IVAs.
The Salvation Army Click for Local Church Information Website: www.salvationarmy.org.uk	The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people are given respect and access to the practical, social and spiritual support they need to realise their God-given potential and recover their personal dignity.
Turn2us Tel: 0808 8022000 Email: info@turn2us.org.uk Website: www.turn2us.org.uk	Turn2us is a free service that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations. Our website can help you find financial support, quickly and easily, based on your circumstances. It features a free and easy to use Benefits Calculator, Grants Search and other information and resources. • Benefits Calculator • Grants Search

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

Nationwide Services

National Homelessness Advice Service (NHAS) Website: www.nhas.org.uk/ Contact form available on the website.	Service for <u>Professionals</u> to gain advice on Housing. Offers free high-quality housing advice service for professionals. Essex is registered - all services are free. They have webinars on Homeless Reduction Act and whole range of housing issues. There is a consultancy line – accessed by webchat, enquiry form or telephone. Trained advisers will give you written response to complex housing queries
The Mix Tel: 0808 808 4994 Website: www.themix.org.uk/housing	The Mix provides Essential support for under 25s Coping with housing problems can be stressful but we're here to help.
Shelter Tel: 0808 800 4444 Email: info@shelter.org.uk Website: shelter.org.uk	Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing. Shelter provides free, confidential advice to people with all kinds of housing problems through our online housing information and our face to face local services.
The Salvation Army Click for Local Church Information Website: www.salvationarmy.org.uk	The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people are given respect and access to the practical, social and spiritual support they need to realise their God-given potential and recover their personal dignity

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

Nationwide Services

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Legal

Nationwide Services

Bar Pro Bono Unit Website: www.barprobono.org.uk	The Bar Pro Bono Unit is a charity which helps to find pro bono (free) legal assistance from volunteer barristers. Read More...
Civil Legal Advice (CLA) Tel: 0345 3454345 Website: www.gov.uk/civil-legal-advice	Get free and confidential legal advice in England and Wales if you're eligible for legal aid. Read More... CHECK IF CALLER CAN GET LEGAL AID HERE
Family Rights Group Tel: 0808 8010366 Website: www.frg.org.uk	FRG provides free, confidential independent telephone and e-mail advice to family members who are involved with the local authority on the care of a child. Read More...
Grandparents' Legal Centre Tel: 0843 2897130 Website: grandparentslegalcentre.co.uk	Specialist legal advice for grandparents, including local authority responsibilities and other issues affecting kinship carers.
The Law Society Tel: 02073 205650 Website: solicitors.lawsociety.org.uk	Use the Law Society's website or phone the number above to find a solicitor in your area who is accredited in children law.
LawWorks Clinics Network Website: www.lawworks.org.uk	If you have a problem and need legal advice to resolve it, you may be able to get help from a legal adviser or an organisation which specialises in your problem. The LawWorks Clinics Network provides free initial advice to individuals on various areas of social welfare law including employment law, housing matters, consumer disputes, debt and welfare rights.

[Legal Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

	The clinics are for people who are not eligible for legal aid and cannot afford to pay for a lawyer. For an initial consultation with a solicitor please click here to find your local clinic
NYAS Tel: 0808 8081001 Email: help@nyas.net Website: www.nyas.net	NYAS is a UK charity providing socio-legal services. We offer information, advice, advocacy and legal representation to children, young people and vulnerable adults through a network of dedicated paid workers and volunteers throughout England and Wales. Helpline Children & Vulnerable Adult Services Legal Services
Rights of Women Tel: 0207 2516575 TypeTalk Service Available for deaf/hard of hearing Website: rightsofwomen.org.uk	Rights of Women is a voluntary organisation committed to informing, educating and empowering women concerning their legal rights

[Legal Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Socially Alienated

Nationwide Services

Childline Tel: 0800 1111 Website: www.childline.org.uk	A 24 hour free confidential helpline for children and young people.
NSPCC Tel: 0808 8005000 Website: www.nspcc.org.uk	A 24 hour free confidential helpline for children and young people.
The Salvation Army Click for Local Church Information Website: www.salvationarmy.org.uk	The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people are given respect and access to the practical, social and spiritual support they need to realise their God-given potential and recover their personal dignity.
The Samaritans Tel: 01245 357357 (Local Helpline) Tel: 08457 909090 (National Helpline) Website: www.samaritans.org	The Samaritans offer a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There is someone to talk to 24 hours a day. Calls made to the national helpline are charged at local call rates from anywhere in the country.

[Lonely/Isolated/Socially Alienated Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Children

Nationwide Services

Childline Tel: 0800 1111 Website: www.childline.org.uk	A 24 hour free confidential helpline for children and young people.
Help for Hoarders Website: www.helpforhoarders.co.uk	Help for compulsive hoarders and their families.
NSPCC Tel: 0808 8005000 Website: www.nspcc.org.uk	A 24 hour free confidential helpline for children and young people.
Mind Website: https://www.mind.org.uk/	<i>COVID-19 Update – Mind have added guidance for young people struggling with their mental health through the COVID-19 pandemic.</i> https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus/coronavirus-and-your-wellbeing/ We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding.
The Mix Tel: 0808 808 4994 Website: www.themix.org.uk/mental-health	Understanding mental health can be tricky but The Mix is here to make sure you don't have to do it alone. Whether you're worried about your mental health, or someone else's, we have everything you need to know about mental health, from anxiety and depression to self care and counselling.

Papyrus Tel: 01925 572 444 Website: https://papyrus-uk.org/	The work we do centres around three key principles; Support Equip and Influence. SUPPORT: We provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through our helpline, HOPELINEUK. EQUIP: We engage communities and volunteers in suicide prevention projects and deliver training programmes to individuals and groups. This includes equipping local councils, healthcare professionals and school staff with suicide prevention skills. INFLUENCE: We aim to shape national social policy and make a significant contribution to the local and regional implementation of national suicide prevention strategies wherever we can. Our campaigning comes from our passion as individuals, parents, families and communities who have been touched personally by young suicide. We press for change in many places using hard-hitting and dynamic campaigns as well as presenting evidence to those in power so that lessons can be learned and learning implemented to help save young lives.
The Samaritans Tel: 01245 357357 (Local Helpline) Tel: 08457 909090 (National Helpline) Website: www.samaritans.org	The Samaritans offer a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There is someone to talk to 24 hours a day. Calls made to the national helpline are charged at local call rates from anywhere in the country.
Young Minds Helpline Tel: 0808 8025544 (Parents Helpline) Tel: 0207 0895050 (General Enquiries) Email: parents@youngminds.org.uk (For Parents)	COVID-19 update: Young Minds have added help and advice for young people who are self-isolating or social distancing https://youngminds.org.uk/blog/looking-after-your-mental-health-while-self-isolating/ Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. We also provide expert knowledge to professionals, parents and young people through our Parents' Helpline, online resources, training and development, outreach work and publications.

Email:

ymenquiries@youngminds.org.uk

(General Enquiries)

Website: www.youngminds.org.uk

[Mental Health \(Children\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

Nationwide Services

Atrium

Tel: 01702 332857

Email: info@atriumclinic.co.uk

COVID-19 - Are you getting calls from parents with concerns and worries due to the coronavirus epidemic? Are they struggling to cope with family life?

Now they can call Atrium - no referral required - to access a FREE one-off group session to supplement the NHS, Local Government and charity service offers.

- **Free One-Off Virtual Group session with senior psychologists and psychotherapists for your parents – daytime and evening sessions available - to support coping skills during these difficult times.**

Atrium has been working with the NHS for over 20 years providing psychological services delivered by qualified primary care and early intervention family specialists to those in need.

www.atriumclinic.co.uk

Atrium's renowned wellbeing services have been delivering positive outcomes for clients for 20 years.

We are committed to working with our NHS partners, the independent and voluntary sectors, communities and families to ensure an experience of seamless care. How we support you is decided by you and based on the changes you want to make. We believe you know yourself best and will work with you to help harness your strengths and move forward with the tools to deal independently with future struggles.

Education Support

Website:

www.educationsupport.org.uk

COVID-19 Update: We have produced mental health resources for teachers, lecturers and support staff dealing with the Covid-19 crisis. These are the topics which have been highlighted as especially difficult (Anxiety, Grieving, Isolation, Supporting Education Staff).

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 08000 562 561

We're here for you. We will listen. We can help. www.educationsupport.org.uk/coronavirus-support

We are the only UK charity dedicated to improving the health and wellbeing of the entire education workforce.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

Nationwide Services

Grandparents Plus National helpline number: 0300 123 7015 Email: advice@grandparentsplus.org.uk Website: https://www.grandparentsplus.org.uk	Grandparents Plus supports kinships carers -including grandparents and other relatives raising children who aren't able to live with their parents. They offer a specialist advice service as well as local support groups and an online network.
Netmums Website: www.netmums.com	Drop in Clinic Our Drop in Clinic is the online equivalent of a Baby Clinic. We run it with the help of Unite/CPHVA and help about 700 mums each month. Mums post about a wide variety of topics from suffering with PND or with a child with special needs, to day to day concerns regarding parenting, their relationships and coping with life in general. One of our trained Health Visitors will be online Monday to Friday from 7.30pm to 9.30pm every evening. Visit Drop in Clinic Here Online Courses • Helping with Depression • Parenting Course • Better Together Relationship Course • Making Mums Happy • Pregnancy Course • Diet and Fitness
CEOP – ThinkUKnow	

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website:

www.thinkuknow.co.uk/professionals

Toolkit for using the Thinkuknow website - thinkuknow.co.uk - as an engaging learning resource for young people aged 11 and over. Aims to help young people to develop confident, healthy approaches to sex, relationships and the internet; to identify any negative behaviour they encounter, and respond resiliently; to find out where to access advice, guidance and help on these issues.

Children & Families Hub Directory of Services

Safeguarding

Nationwide Services

[Safeguarding Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

Nationwide Services

Children & Families Hub Directory of Services

Sexual Abuse/CSE

Nationwide Services

Childline Tel: 0800 1111 Website: www.childline.org.uk	A 24 hour free confidential helpline for children and young people.
Lucy Faithfull Foundation Helpline Tel: 0808 1000 900 Internet Services: 01372 847160 Website: www.lucyfaithfull.org.uk	The Lucy Faithfull Foundation (LFF) is the only UK-wide child protection charity dedicated solely to reducing the risk of children being sexually abused. We work with families that have been affected by sexual abuse including: adult male and female sexual abusers; young people with inappropriate sexual behaviours; victims of abuse and other family members.
NSPCC Tel: 0808 8005000 Website: www.nspcc.org.uk	A 24 hour free confidential helpline for children and young people.
PACE (Parents Against Sexual Exploitation) Tel: 0113 2405226 Email: Via Website Website: www.paceuk.info	Pace works alongside parents and carers of children who are – or are at risk of being – sexually exploited by perpetrators external to the family. We offer guidance and training to professionals on how child sexual exploitation affects the whole family. For Parents Pace is a unique resource that helps parents to understand what is happening to their child and how parents are the prime agents in helping their child exit exploitative relationships. Read More...

[Sexual Abuse CSE Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

	For Professionals Pace has a long history of working collaboratively with the police and social services and looks forward to further cooperation with more agencies. We offer training and guidance as well as accept referrals from those working with affected families who could benefit from independent parent support. Read More... Keep them safe: an interactive CSE learning tool Keep them safe is a free online learning tool from Pace and Virtual College which has been accessed by more than 29,000 parents and professionals (as of March 2016). Read More...
Parents Protect Website Tel: 0808 1000900 (Stop it Helpline) Email: help@stopitnow.org.uk Website: www.parentsprotect.co.uk	This website is an information and resources website which aims to raise awareness about child sexual abuse, answer questions and give adults the information, advice, support and facts, they need to help protect children. If you want to ask a question or talk through any issues or concerns, call the Stop it Now! Confidential, Freephone helpline on 0808 1000 900. The helpline is available from 9am-9pm Monday to Thursday and 9am-5pm Fridays. Alternatively you can contact us for help and advice via email.
Look At Me – Teens, Sexting and Risks Report Website: https://www.internetmatters.org/about-us/sexting-report-look-at-me	A glimpse of digital relationships today for young people This briefing paper – part of a series from The Cybersurvey – details both who shares nudes and why. It goes on to explore an ecology of related risks sharers encounter. Drawn from an anonymous sample of young people in schools across the country, here is a profile of life today as a young person. For some teens, technology enables and facilitates relationships without harm, but others suffer intensely. This complexity is a challenge when teaching online safety.
Survivors UK Tel: 0203 5983898 Email: info@survivorsuk.org Website: www.survivorsuk.org	Help for men who have been sexually abused or raped
Synergy Essex Tel: 0300 0037777 Email: support@synergyessex.org.uk Website: synergyessex.org.uk	Synergy Essex is the partnership of Essex Rape Crisis Centres and provides support and information to anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. You can call us and speak to a First Contact Navigator to find out more about our services or you can contact our centres directly.

	Services offered across Essex include: • One-to-one sexual violence counselling and emotional support for adults and children, supporters and carers • Independent Sexual Violence Advisers and specialist advocacy • Training and consultancy
Web based support for Parents and Young people	www.thinkuknow.co.uk website that deals with internet safety and online child protection. There is an area for children and parents based upon age and understanding. www.internetmatters.org This is funded by internet companies and gives parents an idea on how to protect their children when they are using internet enabled devices. There are also articles on topics such as online grooming, cyberbullying and also information on e-safety. www.ceop-police.uk The Child Exploitation and Online Protection Centre (CEOP) works across the UK tackling child sex abuse and providing advice for parents, young people and children. Any concerns around online abuse can be reported on the site. www.nspcc.org UK Information for parents about how to keep children safe. www.childnet.com Childnet's mission is to work in partnership with others around the world to help make the internet a great and safe place for children. We work directly with children and young people from the ages of 3 to 18 on a weekly basis, as well as parents, carers, teachers and professionals, finding out about their real experiences online, and the positive things they are doing as well as sharing safety advice. digizen.org The Digizen website provides information for educators, parents, carers, and young people. It is used to strengthen their awareness and understanding of what digital citizenship is and encourages users of technology to be and become responsible DIGItal citiZENS. It shares specific advice and resources on issues such as social networking and cyberbullying and how these relate to and affect their own and other people's online experiences and behaviours. www.saferinternet.org.uk Welcome to the UK Safer Internet Centre, where you can find e-safety tips, advice and resources to help children and young people stay safe online.

[Sexual Abuse CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

Nationwide Services

AL-ANON Family Groups & ALATEEN

Tel: **02074 030888**

Email: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

Address: **57B Great Suffolk Street,
London. SE1 0BB**

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

For some of our members, the wounds still run deep, even if their loved one may no longer be a part of their lives or have died. We believe alcoholism affects the whole family, not just the drinker.

- [What is Al-Anon?](#)
- [What is Alateen?](#)
- [Meetings](#)

Frank

Tel: **0300 1236600**

Text: **Your question and FRANK to
82111**

Email: [Via Website](#)

Website: www.talktofrank.com

Talk to Frank offers advice and information on drug related issues

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

Nationwide Services

Childline

Tel: **0800 1111**

Website: www.childline.org.uk

A 24 hour free confidential helpline for children and young people.

NSPCC

Tel: **0808 8005000**

Website: www.nspcc.org.uk

A 24 hour free confidential helpline for children and young people.

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Young Carer

Nationwide Services

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seek/Refugee

Mid Essex

Citizens Advice Bureau - Braintree

Address: Collingwood Road, WITHAM, CM8 2DY

Website: www.bhwcab.org.uk
Website: www.citizensadvice.org.uk
Tel: 0344 4994719

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizens Advice Bureau - Chelmsford

Address: Burgess Well House, Coval Lane, CHELMSFORD, CM1 1FW

Website: www.chelmsfordcab.org/
Website: www.citizensadvice.org.uk
Advice Line: 03444 111 444

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

[Asylum Seeker/Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau – Maldon Address: Council Offices Princes Road, MALDON, CM9 5DL Website: www.citizensadvice.org.uk/maldoncab Website: www.citizensadvice.org.uk Email: bureau@maldoncab.cabnet.org.uk Tel: 01621 875774	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Children & Families Hub Directory of Services

Bereavement/Loss

Mid Essex

Farleigh Hospice

Tel: 01245 457300
 Fax: 01245 457333
 Email: info@farleighhospice.org
 Website: www.farleighhospice.org
 Address: North Court Road,
 Chelmsford, Essex. CM1 7FH

COVID-19 UPDATE - rleigh is working on the frontline, caring for people living with a life-limiting illness and supporting the NHS and the mid-Essex community through the COVID-19 pandemic. We have adapted our services to ensure we can care and support the 667 patients we know are coming to the end of their life in the mid Essex community, along with their families, carers and our NHS partners.

Farleigh Hospice offers bereavement support to adults, children and young people across mid Essex, regardless of whether or not their loss is related to a patient of the Hospice.
[Bereavement Support](#)

The J's Hospice

Tel: 01245 475474
 Email: info@thejshospice.org.uk
 Website: www.thejshospice.org.uk
 Address: 36A Church Street, Great
 Baddow, Chelmsford, Essex. CM2
 7HY

COVID-19 UPDATE - Important Update from Havens Hospices - 16th June 2020
Regular face-to-face respite, social and activity services at The J's have now been suspended. This is because those families are all in the most vulnerable categories defined by the government and should be adopting the stay at home principles.
We are looking at ways of offering virtual support to families such as music or play therapy sessions via zoom.
Staff from The J's may be redeployed to Little Havens or Fair Havens as we will need more staff to care for more children and adults.

We are sorry that we have had to take this action but need to protect our patients, their families and our own staff so that the hospice can continue to provide care throughout this difficult time.

The J's provides tailored nursing, respite and end of life care, advice and advocacy, emotional care, bereavement support and a range of activities for the young adult and their family in the comfort and security of their own home. Our aim is to help young adults to live their life to the full, however short.

[Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• About the J's Hospice
Re-new Counselling Tel: 01245 359353 Email: sycamore@renew-us.org Website: www.renew-us.org Address: Sadler's House, 2 Legg Street, Chelmsford, Essex. CM1 1AH	What we Do COVID-19 UPDATE – Reopening for face-to-face work <i>Renew will be reopening for face-to-face counselling from Monday 6 July 2020. Click here for information on how we will be keeping you safe.</i> <i>Telephone support is available to anyone who needs it, including existing clients and those who have not worked with us before. You can find out more in our post here.</i> <i>Thanks to funding from Essex County Council, we are offering online support to families, couples and young people. Find out more here.</i> Adults – www.renew-us.org/adult Children – www.renew-us.org/children Young People – www.renew-us.org/young-people Schools – www.renew-us.org/schools

[Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

Mid Essex

FAST (Families and Schools Together)

Tel: 01787 374246

Email: fast@bulmer-st-andrews.essex.sch.uk

Website: www.fast.eschools.co.uk/website/home/8761

Schools supported:

Belchamp St Paul, Bulmer St Andrews, Colne Engaine, De Vere, Gosfield, Kelvedon St Mary, Richard de Clare, Ridgewell, St Andrews Halstead, St Andrews Gt Yeldham, St Giles Gt Maplestead, St John the Baptist Pebmarsh, St Margarets Toppesfield, St Peters Coggeshall, St Peters Sible Hedingham, Stanley Drapkin Steeple Bumpstead.

Our criteria are that children need to be attending one of the schools on our list. They don't need to live within the catchment area - just attend. Our referrals come from schools/direct from families/GP's/other services etc. We are a team of trained Family Support Workers, dedicated to early intervention and preventative work. Many families run into difficulties from time to time – it's part of the stresses and strains of modern family life.

- Domestic and relationship breakdowns
- Bereavement
- Anxiety and stress
- Anger management
- Parenting problems and behaviour
- Self-esteem...the list is endless, and common to all communities!

We offer ...

- Direct work: We aim to improve social and emotional well being in children in school and at home. We can offer help and support with behaviour, school attendance and other issues. This could be through an individual or group-work approach with children, young people, parents and families.
- Drop-ins: one to one sessions with parents at their local school offering signposting and information.
- Signposting: we can help you access further services.
- Information: support and advocacy for all.

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Home-Start Essex

Tel: 01245 847410

Email: info@home-startessex.org.uk

Website: www.home-start.org.uk

COVID-19 UPDATE: Home-Start Essex are providing support to our families by phone and via Facetime/Skype. Staff and volunteers are offering to deliver foodbank parcels and medications to families, but this will be subject to staffing and volunteer availability at the time. Hoping to keep Website current with support and advice.

Home-Start Essex is a leading family support charity working across Essex to build the confidence and skills of parents/carers to achieve healthy and positive outcomes for children. Our work comprises a long established volunteer home visiting service, offering emotional and practical help to families experiencing difficulties, alongside a range of family groups, well-being programmes, courses and events.

Family Groups: We are delivering weekly family groups via online sessions and in some areas, in outdoor spaces, such as a parks.

Volunteer Face to face support: Where appropriate volunteers can meet with a family on a weekly basis in an outdoor space. We can also combine this with telephone support if the weather conditions make it difficult to meet outside. We are following all Government C19 guidelines for all face to face support.

Telephone Befriender: Our professionally trained volunteers offer weekly phone or video calls providing friendship, guidance and a listening ear and to help a family through a difficult time.

School Readiness: Volunteers provide an 8 week school readiness course via phone or zoom. Activity packs are provided to families together with online guidance and resources.

Wellbeing: Online groups are continuing for parents to maintain their wellbeing, physical and mental health, throughout Essex, alongside our Fitness and Fun and Walk & Talk programmes.

Children & Families Hub Directory of Services

Children's Health Services

Mid Essex

Mid Essex CCG

Tel: 01245 398750

Email:
meccg.safeguarding@nhs.net

Address: Wren House, Hedgerows
Business Park, Colchester Road,
Chelmsford, Essex, CM2 5PF

Health Visiting Teams

Tel: 0300 247 0014

Website:
www.essexfamilywellbeing.co.uk

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of Mid Essex.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch. Full details, including locations of all our Family Hubs and their affiliated Healthy Family Teams are shown below.
Provide – Speech & Language Therapy – Children's Tel: 01245 546313 or 01245 546335 Fax: 01245 546331 Website: www.provide.org.uk	COVID-19 UPDATE – In response to the outbreak and following the latest government guidance we are reviewing how we deliver all our services, and will be stopping all but the most clinically essential face to face appointments. Our services are currently reviewing their lists and we will update our service users if this will affect them. Where possible alternative ways of delivering care or supporting people will be put in place, but as our capacity changes we will, out of necessity, suspend delivery of some services completely. We provide family-centred support for children, of pre-school and primary school age, which have difficulties with speech, language, communication and feeding. Our Children's Speech & Language Therapy Service Explained
School Nurses (5-19 Children's Public Health Teams) Tel: 0300 247 0014 Website: www.essexfamilywellbeing.co.uk	All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of Mid Essex. School nurses in Essex operate in schools across the county, delivering health advice and support to school-aged children and young people. The team give children and young people in Essex's schools, colleges and academies access to a school nurse 52 weeks a year. How can we help? Working together with schools, we: • Participate in national campaigns and initiatives e.g. national child measurement programme • Promote healthy lifestyles • Support and give advice to young people with medical conditions, to ensure they access the whole curriculum and are not disadvantaged • Give school staff the information they need to support children with health concerns • Deliver the national childhood immunisation programme • Provide drop-in sessions for young people to talk about any health or wellbeing concerns

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- Work with children and young people who have complex medical needs

We normally work from 9am until 5pm; however, we'll do our best to make ourselves available to you outside of these hours.

What happens next?

The school nursing service accepts self-referrals through school drop-ins by the young person themselves.

Children and young people can also be referred by parents and carers.

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

Mid Essex

Braintree District Council Tel: 01376 552525 Email: csc@braintree.gov.uk Website: www.braintree.gov.uk	COVID-19 UPDATE – All Council-owned buildings are closed to the public until further notice. We will continue to provide you with the latest guidance, information and updates on our services. Community safety advice
Chelmsford City Council Tel: 01245 606606 Website: www.chelmsford.gov.uk	COVID-19 UPDATE – Updates on individual services are available at www.chelmsford.gov.uk/coronavirus Community safety advice
Maldon District Council Tel: 01621 854477 Email: contact@maldon.gov.uk Website: www.maldon.gov.uk	COVID-19 UPDATE - Further to the very latest Government advice regarding the Coronavirus COVID-19, the Council offices have closed with immediate effect (24 March). Please DO NOT visit or send mail to the Council offices in Princes Road. Instead please contact us using our online forms and if the matter is extremely urgent by telephone on 01621 854477. Please ensure that any payments are made online or using our automated telephone line 01621 212410 only as we are unable to guarantee that cheque payments will be processed. Thank you for your understanding at this challenging time. Community safety advice
Mid Essex Youth Offending Team Tel: 01245 358092 Fax: 01245 358337 Email: yot.chelmsford.ecc@essex.gov.uk	The aim of Essex Youth Offending Service (YOS) is to work with children and young people who have offended and to help prevent them getting into further trouble. We achieve this by working together with young people and their parents or carers, the victims of crime and other agencies and organisations in the local community.

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Address: Suite 2, Empire House, Victoria Road, Chelmsford, Essex. CM1 1PA	
Ormiston at HMP Chelmsford Tel: 01245 552452 Website: www.ormiston.org Address: 200 Springfield Road, Chelmsford, Essex. CM2 6LQ	<i>COVID-19 UPDATE - We are continuing to run our services as best we can for families who need us but the way we do it might look a bit different at the moment. Our families and the people we support as always remain our priority during this difficult time.</i> Our friendly team at HMP Chelmsford will do all they can to help you and your family with their visit to the prison. We organise regular children's visits too so that children can visit their relative in a more family-friendly environment. We also run an accredited parenting course for fathers in prison. Our staff can also help with family liaison and work with other Ormiston teams to provide support to families in their homes, schools, children's centres and in their communities.

Children & Families Hub Directory of Services

Domestic Abuse

Mid Essex

Braintree Advice Services Partnership

Tel.: 03337 778087

Email: enquiries@brainteeasp.org.uk

collaborative partnership helping to support people and provide advice to communities around debt, housing, employment, DV



Next Chapter

Referral Process

Complete referral form and send to referrals@thenextchapter.org.uk

or

Telephone: 01206 500585/761276

Address: PO Box 40, Colchester CO1 2XJ

Website : www.thenextchapter.org.uk

COVID-19 UPDATE: As part of our commitment to individuals experiencing domestic abuse and their families who are worried about them - we're doing our very best to make sure that we are always available to respond and help. Your safety and wellbeing is of paramount importance to us and we are prioritising our services in relation to safety and support above everything else.

The way we offer our support might look a little different at the moment as we work to keep our staff well & healthy so that they can continue providing services.

We have taken the following decisions with everyone's safety and wellbeing in mind:

- We have paused our group-work (Freedom programmes & Healthy Relationships groups) for the foreseeable future until the government guidance changes to support the reintroduction of gatherings and the removal social distancing.
- In discussion with our partner agencies we have taken our staff out of community locations for the foreseeable future until government guidance changes.
- We are offering telephone support to our clients, focusing on safety and support.
- Our Refuges remain open and taking referrals for any vacancies we may have.

What do we do?

Refuge:

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Crisis Accommodation for women and children experiencing domestic abuse and at risk of harm

Recovery Refuge:

Our recovery refuge offers a housing solution for women who are experiencing domestic abuse along with other influences of using drug or alcohol as way coping with the trauma experienced.

Resettlement Worker:

Supporting service users moving on from refuge accommodation, to assist with sustaining a tenancy, signposting to activities within the community.

Community Support:

Emotional, physical & practical support for women, men and children in the local authority area of Colchester, Tendring, Braintree, Maldon, Chelmsford and Uttlesford

Hospital Support:

Children's Services for Refuge Accommodation Service Users
Pre-school, Children's support work/parenting support/play therapy

Counselling:

Our counselling service offers 1:1 person centred sessions for both refuge and community service users.

Group-work (provided in community settings):

Freedom Programme, The Care Programme (Parenting), Money Matters (priority/non-priority debts)

Referral Criteria:

Refuge – any women and their children (boys up to age of 16) at risk of harm from domestic abuse.

Community – men, women and their children living in the local authority areas suffering from domestic abuse that require support

You and Me, Mum

A Next Chapter Programme

Next Chapter are excited to be offering a new programme in addition to their current services. We believe that we need to work with both parent and child to strengthen and stabilise their relationship following domestic abuse and the Children, Young Persons and Family Service are delighted to be

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)



Tel: 01206 761276 option 3 or 07495 408308

Email: jocelynvb@thenextchapter.org.uk

offering a programme that does just that.

You and Me, Mum is a twelve-week programme that has been designed to support mothers and their children to recover from their experiences of domestic abuse together. The sessions will help mothers to understand how violence and abuse affects them as a parent, gain an understanding of the effects of abuse on their children and provide strategies to strengthen the mother and child relationship.

Mother and child groups run in parallel therefore recovering together. Parent groups are weekly for two hours and will be made up of 8 to 10 participants. The children's groups will be offered according to age – infants 5 – 8 years old and juniors 9 to 12 years old and will last for up to two hours. During the programme, parents will have the opportunity to see what the children are doing in their sessions and will be supported to gain insight into their child's progress. Mothers will need to be attending the parent group if they wish their child to be in the children's group.

The programme will be offered in line with the academic year – so one course per term. Our programme will start Autumn Term 2020.

ELIGIBILITY CRITERIA

We know that every child is different, every family is different and every situation different. We want to ensure we have the right family in the right service at the right time. To be eligible for this programme we require:-

- Perpetrator is not in the home
- At least three months cessation of abusive relationship
- Mother not in MARAC or considered high risk
- Children are not under Children's Social Care
- Support needs of the child/ren are linked to the domestic abuse in some way
- Family are in secure accommodation

Families that are going through Family Court or have CAFCASS involvement will need to be assessed on a case by case basis as one to one work may be more appropriate.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Disabilities/Additional Needs

Mid Essex

Action For Family Carers

Tel: 01621 851640

Fax: 01621 874817

Email: enquiries@affc.org.uk

Website: www.affc.org.uk/services/young-carers

Address: Brickhouse Farm, Poulton Close,
Maldon Essex. CM9 6NG

COVID-19 UPDATE - Action for Family Carers is actively monitoring the situation as it develops and is following current public health information and advice. Following the latest government advice (23rd March) we have suspended all face to face events and activities for the time being. If you or the person you look after is feeling unwell with symptoms similar to those associated with coronavirus please look for information on the NHS website and NHS 111 online and follow their advice. We recognise that this is an especially difficult time for Carers and their families across Essex . At the present time most of our support is being provided over the phone including via our countywide Essex Befriends service: www.essexbefriends.org.uk. We rely on volunteers so please contact us if you are able to help in any way. We continue to take calls on 0300 770 80 90 however we would advise emailing us on care@affc.org.uk or using Contact Us on this website.

Young Carers are children as young as five years old, and any young person aged under 18, whose life is restricted in some way because they look after someone else on a regular basis.

There are approximately 10,000 Young Carers in Essex and 700,000 across the UK. They may be the main Carer, or provide partial care for their mother, father, brother, sister or other family member due to mental or physical illness, old age or disability.

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• One-to-one support sessions in school giving Young Carers the opportunity to talk confidentially to somebody who understands. • Practical support such as providing support in meetings with teachers to explain why, for example, they have fallen behind with their homework. • Informal drop-in groups where Young Carers can meet others in the same situation and access information and advice. • Information on how to access Respite Clubs in the local area where Young Carers can meet other young people in the same situation. • Raising awareness of Young Carers to both staff and students through PSHE lessons, assemblies and Teacher Training.
Citizens Advice Bureau - Braintree Collingwood Road, WITHAM, CM8 2DY www.bhwcab.org.uk 0344 4994719 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Citizens Advice will be closing face to face Services in their offices from Mon 23 March. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau - Chelmsford Burgess Well House Coval Lane CHELMSFORD Essex CM1 1FW http://www.chelmsfordcab.org/ 03444 111 444 Advice Line Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizens Advice Bureau – Maldon Council Offices Princes Road MALDON Essex CM9 5DL http://www.citizensadvice.org.uk/maldoncab bureau@maldoncab.cabnet.org.uk bureau@maldoncab.cabnet.org.uk 01621 875774 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Crossroads Care Braintree District & Chelmsford (Young Carers) Address: 8 Witham Rd, Cressing, Braintree CM77 8PB Tel: 01376 529985 www.braintreecrossroadscare.org.uk	Young carers are children who care or help care for someone who may have a physical or learning disability, a long-term illness or mental illness. They may have help with their caring role, or they may be the sole carer. Young Carers Club offers support to young carers from the age of 8 to 18 in their caring role, giving them a break whilst also giving them a chance to experience activities that they may not normally have the opportunity to take part in.
First Stop Centre Tel: 01376 346535 Address: 29 Bocking End, Braintree CM7 9AE www.facebook.com/firststopcentre	One stop organisation for the disadvantaged of Braintree, Essex and the surrounding communities. It serves the Braintree community and it's surrounding area's; From Maldon, Witham, Halstead, Chelmsford, Dunmow and all of the surrounding villages First Stop works with people who are disadvantaged, in a non-judgemental way, in order to improve their lives. All the staff respect confidentiality, equal opportunities and practice in a non-judgemental manner. It encourages awareness of rights and responsibilities to promote independence with support. First Stop offers services, such as counselling and anger management, that they would otherwise not be able to access and our education services can help anyone, from those who cannot read at all to those who want to improve their literacy, numeracy and IT skills. Their

	aim is to relieve the condition of disadvantaged persons in mid-Essex experiencing difficulties with homelessness, joblessness, substance misuse, physical and mental health and related problems, learning disabilities by the provision of support services, to assist such persons in maintaining normal relationships with and within the community in which they reside.
Maldon & District Vision Impaired Club Tel: 01621 842 854 / 01621 842727 Address: Plantation Hall, Colchester Road, Maldon, CM9 4AL	A small friendly social group for people with varying degrees of visual impairment. Meet on the 1st & 3rd Thursday of each month. Varied programme of entertainment. Tea, coffee & cakes are served.
Provide – Speech & Language Therapy – Children’s Tel: 01245 546313 or 01245 546335 Fax: 01245 546331 Website: www.provide.org.uk	COVID-19 UPDATE – In response to the outbreak and following the latest government guidance we are reviewing how we deliver all our services, and will be stopping all but the most clinically essential face to face appointments. Our services are currently reviewing their lists and we will update our service users if this will affect them. Where possible alternative ways of delivering care or supporting people will be put in place, but as our capacity changes we will, out of necessity, suspend delivery of some services completely. We provide family-centred support for children, of pre-school and primary school age, which have difficulties with speech, language, communication and feeding.
Alphabake Cookery Email address: team@alphabakecookery.co.uk Phone number: 07906 158895 Website: www.alphabakecookery.co.uk Operational locations: Braintree	AlphaBake are passionate about bringing families together over a delicious dinner or tasty treat and have made it their mission to help people of all ages and abilities to get hands-on in the kitchen, and discover a love of cooking that will last for life. Cracking eggs, making dough and making a mess – it’s all part of the learning experience. Cooking classes for Learning Disabilities – SEN: Alphabake Cookery regularly run workshops through charities, such as Mencap, helping students with learning disabilities to also experience and enjoy cooking. Cooking can be used as a sensory experience for those who are less able or mobile. It can also be used to help improve motor skills and co-ordination. With the understanding and support of experienced tutors, Alphabake Cookery deliver relaxed workshops in a supervised and safe environment. By preparing simple, healthy recipes every student gets to experience a range of different tastes and learn vital kitchen skills.

	Private sessions are also on offer for people who find it difficult working in a group environment.
Ark Centre Email address: admin@thearkcentre.org Phone number: 07542 925633 Website: www.thearkcentre.org	Who the service provides for: For families who have children with a diagnosis of Autistic Spectrum Disorder and/or communication difficulties The Ark Centre in Chelmsford, Essex, opened in June 2015, offering an unrivalled multidisciplinary therapy for children between 2 – 8 years old who have an autism diagnosis or complex social and communication difficulties. We have a dedicated team of therapists focused on unlocking your child's potential through behavioural, speech and language and occupational therapy. This early intervention approach is delivered through fun and play with 1:1 support in a social context. Our therapists use the following techniques to inform their practice; - Verbal Behaviour (VB), Applied Behaviour Analysis (ABA) and Positive Behaviour Management. - Makaton, PECS, Talktools, Augmentative and Alternative Communication (Proloquo2go) - Intensive interaction - Full sensory integration therapy and Therapeutic Listening' We offer between 3 and 5 sessions for 50 weeks of the year and limit the intake to 8 children at the centre in any one session.
Discovery Club Email address: slambert@columbusschoolandcollege.org Phone number: 01245 491492 ext.445 Website: www.columbusschoolandcollege.org Address: Columbus School and College, Oliver Way, Chelmsford, CM1 4ZB	Discovery Club Holiday Clubs, after school club, youth club and Saturday club for children with profound and multiple learning difficulties, Autism, complex health needs and life-limiting conditions. Holiday clubs operate in the school holidays, after school and youth clubs in term time providing activities including swimming, cooking, arts and crafts, sensory and trips out. Saturday club is a chance for children to enjoy swimming, sensory sessions, ball park and play opportunities in a caring and safe environment, parents or carers need to stay with their children at these sessions. Who the service provides for: - Holiday club is for 3-19 years. - After school club is for 11-16 years. - Youth club is 16-24 years. - Saturday club is for families.

	Hours of operation: - Holiday Club, 9.30am to 3.30pm - After school club 3.30pm to 6pm (Thursdays) - Youth club 6pm to 9pm (Thursdays) - Saturday club 1.30pm to 4.30pm term time
Hamelin Trust – Clubs Email address: clubs@hamelintrust.org.uk Phone number: 01277 651266 Website: www.hamelintrust.org.uk Operational locations: Basildon, Castlepoint, Chelmsford, Rochford	Hamelin Trust is an Essex based charity offering a diverse range of person centred support to children, young people and adults with disabilities and their families. Challenge Club Ages 12-25 Mondays during term time, 3.30pm-7.30pm Learn new skills, make friends and take up a new challenge. Fun activities such as bowling, football, computer games and art and craft activities. A light tea is provided. Local school pick-ups available. Sunday Chill Ages 10-18 Two Sundays per month, 11.45am-4.45pm A small, unique and friendly club for children and young people with sensory and complex needs, who enjoy a quiet and relaxing environment. It gives young people the opportunity to make friends and have fun. A light lunch and refreshments are included. Family Play Sessions Ages 0-5 and 6-11 years Tuesdays during term time, 1.00pm-3.00pm & 3.30pm-5.50pm (respectively) There are plenty of activities, including: outdoor play, soft play area, arts and crafts, messy play and a sensory room. Siblings welcome and refreshments provided. Who the service provides for: Individual clubs provide for ages between 0-25 How the service is accessed: £3.50 for family drop in sessions, £5.00 for all other clubs
MiLi Holiday Club Email address: milichelmsford@gmail.com	MiLi Holiday Club provides a safe place for young people to meet up with old friends or make new friends with similar interests. MiLi Club is very person-centred and will provide a stimulating activity or a relaxed atmosphere. Activities can include Arts & Crafts, Sport, Team Games, Quizzes, Films, Local Walks, Park, Town, Relaxation with Music, Beauty etc. The

Phone number: 07598 199284 or 07707 520630 Operational locations: Chelmsford	choice will always be the young person's whether to join in or sit back and watch. MiLi Club understand how difficult socialising can be for some people. Supervised and supported by people with over 30 years' experience working with young people. Experience includes Pastoral, Autism (including those with PDA), Cerebral Palsy, Down Syndrome, Epilepsy and Anaphylaxis. MiLi Club is all-inclusive of drinks, snacks, lunch and activities. There is an all-inclusive charge of £40 per day. Who the service provides for: Ages 16 – 25 years with Moderate Learning Difficulties Hours of operation: Holiday Sessions only - including Summer, October Half-Term, Christmas, February Half-Term and Easter. 10am - 4pm
Nurture in Nature Dramatherapy Email address: nurtureinnaturedramatherapy@gmail.com Phone number: 07732 818397 Operational locations: Braintree, Uttlesford	Dramatherapy, a type of psychotherapy, can support children and young people with issues and needs. Nurture in Nature dramatherapy provides creative, non-direct approach to therapy which supports children and young people with issues and traumas. Nature in nurture offers 1:1 or group dramatherapy with a qualified dramatherapist who specialises in working with children, young people and families. The therapy is tailored to a specific aim or need and sessions are led by the child, using creative tools such as games, role plays and art to work through issues. Who the service provides for Nature in Nurture dramatherapy supports children aged 0-25 and their families, specialising in: • Social, emotional mental health issues such as ASD and ADHD. • LAC and adopted children • Bereavement • Trauma- both physical and emotional Hours of operation Tuesdays, Wednesdays and Thursdays
Torchlight Phone number: 01376 559630 Operational locations: Braintree	Torchlight is a club for young people with special needs and provides stimulating and entertaining activities. Who the service provides for The session caters for young people with special needs aged 9 – 18 years old.

Address: Carousel Centre, Chapel Hill, Braintree, CM7 3QZ	Hours of operation Mondays 7.00 - 9.30pm
Upwards With Downs Email address: upwardswithdowns@hotmail.com Phone number: 07733392064 Website: www.upwardswithdowns.co.uk	Upwards with Downs is a Harlow based registered charity no 1158649. We offer support and guidance to people with Down Syndrome along with their families. We support new mums after diagnosis, either in hospital or at home and give support to pregnant mums after being given the diagnosis prenatally, in order to make an informed choice. By working alongside health care professionals, educational specialists and offering social evenings such as our monthly discos, we aim to ensure that both children and adults with Down Syndrome are well supported to reach their full potential in life. Who the service provides for: Anybody with Down Syndrome of all ages, as well as giving support to family members.

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Education

Mid Essex

[CLICK HERE FOR MID ESSEX PRIMARY SCHOOLS DIRECTORY](#)
[CLICK HERE FOR ESSEX SECONDARY SCHOOLS DIRECTORY](#)

Missing Education & Child Employment

Tel: 03330 139944

Email:

ME&CE.mid@essex.gov.uk

Advice for Schools, professionals and parents who have any queries regarding School Attendance, Home Education, or Child Employment and Entertainment .

Provide – Speech & Language Therapy – Children’s

Tel: 01245 546313 or 01245 546335

Fax: 01245 546331

Website: www.provide.org.uk

We provide family-centred support for children, of pre-school and primary school age, which have difficulties with speech, language, communication and feeding.

[Our Children's Speech & Language Therapy Service Explained](#)

Red Balloon Learner Centres – Braintree Serving Mid & North Essex

Tel: 07823 556842

Email: louise.miller@rbair.org.uk

Website: redballoonlearner.co.uk

COVID-19 UPDATE - Students studying with Red Balloon of the Air continue to receive their lessons and therapy online. However, face-to-face sessions in Milton and Danbury have been suspended. In addition, Mentor home visits have largely been replaced by online or telephone sessions. Phone lines, IT support and safeguarding procedures continue as normal.

We are able to offer a safe learning environment to young people who have been bullied to the extent that they cannot attend school, and are missing out on their education.

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We work with local authorities and a range of other statutory and voluntary agencies that support children and young people. If you are a parent / carer or you work in these fields and know of a child or young person aged 10 - 17 who is missing from education because they are bullied, then please contact us.
Re-new Counselling Tel: 01245 359353 Email: sycamore@renew-us.org Website: www.renew-us.org Address: Sadler's House, 2 Legg Street, Chelmsford, Essex. CM1 1AH	COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can. Adults – www.renew-us.org/adult Children – www.renew-us.org/children Young People – www.renew-us.org/young-people Schools – www.renew-us.org/schools

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Employment

Mid Essex

Citizens Advice Bureau - Braintree

Collingwood Road, WITHAM, CM8 2DY

www.bhwcab.org.uk

0344 4994719

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Citizens Advice will be closing face to face Services in their offices from Mon 23 March. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizens Advice Bureau - Chelmsford

Burgess Well House Coval Lane
CHELMSFORD
Essex
CM1 1FW

<http://www.chelmsfordcab.org/>

03444 111 444 Advice Line

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

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[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Citizens Advice Bureau – Maldon Council Offices Princes Road MALDON Essex CM9 5DL http://www.citizensadvice.org.uk/maldoncab bureau@maldoncab.cabnet.org.uk bureau@maldoncab.cabnet.org.uk 01621 875774 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Jobcentre Plus Braintree Tel: 0800 0556688 (New Benefit Claims) Tel: 0345 6043719 (General Enquiries) Address: The Old Post Office, Fairfield Rd, Braintree, Essex. CM7 3HA	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand Benefit and employment advice
Jobcentre Plus Chelmsford Tel: 0345 6060234 Address: 88 New London Road, Chelmsford, Essex. CM2 0PD	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Benefit and employment advice
Jobcentre Plus Witham Tel: 0345 6043719 Address: 2-3 Freebournes Court, Witham, Essex. CM8 2BL	<i>COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand</i>
	Benefit and employment advice

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

Mid Essex

Parenting Together

Tel: 01992 555172

Email: parentingtogether@hertfordshire.gov.uk

Website:

www.parentingtogethersupportprogramme.org.uk

COVID-19 UPDATE - The providers of the Parenting Together Support Programme are continuing to offer therapeutic help by switching from face-to-face therapy to video based sessions until the current emergency is over. We've switched to online referrals ONLY at this time

Please see the [Countywide page](#) for more information.

Relate

Tel: 01245 676930

Email: enquiries@relatelnene.org.uk

Website: www.relate.org.uk

Address: Chelmsford Relate

Parkside Community Hub, Melbourne Avenue,
Chelmsford CM1 2DX

COVID-19 UPDATE - Relate has increased the availability of our highly trained counsellors to support everyone's relationships during this unprecedented time. More details about our Live Chat, telephone and webcam counselling services can be found here. Following the government's latest advice on COVID-19, most of our face-to-face services are temporarily closed.

Lockdown, although protecting us, has resulted in many families, couples, individuals and children struggling with mixed emotions about what the future holds. Being in close proximity with others for any period of time can be difficult, feelings can surface that aren't easy to deal with. If you're feeling depressed, worried, lonely, frustrated, angry or grieving we are here to support you. We will listen and help you find ways to make changes or find solutions to feel stronger and able to cope.

We make no judgements, our role is to support, provide useful information and help you make positive changes to your life and relationships.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Appointments available: 9am-9pm Monday-Friday and 9am-5pm on Saturdays

We're the UK's largest provider of relationship support, and every year we help over a million people of all ages, backgrounds and sexual orientations to strengthen their relationships. Find out more about what we do and how we can help you here. [Read More...](#)

Re-new Counselling

Tel: 01245 359353

Email: sycamore@renew-us.org

Website: www.renew-us.org

Address: Sadler's House, 2 Legg Street, Chelmsford, Essex. CM1 1AH

COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can.

Adults – www.renew-us.org/adult

Children – www.renew-us.org/children

Young People – www.renew-us.org/young-people

Schools – www.renew-us.org/schools

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

Mid Essex

Braintree

Acorn Delivery Site, Halstead

Tel: 0300 247 0014

Website:

www.essexfamilywellbeing.co.uk/centre/acorn-family-hub

Address: Old School Hall, Beridge Road, Halstead, Essex, CO9 1JH

Carousel Family Hub, Braintree

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/carousel-family-hub

Address: Chapel Hill, Braintree, Essex, CM7 3QZ

Harlequin Delivery Site, Witham

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/harlequin-family-hub

Address: Spa Road, Witham, Essex, CM8 1NA

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of Mid Essex.

Each website contains a calendar of classes and activities held at each site.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Seesaw Outreach Site, Braintree

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/seesaw-family-hub

Address: Lancaster Way, Braintree, Essex, CM7 5UL

Silver End Delivery Site

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/silver-end-family-hub

Address: Silver End Village Hall, Broadway, Silver End, Essex, CM8 3RQ

Chelmsford

Chelmsford Central Family Hub

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/chelmsford-central-family-hub

Address: Chelmsford Library, Market Road, Chelmsford, Essex, CM1 1QH

Chelmsford West Delivery Site

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/chelmsford-west-family-hub

Address: Dixon Avenue, Chelmsford, Essex, CM1 2AQ

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Chetwood Delivery Site, South Woodham Ferrers

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/chetwood-family-hub

Address: Shirebourn Vale, Off Gandalf's Ride, South Woodham Ferrers, Essex, CM3 5ZX

Maldon

Dengie Delivery Site, Burnham on Crouch

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/dengie-family-hub

Address: Ormiston Rivers Academy, Southminster Road, Burnham-on-Crouch, Essex. CM0 8QB

Maldon Family Hub

Tel: 0300 247 0014

Webpage:

www.essexfamilywellbeing.co.uk/centre/maldon-family-hub

Address: Maldon Library, Carmelite Way, Maldon, Essex. CM9 5FW

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

Mid Essex

Braintree Area Foodbank Tel: 01376 330694 Email: info@braintreearea.foodbank.org.uk Website: braintreearea.foodbank.org.uk Areas Covered: Braintree, Halstead, Witham	About the Foodbank Network Locations & Opening Times
Braintree District Council Tel: 01376 557882 Email: benefits@braintree.gov.uk Website: www.braintree.gov.uk Address: Causeway House, Braintree, Essex. CM7 9HB	COVID-19 UPDATE - All Council-owned buildings are closed to the public until further notice. We will continue to provide you with the latest guidance, information and updates on our services. Benefits & debt advice
Citizens Advice Bureau - Braintree Collingwood Road, WITHAM, CM8 2DY www.bhwcab.org.uk 0344 4994719 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau - Chelmsford Burgess Well House Coval Lane CHELMSFORD Essex CM1 1FW http://www.chelmsfordcab.org/ 03444 111 444 Advice Line Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau – Maldon Council Offices Princes Road MALDON Essex CM9 5DL http://www.citizensadvice.org.uk/maldoncab bureau@maldoncab.cabnet.org.uk bureau@maldoncab.cabnet.org.uk 01621 875774 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Baby Stuff Braintree

We are open 1st and 3rd Thursdays of the month 9-30 to 11.30 am, during which time a playgroup also runs. We are at the Carousel Family Hub, Chapel hill, Braintree, CM7 3QZ. Donations can be dropped off at that address Monday to Friday 9-5.

We are “BabyStuffBraintree” a small independent charity in Braintree, working in conjunction with Barnado’s and Virgin Care. We provide free 0-5 clothes and equipment for parents / carers in need in the Braintree area.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

Mid Essex

Braintree District Council

Tel: 01376 557882

Email: housing@braintree.gov.uk

Website: www.braintree.gov.uk

Address: Causeway House, Braintree,
Essex. CM7 9HB

COVID-19 UPDATE - All Council-owned buildings are closed to the public until further notice. We will continue to provide you with the latest guidance, information and updates on our services.

Housing information & advice

Chelmsford Borough Council

Tel: 01245 606606

Website: www.chelmsford.gov.uk

COVID-19 UPDATE – please see www.chelmsford.gov.uk/coronavirus

Housing information & advice

Citizens Advice Bureau - Braintree

Collingwood Road, WITHAM, CM8 2DY

www.bhwcab.org.uk

0344 4994719

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau - Chelmsford Burgess Well House Coval Lane CHELMSFORD Essex CM1 1FW http://www.chelmsfordcab.org/ 03444 111 444 Advice Line Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> . COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau – Maldon Council Offices Princes Road MALDON Essex CM9 5DL http://www.citizensadvice.org.uk/maldoncab bureau@maldoncab.cabnet.org.uk bureau@maldoncab.cabnet.org.uk 01621 875774 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Greenfields Community Housing	COVID-19 UPDATE – Please see www.greenfieldsch.org.uk/coronavirus-advice

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 01376 535400 Website: www.greenfieldsch.org.uk Areas Covered: Braintree, Halstead, Witham.	Greenfields is a Community Gateway Association based in the Braintree District, Essex. About Greenfields
Maldon District Council Tel: 01621 854477 Email: contact@maldon.gov.uk Website: www.maldon.gov.uk	COVID-19 UPDATE - Further to the very latest Government advice regarding the Coronavirus COVID-19, the Council offices have closed with immediate effect (24 March). Please DO NOT visit or send mail to the Council offices in Princes Road. Instead please contact us using our online forms and if the matter is extremely urgent by telephone on 01621 854477. Please ensure that any payments are made online or using our automated telephone line 01621 212410 only as we are unable to guarantee that cheque payments will be processed . Thank you for your understanding at this challenging time. Housing information & advice
Moat Tel: 0300 3230011 Email: customer@moat.co.uk Website: www.moat.co.uk	COVID-19 UPDATE – Please see www.moat.co.uk/news-and-views/2020/march-2020/corona-virus Moat is a housing association employing over 300 people and providing affordable homes in thriving communities for people in the South East. For over forty years, we've delivered high quality general needs homes for affordable rent, retirement housing, and independent living, and we have a strong affordable home ownership offer. Read More...
Nacro Bartletts Parent and Child Tel: 01245 351336 Address: 2a Coval Avenue, Chelmsford, Essex. CM1 1TF Chelmsford & Maldon Single Homeless Tel: 01245 505882 Address: 134 New Writtle Street, Chelmsford, Essex. CM2 0RR Mental Health Service – Mid Essex Tel: 01376 331170	Nacro provides homes for people and supports them to keep stable living arrangements. Nacro Bartletts Parent and Child provides supported housing to 16-25 year olds in the Chelmsford area who are homeless single parents with a child/children or pregnant. Nacro's Chelmsford & Maldon Single Homeless Project provides supported housing to 16-25 year olds in the Chelmsford area who are homeless. The projects provide support and temporary accommodation for up to 2 years, preparing users for a more permanent, independent accommodation in the community. Nacro Mental Health Service - Mid Essex is a supported housing project for single people in Braintree and the surrounding area who have experiences mental health and who may also have social problems.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Address: 5 Julien Court Road, Braintree, Essex. CM7 9BN Website: www.nacro.org.uk Please see website for email contact form	The project provides temporary accommodation with support that aims to maximise an individual's independent living skills, preparing them for more permanent accommodation in the community.
Peabody (Formerly Family Mosaic) Tel: 0800 28 888 83 Email: efsco-ordinator@peabody.org.uk Website: www.peabodycareandsupport.org.uk/essex-outreach-support/	COVID-19 UPDATE: <i>Now only able to offer phone support & advice. Across Essex have a skeleton staff who will be delivering food parcels to customers when needed, home visits for anyone who is housebound will continue. However, this is depending on staff and customer health at the time. Mostly staff will be working from home offering a phone service, this will be taking referrals and daily contact with customers already in support. Any issues contact area managers</i> Area Managers: <i>BASILDON – Jacqui Osborne – Jacqui.osborne@peabody.org.uk – 07824569695</i> <i>CASTLEPOINT, ROCHFORD & RAYLEIGH – Sue Jenkins – susan.jenkins@peabody.org.uk – 07798741983</i> <i>BRENTWOOD, EPPING, HARLOW – Laura Kemsley (covering for Kerry Moss) laura.kemsley@peabody.org.uk – 07976929982</i> <i>CHELMSFORD – Scott Lloyd – scott.lloyd@peabody.org.uk – 07508875463</i> <i>TENDRING – Gavin Cowling – gavin.cowling@peabody.org.uk – 07773574563</i> <i>MALDON, BRAINTREE & UTTLESFORD – Denise Scrivener – denise.scrivener@peabody.org.uk – 07852554722</i> <i>COLCHESTER – Adam Waller-Toyne – adam.waller-toyne@peabody.org.uk – 07946890260</i> Please see the Countywide Housing Concerns Page for more information.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

Mid Essex

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Legal

Mid Essex

[Legal Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Socially Alienated

Mid Essex

Re-new Counselling

Tel: 01245 359353

Email: sycamore@renew-us.org

Website: www.renew-us.org

Address: Sadler's House, 2 Legg Street,
Chelmsford, Essex. CM1 1AH

COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can.

Adults – www.renew-us.org/adult

Children – www.renew-us.org/children

Young People – www.renew-us.org/young-people

Schools – www.renew-us.org/schools

[Go to Lonely/Isolated/Socially Alienated Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Children

Mid Essex

FIF Funded Project

Kids Inspire
Children's Society and Southend YMCA
(joint project)

Email: earlysupport@kidsinspire.org.uk

Website: www.kidsinspire.org.uk

Telephone: 01245 348707, or 07908 829550

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

For more information see the [Countywide Mental Health page](#).

FIF Funded Project

GROUP WORK

Kids Inspire

Children's Society and Southend YMCA
(joint project)

Email: fifreferrals@childrenssociety.org.uk

Tel: 01245 493400 or 01245 493311

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

For more information see the [Countywide Mental Health page](#).

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Re-new Counselling

Tel: 01245 359353 / 07958 076001

Email: sycamore@renew-us.org

Website: www.renew-us.org

Address: Sadler's House, 2 Legg Street,
Chelmsford, Essex. CM1 1AH

COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can.

Who is it for?

We work with any school-age child.

How can counselling help my child?

Children's social development and progress at school can be severely affected by emotional problems.

These may include:

- Anger and aggression.
- Anxiety and worries.
- Persistent sadness.
- Low confidence.
- Difficulties in friendships and family relationships, or becoming withdrawn.

Difficulties may be triggered by events such as:

- Family conflict.
- Parental separation.
- Bereavement.
- Bullying at school.
- The effects of trauma, abuse and neglect.
- or there may be no clear 'reason' for the problem.

We can help young people with:

- Identity issues.
- Panic and anxiety attacks and stress.
- Feeling angry and 'out of control' with their anger.
- Dealing with the after-effects of parents splitting up.
- Experiencing bullying.
- Self-harm.
- Recovery from abuse or other kinds of trauma.
- Anxiety and sexuality.

- Feeling depressed and suicidal.

....and lots of other issues – some young people just need to talk.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

Mid Essex

North Essex Crisis Line Chelmsford,
Maldon and Braintree

Tel: 0330 726 0130

Mind - South East and Central Essex

Tel: 01702 601123

Email: office@seandcessexmind.org.uk

Website: www.seandcessexmind.org.uk

COVID-19 UPDATE - We have ceased our open door policy at the Jubilee Centre and all staff not designated as being essential workers are no longer attending the office. We are working hard to offer support and appointments for existing clients who we feel will be at risk of harm should their existing appointments be cancelled. No new clients will be offered face to face or group support. All staff continue to follow the advice given by Public Health England to minimise the risk of spreading the virus and are following Public Health England advice at all times. All fundraising events and training courses have been cancelled or postponed until further notice. Participants will be contacted and refunds issued as required. If you are holding an online fundraiser, please feel free to get in touch via fundraising@seandcessexmind.org.uk. Whilst we have needed to postpone events and face to face services to protect our clients, staff and volunteer team and our community, we would like you to know that you can contact us by messaging our Facebook page or emailing office@seandcessexmind.org.uk and we will look to help you with any concerns or questions you may have around keeping mentally well during these unprecedented times.

Our mission is to ensure everyone susceptible to or experiencing mental health issues is given all the help, support and guidance needed to enable them to cope more easily and effectively and to intervene as early as possible to ease the situation for those people and their families. Our aims are to:

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	- To change outcomes for those we work with. - To help more people. - To become more organisationally effective. Upholding our values are paramount to us. We will always operate in a professional and non-judgemental way in order to minimise stigma and fear of mental ill health. We will always respect others and not discriminate based on race, creed, colour, sex, language, religion, political or other opinion, national or social origin, birth or other status, disability, age, marital and family status, sexual orientation, gender identity, health status, place of residence, economic or social factors. We will be compassionate towards everyone we come into contact with and will deliver our services with honesty, professionalism and accountability within a framework of a sustainable business model. Services include: - Drop ins - Individual support (Counselling & talking therapies) - Peer support - Supported Housing - Trauma Programme
Mid and North Essex Mind Tel: 01206 764600 Email: enquiries@mnessexmind.org Website: www.mnessexmind.org	<i>COVID-19 UPDATE: Mid and North Essex MIND are offering telephone counselling -01206 764 600. Online mental health support can be accessed by anyone living in Mid Essex experiencing symptoms of stress, anxiety or depression and anyone living with a chronic illness. Each user will be allocated modules tailored to their needs which they can complete in their own time with the help of our Silver cloud supporters. More information https://mnessexmind.org/how-we-can-help/help-for-adults/silvercloud/</i> We believe no one should have to face a mental health problem alone. That's why we are here for you. Whether you're stressed, depressed or in crisis, we'll listen, give you support and advice and we'll push for a better deal and respect for everyone experiencing a mental health problem. We work with children from the age of 5 and adults of all ages. Some people use our services for only a little while and others might need help for longer.
Health in Mind - Mid Essex IAPT Tel: 01376 308704 Email: midessex.iapt@nhs.net Website: www.northessexiapt.nhs.uk/mid-essex	Health in Mind provides access to a wide range of talking therapy treatments for adults with common mental health problems. Health in Mind is part of Hertfordshire Partnership University NHS Foundation Trust in partnership with Mid and North East Essex Mind and Chelmsford Counselling Foundation. Health in Mind is part of the national initiative Improving Access to Psychological Therapies (IAPT).
Live Well Link Well	Live Well Link Well is a free and confidential social prescribing service that provides practical or emotional support of a non-medical nature.

Website:

www.midessexccq.nhs.uk/livewell/live-well-link-well

Tel: 0300 303 9988 (Monday to Friday from 8am to 7pm)

Email livewell.linkwell@nhs.net

Our team, of friendly Live Well Link Well workers work in partnership with GP surgeries across mid Essex. They will give you time, and can help you to access appropriate support within the local community which will:

- Help you make positive changes to your personal wellbeing.
- Identify and link you into appropriate support in the community.
- Assist you in developing personal goals focussed on what matters to you.

Live Well Link Well can help you to access support with the following

- Healthy living
- Weight management
- Lifestyle advice
- Maintaining physical and mental wellbeing
- Supporting independence] mobility and equipment
- Looking after someone
- Getting out and about
- Home adaptations
- Money worries
- Social inclusion

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

Mid Essex

**Essex Child and Family Wellbeing
Service**

Website:

www.essexfamilywellbeing.co.uk

For full information on local services, please see the website.

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding

Mid Essex

Mid Essex Hospital Safeguarding Children Team

Website: www.meht.nhs.uk/patients-and-visitors/safeguarding-adults-children/safeguarding-children

Dr Manas Datta
Named Doctor for Safeguarding Children
Ext 3260

Sue Wright
Named Nurse Safeguarding Children and Young People
01245 514728
Pager : # 6400 896

Diane Roberts
Named Midwife for Safeguarding Children
01245 515167
Mobile 07887 636751
Fax : 3103

Tracey Samuels
Specialist Midwife for Vulnerable Women
01245 513351
Mobile 0777 6453442
Fax : 3103

Kelly Doran
Safeguarding Burns Specialist Nurse
01245 362000
Pager #6555 3539

[Safeguarding Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Julie Payne (CCG) Accident Reduction Specialist 01245 514286 Karleigh Marsh Safeguarding Children Liaison Officer 01245 514286
NSPCC Website: www.nspcc.org.uk	Organisation centered around keeping children safe from abuse.

[Safeguarding Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

Mid Essex

[Sensory Needs Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse/CSE

Mid Essex

C.A.R.E (Children at Risk of Exploitation)

Telephone: 01245 493311

Email: CSE.referrals@childrenssociety.org.uk

Website: www.childrenssocietyeast.org.uk

Address: CSE Lead, 114 Springfield Road, Chelmsford, Essex. CM2 6LF

COVID-19 UPDATE – The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

www.childrenssocietyeast.org.uk/care

The CARE team provides specialist support to children and young people aged 8-24 years who are victims, or at risk of Child Sexual Exploitation (CSE) across Essex.

Methods of service delivery include:

- **One to one intensive support**

Individual therapeutic work with children and young people to provide support and understanding to ensure they receive a needs led service, helping them to move forward, increase their emotional wellbeing and keep them safe.

- **Targeted group work sessions**

Young people identified to be at risk of child sexual exploitation will have access to our 8 week targeted therapeutic group work provision.

- **Positive activities**

A positive activities programme led by young people will develop social skills and confidence.

- **Parenting support**

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Advice and guidance for parents and carers, enabling them to provide safe environments within the family context. We also provide signposting and can work with transitioning families into additional support where required.
Centre for Action on Rape & Abuse (CARA) Tel: 01206 769795 Email: info@caraessex.org.uk Website: www.caraessex.org.uk Address: PO Box 548, Colchester, Essex. CO1 1YP Areas Covered: Mid & North Essex	COVID-19 UPDATE: All CARA workers are now working from home, and we have put in place the following provisions: • We have suspended all face-to-face counselling sessions, play therapy sessions, home visits, meetings and our social group until further notice. • We have adapted our service to offer a range of remote support to meet our clients' needs. This includes providing counselling sessions or other support meetings by video or telephone, providing ongoing support by e-mail, telephone or text and providing regular check-in calls, e-mails or texts to our most vulnerable clients. • If clients do not wish to receive remote support, they may defer support until we are able to resume face-to-face contact. They will not lose their place or have to return to our waiting list. CARA is a confidential support service run by women for women children and young people of both genders under the age of 19 who have suffered any form of sexual violence, past or present. We provide formal counselling for rape and sexual assault, including child sexual abuse. We also offer an advocacy service and can accompany women to the police, to court, to the GUM clinic, or to other meetings if they request it. We are continually looking at other ways in which we can expand our services, if possible or appropriate.
Essex Police CYP Police Officer <u>Braintree</u> 73656 Andy Holmes Email: 42073656@essex.pnn.police.uk Ext: 400336 <u>Chelmsford & Maldon</u>	There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours. CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims.

1376 Clare Martinez	Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.
Essex Police Missing Person Liaison Officer <u>Chelmsford & Maldon</u> 74656 Carly Double Email: 42074656@essex.pnn.police.uk Ext: 420386 <u>Braintree</u> 76433 Anneliese Skinner Email: 42076433@essex.pnn.police.uk Ext: 202202	The responsibility of the Missing Person Liaison Officers (MPLO) is to maintain a comprehensive overview of missing people within a defined area in order to identify those who are at risk of significant harm and to co-ordinate the response from Essex Police and its partners, so as to reduce the likelihood of harm occurring to vulnerable people. There are 10 MPLOs; one for each Essex Police District Policing Area.

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

Mid Essex

Open Road Chelmsford

Tel: 01245 284772

Helpline: 0844 4991323

Website: openroad.org.uk

Address: Mansard House,
107-109 New London Road,
Chelmsford, Essex. CM2 0PP

COVID-19 UPDATE: drop in services and walk in assessments are temporarily ceasing with planned appointments only. All other contact will be by phone. For full information see website

Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex.

Available Services:

- [Open Access](#)
- [Needle & Syringe Programme](#)
- [Structured Recovery Programme](#)
- [Stimulant Service](#)
- [Counselling](#)
- [Family Support](#)
- [Body Therapy](#)

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

Mid Essex

**Red Balloon Learner
Centres – Braintree
Serving Mid & North Essex**

Tel: 07823 556842

Email: louise.miller@rbair.org.uk

Website: redballoonlearner.co.uk

COVID-19 UPDATE - Students studying with Red Balloon of the Air continue to receive their lessons and therapy online. However, face-to-face sessions in Milton and Danbury have been suspended. In addition, Mentor home visits have largely been replaced by online or telephone sessions. Phone lines, IT support and safeguarding procedures continue as normal.

We are able to offer a safe learning environment to young people who have been bullied to the extent that they cannot attend school, and are missing out on their education.

We work with local authorities and a range of other statutory and voluntary agencies that support children and young people.

If you are a parent / carer or you work in these fields and know of a child or young person aged 10 - 17 who is missing from education because they are bullied, then please contact us.

[More About Red Balloon](#)

Re-new Counselling

Tel: 01245 359353

Email: sycamore@renew-us.org

Website: www.renew-us.org

Address: Sadler's House, 2 Legg Street, Chelmsford, Essex. CM1 1AH

COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can. We have placed some useful hints and support details in the blog on our website.

- [Children's Counselling](#)
- [Young People's Counselling](#)
- [Counselling in Schools](#)

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Young Carer

Mid Essex

Action For Family Carers

Tel: 01621 851640

Fax: 01621 874817

Email: enquiries@affc.org.uk

Website: www.affc.org.uk/services/young-carers

Address: Brickhouse Farm, Poulton Close, Maldon
Essex. CM9 6NG

Young Carers are children as young as five years old, and any young person aged under 18, whose life is restricted in some way because they look after someone else on a regular basis.

There are approximately 10,000 Young Carers in Essex and 700,000 across the UK. They may be the main Carer, or provide partial care for their mother, father, brother, sister or other family member due to mental or physical illness, old age or disability.

- One-to-one support sessions in school giving Young Carers the opportunity to talk confidentially to somebody who understands.
- Practical support such as providing support in meetings with teachers to explain why, for example, they have fallen behind with their homework.
- Informal drop-in groups where Young Carers can meet others in the same situation and access information and advice.
- Information on how to access Respite Clubs in the local area where Young Carers can meet other young people in the same situation.
- Raising awareness of Young Carers to both staff and students through PSHE lessons, assemblies and Teacher Training.

Crossroads Care Braintree Young Carers

Tel: 01376 529985

Email: braintreexroads@btconnect.com

Website: braintreecrossroadscare.org.uk

Address: Braintree & District Crossroads, The
Pines, Lynderswood Farm, Lynderswood Lane,
Braintree, Essex. CM7 8QN

Young Carers

Young Carers are children who care or help care for someone who may have a physical or learning disability, a long term illness or mental illness. They may have help with their caring role; or they may be the sole carer; either way we can offer them our support through our Young Carers Club. We offer support to young carers from the age of 8 to 18 in their caring role, giving them a break whilst also giving them a chance to experience activities that they may not normally have the opportunity to take part in.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Young Carers Club

Braintree young carers club is on Thursday evenings from 4.45 - 6.45pm
Halstead young carers club is on Tuesday evenings from 5.30 - 7.30 pm

At club nights we provide games, activities and workshops, most recently we had Mad Science attend our club and provide workshops including an Electricity workshop, the children all got hands on and learnt about Electricity in a fun way with our Van de Graff Static Generator which made their hair stand on end and then took part in a Plasma Ball challenge, we basically electrocuted the children in a safe way, all in the name of science of course, hee hee! The younger group took part in the Polymers and Putty workshop, where they again got hands on and learnt how and why things stretch then got to make a pot of Putty that they took away with them.

Essex Youth Service

Email: young.carers@essex.gov.uk

Website: www.youth.essex.gov.uk

Online referral form [here](#)

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

See the [Countywide Young Carer page](#) for more information.

YMCA Chelmsford Young Carers

Tel: 01245 355677

Email: ben.gibbons@ymcachelmsford.org.uk

Website: www.chelmsfordymca.co.uk/youth

Address: Victoria Road, Chelmsford, Essex.
CM1 1NZ

COVID-19 UPDATE - Following guidelines, we can confirm that our services are continuing to operate where possible, as follows:

Out of School Clubs – At present we are able to keep our Out of School Clubs open to key workers. If you'd like to find out more about this support we can provide, please telephone 01245 355677 or 07554 661039.

To apply for Out of School Club provision, you can download a copy of our Key Worker Registration Form [here](#). Please complete this form and return it either electronically to enquiries@ymcaessex.org.uk.

Family Support – we will continue to support young people and families in partnership with schools, tailored to suit the current needs. Any questions, please contact sarah.daniels@ymcachelmsford.org.uk

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Young Carers meet every Saturday, 1:00pm-3:00pm (7-17 year olds) at YMCA Chelmsford.

Young Carers meet up to chill out, make new friends and take part in different activities each week. These can include movie nights, cooking, arts and crafts, pool competitions and trips out! We provide a meal every week, a listening ear and a chance for young carers to enjoy some time out.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seek/Refugee

North Essex

Citizen's Advice Bureau Tendring

18 Carnarvon Road
CLACTON ON SEA
Essex
CO15 6QF

<http://www.citizensadvice.org.uk/tendring/>

supervisor@cabtendring.org.uk

034 44 111 444

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizen's Advice Bureau Colchester

Blackburn House 32 Crouch Street
COLCHESTER
Essex
CO3 3HH

<http://www.citizensadvice.org.uk/local/colchester>

0300 330 2104

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

[Asylum Seeker Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.citizensadvice.org.uk	COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). We are an independent local charity who provides free, impartial, confidential advice to help Colchester residents with their problem. People come to us with all sorts of issues. You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options. We value diversity, promote equality and challenge discrimination wherever we see it.
Refugee Action – Colchester Website: www.refugeeactioncolchester.org.uk Telephone: 01206 638454 or 07503 027734 Email: enquiries@refugeeactioncolchester.org.uk Address: 15 Queen Street, Colchester, CO1 2PH	COVID-19 – we are still available during the Covid 19 crisis to assist with benefit applications, housing, destitution payments and immigration matters. And that we also have volunteers who can assist by staying in touch if loneliness is an issue. Refugee Action – Colchester is a voluntary organisation working with refugees, asylum seekers and people with no recourse to public funds. Our goal is to encourage successful integration into a new society through empowerment, education and employment.
Essex Integration Website: www.essexintegration.org Address: 76 East Hill, Colchester, Essex, CO1 2QW Phone: 01206 861 180	COVID-19 UPDATE - During this current crisis WE ARE AVAILABLE. Please phone 01206 861180 – Option 2 to talk to an advisor. Essex Integration is a non-profit organisation that provides essential support services to newly arriving refugees and migrants accepted under the Home Office VPR scheme to Essex. While it works on a contract basis for Essex County Council to deliver the core requirements of the scheme, it also provides, as a charitable trust, wider integration support through a range of voluntary and community services.
Fresh Beginnings Website: www.freshbeginnings.org	Fresh Beginnings is a voluntary organisation providing practical help to refugees, asylum seekers and migrant workers around Essex. We offer a friendly face and understand the issues surrounding fitting into a new culture where systems are baffling and bureaucracy is overwhelming.

Address:

1 George Williams Way, Colchester CO1 2JS

[Asylum Seeker Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Bereavement/Loss

North Essex

The J's Hospice

Tel: 01245 475474

Email: info@thejshospice.org.uk

Website: www.thejshospice.org.uk

Address: 36A Church Street, Great Baddow, Chelmsford, Essex. CM2 7HY

COVID-19 UPDATE – For the safety of our patients - in line with the national requirement to minimise contact and in keeping with other hospitals and hospices - we have taken the decision to limit visitors to our In Patient Unit. This situation is under daily review and we may need to apply stricter controls in the coming days: For all people who are felt to be in the very last days of life we will maintain a short list of the closest relatives who can visit, ensuring that they stay with the person in their room and do not mix with visitors for other patients The list will be agreed on admission and no other visitors will be allowed. We are exploring whether we can enable Skype type facilities in the rooms to allow people to interact with the rest of their family and friends. For people admitted for symptom control we are limiting visitors to one named visitor only and ask that they limit their visits to one hour a day we will no longer be able to offer the family room for overnight accommodation. One family member can stay overnight in the room of someone who is in the last days of their life The family lounge will no longer be used as we wish to avoid family members coming in close contact We are sorry that we have had to take this action but need to protect our patients, their families and our own staff so that the hospice can continue to provide care throughout this difficult time.

The J's provides tailored nursing, respite and end of life care, advice and advocacy, emotional care, bereavement support and a range of activities for the young adult and their family in the comfort and security of their own home. Our aim is to help young adults to live their life to the full, however short.

- [About the J's Hospice](#)
- [What we Do](#)

[Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

St. Helena Hospice

Tel: 01206 890360

Website: www.sthelenahospice.org.uk

Address: Barncroft Close, Highwoods,
Colchester, Essex. CO4 9JU

COVID-19 UPDATE - in order to protect our vulnerable patients from the Coronavirus (COVID-19), we are temporarily making some changes to some of our other services. Day Therapies Groups that are usually run at the Joan Tomkins Centre in Colchester and Tendring Centre in Clacton will be suspended as of Wednesday 18th March 2020. One to one bereavement and counselling support that is usually also run at these sites will be offered over the phone instead of face to face. We are also cancelling all Bereavement Drop-in Groups held every Wednesday at our Books, Brew & Boutique, and once a month on a Saturday at our Learning and Development Centre. We are reducing the number of Hospice in the Home visits we make to patients and families. Instead, our community clinical nurse specialists will be providing support over the phone, unless it is an emergency. If you are a patient in the community and your circumstances have changed and you need our support, please do call SinglePoint, any time 24/7 on 01206 890 360.

St Helena Hospice exists to meet the physical, emotional and spiritual needs of people with life-limiting illness, no matter what their diagnosis. We are here to support families, including children, before and after bereavement and to support people from every background and faith who need our services. [Read More](#)

[Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

North Essex

Colchester & Tendring Youth Enquiry Service

Colchester

Address: 9 Trinity Street, Colchester CO1 1JN

Tel: 01206 710771

Tendring

Address: Hurlingham Chambers
61 Station Road, Clacton-On-Sea CO15 1SD
Tel: 01255 434601

Email: info@colchesteryes.org.uk

COVID-19 UPDATE -

YES is taking steps in line with the Government and Public Health England's directives to safeguard our community. These steps include temporarily closing our centres to drop-ins and volunteers. Whilst we may not be able to support you face to face for a while we are still here! Call us instead and we will talk through your situation and see what we can do to help. If you need information, help or advice around preventing Homelessness, Housing or managing debt in relation to these issues please call Claire Hughes on 07760 792968. If you need information advice or support around Teenage pregnancy or young parent support please phone Fiona Gooch on 07834 254607. For Counselling team enquiries contact Maria Hales telephone number 07436805270 For all other enquiries please give us a call on 01206 710771 and we will be happy to help

Whilst continuing to provide information, support and advice across our projects via phone support or email, y.e.s. is also opening our Colchester centre three days a week to support the NHS. The Daisy Community midwife team are now holding all their pre and post-natal meetings with Mums and mums-to-be at YES Colchester, rather than Colchester Hospital. We also continue to support this service for Teenage mums and mums-to-be only in our Clacton centre in Station Road each week.

Our Homelessness Prevention project lead is supporting Colchester Borough Councils Temporary accommodation provision for rough sleepers and will be covering shifts there also during this crisis.

Our Counselling service has closed as we are unable to see children and young people face to face at the moment, however we are contacting clients and offering

welfare calls and a listening ear to both our young clients and their parents during this period.

y.e.s. provides a confidential, non-judgemental and informal service for young people between the ages of 11 and 25 within Colchester and Tendring, who are facing difficulties in their lives.

If you are facing homelessness and need housing advice, if you are having family problems, if you are feeling low, depressed or suicidal, if you need advice about debts or would like to check you are claiming all the benefits you are entitled to, if you are teenager and are pregnant, if you are a young family who needs support, or if you need a CV, training or work advice, then y.e.s. can help you.

y.e.s. can provide help and support with many problems that you may be experiencing – and if we can't help you ourselves then we will find someone who can, and will support you in getting that help.

How We Can Help:

- Benefits and Debts
- Counselling
- Family Counselling
- Family Mediation
- Housing and Homelessness
- Money Talks
- Pregnancy and Support
- Young Parents Group
- Go Green @ y.e.s.

EXTRA – Support For Families

Tel: 01255 475001 / Text: 07794 991987

Email: admin@extrasupportforfamilies.co.uk

Website: www.extrasupportforfamilies.co.uk

Areas Covered: Tendring

COVID-19 UPDATE: EXTRA's staff will be keeping in touch with vulnerable families and signposting them to support available. Identified families will get bi-weekly phone calls to support them to keep positive and solution focussed. Families have been given the mobile numbers of the EXTRA team who will be working from home. Families can also contact EXTRA via Face Book, Instagram and email. We will do regular updates on Face Book on support available for families (such as Citizens Advice Tendring present contact information), tips on how to keep emotionally well at this time of uncertainty and giving ideas on how to keep children entertained at

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

home. We are exploring how we can offer more support through social media and are trialling delivering a parent peer support group via FaceTime today, 20.02.20

Extra - Support for Families (EXTRA) is here to help anyone caring for children in the Tendring district to meet the challenges of parenting. We offer local opportunities for parents to meet at fun days, one-off workshops and a range of parenting programmes.

Through these activities, EXTRA aims to help parents develop their parenting skills to bring out the best in their children, reduce conflict in the home, improve family relationships and build confidence in parents/carers to cope with future challenges.

EXTRA acts as a central agency to co-ordinate the provision of parenting support throughout Tendring. We have a parenting platform every couple of months where practitioners involved in parenting, from Sure-Start Children's Centres, schools, adult community learning, health and so on, gather to share information on what is going on and to find ways to provide what parents need in the area.

Workshops include:

- Developing Resilience
- ADHD (Attention Deficit Hyperactivity Disorder)

Courses include:

- Step by Step (Early Years & Primary School options available)
- Building confidence
- CARE (for parents/carers that have experienced domestic abuse)
- Improving your emotional wellbeing
- SWAN (for parents of children who have additional needs).
- Coping with Loss (for any parent/carer that has experienced themselves or are supporting a child who has experienced loss)
- STOP (aims to support parents of children aged 11 – 16 in their relationship with their child and to help reduce family stress).
- Managing Anger
- Youth Mental Health First Aid

Inclusion Ventures

Tel: 01255 688685

Website: www.inclusionventures.co.uk

Our aim is to improve the lives of vulnerable young people from the most disadvantaged areas of West Clacton; supporting them to discover a wider prospective, and positive future that fulfils their potential! We offer young people a specialised staff team that understand the underlying issues that lead young people to challenge. With respect and trust, we gradually encourage them to understand the responsibility that goes hand in hand with their rights.

Address: Unit 8, Jaywick Enterprise Centre, Lotus Way, Jaywick Sands, CO15 2LU	
The Ministry of Parenting Tel: 01206 562626 Email: info@theministryofparenting.com Website: www.theministryofparenting.com Address: The Colchester Business Centre, George Williams Way, Colchester, Essex. CO1 2JS	COVID-19 UPDATE – In line with government recommendations as from the 23rd of March 2020 the Ministry of Parenting CIC has closed the office during the coronavirus period. We will post on this website when the office, trainings and groups are back up and running. Thank you for your patience and stay safe. The Ministry of Parenting is led by a team of experts with a proven track record of excellence in parent training, consultancy, community development and parental mental health. The individuals behind the business also have a large network of contacts and are able to access a range of consultants, facilitators and trainers to help deliver the Company's aims and objectives. Services Offered: STOP Parents of Teenagers One-to-One Parent Coaching Programme – Payment required for Programme
Teen Talk Tel: 01255 504800 / 01255 240024 Email: teentalk1@hotmail.co.uk Website: www.teentalkharwich.co.uk Address: 17 Cliff Road, Dovercourt, Harwich, Essex. CO12 3PP	COVID-19 UPDATE - Teen Talk has taken the advice set out by the government in relation to COVID-19 for everyone to stay safe. Our priority is the health and wellbeing of our service users, we have made the decision not to hold any further face to face meetings or events until further notice. Our current service users have been contacted but we would like to ensure that our service is accessible to others over this period. <u>Please note: We are only able to be contacted on our email address at the moment.</u> To get in contact please mail: teentalk1@hotmail.co.uk We hope to respond within 2-3 days (Monday – Friday) We listen to young people aged 11-25 years, about concerns and worries they are facing in their daily lives. We offer, non-judgemental, one-to-one support to enable young people to reflect upon issues, supporting them to find their own solutions, at their own pace. We also provide a range of activities to support young people build their confidence and social skills through activities. Services available please list as, one-to-one support and activities Opening times: Harwich 9.30am-5.30pm Monday

	9.30am-7pm Tuesday-Thursday 9.30am-5.30pm Friday Clacton 1.45pm-4.45pm Tuesday-Thursday
Lads Need Dads Tel: 01255 764603 / 07553 618033 Email: info@ladsneeddads.org Website: www.ladsneeddads.org	Equip is a weekly self-development, group-work programme run in schools and in the community, which is aimed at boys age 11-15 with absent fathers or limited access to a male role model, delivered over a period of six months. Each cohort is made up of 8 boys. Boys are identified by parent referral and / or in conjunction with school staff. Equip is supported by bush-craft, sailing and outdoor activities which take place during the school holidays or weekends. Equip is led by a facilitator and a team of up to four trained and vetted male volunteer mentors. The weekly sessions cover a range of topics such as; anger and emotions, dealing with conflict, risk taking and consequences, managing stress, healthy v unhealthy relationships and much more. Boys will be required to complete an assessment before a place is considered.

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Children's Health Services

North Essex

North Essex CCG

Tel: 01206 918709

Email:

neeccg.safeguardingchildren@nhs.net

Address: Aspen House, Stephenson
Road, Severalls Business Park,
Colchester CO4 9QR

Health Visiting Teams (North Essex Child and Family Wellbeing Service)

Tel: 0300 247 0015

Website:

www.essexfamilywellbeing.co.uk

All Health Visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of North Essex.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.
School Nurses Tel: 0300 247 0015 Website: www.essexfamilywellbeing.co.uk	All Health Visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of North Essex. School nurses in Essex operate in schools across the county, delivering health advice and support to school-aged children and young people. The team give children and young people in Essex's schools, colleges and academies access to a school nurse 52 weeks a year. How can we help? Working together with schools, we: • Participate in national campaigns and initiatives e.g. national child measurement programme • Promote healthy lifestyles • Support and give advice to young people with medical conditions, to ensure they access the whole curriculum and are not disadvantaged • Give school staff the information they need to support children with health concerns • Deliver the national childhood immunisation programme Provide drop-in sessions for young people to talk about any health or wellbeing concerns • Work with children and young people who have complex medical needs We normally work from 9am until 5pm; however, we'll do our best to make ourselves available to you outside of these hours. What happens next? The school nursing service accepts self-referrals through school drop-ins by the young person themselves. Children and young people can also be referred by parents and carers.



[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

North Essex

Box Smart

Tel: 07773050341

Email: mark.healy@cbhomes.org.uk

Colchester Borough Homes set up Box Smart to make a difference, bringing together organisations and residents for the benefit of the community. The need to address the growing problem of knife crime and county lines is what Box Smart is trying to combat. It is recorded that Colchester has 5.7 knife crimes per 10,000 people.

Box Smart was set up with Satellite Club funding from Active Essex and had the vision of instilling confidence and discipline within the young people and providing positive role models from the boxing coaches. Boxing allows young people to release built up energy, get fitter and become more relaxed. The 9-week programme helped young people improve their relationships, develop a new social network and show the importance of boxing and physical activity on their life choices.

Colchester Borough Council – Community Safety Support Officer

Tel: 03300 538039

Mobile: 07966 239353

Email: simon.day@colchester.gov.uk

Working with adults and families that are victims of criminal gang exploitation. As part of the Colchester Safer Partnership delivering multi-agency and tailor-made support to empower vulnerable Colchester residents to make positive life choices and divert them away from gang related offending behaviour.

Work can either be preventative in terms of identifying individuals in the early stages of offending behaviour and have increased vulnerabilities making them the targets of criminal exploitation and post arrest work to support individuals who continue to remain vulnerable and at risk.

Essex Probation – North Essex Delivery Unit

Tel: 01206 768342

Website: www.essexcrc.co.uk

Essex Probation is nationally valued as an innovative and authoritative provider of a range of services which reduce reoffending across our county, making communities safer.

Services

- [Work with Courts](#)
- [Offender Management](#)
- [Interventions](#)

Address: Ryegate House, 23 St. Peter's Street, Colchester, Essex. CO1 1HL	• Public Protection • Prisons • Accommodation
North Essex Youth Offending Team Tel: 01206 573188 Fax: 01206 564660 Email: yot.colchester.ecc@essex.gov.uk Address: Stanwell House, Stanwell Street, Colchester, Essex. CO2 7DL	The aim of Essex Youth Offending Service (YOS) is to work with children and young people who have offended and to help prevent them getting into further trouble. We achieve this by working together with young people and their parents or carers, the victims of crime and other agencies and organisations in the local community.
Tendring District Council Tel: 01255 686868 Website: www.tendringdc.gov.uk	Community safety advice

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Domestic Abuse

North Essex

Centre for Action on Rape & Abuse (CARA)

Tel: 01206 769795

Email: info@caraessex.org.uk

Website: www.caraessex.org.uk

Address: PO Box 548, Colchester, Essex. CO1 1YP

COVID-19 UPDATE: All CARA workers are now working from home, and we have put in place the following provisions:

- We have suspended all face-to-face counselling sessions, play therapy sessions, home visits, meetings and our social group until further notice.
- We have adapted our service to offer a range of remote support to meet our clients' needs. This includes providing counselling sessions or other support meetings by video or telephone, providing ongoing support by e-mail, telephone or text and providing regular check-in calls, e-mails or texts to our most vulnerable clients.
- If clients do not wish to receive remote support, they may defer support until we are able to resume face-to-face contact. They will not lose their place or have to return to our waiting list.

CARA is a confidential support service run by women for women children and young people of both genders under the age of 19 who have suffered any form of sexual violence, past or present.

We provide formal counselling for rape and sexual assault, including child sexual abuse. We also offer an advocacy service and can accompany women to the police, to court, to the GUM clinic, or to other meetings if they request it.

We are continually looking at other ways in which we can expand our services, if possible or appropriate.



COVID-19 UPDATE: Next Chapter are committed to supporting individuals and their families who are experiencing domestic abuse and continue to take new referrals for those needing support. We are no longer able to offer face to face support but are offering telephone contact prioritising safety and wellbeing. Current clients continue to be supported via communication channels that are safe for them. Online Chat facilities have

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Next Chapter

Referral Process

Complete referral form and send to

referrals@thenextchapter.org.uk

or

Telephone: 01206 500585/761276

Address: PO Box 40, Colchester CO1 2XJ

Website: www.thenextchapter.org.uk

been introduced for Victims of Domestic Abuse who may find it difficult to ask for support with perpetrators being in the family home

What do we do?

Refuge:

Crisis Accommodation for women and children experiencing domestic abuse and at risk of harm

Recovery Refuge:

Our recovery refuge offers a housing solution for women who are experiencing domestic abuse along with other influences of using drug or alcohol as way coping with the trauma experienced.

Resettlement Worker:

Supporting service users moving on from refuge accommodation, to assist with sustaining a tenancy, signposting to activities within the community.

Community Support:

Emotional, physical & practical support for women, men and children in the local authority area of Colchester, Tendring, Braintree, Maldon, Chelmsford and Uttlesford

Hospital Support:

Children's Services for Refuge Accommodation Service Users
Pre-school, Children's support work/parenting support/play therapy

Counselling:

Our counselling service offers 1:1 person centred sessions for both refuge and community service users.

Group-work (provided in community settings):

Freedom Programme, The Care Programme (Parenting), Money Matters (priority/non-priority debts)

Referral Criteria:

Refuge – any women and their children (boys up to age of 16) at risk of harm from domestic abuse.

Community – men, women and their children living in the local authority areas suffering from domestic abuse that require support

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

**Specialist Midwife Vulnerable
Women (CHUFT)**

Tel: 07508 042625

Email: annie.parker@nhs.net

Address: Specialist Midwife Office,
Constable Wing, CGH, Turner Road,
Colchester CO4 5JL

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Disabilities/Additional Needs

North Essex

Action For Family Carers

Tel: 01621 851640

Fax: 01621 874817

Email: enquiries@affc.org.uk

Website: www.affc.org.uk

Address: Brickhouse Farm, Poulton
Close, Maldon Essex. CM9 6NG

COVID-19 UPDATE - Action for Family Carers is actively monitoring the situation as it develops and is following current public health information and advice. Following the latest government advice (23rd March) we have suspended all face to face events and activities for the time being.

If you or the person you look after is feeling unwell with symptoms similar to those associated with coronavirus please look for information on the NHS website and NHS 111 online and follow their advice.

We recognise that this is an especially difficult time for Carers and their families across Essex . At the present time most of our support is being provided over the phone including via our countywide Essex Befriends service: www.essexbefriends.org.uk. We rely on volunteers so please contact us if you are able to help in any way.

We continue to take calls on 0300 770 80 90 however we would advise emailing us on care@affc.org.uk or using Contact Us on this website.

- [Young Carers](#)
- [Young Adult Carers](#)
- [Respite Care](#)

Community 360

Target Audience: Families

Autism Anglia

Welfare Rights Service

Autism Anglia's Welfare Rights service is available to people on the autism spectrum or their carers who are in need of financial advice & information as a result of Covid-19. Families and

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: Families@community360.org.uk Tel- 01206 505250	professionals are able to refer directly to the service which offers a broad range of therapeutic and practical support through one to one and group sessions. Experienced welfare advisors are able to help with autism related benefit enquiries, changes in employment, housing advice, shielding / isolation support and more.
Citizen's Advice Bureau Colchester Blackburn House 32 Crouch Street COLCHESTER Essex CO3 3HH http://www.citizensadvice.org.uk/local/colchester 0300 330 2104 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Citizens Advice will be closing face to face Services in their offices from Mon 23 March. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Tendring Tel: 03444 770808 Email: bureau@cabtendring.org.uk Website: www.citizensadvice.org.uk Address: 18 Carnarvon Road, Clacton-on-Sea, Essex. CO15 6QF	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Colchester Blind Club Tel: 01206 548196	The Society undertakes the support of all registered blind and partially sighted people in the Colchester borough.

Website: www.essexsight.org.uk	We have both sighted and visually impaired volunteers who will contact those in need, upon request, to advise and offer guidance on a wide range of issues concerning visibility. Activities: fortnightly social club, social activities, pre-Christmas lunch for around 100, occasional outings. Our friendly and knowledgeable staff and volunteers are on hand to offer advice and information. • Coffee and chat every Tuesday (10am till midday). • Mail reading every Wednesday (10am till midday). • Confidential help reading mail and filling in forms. • Knitting and art group. • Counselling available by appointment.
Colchester and Tendring Deaf Children's Society Website: www.ndcs.org.uk/	COVID-19 UPDATE - Events and face to face fundraising have been put on hold due to COVID-19. A group of parents and carers from around the Colchester and Tendring area who have children with a hearing loss. Their aim is to provide a support network for families with children of all ages with all types and levels of hearing loss
EXTRA – Support For Families Tel: 01255 475001 Text: 07794 991987 Email: extrasupportforfamilies@btconnect.com Website: www.extrasupportforfamilies.co.uk Address: Jaywick Community Resource Centre, Brooklands Gardens, Jaywick, Clacton-on-Sea, Essex. CO15 2JP	COVID-19 UPDATE: EXTRA's staff will be keeping in touch with vulnerable families and signposting them to support available. Identified families will get bi-weekly phone calls to support them to keep positive and solution focussed. Families have been given the mobile numbers of the EXTRA team who will be working from home. Families can also contact EXTRA via Face Book, Instagram and email. We will do regular updates on Face Book on support available for families (such as Citizens Advice Tendring present contact information), tips on how to keep emotionally well at this time of uncertainly and giving ideas on how to keep children entertained at home. We are exploring how we can offer more support through social media and are trialling delivering a parent peer support group via FaceTime today, 20.02.20 Extra - Support for Families (EXTRA) is here to help anyone caring for children in the Tendring district to meet the challenges of parenting. We offer local opportunities for parents to meet at fun days, one-off workshops and a range of parenting programmes. Through these activities, EXTRA aims to help parents develop their parenting skills to bring out the best in their children, reduce conflict in the home, improve family relationships and build confidence in parents/carers to cope with future challenges.

	EXTRA acts as a central agency to co-ordinate the provision of parenting support throughout Tendring. We have a parenting platform every couple of months where practitioners involved in parenting, from Sure-Start Children's Centres, schools, adult community learning, health and so on, gather to share information on what is going on and to find ways to provide what parents need in the area. • Courses • Workshops
Mencap Website: www.mencap.org.uk/	The Voice of learning disability. Supporting people with a learning disability and their families and carers. 3b Queens Road, Colchester. CO3 3NP For people with a learning disability and their families and carers. Provide a newsletter, helpline, advocacy and social activities. Also provide a play and activity scheme for children aged 5-19 and a Gateway Club for members over 19 years. They provide a Young Person's Social Group every Wed 7-9pm for 18 - 30 year olds.
Mersea Blind Spot Tel: 01206 385854	Our club aims to provide an opportunity for Mersea Islanders with visual impairment to meet socially and keep abreast of current developments in research and equipment. We have monthly meetings to which guest speakers are invited, covering a wide range of topics. Throughout the year there are several social occasions and trips arranged. Membership is open to anyone on the island who is registered as partially-sighted. If you would like to find out more, please contact: Djin Griffiths on 01206 385854 or 07519 059949. Meetings: 1st Saturday of the month from 10.30am at Harrison Court, Barfield Road, West Mersea.
Phoenix Supported Housing Tel: 01206 561767 or 01206 546854 Email: info@phx.org.uk Website: www.phx.org.uk Address: 147 Straight Road, Colchester, Essex CO3 9DE	We offer supported housing services to people with mental health and/or learning difficulties. We provide help with accessing benefits and maintaining our client's mental health and wellbeing to ensure they can lead a full and independent life. Our properties are located throughout Colchester and offer different types of accommodation to people in need. Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals. Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities

	include Phoenix Supported Housing and Phoenix Alcohol Project. For more information, please visit our website on www.phx.org.uk
Colchester Catalyst Charity Tel: 01206 323420 Email: info@colchestercatalyst.co.uk Website: www.colchestercatalyst.co.uk	Aims to help relieve the sick and suffering by making a positive and ongoing contribution to the improvement of healthcare in North East Essex. Eligibility criteria: - No age limit - North East Essex Residents - No means testing - Children and adults with medical conditions or disabilities. Will consider funding: Specialist equipment, respite and a counselling service are also offered. Will not consider funding: Anything other than equipment, respite and counselling.
Colchester Children's Charity Tel: 01206 860384 Email: colchesterchildrenscharity@mail.com	A grant giving body for the relief of sickness and disability for children in the Colchester area who are suffering from sickness, disability or terminal illness. <u>Eligibility criteria</u> - Colchester / Tendring Residents - Under 18 y/o - No means testing - Children with medical conditions or disabilities <u>Will consider funding:</u> Wheelchairs, p-pod chairs, sensory equipment, hospital travel costs and days out. Will not consider funding: Flooring and home/garden adaptations.
Dream 100 Kids Charity Tel: 01206 764466 Email: charity@dream100.com Website: www.dream100.com/charity	Dream 100 Kids Trust work with schools, youth groups, disabled children and more. They aim to make life better for less privileged children and their families. <u>Eligibility criteria</u> - Colchester / Tendring Residents - Under 18 y/o - No means testing - Children disadvantaged through disability and/or financial hardship. <u>Will consider funding:</u> Grants or pledges towards items or events that will improve the quality of life for disadvantaged children. Will not consider funding

	No sponsorship, no contributions towards running costs and no building refurbishments.
Access Dignity Project Centre Email address: naomistancombe@accessdignitycare.co.uk Phone number: 01255 852882 Website: www.accessdignityprojectcentre.co.uk Operational locations: Walton-on-the-Naze Address: Access Dignity Project Centre, 48 High Street, Walton on the Naze, CO14 8BD	At Access Dignity Project Centre they run various workshops that help people develop and learn new skills in a fun and relaxed environment. They run a variety of engaging workshops throughout the year as well as monthly adventure days where you can experience exiting trips out with new friends! Some of their workshops include, independent living, health and wellbeing, garden and nature, music and dance, cookery. Access Dignity can provide and pick up and a drop of service. Tea/ Coffee/ Squash and biscuit's on the day Who the service provides for: Adults with learning disabilities aged 14 onwards. Hours of operation: Monday to Friday 9.00- 17.00
Find Your Spark Email address: info@findyourspark.co.uk Phone number: 07834 552 514 Website: www.findyourspark.co.uk	Who the service provides for: 11- 25 year olds who are at risk of developing mental health problems or who have ASD needs as well as their parents and professionals working with these young people. Low mental well-being and lack of aspiration are issues some young people face. This is what Find Your Spark aims to raise through positive coaching psychology and career coaching programmes. • Resilience training for at risk young people, parents & professionals – a one day training which aims to boost one's resilience and wellbeing so that individuals feel they are able to cope better and feel better about themselves, others and the world in general. Dependant on client group this can be run in conjunction with an Autism and ADHD expert who will raise one's awareness in these areas. • Mental health awareness training for at risk young people, parents & professionals – dependant on client group this can be run in conjunction with an Autism and ADHD expert who will raise one's awareness in these areas. Looking at positive mental health and mental health problems and how these problems exhibit themselves, what causes mental health problems and how one would identify poor mental health before it becomes a real problem. The training ends with looking at what treatments are available to help. • One to one coaching/career coaching/brief solution focused therapy for at risk young people, parents and professionals to help with a range of issues such as confidence, stress, relationships, motivation, career direction etc.

	Hours of operation: Monday to Friday 9.00am-7.00pm
Willow Park Resource Centre Email address: reception@willowparkresourcecentre.co.uk Phone number: 01255 831636 / 831302 Website: www.willowparkresourcecentre.co.uk Operational locations: Clacton, Weeley Address: Willow Park Resource Centre, Willow Park, The Street, Weeley, CO16 9JE	Who the service provides for: People with learning disabilities, physical disabilities and sensory impairment. Willow Park Resource Centre provides people with learning disabilities, physical disabilities and sensory impairment with a leisure environment. The resource centre offers: - Workshops-such as music & movement, drama, arts & crafts, health & wellbeing, health & fitness, gardening, interactive computers, dance, cooking and independent living. - Sensory Rooms- including an energy room, space room and mellow room. - Work Based Learning- catering, horticultural and computer training. - Farm & Gardening- including lessons in husbandry, animal care, feeding, grooming and milking - Caf? - Hydro-pool & Swim Spa- including hoist, hand rail and fully accessible showers and toilets. - Transport- to and from Willow Park, collecting from home or schools They have a team of trained resource assistants to ensure service users can benefit from different methods of communication and the advice and support of a speech and language therapist as they develop and learn new skills.
Penny Meadow Email address: Pennymeadowcentre@gmail.com Phone number: 01206 616164 Website: www.pennymeadow.org.uk Operational locations: Colchester Address: Penny Meadow Centre, 67 London Road, Marks Tey, Colchester, CO6 1EB	Who the service provides for: Young adults with learning difficulties At Penny Meadow Life Skills and Personal Development Centre, it is all about you. With the help of experienced and qualified staff and tailor-made timetables, you will be amazed by what you can achieve. At Penny Meadow you will find a friendly family atmosphere where you feel safe and secure; a home from home where your individual needs will be met. The focus is on practical, creative and socialisation skills, enabling you to gain confidence and self-esteem while acquiring new skills and greater independence.
Aspire Therapy	Aspire Therapy is a paediatric Occupational Therapy service offering assessment and treatment for children and young people with additional needs. Amy is a qualified sensory integration practitioner and has a specialist therapy centre in Great Tey, Colchester. We work in

Hours of operation: Monday to Friday 9am to 4pm Email address: amyjcarey@yahoo.com Phone number: 07860173772 Website: www.aspireot.com Operational locations: Colchester	collaboration with local charitable organisations to offer accessible services for families. In addition to our work with families, we can offer services to mainstream and special schools to support children with additional needs to access education. We can work with children with a variety of simple or complex conditions including cerebral palsy, sensory processing disorder, developmental delay, developmental coordination disorder, perceptual dysfunction, autistic spectrum disorder, chromosome disorders or syndromes. No formal diagnosis is required to access the service.
Aspire, Share, Create Youth Theatre Phone number: 01206 573948 Website: www.mercurytheatre.co.uk	Who the service provides for: Anyone aged from 14 to 18 with an Autism Spectrum Condition Aspire, Share, Create Youth Theatre explores a variety of theatre-making skills, from drama and movement to lighting and sound. Activities promote social interaction, confidence building, skill learning, public speaking and a sense of self-worth. Participants also have the opportunity to complete an Arts Award, an accredited qualification which recognises a young person's involvement in and commitment to the arts. The group is for anyone aged from 14 to 18 with an Autism Spectrum Condition. Participants that require one-to-one care will need to be accompanied by their parent/guardian or carer. Sessions are held at the Mercury Theatre by professional arts practitioners who have experience of working with young people with autism. Aspire, Share, Create Youth Theatre is held on Wednesdays during term time from 4.30pm to 6pm, priced at £3 per session. Booking in termly blocks is essential.
Autism After School Club Email address: info@accessdignityprojectcentre.co.uk Phone number: 01255 852882 Website: www.accessdignityprojectcentre.co.uk Operational locations: Walton-on-the-naze	Let your children's minds and bodies run free at this specialist after school club! Children with Autism can be misunderstood but at Access Dignity Project Centre your children with Autism can be exactly who they are. Children can access all engaging workshops as well as the Centre's fantastic sensory room. Booking is recommended to avoid disappointment. Who the service provides for: Ages 4-14. Siblings are also welcome to join in. Hours of operation - Tuesdays: 4.30pm-6.30pm (£5 per child) - Fridays: 5.00pm-7.00pm (£5 per child) Alternate Saturdays: 10.00am-12.00pm and 2.00pm-4.00pm (£8 per child)
Bounceability Email address: bounceability@hotmail.com	Bounceability is a trampolining centre for adults and children with special needs and/or disabilities. One to one coaching offered on a regular basis. All moving/handling equipment on site. Who the service provides for:

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Phone number: 01206 240510 / 07776275029 Operational locations: Colchester Address: Hill House Farm, 157 Colchester Road, West Bergholt, Colchester, CO6 3JX	All age ranges and disabilities. Hours of operation: Monday to Friday, 9.00am-6.00pm
Mistley Kids' Club Email address: mistleykidsclub@live.co.uk Phone number: 07809 176252 Website: www.mistleykidsclub.co.uk Address: Mistley Kids' Club, Furze Hill Village Hall, Shrubland Road, Mistley, Essex, CO11 1HS	Who the service provides for: Children aged from 4 years until 16 years. If the child has special or additional needs, then they can increase the age up to their 19th birthday. Mistley Kids Club is a fully inclusive childcare provider. Their aim is to meet the needs of all children with SEND. Mistley Kids Club has vast experience in caring for children with physical disabilities and children who have allergies and other medical conditions. They offer after school care and holiday care all year around apart from weekends and bank holidays. They offer pickups from local schools but there is a cost involved. The village hall is accessible with an accessible ramp to get into the building. There is parking right outside with a large free car park. There are two large accessible toilets and a newly built wet room with a shower and electric changing system. There is a charge for the service, which is £8.00 after school and £19.00 during school holidays. Activities for the children include outdoor play with the new canopy keeping children dry and in the shade. Role play, acting, group games, trips out, games machines, toys i.e., Lego, dolls, dressing up, arts and crafts, cooking & gardening. They have use of the local park and skate ramp and have beautiful woods with lots of field. They provide lots of sports activities and the children love the new table tennis table. Mistley Kids Club has a named SENCO who works closely with all parents and carers making sure all the needs of the child are met. Each child has their own individual plan which will include decision making of the child and parents/carers.
Stepping Stones After School Club Email address: info@steppingstonesplayandlearn.org Phone number: 01206 860467 Website: www.steppingstonesplayandlearn.org Operational locations: Colchester	COVID-19 UPDATE - WE ARE NOW CLOSED DUE TO THE ONGOING COVID-19 GOVERNMENT DIRECTIVE - We will update this website as the situation evolves. Stay safe and well everyone. Who the service provides for: Ages 5 – 19 years with challenging behaviours, limited communication, physical disabilities, sensory needs and complex health needs. Hours of operation: Mon, Tues, Wed, Thurs 3.30pm – 6pm, Easter/Summer break

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Stepping Stones After School Club gives children and young people the opportunity to access activities in their community. It helps support them to develop life skills enabling them to participate in family outings and develop friendships in a social environment allowing the children to make choices as to how they would like to spend their leisure time. Children are picked up from a special school giving a full days respite to a parent. Within the base, there are a number of different activities including; cooking, crafts, games, access a range of toys, an interactive screen, cinema nights, a sensory room and an outside play area adapted for all needs, with a range of equipment including a trampoline and a sensory garden. In the community children/young people have the opportunity to access bowling, swimming, jumpstreet, soft play establishments, restaurants and shopping.
The MAZE Group Email address - themaze@btinternet.com Phone number - 07809 900161 Website - www.themazegroup.co.uk Operational locations - Brightlingsea, Clacton, Colchester, Harwich, Walton	The MAZE is a Specialist Parenting Programme for parents of children with additional needs eg SEN, ASD, ADHD, ODD, GD, either with or seeking a diagnosis. This is a 10-12 week programme, supplemented with monthly drop in session. The MAZE Approach is also an accredited training for professionals accessed through the University of Essex and is an approach commissioned for delivery in local schools and organisations.

[Disability/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Education

North Essex

[CLICK HERE FOR NORTH ESSEX PRIMARY SCHOOLS DIRECTORY](#)

[CLICK HERE FOR ESSEX SECONDARY SCHOOLS DIRECTORY](#)

Bright Futures

Tel: 01255 429171

Email: jonathan.marriott@essex.gov.uk

Address: 5 Russell Road, Clacton-on-Sea, Essex. CO15 6BE

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

A Big Lottery funded project working with young people who are not in education, employment or training (NEET) or at risk of being NEET in the future.

Red Balloon – Braintree Serving Mid and North Essex

Tel: 07823 556842

Email: louise.miller@rbair.org.uk

Website: www.redballoonlearner.co.uk

COVID-19 UPDATE - Students studying with Red Balloon of the Air continue to receive their lessons and therapy online. However, face-to-face sessions in Milton and Danbury have been suspended. In addition, Mentor home visits have largely been replaced by online or telephone sessions. Phone lines, IT support and safeguarding procedures continue as normal.

We are able to offer a safe learning environment to young people who have been bullied to the extent that they cannot attend school, and are missing out on their education.

We work with local authorities and a range of other statutory and voluntary agencies that support children and young people.

If you are a parent / carer or you work in these fields and know of a child or young person aged 10 - 17 who is missing from education because they are bullied, then please contact us.

[More About Red Balloon](#)

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Employment

North Essex

C.A.N (Colchester Advice Network) Website: www.colchesteradvicenetwork.org.uk	The Colchester Advice Network (C.A.N.) is an email advice service offering free, confidential and impartial advice for the residents of the Borough of Colchester. Nine local agencies are working together to provide debt, employment, housing and welfare benefits advice via email, once the advice form at www.colchesteradvicenetwork.org.uk is completed.
Citizen's Advice Bureau Colchester Blackburn House 32 Crouch Street COLCHESTER Essex CO3 3HH http://www.citizensadvice.org.uk/local/colchester 0300 330 2104 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. . COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Tendring 18 Carnarvon Road CLACTON ON SEA Essex CO15 6QF	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

[Employment Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

http://www.citizensadvice.org.uk/tendring/ supervisor@cabtendring.org.uk 034 44 111 444 Website: www.citizensadvice.org.uk	<i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> <i>COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).</i> The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
The Coastal Community Centre (Tendring) Tel: 01255 420707 Email: ccc@clactoncoastalacademy.org.uk Address: Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL	The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm What We Can Help With • Benefits • Housing • Debt and Money Management • Health issues • Family Matters • Completing Forms • Depression and Anxiety
Colchester Community Based Work Clubs Tel: 07984437468 (Sandra) 07826891121 (James)	• Help and advice with CVs, job applications, interview tips and techniques • Networking, experience sharing and job seeking ideas designed for the client • Simply Turn up on the day or call/text the number provided for information.
Employability & Skills Intervention Team Tel: 03330138961 Email: ESU.InterventionNorth@essex.gov.uk	If you are aged 16 to 19 and looking for a job, education or training, you can contact Essex County Council's Employability & Skills Team to discuss the options that are available to you. Our team of experienced and friendly advisers have access to opportunities in your local area and can assist you with planning your next steps. We have achieved over 3000 placements in the last two years into: • Apprenticeships – registering and support with applications • Jobs including access to current vacancies and job search techniques

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• College including full and part time courses – support with the application process and information about short vocational courses is also available • Volunteering opportunities with accredited training Our role can also involve supporting you with personal marketing skills such as interview techniques, CV and letter writing, developing confidence and advice on how to access the hidden job market.
Jobcentre Plus Clacton Tel: 0345 6060234 Address: 55 Station Road, Clacton-on-Sea, Essex. CO15 1RS	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand Benefits & employment advice
Jobcentre Plus Colchester Tel: 0345 6043719 Address: 138 High Street, Colchester, Essex. CO1 1YJ	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand Benefits & employment advice
Yarra Services Tel: 07510 055378 Email: info@yarraservices.co.uk	We are a highly trained, family run facility. With our skilled, experienced care staff we give encouragement and support to working age adults in an exciting format to enable them to push themselves further than they have before. With a choice of 2 morning

[Employment Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Address: Stanway Green, Heath Road, Colchester, CO3 0RA.	activities every day and full input into where we access the community. The day service provides reassurance and dependability to our families. The working farm group is designed to feel like a work placement. Our service users are working through outcomes to ensure they become knowledgeable and confident both working with animals and maintaining the farming environment. We provide dedicated staff, modern transport and a purpose-built farmhouse. Everything you need to feel reassured and safe both in the farmhouse and whilst accessing the community.
Mind / Autism Anglia Connect Team Tel: 01206 764600 Email: enquiries@mnessexmind.org Website: www.mnessexmind.org/connect	Supporting young people aged 16 – 19 years with Autistic Spectrum Disorder through Connect. Connect offers wellbeing and employment support for young people aged 16 – 19 years with Autistic Spectrum Disorder (ASD). Support through the service will allow young people to reach their full potential, improve their mental health and wellbeing and access employment opportunities. <u>Wellbeing Support</u> The Connect Service works alongside young people to assess and identify the areas that may be impacting on their confidence and self-esteem. Specialist therapeutic support can be offered on a group or 1:1 basis and sessions will allow young people to explore and overcome any difficulties they may be facing to improve their confidence and emotional resilience. 8 sessions are offered and are available in Clacton or Colchester. The Connect Service will also offer bespoke Social Skills Training on a group or 1:1 basis. Our Young People's Forum provides the opportunity to help shape and improve the Service in the future and our mentorship programme enables those that have accessed our Service to support others <u>Employment Support</u> Young people with Autistic Spectrum Disorder can access support to go into further education; brush up on interviewing skills and CV writing and explore employment opportunities. The Connect Service is also able to engage with prospective employers in order to negotiate and agree suitable environment and practical support within the workplace. If you know someone who will benefit from the Connect service please call us on 01206 764600 or email enquiries@mnessexmind.org.

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

North Essex

Colchester & Tendring Youth Enquiry Service

Tel: 01206 710771

Email: info@colchesteryes.org.uk

Website:

www.yesyouthenquiryservice.org

Address: 9 Trinity Street, Colchester, Essex. CO1 1JN

COVID-19 UPDATE - As this virus continues to spread across the country and our region YES is taking steps in line with the Government and Public Health England's directives to safeguard our community. These steps include temporarily closing our centres to drop-ins and volunteers. Whilst we may not be able to support you face to face for a while we are still here! Call us instead and we will talk through your situation and see what we can do to help. If you need information, help or advice around preventing Homelessness, Housing or managing debt in relation to these issues please call Claire Hughes on 07760 792968. If you need information advice or support around Teenage pregnancy or young parent support please phone Fiona Gooch on 07834 254607. If you would like to talk to our Counselling team please call Gina Starnes on 07553 348178. For all other enquiries please give us a call on 01206 710771 and we will be happy to help

We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old.

How We Can Help
[Family Counselling](#)

FIF Funded Project

Kids Inspire
Children's Society and Southend
YMCA (joint project)

Email: earlysupport@kidsinspire.org.uk

Website: www.kidsinspire.org.uk

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Telephone: 01245 348707, or 07908 829550	See the Countywide Family Conflict page for more information.
FIF Funded Project GROUP WORK Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> See the Countywide Family Conflict page for more information.
Parenting Together Tel: 01992 555172 Email: parentingtogether@hertfordshire.gov.uk Website: www.parentingtogethersupportprogramme.org.uk	COVID-19 UPDATE - The providers of the Parenting Together Support Programme are continuing to offer therapeutic help by switching from face-to-face therapy to video based sessions until the current emergency is over. We've switched to online referrals ONLY at this time Please see the Countywide page for more information.
Relate Tel: 01206932780 Email: enquiries@relatelnene.org.uk Website: www.relate.org.uk Address: Colchester Relate 20 Trinity Street, Colchester, Essex, CO1 1JN	COVID-19 UPDATE - Relate has increased the availability of our highly trained counsellors to support everyone's relationships during this unprecedented time. More details about our Live Chat, telephone and webcam counselling services can be found here. Following the government's latest advice on COVID-19, most of our face-to-face services are temporarily closed. We're the UK's largest provider of relationship support, and every year we help over a million people of all ages, backgrounds and sexual orientations to strengthen their relationships. Find out more about what we do and how we can help you here. Read More...

[Family Conflict Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Teen Talk

Tel: 01255 504800 / 01255 240024

Email: teentalk1@hotmail.co.uk

Website:

www.teentalkharwich.co.uk

Address: 17 Cliff Road, Dovercourt,
Harwich, Essex. CO12 3PP

Areas Covered: Tendring

COVID-19 UPDATE - Teen Talk has taken the advice set out by the government in relation to COVID-19 for everyone to stay safe. Our priority is the health and wellbeing of our service users, we have made the decision not to hold any further face to face meetings or events until further notice. Our current service users have been contacted but we would like to ensure that our service is accessible to others over this period. To ensure that we can continue to support young people aged 11 – 25 years, we are offering telephone support and online activities. This will go live as of the 25th March. To get in contact please Email: teentalk1@hotmail.co.uk Call: 01255 504800 and leave a message We hope to respond within 2-3 days (Monday – Friday)

Teen Talk is 'young person centred'.

We listen to young people aged 11-25 years, about concerns and worries they are facing in their daily lives. We offer, non-judgemental, one-to-one support to enable young people to reflect upon issues, supporting them to find their own solutions, at their own pace.

We also provide a range of activities to support young people build their confidence and social skills through activities.

Please call to make a referral.

Services available: one-to-one support and activities

Opening times: Harwich 9.30am-5.30pm Monday
9.30am-7pm Tuesday - Thursday
9.30am-5.30pm Friday

Clacton 1.45pm-4.45pm Tuesday-Thursday

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

North Essex

Colchester

Berechurch Family Hub

Tel: 0300 247 0015

Webpage:

www.essexfamilywellbeing.co.uk/centre/berechurch-family-hub-2

Address: The Ormiston Centre, School Road,
Monkwick, Colchester, Essex. CO2 8NN

Greenstead Delivery Site

Tel: 0300 247 0015

Webpage:

www.essexfamilywellbeing.co.uk/centre/greenstead-family-hub

Address: Greenstead Community Centre, Hawthorn
Avenue, Colchester, Essex. CO4 3QE

Little Hands Delivery Site

Tel: 0300 247 0015

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of North Essex.

Each website contains a calendar of classes and activities held at each site.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Webpage:

www.essexfamilywellbeing.co.uk/centre/little-hands-family-hub

Address: Stanway Fiveways Primary School,
Winstree Road, Colchester, Essex. CO3 0QG

St Anne's and Castle Delivery Site

Tel: 0300 247 0015

Webpage:

www.essexfamilywellbeing.co.uk/centre/st-annes-and-castle-family-hub

Address: Harwich Road, Colchester, Essex. CO4 3DH

Tendring

Harwich Library Healthy Family Delivery Site

Tel: 0300 247 0015

Website:

www.essexfamilywellbeing.co.uk/centre/harwich-library-healthy-family-delivery-site

Upper Kingsway, Dovercourt, Harwich, CO12 3JT

Rainbow Delivery Site, Walton

Tel: 0300 247 0015

Webpage:

www.essexfamilywellbeing.co.uk/centre/rainbow-family-hub

Address: 13 Old Pier Street, Walton-on-the-Naze,
Essex. CO14 8AW

St James and Holland Valley Delivery Site

Tel: 0300 247 0015

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Webpage:

www.essexfamilywellbeing.co.uk/centre/st-james-and-holland-valley-family-hub

Address: Unit 4, 30 Oxford Road, Clacton-on-Sea, Essex. CO15 3TB

Sydney House Family Hub

Tel: 0300 247 0015

Webpage:

www.essexfamilywellbeing.co.uk/centre/sydney-house-family-hub

Address: Sydney House, 61a Langham Road, Clacton-on-Sea, Essex. CO16 7AG

Windmill Outreach Site, Harwich

Tel: 0300 247 0015

Webpage:

www.essexfamilywellbeing.co.uk/centre/windmill-family-hub

Address: Mayes Lane, Ramsey, Harwich, Essex. CO12 5EL (Please note this is not for postal enquiries)

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

North Essex

CAP Colchester (Christian's Against Poverty)

Website: www.capcolchester.org

COVID-19 UPDATE: Due to the ongoing coronavirus (COVID-19) outbreak, we have made the difficult decision to temporarily stop booking appointments with our Debt Centres and group services. We don't want to disrupt our service, but people have always come first at CAP and we have to look out for our staff as well as our clients. We are keeping a close eye on all the current Government advice and will post updates on our website as things become clearer. Will update this notice as things become clearer.

Whether it's money worries keeping you up at night, you just can't seem to shake that bad habit, or you're tired of going for job interviews that never get you anywhere – CAP has a service that can help you.

Citizen's Advice Bureau Colchester

Blackburn House 32 Crouch Street
COLCHESTER
Essex
CO3 3HH

<http://www.citizensadvice.org.uk/local/colchester>

0300 330 2104

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

[Financial Concerns Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Tendring 18 Carnarvon Road CLACTON ON SEA Essex CO15 6QF http://www.citizensadvice.org.uk/tendring/ supervisor@cabtendring.org.uk 034 44 111 444 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
The Coastal Community Centre (Tendring) Tel: 01255 420707 Email: ccc@clactoncoastalacademy.org.uk Address: Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL	COVID-19 UPDATE – Centre closed currently. The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm What We Can Help With • Benefits • Housing • Debt and Money Management • Health issues • Family Matters • Completing Forms • Depression and Anxiety
Open Door Tel: 01206 769436 Email: hello@opendoorcolchester.co.uk	COVID-19 UPDATE - Please get in contact! Don't suffer on your own. You can call us on our new number 07394 907998 (this number will be available 10am-2pm Monday, Wednesday and Friday and you can leave voicemails at any time). You can also email us at opendoorcolchester@gmail.com.

[Financial Concerns Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.opendoorcolchester.co.uk
Address: **Colchester Baptist Church, Eld Lane,
Colchester, Essex. CO1 1LS**
Opening Times: **10.00am – 2.00pm Monday,
Wednesday & Friday**

Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all.
We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances.

What Open Door Offer

- A warm welcome to everyone in a relaxed café style setting
- Friendship and a listening ear
- Value-for-money food and drink
- Crisis support
- Advice on a wide range of issues (including welfare and housing)
- Sign-posting and referrals to other agencies
- Advocacy
- Reconciliation and mediation
- Debt management
- Counselling

[Financial Concerns Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

North Essex

April Centre

Tel: (Main Office) **01206 578731**
Tel (Day Centre): **01206 761647**

- Services for homeless people/people at risk of homelessness.
- Walk-in advice centre 9.30am-1.30pm Mon-Fri offering advice on benefits, housing options, form filling, landlord/tenancy issues, and signposting.
- Day centre 1-6pm Mon & Thurs with food, recreational activities, internet access.
- Food parcels for those moving to new accommodation.
- Outreach work with rough sleepers in Colchester & Clacton.

Beacon House

Tel: **01206 761960 / 08000 186328**
Fax: **01206 762260**
Email: admin@beaconhouseministries.org.uk
clinic@beaconhouseministries.org.uk
lifeskills@beaconhouseministries.org.uk
Website: www.beaconhouseministries.org.uk
Address: **90 – 91 East Hill, Colchester, Essex. CO1 2QN**

Beacon House is a Christian Charity that offers healthcare and wellbeing facilities to those who are homeless, in insecure accommodation, or at high risk of homelessness.

Our main services include:

- A Primary Care Clinic
- Male and Female shower facilities
- Laundry services, Clothing and toiletries store
- Hot Food and Drink Cafe
- Life Skills Development Centre

Beacon House exists as a Christian agency to offer a wide range of services within an atmosphere of acceptance and care to those in need. Some of the services we provide include:

Life Skills

- Life Skills Training
- Anger Management Courses
- Cooking and Home Management
- IT Skills
- Benefit Applications

Wellbeing

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Counselling Service • Stop Smoking service • Laundry and Clothes store • Showering facilities • Toiletries Store Healthcare • Drop in clinic • Flu Vaccination • Sexual Health Clinic • Needle Exchange • HIV and Disease screening Additional • Women's Group • Hot food and drink Cafe • Barber • Foot care specialist • Postal Services • Computer Suite
Catch 22 - Colchester Housing Intervention Project Suite 25, The Colchester Centre (Weston Business Centre), Hawkins Way, Colchester, CO2 8JX Tel: 07850927811 Email: Alex.Flook@catch-22.org.uk	A practical and hands on intensive support programme for tenants of Colchester Borough Homes and Colne Housing. Service Users will generally be at risk of eviction or experiencing difficulties that are impacting on their tenancy and or the local community. The project supports both families and vulnerable individuals, seeking to address the root causes of their presenting issues.
Citizen's Advice Bureau Colchester Blackburn House 32 Crouch Street COLCHESTER Essex CO3 3HH	COVID-19 UPDATE: Citizens Advice will be closing face to face Services in their offices from Mon 23 March. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

http://www.citizensadvice.org.uk/local/colchester 0300 330 2104 Website: www.citizensadvice.org.uk	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Tendring 18 Carnarvon Road CLACTON ON SEA Essex CO15 6QF http://www.citizensadvice.org.uk/tendring/ supervisor@cabtendring.org.uk 034 44 111 444 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
The Coastal Community Centre (Tendring) Tel: 01255 420707 Email: ccc@clactoncoastalacademy.org.uk Address: Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL	COVID-19 UPDATE – Centre closed currently. The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm What We Can Help With • Benefits • Housing • Debt and Money Management • Health issues • Family Matters • Completing Forms • Depression and Anxiety

Colchester Borough Homes Tel: 01206 282514 Email: info@cbhomes.org.uk Website: https://cbhomes.org.uk/ Address: First Floor, Rowan House, Sheepen Road, Colchester, Essex. CO3 3WG	Council Housing support and advice
Colchester YMCA Tel: 01206 579415 Website: www.ymcaessex.org.uk	COVID-19 UPDATE – <i>During the Coronavirus pandemic, you may feel stressed, anxious and less like you! YMCA Essex is here to help you feel stronger and empowered. Our Family Support team uses Solution Focused Reflective Listening to help guide and support you. We can help you to manage new routines, emotional difficulties, trauma, bereavement, behaviour management, relationships, positive well-being, changes within the home, activities to keep busy etc. Sometimes when things get tough, it is easier to talk to someone outside of your usual circle of friends or family. We are professional, non-judgemental and care about helping you reach your full potential. We are able to work virtually with young people aged 4-17, couples, whole families and peer groups.</i> <i>Appointments are available Monday-Friday 9am-5pm. Evenings and Saturdays are by agreed appointment only.</i> <i>Following guidelines, we can confirm that our services are continuing to operate where possible, as follows:</i> <i>Out of School Clubs – At present we are able to keep our Out of School Clubs open to key workers. If you'd like to find out more about this support we can provide, please telephone 01245 355677 or 07554 661039.</i> <i>To apply for Out of School Club provision, you can download a copy of our Key Worker Registration Form here. Please complete this form and return it either electronically to enquiries@ymcaessex.org.uk.</i> <i>Family Support – we will continue to support young people and families in partnership with schools, tailor-made to suit the current needs. Any questions, please contact sarah.daniels@ymcachelmsford.org.uk</i>

	<i>We'll be updating our website as this situation develops so for the latest updates, please visit this Home page or follow us on Twitter or Instagram where we'll flag relevant updates.</i> Colchester YMCA has a 44-room supported housing unit. We house young people aged 16-25, supporting them to ensure that they will become responsible adults, working or in education/training, who are able to maintain a tenancy and look after themselves when they leave the YMCA. The residents are able to stay at the YMCA for a two year period, and after support and training we successfully move them on to independent living.
Emmaus Tel: 01206 431616 (Colchester) Tel: 01223 576103 (National) Email: info@emmauscol.org Website: www.emmaus.org.uk	<i>COVID-19 UPDATE – Following the Government's announcement this evening, all Emmaus stores across the UK will close with immediate effect until further notice. Our communities will continue their great work supporting formerly homeless people, and the wellbeing of our companions, staff, volunteers and local communities will always be our priority. We are really grateful for your support during this uncertain time and we will keep you updated with any further developments.</i> Emmaus (pronounced em-MAY-us) is a homelessness charity with a difference. We don't just give people a bed for the night; we offer a home, meaningful work and a sense of belonging. Emmaus social enterprises generate revenue that pays for companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self-worth, showing these individuals that their actions make a real difference, both to their own life, and the lives of others.
Korban Tel: 01206 869533 Email: info@korban.org.uk	Colchester Korban Project provides a safe and secure stop-gap for vulnerable young people, whilst solutions are found to their housing problems. Volunteer families offer a young person the chance to stay in a safe, friendly, normal environment. This allows an often confused and vulnerable young person the chance to take stock of their situation without the worry of where they will sleep tonight.
Nacro Clacton Tel: 01255 688607	Nacro provides homes for people and supports them to keep a stable home. Nacro's Clacton, Harwich & Colchester and Tendring Single Homeless Projects provide accommodation with structured support for young, single homeless individuals from 16-25 year old.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Address: 57 Wellesley Road, Clacton-on-Sea, Essex. CO15 3PR Harwich Tel: 01255 240981 Address: 1 Pepys Street, Harwich, Essex. CO12 3HG Colchester Tel: 01206 864209 Address: Suite 2, Unit 6 Challenge Way, Hythe Hill, Colchester, Essex. CO1 2LY Website: www.nacro.org.uk	Nacro Mental Health Service - North Essex is a supported housing project for single people in Colchester and the surrounding area who have experienced mental health and who may also have social problems. The project provides temporary accommodation with support that aims to maximise an individual's independent living skills, preparing them for a more permanent independent accommodation in the community.
Open Door Tel: 01206 769436 Email: hello@opendoorcolchester.co.uk Website: www.opendoorcolchester.co.uk Address: Colchester Baptist Church, Eld Lane, Colchester, Essex. CO1 1LS Opening Times: 10.00am – 2.00pm Monday, Wednesday & Friday	COVID-19 UPDATE - Please get in contact! Don't suffer on your own. You can call us on our new number 07394 907998 (this number will be available 10am-2pm Monday, Wednesday and Friday and you can leave voicemails at any time). You can also email us at opendoorcolchester@gmail.com. What Open Door Offer • A warm welcome to everyone in a relaxed café style setting • Friendship and a listening ear • Value-for-money food and drink • Crisis support • Advice on a wide range of issues (including welfare and housing) • Sign-posting and referrals to other agencies • Advocacy • Reconciliation and mediation • Debt management • Counselling
Peabody (Formerly Family Mosaic)	COVID-19 UPDATE: Now only able to offer phone support & advice. Across Essex have a skeleton staff who will be delivering food parcels to customers when needed, home visits for anyone who is housebound will continue. However, this

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 0800 28 888 83 Email: efsco-ordinator@peabody.org.uk Website: www.peabodycareandsupport.org.uk/essex-outreach-support/	<i>is depending on staff and customer health at the time. Mostly staff will be working from home offering a phone service, this will be taking referrals and daily contact with customers already in support. Any issues contact area managers</i> Area Managers: BASILDON – Jacqui Osborne – Jacqui.osborne@peabody.org.uk – 07824569695 CASTLEPOINT, ROCHFORD & RAYLEIGH – Sue Jenkins – susan.jenkins@peabody.org.uk – 07798741983 BRENTWOOD, EPPING, HARLOW – Laura Kemsley (covering for Kerry Moss) laura.kemsley@peabody.org.uk – 07976929982 CHELMSFORD – Scott Lloyd – scott.lloyd@peabody.org.uk – 07508875463 TENDRING – Gavin Cowling – gavin.cowling@peabody.org.uk – 07773574563 MALDON, BRAINTREE & UTTLESFORD – Denise Scrivener – denise.scrivener@peabody.org.uk – 07852554722 COLCHESTER – Adam Waller-Toyne – adam.waller-toyne@peabody.org.uk – 07946890260 Please see the Countywide Housing Concerns Page for more information.
Phoenix Supported Housing Tel: 01206 561767 or 01206 546854 Email: info@phx.org.uk Website: www.phx.org.uk Address: 147 Straight Road, Colchester, Essex CO3 9DE	We offer supported housing services to people with mental health and/or learning difficulties. We provide help with accessing benefits and maintaining our client's mental health and wellbeing to ensure they can lead a full and independent life. Our properties are located throughout Colchester and offer different types of accommodation to people in need. Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals. Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities include Phoenix Supported Housing and Phoenix Alcohol Project. For more information, please visit our website on www.phx.org.uk
Tendring District Council Tel: 01255 686868	COVID-19 UPDATE – Please see www.tendringdc.gov.uk/coronavirus Housing advice and information

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

North Essex

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Legal

North Essex

Legal Advice – Frontline Solicitors

Email:
enquiries@frontlinesolicitors.co.uk

Free legal advice regarding Housing, Family matters & employment.

Situated at Greenstead Community Centre

First Saturday of the month, by appointment only.

[Go to Legal Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Socially Alienated

North Essex

Army Welfare Service Tel: 01206 816581 Fax: 01206 816600 Address: Community Centre, Fallowfield Road, Colchester, Essex. CO2 9LL	Provides learning opportunities, programmes, activities and experiences for military personnel and their families. These will be social, recreational, educational and responsive to local needs. They will be locally accessible, affordable and of good quality.
The Coastal Community Centre (Tendring) Tel: 01255 420707 Email: ccc@clactoncoastalacademy.org.uk Address: Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL	COVID-19 UPDATE – Centre closed currently. The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm What We Can Help With • Benefits • Housing • Debt and Money Management • Health issues • Family Matters • Completing Forms • Depression and Anxiety
Colchester & Tendring Youth Enquiry Service Tel: 01206 710771 Email: info@colchesteryes.org.uk	COVID-19 UPDATE - COVID-19 enhanced steps to safeguard our clients, visitors, volunteers and staff. As this virus continues to spread across the country and our region YES is taking steps in line with the Government and Public Health England's directives to safeguard our community. These steps include temporarily closing our centres to drop-ins and volunteers. Whilst we may not be able to support you face to face for a while we are still here! Call us instead and we will talk through your

Website: www.yesyouthenquirysevice.org Address: 9 Trinity Street, Colchester, Essex. CO1 1JN	<i>situation and see what we can do to help. If you need information, help or advice around preventing Homelessness, Housing or managing debt in relation to these issues please call Claire Hughes on 07760 792968. If you need information advice or support around Teenage pregnancy or young parent support please phone Fiona Gooch on 07834 254607. If you would like to talk to our Counselling team please call Gina Starnes on 07553 348178. For all other enquiries please give us a call on 01206 710771 and we will be happy to help</i> We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old. We offer an initial assessment meeting which gives an opportunity to talk through the problems or situation that you are facing. From that we can link you to the service that appropriate - either internally, or with one of the many other services that work with young people across Colchester. How We Can Help
Community Youth Hangout Tel: 08727 255969 Email: jo.tandy@essex.gov.uk Address: Colchester Townhouse, 39/42 East Stockwell Street, Colchester, Essex, CO1 1SS	Youth hangout is on every Tuesday from 16:30 -18:30 at Colchester Townhouse. The session is free to all young people from 13-19 up to 25 (SEN). Youth Hangout is a well-established group and has been running successfully for a year. This term the group has been focussed around developing life skills. The volunteers who run the sessions alongside youth service staff wanted to facilitate sessions with young people that they would perhaps not normally be taught in schools/colleges. We have offered sessions around financial management in terms of budgeting, saving and paying bills. Each term a new programme is developed using ideas that the group have given volunteers, observations made during the previous term and forthcoming key events such as voting for elections or referendum, examination period or national days. The sessions are delivered using different methods including quizzes, role play or making posters. The group are encouraged to participate but engagement is optional. Working in partnership with Essex Youth Service.
Essex Advocacy Tel: 0300 3435736	<i>COVID-19 UPDATE – In these challenging times due to Coronavirus our advocacy service would like to say how we will continue to provide a service to its clients.</i>

Email: essexadvocacy@rethink.org Website: www.rethinkessexadvocacy.org	<i>Our phone line remains active between 9am and 5pm please leave a message with your name and contact details and we will get back to you within the same working day.</i> <i>Our advocates are still working and doing all they can to continue to support our clients in the best possible way. Due to the current situation it is possible we will not be able to visit clients personally but will provide telephone contact and support and listen in the best possible way.</i> Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives. Our professional advocates enable people without the right support around them to have their voice heard when: • Decisions are being taken about their health and social care • Support is needed to make informed choices about their life • They wish to make a complaint about NHS care or treatment
Greenstead Community Youth Club Tel: 01206 791979 Email: info@greensteadcommunitycentre.org.uk Website: www.greensteadcommunitycentre.org.uk Address: Greenstead Community Centre, Hawthorn Avenue, Colchester, Essex, CO4 3QE	Monday evenings 7:30 – 9.00pm the Greenstead Community Centre opens for 10 – 16 year olds to attend a youth club session – small charge of £1 per session The sessions provide a range of activities for members to get involved in including; inside sports, pool and arts and crafts. There is a small tuck shop for young people to buy refreshments. The session offers a separate area for the teenagers to chill out in and do activities without the younger members interrupting. The session is run by volunteers from the local community in partnership with Essex Youth Service. This session closes on Bank holidays
Open Door Tel: 01206 769436 Email: hello@opendoorcolchester.co.uk Website: www.opendoorcolchester.co.uk	<i>COVID-19 UPDATE - Please get in contact! Don't suffer on your own. You can call us on our new number 07394 907998 (this number will be available 10am-2pm Monday, Wednesday and Friday and you can leave voicemails at any time). You can also email us at opendoorcolchester@gmail.com.</i>

Address: Colchester Baptist Church, Eld Lane, Colchester, Essex. CO1 1LS Opening Times: 10.00am – 2.00pm Monday, Wednesday & Friday	Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all. We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances. What Open Door Offer • A warm welcome to everyone in a relaxed café style setting • Friendship and a listening ear • Value-for-money food and drink • Crisis support • Advice on a wide range of issues (including welfare and housing) • Sign-posting and referrals to other agencies • Advocacy • Reconciliation and mediation • Debt management • Counselling
Outreach Youth Tel: 07895 342202 Email: andy@outreachyouth.org.uk Email: info@outreachyouth.org.uk Website: www.outreachyouth.org.uk Address: Contact for Address	COVID-19 UPDATE - COVID-19 is having an impact on our communities – the health & well-being of all young people, families, our workers and volunteers is paramount Following Government advice on non essential travel and contact we have taken the decision to move all our youth services including our LGBT*Q+ groups and One to One support online. We are committed to maintaining opportunities for young people, parents and carers who use our services to access support. We will post updates, as we work to put this in place, on social media and make contact with individuals where necessary. We appreciate this is an anxious time for everyone so if you want or need to get in touch NOW please contact us using the methods below email – info@outreachyouth.org.uk phone or text – 07999 730 289 twitter – @outreachyouth

Outreach Youth supports and works with young people across Suffolk and North Essex, aged 13 to 19 years, who are gay, lesbian, bisexual, transgender or questioning their sexuality.

We provide opportunities for gay, lesbian, bisexual, transgender or questioning young people to meet as a group and offer one-to-one support in safe, welcoming, non-judgemental settings in Ipswich, Lowestoft, Bury St Edmund and North Essex.

Colchester sessions are run fortnightly 3 – 4:30p.m. Outreach youth venues aren't shown on our publicity material or web site to ensure young people who are not 'out' can access a safe environment.

Outreach Youth offer the opportunity to catch up with each other in a fun and relaxed atmosphere, which allows you to be yourself. We also offer one to one support for young people who are (or think they might be) gay, lesbian, bisexual, transgender or questioning their sexuality, but would prefer the opportunity to meet up with an experienced gay youth worker.

The club works in partnership with Essex Youth Service.

[Lonely/Isolated/Socially Alienated Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Children

North Essex

Colchester & Tendring Youth Enquiry Service

Tel: 01206 710771

Email: info@colchesteryes.org.uk

Website: www.yesyouthenquiry.service.org

Address: 9 Trinity Street, Colchester, Essex. CO1 1JN

COVID-19 UPDATE - As this virus continues to spread across the country and our region YES is taking steps in line with the Government and Public Health England's directives to safeguard our community.

These steps include temporarily closing our centres to drop-ins and volunteers. Whilst we may not be able to support you face to face for a while we are still here!

Call us instead and we will talk through your situation and see what we can do to help.

**If you need information, help or advice around preventing Homelessness, Housing or managing debt in relation to these issues please call Claire Hughes on 07760 792968
If you need information advice or support around Teenage pregnancy or young parent support please phone Fiona Gooch on 07834 254607**

If you would like to talk to our Counselling team please call Gina Starnes on 07553 348178

For all other enquiries please give us a call on 01206 710771 and we will be happy to help

We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old.

We offer an initial assessment meeting which gives an opportunity to talk through the problems or situation that you are facing. From that we can link you to the service that appropriate - either internally, or with one of the many other services that work with young people across Colchester.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children and Young People's Private Counselling Service Email address: enquiries@mnessexmind.org Phone number: 01206 764600	The Mid and North East Essex Mind Children & Young People's Private Counselling Service offers therapy to children aged from 5 to 18 years. They provide a safe, contained and reflective space for young people to express, explore and process difficult emotions and experiences through creative and therapeutic interventions. They offer children a safe environment where they are free to play, draw and talk about their experiences in order to make sense of their emotional world, to grow and to develop. Each counselling session lasts for 30 to 45 minutes for a 5 to 8 year old, and up to 50 minutes for a 9 to 18 year old, depending on the needs of the young person. The fee per session is £40. There is no limit to the amount of sessions you can have. This service is available in Colchester and Clacton Who the service provides for: Children aged 5 – 18 years Hours of operation: Monday, Wednesday, Thursday 9am- 5pm Tuesday 5pm to 7pm (Colchester Only)
Community 360 Open Door Website: Families@community360.org.uk Tel: 01206 505250	Target audience: Children from 8-18 years • Focus on up skilling parents to support children and families • up to 12 sessions online sessions which can include play therapy • Anxiety - low level moods, lethargy/fatigue, unmotivated, excessive worrying, ruminating thoughts, low concentration levels, heightened sensitivity to emotions (tearful) • Low level behaviours, irritability, attention deficit, frustration, assertive anger • Uncertainty, Overwhelm, Feelings of loneliness and needing direction, Procrastination • Feeling stressed • Low self esteem • Lack of confidence • Low self-worth • Self-blame • Sleep problems • Struggling to function and care for your basic needs • Where counselling would be a therapeutic intervention • The counselling is for 12 weeks maximum

Community 360 Barnardo's Website: Families@community360.org.uk Tel: 01206 505250	Target audience: Families • 8 contact sessions with therapist(s) • All sessions are over the telephone • One to one sessions work with parents and carers • Open to all families with all age children • Help reduce feelings of isolation • Encourage communication between family members • Explore any fears, anxieties, difficulty or distress • Help with conflict and conflict resolution skills • Gain insight, explore strategies to improve their situation • Find practical solutions to the daily challenges
Community 360 The Ark Centre Harwich Website: Families@community360.org.uk Tel: 01206 505250	Target audience: CYP and families • BACP approved x2 counsellors offering humanistic, person centred, integrative therapy for adults and children. • Provide low level counselling and listening/emotional support to CYP and families, specifically those with SEND needs. • Practical and emotional support • Domestic Violence • Advice, help with benefits/debt/paying bills • Getting to medical appointments • Challenging Behaviour • Family breakdown and reforming • Relationships • Abuse • Childhood issues • Bereavement • Miscarriage
FIF Funded Project Kids Inspire	COVID-19 UPDATE –

Children's Society and Southend YMCA (joint project) Email: earlysupport@kidsinspire.org.uk Website: www.kidsinspire.org.uk Telephone: 01245 348707, or 07908 829550	The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message. Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process. For more information see the Countywide Mental Health page.
FIF Funded Project GROUP WORK Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311	COVID-19 UPDATE – The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message. Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process. For more information see the Countywide Mental Health page.
Inclusion Ventures Tel: 01255 476947 Website: www.inclusionventures.co.uk Address: Coppins Hall Community Centre, Maldon Way, Clacton-on-Sea, Essex. CO16 7PA	Our aim is to improve the lives of vulnerable young people from the most disadvantaged areas of West Clacton; supporting them to discover a wider prospective, and positive future that fulfils their potential! We offer young people a specialised staff team that understand the underlying issues that lead young people to challenge. With respect and trust, we gradually encourage them to understand the responsibility that goes hand in hand with their rights.
Mid Tendring Education Partnership Tel: 07944 333685 Address: Brightlingsea Infant School, Eastern Road, Brightlingsea, Essex. CO7 0HU	MTEP will commission a qualified counsellor to support Primary aged children and their families who are presenting with emerging emotional, psychological and mental health difficulties, in order to attain real change for our children to be 'Emotionally well; free from, or experiencing a reduction in emotional distress'. The Counsellor will work with children and families to assist with the varied emotional and practical difficulties and help empower families and individuals through learning new skills and

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	coping mechanisms to help them move forward and deal with future family difficulties, achieving positive change in self-esteem and emotional wellbeing.
NERIL (North Essex Resource & Information Line for Mental Health) Tel: 0845 0900 909	NERIL is a voluntary telephone helpline staffed by trained workers who give information, support and advice about mental health. The line is open every day between 4pm and 8am.
Teen Talk Tel: 01255 504800 / 01255 240024 Email: teentalk1@hotmail.co.uk Website: www.teentalkharwich.co.uk Address: 17 Cliff Road, Dovercourt, Harwich, Essex. CO12 3PP Areas Covered: Tendring	COVID-19 UPDATE - Teen Talk has taken the advice set out by the government in relation to COVID-19 for everyone to stay safe. Our priority is the health and wellbeing of our service users, we have made the decision not to hold any further face to face meetings or events until further notice. Our current service users have been contacted but we would like to ensure that our service is accessible to others over this period. To ensure that we can continue to support young people aged 11 – 25 years, we are offering telephone support and online activities. This will go live as of the 25th March. To get in contact please Email: teentalk1@hotmail.co.uk Call: 01255 504800 and leave a message We hope to respond within 2-3 days (Monday – Friday) Teen Talk is 'young person centred'. We listen to young people aged 11-25 years, about concerns and worries they are facing in their daily lives. We offer, non-judgemental, one-to-one support to enable young people to reflect upon issues, supporting them to find their own solutions, at their own pace. We also provide a range of activities to support young people build their confidence and social skills through activities. Please call to make a referral. Services available please list as, one-to-one support and activities

	Opening times: Harwich 9.30am-5.30pm Monday 9.30am-7pm Tuesday-Thursday 9.30am-5.30pm Friday Clacton 1.45pm-4.45pm Tuesday-Thursday
YCT Counselling Tel: 01279 414090 Txt: 07956 887921 Email: admin@yctsupport.com Website: www.yctsupport.com	<i>COVID-19 UPDATE: closing face to face services and provide telephone and online counselling. YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, play therapy/theraplay. YCT are also able to provide emotional support for young people and their families who have been diagnosed with ASD. In addition, we offer supervision and counselling to those working with children and young people. counselling</i> YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, drama/art therapy, play therapy/theraplay, group programmes (relationships, risky behaviours, exam stress, self-esteem, aspirations etc.) the Forest School programme, workshops, training and family work. In addition we offer training, consultancy, clinical supervision and counselling to those working with children and young people. YCT works in the community with many different organisations, and in education settings including primary/secondary schools, academies, colleges, specialist schools and alternative education settings. We work across Essex, Herts and North London.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health - Adult

North Essex

North Essex Crisis Line Colchester and Tendring

Tel: 0330 726 1800

If you, a family member or friend, are in crisis and need help, please seek assistance by calling North Essex Crisis Line Colchester and Tendring.

Community 360 - NOW is the time to change

Website: Families@community360.org.uk

Tel: 01206 505250

Target audience: Adults and Children over the age of 14

- 6-week resilience course
- NLP based therapy
- Focused on working with the parents to support the children
- Key focus on developing resilience
- Families that are at the lower end of emotional support:
- Anxiety - low level moods, lethargy/fatigue, unmotivated, excessive worrying, ruminating thoughts, low concentration levels, heightened sensitivity to emotions (tearful)
- Low level behaviours, irritability, attention deficit, frustration, assertive anger
- Uncertainty, Overwhelm, Feelings of loneliness and needing direction,
- Procrastination
- Feeling stressed, tightness in muscles
- Low self esteem
- Lack of confidence
- Low self-worth
- Self-blame
- Sleep problems
- Struggling to function and care for your basic needs

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Ready to make changes, accepting responsibility for your actions
Community 360 Barnardo's Website: Families@community360.org.uk Tel: 01206 505250	Target audience: Families • 8 contact sessions with therapist(s) • All sessions are over the telephone • One to one sessions work with parents and carers • Open to all families with all age children • Help reduce feelings of isolation • Encourage communication between family members • Explore any fears, anxieties, difficulty or distress • Help with conflict and conflict resolution skills • Gain insight, explore strategies to improve their situation • Find practical solutions to the daily challenges
Community 360 The Ark Centre Harwich Website: Families@community360.org.uk Tel: 01206 505250	Target audience: CYP and families • BACP approved x2 counsellors offering humanistic, person centred, integrative therapy for adults and children. • Provide low level counselling and listening/emotional support to CYP and families, specifically those with SEND needs. • Practical and emotional support • Domestic Violence • Advice, help with benefits/debt/paying bills • Getting to medical appointments • Challenging Behaviour • Family breakdown and reforming • Relationships • Abuse • Childhood issues • Bereavement • Miscarriage
Open Door	COVID-19 UPDATE – Please get in contact! Don't suffer on your own. You can call us on our new number 07394 907998 (this number will be available 10am-2pm Monday,

Tel: 01206 769436 Email: hello@opendoorcolchester.co.uk Website: www.opendoorcolchester.co.uk Address: Colchester Baptist Church, Eld Lane, Colchester, Essex. CO1 1LS Opening Times: 10:00am – 2:00pm, Monday, Wednesday & Friday	<i>Wednesday and Friday and you can leave voicemails at any time). You can also email us at opendoorcolchester@gmail.com.</i> Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all. We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances. What Open Door Offer • A warm welcome to everyone in a relaxed café style setting • Friendship and a listening ear • Value-for-money food and drink • Crisis support • Advice on a wide range of issues (including welfare and housing) • Sign-posting and referrals to other agencies • Advocacy • Reconciliation and mediation • Debt management • Counselling
NERIL (North Essex Resource & Information Line for Mental Health) Tel: 0845 0900 909	NERIL is a voluntary telephone helpline staffed by trained workers who give information, support and advice about mental health. The line is open every day between 4pm and 8am.
Colchester Mind Tel: 01206 579080 Email: enquiries@colchestermind.org Website: www.colchestermind.org	We believe no one should have to face a mental health problem alone. That's why we are here for you. Whether you're stressed, depressed or in crisis, we'll listen, give you support and advice and we'll push for a better deal and respect for everyone experiencing a mental health problem. We work with children from the age of 5 and adults of all ages. Some people use our services for only a little while and others might need help for longer.
Mid and North Essex Mind Tel: 01206 764600 Email: enquiries@mnessexmind.org	<i>COVID-19 UPDATE: Mid and North Essex MIND are offering telephone counselling - 01206 764 600. Online mental health support can be accessed by anyone living in Mid Essex experiencing symptoms of stress, anxiety or depression and anyone living with a chronic illness. Each user will be allocated modules tailored to their needs which they</i>

Website: www.mnessexmind.org	<i>can complete in their own time with the help of our Silver cloud supporters. More information https://mnessexmind.org/how-we-can-help/help-for-adults/silvercloud/</i> We believe no one should have to face a mental health problem alone. That's why we are here for you. Whether you're stressed, depressed or in crisis, we'll listen, give you support and advice and we'll push for a better deal and respect for everyone experiencing a mental health problem. We work with children from the age of 5 and adults of all ages. Some people use our services for only a little while and others might need help for longer.
Health in Mind - North Essex IAPT Tel: 0300 330 5455 Email: hpft.healthinmind@nhs.net Website: www.northessexiapt.nhs.uk/north-east-essex	Health in Mind provides access to a wide range of talking therapy treatments for adults with common mental health problems in and around Colchester and Tendring. Health in Mind is part of Hertfordshire Partnership University NHS Foundation Trust in partnership with Mid and North East Essex Mind. Health in Mind is part of the national initiative Improving Access to Psychological Therapies (IAPT).
Peabody - North Essex Mental Health Service Tel: 0300 123 3456 Email: careandsupport@peabody.org.uk Website: www.peabodycareandsupport.org.uk/north-essex-mental-health-service	The North Essex Mental Health Service is a specialist service consisting of a range of supported housing for people that have experienced mental health problems. The service offers a range of supported housing, along with specialist support for people between the ages of 18 and 65, who have mental health issues, are vulnerable and in need of help to develop skills to live independently. Customers are supported by the service for up to two years. During this time, experienced support staff will assist you to manage your mental health recovery and improve your confidence and sustain your accommodation. We can help with things like: • Maintaining an independent tenancy • Linking in with healthcare services • Budgeting and managing money and benefits • Increasing social and living skills and broader support networks • Links into educations, training and work opportunities • Increase your self esteem • Better use of recreation time The service works in conjunction with statutory mental health services to provide a comprehensive support package. Every customer has a support plan that reflects your support needs and aspirations. Support workers regularly review your plan with you to make sure that it still reflects your needs. When it is agreed that you are ready for move on, staff will support you to approach the local authority or private landlords to move on to your own independent

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	accommodation.
The Stockwell Centre Tel: 01206 768211 Email admin@stockwellcentre.com Website: www.stockwellcentre.com	The Stockwell Centre, just off Colchester's High Street, provides counselling and psychotherapy for individuals, couples and groups. Stockwell Centre counsellors and psychotherapists can help with a wide range of difficulties including depression, anxiety, stress and panic attacks; they can also help with difficulties arising from relationship breakdown, bereavement and loss and childhood events such as abuse or trauma. WHAT HAPPENS IN THERAPY? The counsellor or psychotherapist will be non-judgemental and try to understand you in a way that enables you to reflect on your situation differently. You may be encouraged to talk about your childhood and dreams as well as day-to-day concerns. These may include fears, anger and thoughts about current relationships at home and at work. Being listened to and understood in this setting can enable you to make positive changes in your life. FEES Fees are negotiated individually with the therapist and currently range between £35 and £55 per session. We may be able to offer an assisted place for those with restricted means. HOW LONG DOES IT TAKE? In many cases weekly sessions over a period of six to eight weeks will be appropriate for resolving the difficulties you are having. Some clients/patients feel that there have been long standing feelings of anxiety, depression or anger and longer term therapy for a year or more, once a week or more, will enable clients to address underlying feelings and experiences in an unhurried manner. In this way a person's natural capacity for self-healing can be given the time it needs. Stockwell Centre members work both short and long term. LOW FEE COUNSELLING We have a scheme for low cost counselling for those who are unable to afford the full fee. Places are offered in exceptional circumstances only and due to the longer term nature of the work, there is also likely to be a waiting list. Those with restricted means who are motivated to commit to weekly counselling for up to a year, and can pay a minimum of £10 per session, are assessed for suitability by a full member of the practice before being referred to one of our affiliates for counselling. The counselling is offered by recently qualified counsellors who wish to gain the additional experience they need for accreditation/registration. The counsellors are affiliated to The Stockwell Centre and are in supervision with one of our senior registered psychotherapists.

The Coastal Community Centre (Tendring) Tel: 01255 420707 Email: ccc@clactoncoastalacademy.org.uk Address: Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL	COVID-19 UPDATE – Centre closed currently. The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm What We Can Help With • Benefits • Housing • Debt and Money Management • Health issues • Family Matters • Completing Forms • Depression and Anxiety
Light Group Tel: 07791 592573 / 07538 129507 Email: light_group2011@yahoo.co.uk	LIVING IN GREATER HOPE TOGETHER LIGHT is a client-centred therapeutic support group focusing on adults whose lives are affected by childhood abuse. The group is based in Colchester, North East Essex. It is open to both men and women and offers a secure and confidential place where all issues related to abuse, including sexual, physical and emotional abuse and neglect, can be addressed. The group is supported by experienced group facilitators who are fully qualified. There is a minimal weekly charge for members of £5. Our Aims • To foster interaction amongst survivors of abuse in order to develop a network of mutual support. • To provide a safe and confidential environment where issues of trust, emotion and coping can be explored. • To help reduce the sense of isolation experienced by survivors of abuse. • To work with group members in gaining a greater sense of personal growth and resolution. • To develop the potential of members to process their experiences and move toward a greater sense of resolution.
Early Intervention in Psychosis (EIP) Service	We work with young people aged between 14 and 35 years who are, or may be, experiencing a psychotic illness for the first time. The Service aims to provide assessment, treatment and interventions as early as possible reducing the time it takes to recover, improving outcomes

Tel: 01206 333700 Fax: 01206 544092 Email: EIP.East@nepft.nhs.uk Address: 14 Creffield Road, Colchester, Essex. CO3 3JA	and reducing the risk of longer term problems. We also aim to provide support, education, assessment and advice to the young person's family, carers, friends and relatives.
TMHS – Tendring Mental Health Support Tel: 01255 429778 Address: Orwell Road, Clacton-on-Sea, Essex. CO15 1PP	Tendring Mental Health Support is a charity that has been offering services within Essex for over thirty years, working in partnership with statutory health authorities. Summit House is the base of one of the longest standing mental health advocacy services in the country. Upon the foundation on this service, the learning disability service was developed. Over the last fourteen years the Independent Advocacy Service for people with a learning disability has grown from a one person service working only in the Tendring Area to a team of eighteen members of staff covering Tendring, Colchester, Maldon, Chelmsford and Braintree. Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need. Our aim is to offer help in a non-judgemental way to any adult with a mental health problem or a learning disability to enable them to play an active part in everyday life. Tendring Mental Health Support plays a fundamental role in supporting other user led groups within its premises.
Clacton and Colchester Crisis Café Clacton Address: Trinity Methodist Church, 84D Pier Avenue, Clacton-on-Sea CO15 1NJ. Colchester Address: The Constantine Centre, 272a Mersea Rd, Colchester CO2 8QZ	The Clacton and Colchester Crisis Café provides a safe and supportive space for people experiencing a crisis. The Café is there to support anyone experiencing a mental health crisis due to: • anxiety and panic attacks. • suicidal thoughts • self-harm that does not require medical treatment • depression • hearing voices, and • post-traumatic stress disorder and associated crisis from complex trauma. The team will be available to talk through the issues that have led to crisis and identify trigger points. Together with the individual the team will work on coping mechanisms and put strategies in place to prevent a crisis reoccurring. Working with their networks individuals will

be supported to take positive steps to leading a happier and healthier life. Individuals will be given information about other places to go during the day so they feel supported at all times. The Café offers breakaway rooms to facilitate one to one chats.

Clacton is open 5pm – 1pm
Colchester Café is open 6pm – 1am to residents every evening.

Anyone wishing to attend Crisis Café will need a referral. Your referral may come from a GP or other healthcare professional, the emergency services or NHS 111 (option 2)

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

North Essex

Essex Child and Family Wellbeing Service

Website: www.essexfamilywellbeing.co.uk

EXTRA – Support For Families

Tel: 01255 475001

Text: 07794 991987

Email:

extrasupportforfamilies@btconnect.com

Website:

www.extrasupportforfamilies.co.uk

Address: Jaywick Community Resource Centre, Brooklands Gardens, Jaywick, Clacton-on-Sea, Essex. CO15 2JP

For full information on local services, please see the website.

COVID-19 UPDATE: EXTRA's staff will be keeping in touch with vulnerable families and signposting them to support available. Identified families will get bi-weekly phone calls to support them to keep positive and solution focussed. Families have been given the mobile numbers of the EXTRA team who will be working from home. Families can also contact EXTRA via Face Book, Instagram and email. We will do regular updates on Face Book on support available for families (such as Citizens Advice Tendring present contact information), tips on how to keep emotionally well at this time of uncertainty and giving ideas on how to keep children entertained at home. We are exploring how we can offer more support through social media and are trialling delivering a parent peer support group via FaceTime today, 20.02.20

Extra - Support for Families (EXTRA) is here to help anyone caring for children in the Tendring district to meet the challenges of parenting.

We offer local opportunities for parents to meet at fun days, one-off workshops and a range of parenting programmes.

Through these activities, EXTRA aims to help parents develop their parenting skills to bring out the best in their children, reduce conflict in the home, improve family relationships and build confidence in parents/carers to cope with future challenges.

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	EXTRA acts as a central agency to co-ordinate the provision of parenting support throughout Tendring. We have a parenting platform every couple of months where practitioners involved in parenting, from Sure-Start Children's Centres, schools, adult community learning, health and so on, gather to share information on what is going on and to find ways to provide what parents need in the area. • Courses • Workshops
Home-Start Colchester Address: The Ark (Methodist Church) Jack Andrews Drive, Off Gavin Way Highwoods, Colchester CO4 9FF Telephone: 01206 854625 or 07504313955 Website: www.homestartcolchester.org.uk	<i>COVID-19 Update: During the Coronavirus we have adapted our service and are currently able to offer the following:</i> <i>Home-Start Colchester, Clacton</i> <i>The service is providing telephone befriending to families with children under 11 years in Colchester and South Tendring.</i> <i>We are able to issue Triple P online parenting courses backed up by co-ordinator telephone support.</i> <i>We have purchased Nappies, baby food, wipes and toys that we are issuing to families if needed.</i> <i>We hold Food bank vouchers for Colchester and Clacton and can both post vouchers or when families are unable to get out we can deliver Foodbank using social distancing.</i> <i>We also have play ideas we are promoting on Facebook.</i> <i>We have lots of resources and children are provided free materials to make at home.</i> <i>We also have our own small unrestricted donations that we can utilise for families for emergency items.</i> <i>If anyone has any local family who is in need of nappies etc. Please contact us on Office@homestartcolchester.org.uk</i>

	Home-Start Essex is a leading family support charity working across Essex to build the confidence and skills of parents/carers to achieve healthy and positive outcomes for children. Our work comprises a long established volunteer home visiting service, offering emotional and practical help to families experiencing difficulties, alongside a range of family groups, well-being programmes, courses and events. Family Groups: We are delivering weekly family groups via online sessions and in some areas, in outdoor spaces, such as a parks. Volunteer Face to face support: Where appropriate volunteers can meet with a family on a weekly basis in an outdoor space. We can also combine this with telephone support if the weather conditions make it difficult to meet outside. We are following all Government C19 guidelines for all face to face support. Telephone Befriender: Our professionally trained volunteers offer weekly phone or video calls providing friendship, guidance and a listening ear and to help a family through a difficult time. School Readiness: Volunteers provide an 8 week school readiness course via phone or zoom. Activity packs are provided to families together with online guidance and resources. Wellbeing: Online groups are continuing for parents to maintain their wellbeing, physical and mental health, throughout Essex, alongside our Fitness and Fun and Walk & Talk programmes.
The Ministry of Parenting Tel: 01206 562626 Email: info@theministryofparenting.com Website: www.theministryofparenting.com Address: The Colchester Business Centre, George Williams Way, Colchester, Essex. CO1 2JS	The Ministry of Parenting is led by a team of experts with a proven track record of excellence in parent training, consultancy, community development and parental mental health. The individuals behind the business also have a large network of contacts and are able to access a range of consultants, facilitators and trainers to help deliver the Company's aims and objectives. Services Offered: STOP Parents of Teenagers One-to-One Parent Coaching Programme – Payment required for Programme

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding North Essex

Colchester Hospital Safeguarding Children Team

Tel: 01206 742267

Email: chu-
ftr.SafeguardingChildren@nhs.net

Named Nurse – Safeguarding Children
Gemma Shadbolt - 01206 742267

Named Midwife – Safeguarding Children
Jo Jerrom - 01206 742267

Safeguarding Children Practitioner
Sue Finnis - 01206 742267

NSPCC

Website: www.nspcc.org.uk

Organisation centered around keeping children safe from abuse.

[Safeguarding Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

North Essex

[Sensory Needs Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse/CSE

North Essex

Centre for Action on Rape & Abuse (CARA)

Tel: 01206 769795

Email: info@caraessex.org.uk

Website: www.caraessex.org.uk

Address: PO Box 548, Colchester, Essex. CO1 1YP

COVID-19 UPDATE: All CARA workers are now working from home, and we have put in place the following provisions:

- We have suspended all face-to-face counselling sessions, play therapy sessions, home visits, meetings and our social group until further notice.
- We have adapted our service to offer a range of remote support to meet our clients' needs. This includes providing counselling sessions or other support meetings by video or telephone, providing ongoing support by e-mail, telephone or text and providing regular check-in calls, e-mails or texts to our most vulnerable clients.
- If clients do not wish to receive remote support, they may defer support until we are able to resume face-to-face contact. They will not lose their place or have to return to our waiting list.

CARA is a confidential support service run by women for women, children, and young people of both genders under the age of 19 who have suffered any form of sexual violence, past or present.

We provide formal counselling for rape and sexual assault, including child sexual abuse.

We also offer an advocacy service and can accompany women to the police, to court, to the GUM clinic, or to other meetings if they request it.

We are continually looking at other ways in which we can expand our services, if possible or appropriate.

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

CSE Champions Network	Alan Williams, a youth officer, is able to offer sessions free of charge around online safety in particular. These sessions can be delivered to parents/carers, professionals or young people. Although based in Tendring he is able to work in Colchester on this specific issue, please contact him if you would like more information alan.williams@essex.pnn.police.uk
Essex Police CYP Police Officer <u>Colchester</u> 70579 Kelly Metcalfe Email: 42070579@essex.pnn.police.uk Ext: 430821 281 Barry Clough Email: 42000281@essex.pnn.police.uk Ext: 430258 <u>Tendring</u> 72462 Cornelius Bowen Email: 42072462@essex.pnn.police.uk	There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours. CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims. Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.
Essex Police Missing Person Liaison Officer <u>Colchester</u> 6615 Amanda Tomlinson Email: 42006615@essex.pnn.police.uk Ext: 430234 <u>Tendring</u> 72656 Jamie Skipper Email: 42072656@essex.pnn.police.uk Ext: 440356	The responsibility of the Missing Person Liaison Officers (MPLO) is to maintain a comprehensive overview of missing people within a defined area in order to identify those who are at risk of significant harm and to co-ordinate the response from Essex Police and its partners, so as to reduce the likelihood of harm occurring to vulnerable people. There are 10 MPLOs; one for each Essex Police District Policing Area.
Fresh Start – new beginnings	Fresh Start - new beginnings is a therapeutic treatment service based in Ipswich for children and young people. We work throughout Suffolk, Norfolk and North Essex to provide a therapeutic service for children and young people up to 18 years old, who

Tel: **01473 353355**

Email: diana@fsnb.org.uk / malcolm@fsnb.org.uk

Website: www.fsnb.org.uk

have reported being sexually abused. In addition we offer advice and support to their families to assist them in coping with symptoms associated with this kind of trauma.

We aim to help children and young people make sense of the confusion they feel and to teach them coping strategies to deal with the difficulties they face. By highlighting their strengths and potential we ensure that they are able to move from victim to survivor.

- [Criteria for Referral](#)
- [Referral Forms](#)
- [Resources](#)
- [Training and Commissioned Work](#)
- [Harmful Sexual Behaviour](#)

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

North Essex

Open Road Clacton Tel: 01255 434186 Helpline: 08444 991323 Website: openroad.org.uk Address: 132a Wellesley Road, Clacton-on-Sea, Essex. CO15 3QD	COVID-19 UPDATE: drop in services and walk in assessments are temporarily ceasing with planned appointments only. All other contact will be by phone. For full information see website and alcohol across Essex. Available Services: • Access to Nature • Choices • Needle & Syringe Programme • Open Access
Open Road Colchester Tel: 01206 766096 Helpline: 08444 991323 Website: openroad.org.uk Address: 5a Queen Street, Colchester, Essex. CO1 2PG	COVID-19 UPDATE: drop in services and walk in assessments are temporarily ceasing with planned appointments only. All other contact will be by phone. For full information see website Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex. Available Services: • Access to Nature • Choices • Family Support • Needle & Syringe Programme • Open Access
Phoenix Alcohol Project Tel: 01206 561767 or 01206 546854 Email: info@phx.org.uk Website: www.phx.org.uk	We offer support to people who wish to make changes to their drinking, whether this is to reduce the amount they drink or to stop completely. We provide social support, activities, drop-ins and structured groups, in addition to outreach, one-to-one and counselling services. Our dedicated keyworkers will ensure every client's support needs are met in a holistic manner that considers their mental and physical health, alongside other circumstances.

[Substance Misuse Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Address: **147 Straight Road,
Colchester, Essex
CO3 9DE**

Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals.

Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities include Phoenix Supported Housing and Phoenix

[Substance Misuse Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

North Essex

Red Balloon – Braintree Serving Mid and North Essex

Tel: 07823 556842

Email: louise.miller@rbair.org.uk

Website: www.redballoonlearner.co.uk

COVID-19 UPDATE - Students studying with Red Balloon of the Air continue to receive their lessons and therapy online. However, face-to-face sessions in Milton and Danbury have been suspended. In addition, Mentor home visits have largely been replaced by online or telephone sessions. Phone lines, IT support and safeguarding procedures continue as normal.

We are able to offer a safe learning environment to young people who have been bullied to the extent that they cannot attend school, and are missing out on their education.

We work with local authorities and a range of other statutory and voluntary agencies that support children and young people.

If you are a parent / carer or you work in these fields and know of a child or young person aged 10 - 17 who is missing from education because they are bullied, then please contact us.

[More About Red Balloon](#)

Teen Talk

Tel: 01255 504800 / 01255 240024

Email: teentalk1@hotmail.co.uk

Website: www.teentalkharwich.co.uk

Address: 17 Cliff Road, Dovercourt,
Harwich, Essex. CO12 3PP

COVID-19 UPDATE - Teen Talk has taken the advice set out by the government in relation to COVID-19 for everyone to stay safe.

Our priority is the health and wellbeing of our service users, we have made the decision not to hold any further face to face meetings or events until further notice.

Our current service users have been contacted but we would like to ensure that our service is accessible to others over this period.

**To ensure that we can continue to support young people aged 11 – 25 years, we are offering telephone support and online activities.
This will go live as of the 25th March.**

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

*To get in contact please
Email: teentalk1@hotmail.co.uk
Call: 01255 504800 and leave a message*

We hope to respond within 2-3 days (Monday – Friday)

Teen Talk is 'young person centred'.

We listen to young people aged 11-25 years, about concerns and worries they are facing in their daily lives. We offer, non-judgemental, one-to-one support to enable young people to reflect upon issues, supporting them to find their own solutions, at their own pace.
We also provide a range of activities to support young people build their confidence and social skills through activities.

Please call to make a referral.

Services available please list as, one-to-one support and activities

Opening times: **Harwich** 9.30am-5.30pm Monday
9.30am-7pm Tuesday-Thursday
9.30am-5.30pm Friday

Clacton 1.45pm-4.45pm Tuesday-Thursday

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Young Carer

North Essex

Action For Family Carers

Tel: 01621 851640

Fax: 01621 874817

Email: enquiries@affc.org.uk

Website: www.affc.org.uk/services/young-carers

Address: Brickhouse Farm, Poulton Close,
Maldon Essex. CM9 6NG

COVID-19 UPDATE – Action for Family Carers is actively monitoring the situation as it develops and is following current public health information and advice. Following the latest government advice (23rd March) we have suspended all face to face events and activities for the time being.

If you or the person you look after is feeling unwell with symptoms similar to those associated with coronavirus please look for information on the NHS website and NHS 111 online and follow their advice.

We recognise that this is an especially difficult time for Carers and their families across Essex . At the present time most of our support is being provided over the phone including via our countywide Essex Befriends service: www.essexbefriends.org.uk. We rely on volunteers so please contact us if you are able to help in any way.

We continue to take calls on 0300 770 80 90 however we would advise emailing us on care@affc.org.uk or using Contact Us on this website.

Young Carers are children as young as five years old, and any young person aged under 18, whose life is restricted in some way because they look after someone else on a regular basis.

There are approximately 10,000 Young Carers in Essex and 700,000 across the UK. They may be the main Carer, or provide partial care for their mother, father, brother, sister or other family member due to mental or physical illness, old age or disability.

- One-to-one support sessions in school giving Young Carers the opportunity to talk confidentially to somebody who understands.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Practical support such as providing support in meetings with teachers to explain why, for example, they have fallen behind with their homework. • Informal drop-in groups where Young Carers can meet others in the same situation and access information and advice. • Information on how to access Respite Clubs in the local area where Young Carers can meet other young people in the same situation. • Raising awareness of Young Carers to both staff and students through PSHE lessons, assemblies and Teacher Training.
Essex Youth Service Email: young.carers@essex.gov.uk Website: www.youth.essex.gov.uk Online referral form here	<i>COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.</i> See the Countywide Young Carer page for more information.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seek/Refugee

South Essex

Citizens Advice Bureau - Basildon

The Basildon Centre, St Martins Square
BASILDON
Essex
SS14 1DL

0300 330 2101

www.citizensadvice.org.uk

COVID-19 UPDATE: Citizens Advice will be closing face to face Services in their offices from Mon 23 March. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizens Advice Bureau - Rochford

Back Lane
ROCHFORD
Essex
SS4 1AY

0300 330 2101

www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

[Asylum Seeker/Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Bereavement/Loss

South Essex

Castle Point Association of Voluntary Services (CAVS) - Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required.

If you are self-isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives.

Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence

[Go to Bereavement / Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour
- Finances and budgeting
- Bereavement

We will be able to offer you support.

What it will look like?

After a needs assessment is completed, a recommendation will be made to the family that may include:

- Having direct intervention from a Family Support Worker towards goals determined by the family
- Attending a parent/young person support group.
- Being matched with a fully trained volunteer towards goals determined by the family

The Family Mentoring service offers a range of courses to reflect the needs of families, parents and young people. For example:

- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs.
- FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self-harm.
- Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer support and person-centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals
- Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety.

For more information on course dates please contact the team direct on 01268 214000

[Go to Bereavement / Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Little Havens Hospice Tel: 01702 556645 Website: www.havenshospices.org.uk Address: Daws Heath Road, Thundersley, Essex. SS7 2LH	COVID-19 UPDATE - For the safety of our patients - in line with the national requirement to minimise contact and in keeping with other hospitals and hospices - we have taken the decision to limit visitors to our In Patient Unit. This situation is under daily review and we may need to apply stricter controls in the coming days: For all people who are felt to be in the very last days of life we will maintain a short list of the closest relatives who can visit, ensuring that they stay with the person in their room and do not mix with visitors for other patients. The list will be agreed on admission and no other visitors will be allowed. We are exploring whether we can enable Skype type facilities in the rooms to allow people to interact with the rest of their family and friends. For people admitted for symptom control we are limiting visitors to one named visitor only and ask that they limit their visits to one hour a day. We will no longer be able to offer the family room for overnight. Accommodation. One family member can stay overnight in the room of someone who is in the last days of their life. The family lounge will no longer be used as we wish to avoid family members coming in close contact. We are sorry that we have had to take this action but need to protect our patients, their families and our own staff so that the hospice can continue to provide care throughout this difficult time. Little Havens Hospice provides care for children who are life-limited, are life-threatened or have palliative care needs. What this means is that the child has been diagnosed with a condition, meaning that their life may be shortened. We can care for children and young people under the age of 19. We care for children, young people and their families from Essex and the surrounding London boroughs. Read More
St Luke's Hospice Tel: 01268 524973 Website: www.stlukeshospice.com	COVID-19 UPDATE - From today following national guidelines, it is with a heavy heart that we have to further restrict our visiting guidelines. Visiting for patients who are in their last days of life will be restricted to one designated visitor, who will be able visit at any time of the day. Patients admitted for symptom management will no longer be permitted to receive visitors, but we will ensure that these patients are discharged to their home as quickly and as soon as possible once their symptoms have been managed effectively. Any deviation from these guidelines will be subject to the staff working at the time. St. Luke's Hospice provides specialist palliative care for people living in the Basildon and Thurrock districts with any life threatening, life limiting disease. This often means cancer but also includes other illnesses that are no longer curative, such as Heart Failure, Multiple Sclerosis, Chronic Obstructive Pulmonary Disease or Motor Neurone Disease for example. Care and support is offered through a wide range of services that are tailor made to meet the needs of individuals. This care is extended to carers, families and friends.

[Go to Bereavement / Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

South Essex

Castle Point Association of Voluntary Services (CAVS) - Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self Isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives.

Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour
- Finances and budgeting
- Bereavement

We will be able to offer you support.

What it will look like?

After a needs assessment is completed, a recommendation will be made to the family that may include:

- Having direct intervention from a Family Support Worker towards goals determined by the family
- Attending a parent/young person support group.
- Being matched with a fully trained volunteer towards goals determined by the family

The Family Mentoring service offers a range of courses to reflect the needs of families, parents and young people. For example:

- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs.
- FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self-harm.
- Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer support and person-centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals
- Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with

	a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety. For more information on course dates please contact the team direct on 01268 214000
Rochford Extended Services Tel: 01702 545 771 ext. 3226 Email: michellematon@kes.essex.sch.uk Website: www.rochfordextendedservices.org.uk Schools supported: Sweyne Park, King Edmund, James Hornesby, King John, Castleview, Ashingdon Primary, Braling Magna, Canewdon Primary, Down Hall, Laindon Park, Great Wakering, Holt Farm Infants, North Crescent, Our Lady of Ransom, Plumberow, Rettendon, Riverside, St Nicholas, St Teresas, Wyburns, Glebe	COVID-19 UPDATE: Parents with children in one of our partner schools can now directly book a 1:1 telephone consultation with Patsy Alphonse Peer, Family Support Worker, to discuss specific situations that might be affecting your family. Call or text 07787 259342 to arrange Michelle Maton, Senior Family Support Worker & Specialist Counsellor, will be supporting school staff to manage anxiety and mental health, particularly around the impact of illness on families. She will also provide 1:1 telephone support to the existing families on her caseload. She will also provide Bereavement Support, as required. Our Educational Psychologist, Dr Emma Rawlings, will be providing support to Head Teachers and their staff at this really difficult time. She will be able to give advice and guidance, using psychological thinking to find a way forward. However, she will not be able to offer individual support to parents at the moment. Family Support Worker & Counsellor, Maria Hill, is commissioned to work with the children and families from the Zenith MAT and will be dividing her time between their needs, and supporting families on her caseload, via the telephone. She will also be supporting schools around staff and pupils' mental health. We are a local service, commissioned by individual schools to provide holistic support to their children and families. If your child attends one of our partner schools, you will be able to access our groups and courses. Courses & Groups include: • Rainbow Group • Mental Health and Wellbeing Group • Motivated Mums • Parent Consultation Sessions • School Nurse Drop In

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Yellow Door

Address:

Canvey Island Youth Project (Yellow Door)
Yellow Door Youth Hub,
Poplar Road
Canvey Island
SS8 7BN

Tel: 01268 683431

Tel: 01268 514792

Mobile: 07436 102825

Email: drop-in@cyp-yellowdoor.org.uk

COVID-19 UPDATE: The Drop-in and clubs are temporarily CLOSED. Support is available via phone or online and counseling will continue. The food bank will remain open, however, we ask you wait outside for parcels. Thank you and stay safe.

Our advice and information drop-in can help with a wide range of issues and problems so just walk through the yellow door and let us know how we can help you.

Services include:

- C-Cards
- Mentoring
- Foodbank
- Access to phones and the internet
- Advocacy
- CV and life skills support, including budgetting.
- Parenting support.

[Child Behavioural Difficulties Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Children's Health Services

South Essex

Basildon & Brentwood CCG and Thurrock CCG (South West Essex)

Tel: 01268 594482

Email:

BBCCG.southwestsafeguardingteam@nhs.net

Address: Phoenix Court, Christopher Martin Road, Basildon, Essex, SS14 3HG

Southend CCG and Castle Point & Rochford CCG (South East Essex)

Tel: 01268 464567

Email: CPRCCG.safeguarding@nhs.net

Address: Pearl House, 12 Castle Road, Rayleigh, Essex, SS6 7QF

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Health Visitors Tel: 0300 247 0013 Website: www.essexfamilywellbeing.co.uk	All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of South Essex. Family Hubs (formerly known as Children’s Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents. Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations. We host an array of family support services who can help you such as the Citizen’s Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.
School Nurses (5-19 Children’s Public Health Teams) Tel: 0300 247 0013 Website: www.essexfamilywellbeing.co.uk	All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of South Essex. School nurses in Essex operate in schools across the county, delivering health advice and support to school-aged children and young people. The team give children and young people in Essex’s schools, colleges and academies access to a school nurse 52 weeks a year. How can we help? Working together with schools, we: • Participate in national campaigns and initiatives e.g. national child measurement programme • Promote healthy lifestyles • Support and give advice to young people with medical conditions, to ensure they access the whole curriculum and are not disadvantaged • Give school staff the information they need to support children with health concerns

- Deliver the national childhood immunisation programme
 - Provide drop-in sessions for young people to talk about any health or wellbeing concerns
 - Work with children and young people who have complex medical needs
- We normally work from 9am until 5pm; however, we'll do our best to make ourselves available to you outside of these hours.
- What happens next?
- The school nursing service accepts self-referrals through school drop-ins by the young person themselves.
- Children and young people can also be referred by parents and carers.

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

South Essex

Basildon Council

Tel: 01268 533333

Email: customerservices@basildon.gov.uk

Website: www.basildon.gov.uk

COVID-19 UPDATE: town centre offices at The Basildon Centre in St. Martins Square, Basildon will be closed to the general public from 5.15pm on Tuesday 24 March 2020 until further notice, in order to help stop the spread of coronavirus and protect our staff and the public. Residents and customers are advised to access council services and information from this website in the usual way.

Community safety advice

Castle Point Council

Tel: 01268 882200

Email: info@castlepoint.gov.uk

Website: www.castlepoint.gov.uk

COVID-19 UPDATE – In line with social distancing advice and to protect residents and staff the Council has taken the decision to close the Council offices to the public until further notice. Whilst the offices are closed to visitors, our operating hours remain unchanged. You are still able to access services and information from the website 24/7 and via email and phone during operating hours.

Community safety advice

Essex Police CYP Police Officer

Castle Point, Rochford & Rayleigh

2203 Esther Howitt

Email: 42002203@essex.pnn.police.uk

Ext: 490540

There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours.

CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims.

Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Rochford District Council Tel: 01702 546366 Email: Via Website Website: www.rochford.gov.uk	COVID-19 UPDATE: Following the Prime Minister's announcement on Monday 23rd March and to enable the safety of staff and the public, all customer services officers are now working from home. Residents can still contact the council through our website at www.rochford.gov.uk using the live chat facility or by email at customerservices@rochford.gov.uk <i>If anyone needs to contact us by phone and knows the officer's direct dial number, please use that.</i> <i>From 26 March 2020 you can contact us on the following telephone numbers:</i> <i>For Housing Benefits and Council tax call 07971 181472, 01702 318028 or 01702 318038</i> <i>For all other enquiries dial 07971 181443 or 01702 318036</i> <i>Our opening hours are 08:30 until 17:00 Monday - Friday however the live web chat has been extended outside of these hours as much as possible.</i>
South Essex Youth Offending Team Tel: 01268 520612 Fax: 01268 270924 Email: yot.basildon.ecc@essex.gov.uk Address: 31, Battleswick, Basildon, Essex. SS14 3LA	The aim of Essex Youth Offending Service (YOS) is to work with children and young people who have offended and to help prevent them getting into further trouble. We achieve this by working together with young people and their parents or carers, the victims of crime and other agencies and organisations in the local community.

[Crime/Anti-Social Behaviour Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Domestic Abuse

South Essex

Changing Pathways (Formerly Basildon Women's Aid)

Tel: 01268 729707

Email (enquiries): welcome@changingpathways.org

Email (referrals): referrals@changingpathways.org

Website: changingpathways.org

COVID-19 UPDATE – During #COVID-19 if you need help for domestic abuse and stalking in South and South West Essex please contact us on 01268 729707, we are here & can help you to safety plan or find a place of safety. Online Chat facilities have been introduced for Victims of Domestic Abuse who may find it difficult to ask for support with perpetrators being in the family home.

Changing Pathways (formerly known as Basildon Women's Aid) is a domestic abuse charity working across the areas of Basildon, Brentwood, Castle Point, Rochford and Thurrock. We provide free and confidential services to support people who are currently experiencing, or have previously experienced domestic abuse.

- [Refuge](#)
- [Adult Counselling](#)
- [Children & Young People Counselling](#)
- [Outreach Service](#)
- [EDAPP](#)
- [Steps Programme](#)
- [Children & Young People](#)

SOS (Southend-on-Sea) Domestic Abuse Projects

Tel Dove Centre: 01702 351648

Tel Women: 01702 302333

Tel Male: 01702 343868

Covers Rochford providing advice and support for the victims of domestic violence. They have advice lines for women, men and children.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel Children & Families: 01702 343868 mail: enquiries@sosdap.org Website: www.savsmembers.org/sosdomesticabuseprojects	
South Essex Rape & Incest Crisis Centre Tel: Support & Information: 01375 380609 Tel: Office Telephone: 01375 381322 (no telephone counselling via this number) Email: sericc@sericc.org.uk	SERICCC provides specialist services any individual who has or who is experiencing any form of sexual violence at any time in their life. You can also phone if you are worried about your child, someone else in your family, or someone you know.
South Essex Domestic Abuse Hub Tel: 01268 206798 (Monday-Friday 9am-5pm)	<i>Covid 19 update – all hubs are currently suspended; however telephone services are still available.</i> <i>Drop in Hubs are situated in Basildon, Brentwood, Castle Point & Rochford. Each Hub us staffed by a team who can offer support by providing:</i> <i>• Help & advice to find safe accommodation</i> <i>• Help to remain safe in your home</i> <i>• Access to legal advice & assistance</i> <i>• Money & welfare advice</i> <i>• Access to therapeutic & outreach support services</i>

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Disabilities/Additional Needs

South Essex

BOSP (Brighter Opportunities through Supported Play)

Tel: 01277 624300

Email: enquiries@bosp.co.uk

Website: www.bosp.co.uk

Address: Union House, Suite 2C, 117 High Street, Billericay, Essex. CM12 9AH

COVID-19 UPDATE: BOSP will be suspending all BOSP sessions with immediate effect until further notice. Due to the closure of venues and activities that have been made in response to government guidelines, and the protection of the health and safety of all individuals at BOSP, we have no other option and are extremely disappointed that we have had to cancel such vital services. BOSP will continue to run a skeleton staff on rotation within the office for as long as possible, should families need to talk to anyone throughout this unsettling and difficult time.

BOSP offers regular clubs at evenings, weekends and school holidays providing fun and exciting activities with social opportunities for children and young people with disabilities aged 4 years onwards.

BOSP aims to develop the children and young people's independence, self-esteem and social skills in a supportive environment. BOSP has a high staff ratio so that medical and behavioural needs can be met and to help foster independence and life skills. BOSP is based in Billericay, The Pioneer School in Basildon and offers Out and About activities.

[Activities & Services](#)

Cavs Ways to Wellness - Castlepoint Association of Voluntary Services

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self-isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives.

Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour
- Finances and budgeting
- Bereavement

We will be able to offer you support.

What it will look like?

After a needs assessment is completed, a recommendation will be made to the family that may include:

- Having direct intervention from a Family Support Worker towards goals determined by the family
- Attending a parent/young person support group.
- Being matched with a fully trained volunteer towards goals determined by the family

The Family Mentoring service offers a range of courses to reflect the needs of families, parents and young people. For example:

- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by

	increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs. - FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self-harm. - Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer support and person-centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals - Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety. For more information on course dates please contact the team direct on 01268 214000
Crossroads Care Website: www.braintreecrossroadscare.org.uk/ Tel: 01376 529985 Email: braintreexroads@btconnect.com Address: Unit 9-11 The Warehouse, Charfleets Farm Way, Canvey Island, SS8 0PG	A provider of support for carers and the people they care for. We provide flexible services to people of all ages and with a range of disabilities and health conditions.
DIAL (Disablement Information & Advice Line) Tel: 0333 366 1045 (10am to 4pm Mon-Fri) Email: enquiries@dialsouthessex.co.uk	COVID-19 UPDATE: From Monday 23rd March our offices will closed due to the Coronavirus. We have had to cancel all of our Outreach Desks and Home Visits due to the possible spread of the Coronavirus and we are unable to see anybody in person. If you would still like our help and advice you can still telephone the office number on 0333 366 1045 which will be answered most of the time between 10am and 3pm

Website: dialsouthessex.co.uk
Address: THE BEEHIVE
WEST STREET
GRAYS
ESSEX
RM17 6XP

Monday to Friday. If your call is not answered then please leave a message and we will get back to you as soon as we can. You can also ring or text the mobiles on 07826 902087 or 07786 088538 or

email jan@dialsouthessex.co.uk, enquiries@dialsouthessex.co.uk or if it is relating to an appeal sallypenson@outlook.com

We will continue to do as much as we can working from home for at least the next month but possibly longer but we will keep people updated through our Facebook page at DIAL South Essex and on our website at www.dialsouthessex.co.uk

If you would still like help to complete your PIP, DLA, ESA, UC50 or Attendance Allowance forms, a Mandatory Reconsideration Form or an SSCS1 form for an appeal please contact us using one of the above methods (preferably email) and we can arrange to complete the form for you over the telephone or by email. If you would like help then when you contact us we will arrange a convenient day and time with you. Other general enquiries we will still be able to help with and provide the up to date relevant information.

The services we normally provide are:

General information and advice, face to face, by our office in Grays

- Home Visiting service for people unable to get to us for help with benefit applications and independent living advice (this is currently a limited service)
- Welfare Rights Service to help people with appeals, casework, submissions and tribunals
- Advice Desk at Pitsea Library on the 4th Wednesday of each month
- Advice Desk at Wickford Library on the 4th Tuesday of each month
- Advice Desk at Lifestyle & Mobility Shop in Basildon on the 2nd and 4th Monday of each month
- Advice Desk at Brentwood Community Hospital on the 2nd Tuesday of each month
- Advice Desk at the South Ockendon Centre on the 1st and 3rd Monday of each month
- Advice Desk at Chadwell St Mary Library on the 1st Tuesday of each month
- Advice Desk at Tilbury Library on the 1st Wednesday of each month
- Advice desk at Purfleet Hub on the 3rd Tuesday of each month
- Information provided by telephone, Email, via our website, text
- Social Clubs and Self-Help Groups in Basildon (call office for details)
- Support, Information and Advice by friendly staff and volunteers
- Benefit Checks, Benefit Enquiries, Benefit Appeals and Casework

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Help with completion of various forms (hard copy and online) • Advice on a variety of disability related subjects, e.g. equipment, leisure, access, etc • Advocacy, Signposting and Referral, as necessary
The MegaCentre Rayleigh Tel: 01268 779100 Email: megastaff@megacentrerayleigh.co.uk Website: www.megacentrerayleigh.co.uk Address: 7 Brook Road, Rayleigh, Essex. SS6 7UT	COVID-19 UPDATE: <i>We are looking at different “remote” ways of still being able to support children, families and young people – and the wider community – during this time, so will still be here. If anyone would like to join our Facebook page this will keep everyone up to date with all our work</i> The MegaCentre Rayleigh, the home of Megazone Laser Tag, MegaPlay Soft Play, Music & Conference Rooms, Theatre and S-Kape Youth Centre, is a not-for-profit social enterprise owned by the registered charity ACT (Active Christian Trust). The Interactive Sensory Room is a great facility that is manned by trained staff to help stimulate young children in their development and learning. Suitable for babies to under-4's and can also be booked for exclusive use sessions, including for Special Needs individuals and groups. Read More
Papworth Trust Home Solutions Tel: 01277 503 101 Address: South West Essex Centre, 3rd Floor Town Hall, Ingrave Road, Brentwood, CM15 8AY	COVID-19 UPDATE – <i>Given the rising number of cases of Coronavirus (Covid-19) across the country, we are putting in a number of measures to safeguard the wellbeing of our tenants, customers, staff and volunteers. As part of this, we have made the decision to focus on carrying out repairs based on the health and safety of the tenant and property and these will be prioritised accordingly. This means the focus will be on completing those repairs which require urgent attention. We will endeavour to respond within our set timescales; however, we would hope that you understand where this is not possible. We may need to postpone jobs and we will rebook these when possible. You should continue to report repairs in the usual ways, and we will book in repairs and maintenance where we are able. We will monitor this situation closely and update you if any further changes are necessary.</i> Papworth Trust is a charity and registered social landlord working with people with disabilities across the East of England. We provide a range of services for disabled people to ensure they have more equality, choice and independence in their lives. The Papworth Trust Community Support Service is a home care (domiciliary care) service, provided by an agency which is registered to provide personal care to its clients.
SCAFT - Supporting Carers & Families Together	COVID-19 UPDATE: <i>group and one to one services suspended. Providing telephone and on line through Facebook. See website for details of times when the service will be available</i>

Website: http://scaft.org/	The object of our organisation is to relieve the social, emotional, mental, physical and educational needs of Carers and their families in the County of Essex through the provision of support, person and group centred interventions, advice, guidance and sign posting to other services as appropriate. We offer the following carer support • Young carers aged 6 – 18 • Adult carers
SHARE (Safe Haven and Respite Environment) Tel: 01268 521691 Address: The Fryth, Basildon, Essex, SS14 3PE	Share offers a very superb environment and a very tranquil atmosphere. The facilities we offer are, soft play, Cooking, Art & Crafts, Music, table tennis, pool, Outdoor sports, gardening... We have a cinema session once a week where the children can bring in their own CD's and enjoy watching their favourite TV with Popcorn. The Children benefit from the centre by learning Social Skills, they have a fantastic time and have the opportunity to learn new skills and meet Friends. For the parents we provide a sense of care and well-being for their children, giving them peace of mind and respite. We have Range of highly Qualified staff, and we like to get to know all the children's needs, as we understand the importance of individuality, and will care for each individual child accordingly. We run Afterschool clubs, Tuesdays and Thursdays from 3pm to 7pm.
Self-Management UK Tel: 03333 455840 Email: hello@selfmanagemnetuk.org Website: selfmanagementuk.org	Self-Management UK will be delivering 60 self-management programmes for approx. 1000 adults and elderly people living with physical and/or mental long-term conditions for all Essex localities, utilising general practice risk stratification to identify suitable patients. The training programmes are endorsed by NHS England and the King's Fund to help people: • Take ownership of their health with greater confidence and empowerment • Facilitate shared decision making with Healthcare Professionals (HCPs) • Choose alternative options to achieve good health than NHS resources

	Self-management awareness programmes will also be run for 100 HCPs to support clinicians to meet project objectives. Programmes will be delivered close to patient's homes, facilitated by local people who live with long-term conditions who are fully supported trained and mentored to quality framework standards. Many participants become tutors after their programme, contributing to their community and enhancing their personal networks as they lead more positive lives.
Alpha Sigma Delta (Girls's Group) and Parents Group Tel: 01268 779100 Email: lucy.ramsay@megacentrerayleigh.co.uk Website: www.megacentrerayleigh.co.uk/family-support	COVID-19 UPDATE - In view of the latest Government advice regarding Coronavirus, we are extremely saddened to have to make the decision to temporarily suspend the normal activities at the Megacentre, effective from 10 p.m. 18th March. We have taken this decision with a very heavy heart but we feel we have to comply with this advice to help avoid unnecessary risk. Our normal trading activities, such as Megazone Laser and Megaplay SoftPlay, support the work of our extensive charitable community work programmes. We are currently looking at ways that we can continue to support the community through this unprecedented period. Alpha Sigma Delta is a youth group for secondary age girls with ASD (a formal diagnosis of Autism is not required). Meets at The Megacentre Rayleigh, 7 Brook Road, SS6 7UT twice a month on a Thursday evening, 7.00-8.30pm The group is free to attend and facilities include: arts and craft activities, PS4, Xbox1, Wii, Pool tables, music room, group games and other activities. Parents can meet in the adjoining coffee bar.
The Big Xperience Email address: info@thebigxperience.co.uk Phone number: 07411554264 Website: www.thebigxperience.co.uk Operational locations: Basildon Address: Building 2 Lilliput Village, Burnt Mills Road, Basildon, SS13 1DY	COVID-19 UPDATE: Big Xperience - this has now been closed temporarily Who the service provides for: Young adults with learning disabilities aged 16 years + Hours of operation: 9:30am – 3:30pm We are an activity centre for young adults with learning disabilities. We are professional and person centred. Activities include accessing the community, life skills cooking, travel training, money skills, shopping and cleaning. Educational Activities – The Duke of Edinburgh Award, wildlife projects, creative cooking, basic computer skills and basic food hygiene. Leisure Activities – Archery, indoor rock climbing, dancasize, sports, gardening, water sports, cinema and many more.

Abacus Parent Support Group Wickford Email address: info@abacusparentsupportgroupwickford.co.uk Website: www.abacusparentsupportgroupwickford.co.uk Operational locations: Wickford	Who the service provides for: Parents and Carers of Children who suffer from either Disability or Special Educational Needs (SEN). Abacus Parent Support Group is for parents and carers of children who suffer from either Disability or Special Educational Needs (SEN) in and around the Wickford, Essex area. The Parent Support Group aim to meet up at least once a month for coffee and cake to talk and support one another in a friendly environment. Guest speakers are often welcomed to meetings to talk to the group about their organisation or what it is they do and how they can offer support to those who need it. The Support Group also arranges group outings as well as planning and holding charity events to raise money for local charities.
Basildon Activity Club for age range 12-15 Email address: essex.referrals@coreassets.com Phone number: Lydia 07970 081178, Akile 07423 527385 Website: www.corechildrensservices.co.uk Operational locations: Basildon Address: Trenham Community Centre, Wilner, Ashlyns, Basildon, SS13 1HE	Who the service provides for: 12-15 age range with special educational needs and disabilities Core Children's Services' activity club is designed to give the children and young people to experience life enhancing experiences whilst increasing their independence, build self-esteem and confidence and improving their well-being. Activity Club Come along and make new friends whilst having an exciting time doing • Arts and crafts • Cooking • Board games • Wii Competitions • Outdoor games • Foot spa/manicure • Table tennis • Pool tables games Cost: £3.30 per hour. Hours of operation: Fridays, 4 - 6pm
Bounce Village Club Email address: Ginny@bouncevillage.co.uk Phone number: 01702 549010 Website: www.bouncevillage.co.uk Operational locations: Rochford	An indoor trampoline park, especially for persons with Special or Additional Needs. The Bounce Village Club offer sessions where people can access the wall to wall trampoline park and cafe areas and also run ABC (Activity, Bounce and Craft) sessions which, as well as an hour's use of the trampolines, also offers a further hour of Crafts and Games in our party rooms. Please see below the days, times and costs for the various sessions available or visit the website for further details.

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Who the service provides for: Children with special and or additional needs over the age of 5 years old Hours of operation: • Craft Club ABC Club: Mondays 4-6pm, • Therapeutic play: Tuesday 10-12 am • Bouncing: 9am-9pm Every Day
Hamelin Trust – Clubs Email address: clubs@hamelintrust.org.uk Phone number: 01277 651266 Website: www.hamelintrust.org.uk Operational locations: Basildon, Castlepoint, Chelmsford, Rochford	Hamelin Trust is an Essex based charity offering a diverse range of person-centred support to children, young people and adults with disabilities and their families. Challenge Club Ages 12-25 Mondays during term time, 3.30pm-7.30pm Learn new skills, make friends and take up a new challenge. Fun activities such as bowling, football, computer games and art and craft activities. A light tea is provided. Local school pick- ups available. Sunday Chill Ages 10-18 Two Sundays per month, 11.45am-4.45pm A small, unique and friendly club for children and young people with sensory and complex needs, who enjoy a quiet and relaxing environment. It gives young people the opportunity to make friends and have fun. A light lunch and refreshments are included. Family Play Sessions Ages 0-5 and 6-11 years Tuesdays during term time, 1.00pm-3.00pm & 3.30pm-5.50pm (respectively) There are plenty of activities, including: outdoor play, soft play area, arts and crafts, messy play and a sensory room. Siblings welcome and refreshments provided. Who the service provides for: Individual clubs provide for ages between 0-25 How the service is accessed: £3.50 for family drop-in sessions, £5.00 for all other clubs
Lambourne End Centre for Outdoor Learning Email address: carolan.casey@lambourne-end.org.uk Phone number: 020 8500 3047 extension 221 Website: www.lambourne-end.org.uk/shortbreaks	At the Fun Days at Lambourne End, young people with additional needs will have the opportunity to take in a range of adventurous, farm and environmental activities. This is a great opportunity to try new activities and have a lot of fun! Activities available are: Archery, Sensory Trail, Goat Show, Climbing, Mini Beast Hunting, Kayaking, Caving, Bush Craft, Ropes Course, Raft Building and Rockets. There will be three different activities available each Fun Day. Transport can be provided from Saffron Walden, Bishops Stortford, Harlow, Epping, Rochford and Canvey Island.

Operational locations: Canvey island, Epping forest, Harlow, Rochford, Uttlesford	Who the service provides for: The Fun Days are for any young person with a disability or additional need aged 8 or over in Essex.
The Music Man Project Email address: musicmanprojectsouthend@gmail.com Phone number: 07786 864853, 01702 341250 Website: www.themusicmanproject.com	Who the service provides for: Anyone with any form of learning disability. All ages catered for. A full-time music education service specifically for children and adults with learning disabilities. They run weekday music sessions for adults in the community and work with children and teachers in Special Schools and Colleges. They also operate a Saturday morning music school for ages 8-16 and 16+ in Southend. The Music Man focuses on enjoyment, education and performance and their students have performed at the London Palladium and the Royal College of Music as well as at numerous local concerts and events throughout Essex. They deliver inspirational performances which raise awareness and challenge misconceptions and they also support doctoral research into their effect on health and well-being at the Royal College of Music. The Music Man also train undergraduates at the Royal College of Music and provide more general opportunities for work-placed training, work experience and volunteering. Developed over the past 16 years, their approach uses the musical instinct that lies within us all to instil confidence, self-esteem and as a vehicle for joy and emotional expression. They treat their students as musicians rather than focusing on their disability and have only the highest aspirations for what they can achieve. The days, locations and hours of operation are as follows: Mondays Belfairs Methodist Church, Eastwood Road North, Leigh-on-Sea Morning Session: 10am – 12pm Afternoon Session: 1pm – 3.30pm United Reform Church, Market Hill, Maldon Afternoon Session: 2pm – 4pm Tuesdays St John Fisher Church, Manners Way, Southend-on-Sea Morning Session: 10am – 12pm Afternoon Session: 1pm – 3.30pm Thursdays Benfleet Methodist Church, High Road, Benfleet Morning Session: 10am – 12pm Afternoon Session: 1pm – 3.30pm Fridays

	St Laurence Church Hall, Eastwoodbury Lane, Eastwood Morning Session: 10am – 12pm
Gateway SEN Youth Club Tel: 07824867553 Email: ashley.gillam@essex.gov.uk Address: Timberlog Youth Centre, Timberlog Lane, Basildon, SS14 1UX	Youth club for young people with additional needs aged 13-25yrs. Wednesday, 7-9pm weekly.

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Education

South Essex

Rochford Extended Services

Tel: 01702 545771

Email: extendedservices@kes.essex.sch.uk

Website: www.rochfordextendedservices.org.uk

Address: The King Edmund School, Vaughan Close, Rochford, Essex. SS4 1

COVID-19 UPDATE: Parents with children in one of our partner schools can now directly book a 1:1 telephone consultation with Patsy Alphonse Peer, Family Support Worker, to discuss specific situations that might be affecting your family. Call or text 07787 259342 to arrange

Michelle Maton, Senior Family Support Worker & Specialist Counsellor, will be supporting school staff to manage anxiety and mental health, particularly around the impact of illness on families. She will also provide 1:1 telephone support to the existing families on her caseload. She will also provide Bereavement Support, as required.

Our Educational Psychologist, Dr Emma Rawlings, will be providing support to Head Teachers and their staff at this really difficult time. She will be able to give advice and guidance, using psychological thinking to find a way forward. She will not be able to offer individual support to parents at the moment however.

Family Support Worker & Counsellor, Maria Hill, is commissioned to work with the children and families from the Zenith MAT and will be dividing her time between their needs, and supporting families on her caseload, via the telephone. She will also be supporting schools around staff and pupils mental health.

Working in partnership with all the Rochford Local Delivery Group Schools, to provide bespoke support for schools children & families

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Employment

South Essex

Basildon Council

Tel: 01268 533333

Email: customerservices@basildon.gov.uk

Website: www.basildon.gov.uk

COVID-19 UPDATE: town centre offices at The Basildon Centre in St. Martins Square, Basildon will be closed to the general public from 5.15pm on Tuesday 24 March 2020 until further notice, in order to help stop the spread of coronavirus and protect our staff and the public. Residents and customers are advised to access council services and information from this website in the usual way.

- [Benefits](#)
- [Housing Services](#)

Castle Point Association of Voluntary Services (CAVS) Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self-isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives.

Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Who might benefit from the service?

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour
- Finances and budgeting
- Bereavement

We will be able to offer you support.

What it will look like?

After a needs assessment is completed, a recommendation will be made to the family that may include:

- Having direct intervention from a Family Support Worker towards goals determined by the family
- Attending a parent/young person support group.
- Being matched with a fully trained volunteer towards goals determined by the family

The Family Mentoring service offers a range of courses to reflect the needs of families, parents and young people. For example:

- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs.
- FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self-harm.
- Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer

	support and person centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals - Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety. For more information on course dates please contact the team direct on 01268 214000
Citizens Advice Bureau - Basildon The Basildon Centre, St Martins Square BASILDON Essex SS14 1DL 0300 330 2101 www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau – Rayleigh Civic Suite Hockley Road RAYLEIGH Essex SS6 8EB 0300 330 2101 www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizens Advice Bureau - Rochford Back Lane ROCHFORD Essex SS4 1AY 0300 330 2101 www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Jobcentre Plus Basildon Tel: 0845 6043719 Address: Regent House, The Gore, Basildon, Essex. SS14 2EE	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand Benefits & employment advice
Signpost Resource Centre Basildon Tel: 07880 035969 Email: spb@sign-post.info Website: www.sign-post.info	We are an independent charitable organisation (not an Employment Agency or affiliated to Job Centre Plus) with 20 years of experience, helping people of all ages and from all walks of life to get back into work or to move on. Every day we're listening to the experiences of others who are looking for work, so we really know what's happening and what employers are looking for when they are recruiting new staff. We offer a relaxed and welcoming environment where it's up to you how long you stay.

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

South Essex College iLearn Courses

Tel: 0345 52 12345 and ask for Workforce Adult Skills

Address: Luckyn Lane Campus, Luckyn Lane, Basildon, Essex, SS14 3AX

These short courses are, on average, 3 weeks and designed to support work ready people in to employment by arming them with the qualifications that employers want to see on a CV.

Courses include:

- Health and Social Care
- Hospitality
- IT
- Office Skills
- Security
- Accounting
- Childcare
- CPC
- Forklift

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

South Essex

Castle Point Association of Voluntary Services (CAVS) Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self Isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

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- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

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- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- Finances and budgeting
 - Bereavement
- We will be able to offer you support.

What it will look like?

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	For more information on course dates please contact the team direct on 01268 214000 •
FIF Funded Project Kids Inspire Children's Society and Southend YMCA (joint project) Email: earlysupport@kidsinspire.org.uk Website: www.kidsinspire.org.uk Telephone: 01245 348707, or 07908 829550	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> See the Countywide Family Conflict page for more information.
FIF Funded Project GROUP WORK Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> See the Countywide Family Conflict page for more information.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Parenting Together Tel: 01992 555172 Email: parentingtogether@hertfordshire.gov.uk Website: www.parentingtogethersupportprogramme.org.uk	COVID-19 UPDATE - The providers of the Parenting Together Support Programme are continuing to offer therapeutic help by switching from face-to-face therapy to simple to use online webcam sessions until the current emergency is over. We've switched to online referrals only at this time. Please see the Countywide page for more information.
Relate South Essex Family Mediation Service 4 Cherrydown West, Basildon, Essex, SS16 5AT Tel: 01268 286 577 Email: enquiries.mediationse@gmail.com Website: www.relate.org.uk	COVID-19 UPDATE: have increased availability of counsellors through live chat, telephone and webcam services. Most face to face services are closed We're the UK's largest provider of relationship support, and every year we help over a million people of all ages, backgrounds and sexual orientations to strengthen their relationships. Find out more about what we do and how we can help you here. Read More...

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

South Essex

Basildon

All About Delivery Site, Laindon

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/all-about-family-hub

Address: **James Hornsby High School, Leinster Road, Laindon, Essex. SS15 5NX**

Fryerns Farm Delivery Site, Basildon

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/article/school-nursing

Address: **Greenshoots Adult Community College, Ely Way, Basildon, Essex. SS14 2EQ**

Highcliffe Delivery Site, Wickford

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/highcliffe-family-hub

Address: **Rettendon View, Wickford, Essex. SS11 8JE**

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of South Essex.

Each website contains a calendar of classes and activities held at each site.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.

Full details, including locations of all our Family Hubs and their affiliated Healthy Family Teams are shown below.

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Northlands Park Family Hub

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/northlands-family-hub

Address: Davenants, Basildon, Essex. SS13 1QX

Sunnyside Delivery Site, Billericay

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/sunnyside-family-hub

Address: Rosebay Avenue, Billericay, Essex. CM12 0GH

Castle Point

Little Handprints Delivery Site, Thundersley

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/little-lions-family-hub

Address: Thundersley Primary School, Dark Lane, Thundersley, Essex. SS7 3PT

Little Lions Family Hub

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/little-lions-family-hub

Address: Northwick Park Primary School, Third Avenue, Canvey Island, Essex. SS8 9SU

Rochford

Ladybird Outreach Site, Rayleigh

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/ladybird-family-hub

Address: Grange Community Centre, Little Wheatley Chase, Rayleigh, Essex. SS6 9EH

Oak Tree Family Hub

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/oak-tree-family-hub

Address: Grovewood Primary School, Grove Road, Rayleigh, Essex. SS6 8UA

Seashells Delivery Site, Great Wakering

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/sea-shells-family-hub

Address: Great Wakering Primary School, High, Street, Great Wakering, Essex. SS3 0EJ

Willows Delivery Site, Hullbridge

Tel: 0300 247 0013

Webpage:

www.essexfamilywellbeing.co.uk/centre/willows-family-hub

Address: Riverside Primary School, Ferry Road, Hullbridge, Essex. SS5 6ND

Wishing Well Delivery Site, Rochford

Tel: 0300 247 0013

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Webpage:

www.essexfamilywellbeing.co.uk/centre/wishing-well-family-hub

Address: **Waterman Primary School, The Boulevard,
Rochford, Essex. SS4 1QF**

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

South Essex

Basildon Council

Tel: 01268 533333

Email:

customerservices@basildon.gov.uk

Website: www.basildon.gov.uk

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Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour
- Finances and budgeting
- Bereavement

We will be able to offer you support.

What it will look like?

After a needs assessment is completed, a recommendation will be made to the family that may include:

- Having direct intervention from a Family Support Worker towards goals determined by the family
- Attending a parent/young person support group.
- Being matched with a fully trained volunteer towards goals determined by the family

The Family Mentoring service offers a range of courses to reflect the needs of families, parents and young people. For example:

- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs.

- FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self harm.

- Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer support and person centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals

- Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety.

For more information on course dates please contact the team direct on 01268 214000

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Community Fridge

Website: www.carerschoices.org/eat

Address: **The Coffee Grind, Carers Choices, The White House, Kiln Road Benfleet, Essex, SS7 1BU**

Please note: The Community Fridge is not an emergency food service but an environmental project that aims to reduce the amount of usable food that goes to landfill. It is open to everyone and no referral is needed – it is pot luck as to what is available on each day.

The Community Fridge is located in our community cafe, The Coffee Grind. It is open Monday to Friday and available to everyone to donate fresh fruit, veg etc. It is then available to use by those people who can put it to good use. Located within a complex of other local charities people are often signposted to use the fridge by other community groups such as a mental health charity and housing association. A local volunteer for a soup kitchen is a regular visitor on a Friday who makes use of any remaining items to cook meals for those who are homeless.

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

South Essex

Basildon Council

Tel: 01268 533333

Email: customerservices@basildon.gov.uk

Website: www.basildon.gov.uk

COVID-19 UPDATE: town centre offices at The Basildon Centre in St. Martins Square, Basildon will be closed to the general public from 5.15pm on Tuesday 24 March 2020 until further notice, in order to help stop the spread of coronavirus and protect our staff and the public. Residents and customers are advised to access council services and information from this website in the usual way.

- [Benefits](#)
- [Housing Services](#)

Castle Point Association of Voluntary Services (CAVS) Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self Isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives.

Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

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	- Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety. For more information on course dates please contact the team direct on 01268 214000 •
Castle Point Borough Council Tel: 01268 882200 Email: info@castlepoint.gov.uk Website: www.castlepoint.gov.uk	COVID-19 UPDATE: in line with social distancing advice and to protect residents and staff the Council has taken the decision to close the Council offices to the public until further notice. Residents are still able to access services and information from the website via email and phone For information and advice on any changes to our services please see service update page. Housing information and advice
Peabody (Formerly Family Mosaic) Tel: 0800 28 888 83 Email: efsco-ordinator@peabody.org.uk Website: www.peabodycareandsupport.org.uk/essex-outreach-support/	COVID-19 UPDATE: Now only able to offer phone support & advice. Across Essex have a skeleton staff who will be delivering food parcels to customers when needed, home visits for anyone who is housebound will continue. However, this is depending on staff and customer health at the time. Mostly staff will be working from home offering a phone service, this will be taking referrals and daily contact with customers already in support. Any issues contact area managers Area Managers: BASILDON – Jacqui Osborne – Jacqui.osborne@peabody.org.uk – 07824569695 CASTLEPOINT, ROCHFORD & RAYLEIGH – Sue Jenkins – susan.jenkins@peabody.org.uk – 07798741983 BRENTWOOD, EPPING, HARLOW – Laura Kemsley (covering for Kerry Moss) laura.kemsley@peabody.org.uk – 07976929982 CHELMSFORD – Scott Lloyd – scott.lloyd@peabody.org.uk – 07508875463 TENDRING – Gavin Cowling – gavin.cowling@peabody.org.uk – 07773574563 MALDON, BRAINTREE & UTTLESFORD – Denise Scrivener – denise.scrivener@peabody.org.uk – 07852554722 COLCHESTER – Adam Waller-Toyne – adam.waller-toyne@peabody.org.uk – 07946890260 Please see the Countywide Housing Concerns Page for more information.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Rochford Housing Tel: 0300 1233511 or 0800 1313348 Email: contactus@sanctuary-housing.co.uk Website: www.rochfordhousing.co.uk	COVID-19 UPDATE – Please see www.sanctuary-housing.co.uk/news/protecting-yourself-and-your-community Council housing information and advice
Swan House Foyer Tel: 01277 844700 Website: www.swan.org.uk	COVID-19 UPDATE – Please see www.swan.org.uk/coronavirus-update Swan House Foyer provides supported accommodation for single young people aged 16 to 24 who are in housing need and require support to acquire the skills to live independently. Referrals are accepted from Basildon Borough Council, Social Services, YOT, Probation and Basildon Community Resource Centre. All referrals must have a local verified connection to Basildon.
LGBT/Trans Youth Support Group (Run by Essex Youth Service) Monday, 4.00-6.00pm – Weekly Tel: 01206 871394 Email: info@outhouseeast.org.uk / Steven.conroy@essex.gov.uk	Safe place for young people to get advice and information.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

South Essex

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Legal

South Essex

[Legal Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Socially Alienated

South Essex

Castle Point Association of Voluntary Services (CAVS) Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required.

If you are self Isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

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Who can refer?

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- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour

[Lonely/Isolated/Socially Alienated Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- Finances and budgeting
- Bereavement
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For more information on course dates please contact the team direct on 01268 214000

Children & Families Hub Directory of Services

Mental Health – Children

South Essex

FIF Funded Project

Kids Inspire

Children's Society and Southend YMCA (joint project)

Email: earlysupport@kidsinspire.org.uk

Website: www.kidsinspire.org.uk

Telephone: 01245 348707, or 07908 829550

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

For more information see the [Countywide Mental Health page](#).

FIF Funded Project

GROUP WORK

Kids Inspire

Children's Society and Southend YMCA (joint project)

Email: fifreferrals@childrenssociety.org.uk

COVID-19 UPDATE –

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For more information see the [Countywide Mental Health page](#).

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 01245 493400 or 01245 493311	
Relate South Essex Tel: 01702 342901 Email: enquiries@relatese.plus.com Website: www.relatesouthessex.co.uk Address: 29 Harcourt Avenue, Southend-on-Sea, Essex. SS2 6HT	COVID-19 UPDATE: have increased availability of counsellors through live chat, telephone and webcam services. Most face to face services are closed Relate South Essex provide counselling, sex therapy, youth counselling, mediation and training for the communities of Thurrock, Basildon and Southend. There is a charge of £45 per session for this service. • Couples • Young People • Family • Sex Therapy • Education & Learning • Mediation
Re-new Counselling – Sadlers House Tel: 01268 822800 Email: sycamore@renew-us.org Website: www.renew-us.org	COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can. We have placed some useful hints and support details in the blog on our website. Adults – www.renew-us.org/adult Children – www.renew-us.org/children Young People – www.renew-us.org/young-people Schools – www.renew-us.org/schools
YCT Counselling Tel: 01279 414090 Txt: 07956 887921 Email: admin@yctsupport.com Website: www.yctsupport.com	COVID-19 UPDATE: closing face to face services and provide telephone and online counselling. YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, play therapy/theraplay. YCT are also able to provide emotional support for young people and their families who have been diagnosed with ASD. In addition, we offer supervision and counselling to those working with children and young people. YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, drama/art therapy, play therapy/theraplay, group programmes (relationships, risky behaviours, exam stress, self-esteem, aspirations etc.) the Forest School programme, workshops, training and family work. In addition we offer training, consultancy, clinical supervision and counselling to those working with children and young people.

	YCT works in the community with many different organisations, and in education settings including primary/secondary schools, academies, colleges, specialist schools and alternative education settings. We work across Essex, Herts and North London.
Young Persons Counselling Service (YPCS) Email address: ypcs.brentwood@virgin.net Phone number: 01277 230831 Website: www.ypcs.org.uk Operational locations: Basildon, Billericay, Brentwood, Wickford	YPCS offer a safe and confidential environment for young people who are ready to take the opportunity to look at their difficulties and life experiences. YPCS are open Monday to Thursday 9am – 9pm. Assessment Appointments are held on Wednesdays at 4pm, 5pm or 6pm. Alternative days and times can be arranged if a young person is unable to attend at the above times. Counselling Appointments are held on Tuesday, Wednesday and Thursdays from 4pm until 9pm. When you are placed within our Service you will be given a day and time that you can attend on a weekly basis, the same day and time each week. Your availability will be checked out with you during the Assessment Appointment. Who the service provides for: Our Service is open to any young people aged 13- 25 who present with any form of emotional difficulties or concerns.
Stress Buster Programme (Run by Essex Youth Service) Tel: 01268 683431 Email: ciyouth.project@virgin.net Address: Yellow Door Youth Hub, Poplar Rd, Canvey Island SS8 7BN	There are 4 sessions in each Programme. Identifying the most stressful times for YP at school. YP that attend the sessions will reduce stress and anxiety by teaching techniques such as CBT and mindfulness. Call to book a place. Thursdays, 4pm – 5pm, weekly for 4 weeks.

[Mental Health \(Children's\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

South Essex

Basildon Mental Health Team

Tel: 01268 243500

Crisis Resolution Team: 01268 243514

Vita Minds

Areas covered: Basildon and Brentwood

Tel: 01268 977171

Email: enquiries@vhg.co.uk

Website: www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health

Vitaminds is the name of our NHS Mental Health Psychological Therapies (IAPT) Services. Improving Access to Psychological Therapies (IAPT) services have been developed to provide talking therapies to help. One in four of us will be affected by a mental health problem at some point in our lives. Vitaminds provides easy access to talking therapies near you.

Therapy for You

Areas covered: Rochford and Canvey Island

Tel: 01268 739 128

Email: epunft.contactcentre.iapt@nhs.net

Website: www.therapyforyou.co.uk

COVID-19 UPDATE – For any patients booked in for face-to-face appointments with our therapy team, in light of ongoing events, we would like to offer you the alternative of a telephone appointment instead. To switch your appointment, or to make a cancellation request, please do so by contacting us on the following email address epunft.contactcentre.iapt@nhs.net should you be unable to contact our office.

When you're experiencing mental health difficulties, you want to find help right away. We're committed to delivering professional support promptly, when and where it's needed. That's why we're helping to break down the barriers to accessing mental health support by exploring new technologies and new ways of delivering the help you need. We're the first NHS organisation to offer online video therapy courses, with sessions that deal with a wide range of feelings and

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

symptoms. We're also able to arrange access to Psychological Wellbeing Practitioners, Counsellors and Cognitive Behavioural Therapists both remotely and in person. Provided by Essex Partnership University NHS Foundation Trust (EPUT), our service makes a range of CBT-based therapies available to anyone over the age of 18 who lives in South Essex and is not currently receiving secondary mental health care or crisis services.

Mind - South East and Central Essex

Tel: 01702 601123

Email: office@seandcessexmind.org.uk

Website: www.seandcessexmind.org.uk

COVID-19 UPDATE - We have ceased our open door policy at the Jubilee Centre and all staff not designated as being essential workers are no longer attending the office. We are working hard to offer support and appointments for existing clients who we feel will be at risk of harm should their existing appointments be cancelled. No new clients will be offered face to face or group support.

All staff continue to follow the advice given by Public Health England to minimise the risk of spreading the virus and are following Public Health England advice at all times. All fundraising events and training courses have been cancelled or postponed until further notice.

Participants will be contacted and refunds issued as required. If you are holding an online fundraiser, please feel free to get in touch via fundraising@seandcessexmind.org.uk

Whilst we have needed to postpone events and face to face services to protect our clients, staff and volunteer team and our community, we would like you to know that you can contact us by messaging our Facebook page or emailing office@seandcessexmind.org.uk and we will look to help you with any concerns or questions you may have around keeping mentally well during these unprecedented times.

Our mission is to ensure everyone susceptible to or experiencing mental health issues is given all the help, support and guidance needed to enable them to cope more easily and effectively and to intervene as early as possible to ease the situation for those people and their families. Our aims are to:

- To change outcomes for those we work with.
- To help more people.
- To become more organisationally effective.

Upholding our values are paramount to us. We will always operate in a professional and non-judgemental way in order to minimise stigma and fear of mental ill health. We will always respect others and not discriminate based on race, creed, colour, sex, language, religion, political or other opinion, national or social origin, birth or other status, disability, age, marital and family status, sexual orientation, gender identity, health status, place of residence,

	economic or social factors. We will be compassionate towards everyone we come into contact with and will deliver our services with honesty, professionalism and accountability within a framework of a sustainable business model. Services include: - Drop ins - Individual support (Counselling & talking therapies) - Peer support - Supported Housing - Trauma Programme
Basildon Eating Disorders And Mental Health Support Tel: 07944-189640 (Colleen) / 07545 119928 (Bonnie) Email: bonnie.gibson@yahoo.co.uk / cwsbedsedas@hotmail.co.uk Website: www.essexinfo.net/beams	BEAMS offers help, support and information to anyone suffering from an eating disorder. BEAMS (Basildon Eating Disorders and Mental Health Support) is a local voluntary service set up to provide support and information for those affected by eating disorders in Basildon and the surrounding areas. Aims: Eating disorders often leave people feeling that they have no one to turn to. We hope that the sources of support offered by BEAMS will alleviate these feelings of isolation. Eating disorders can also strip a person of their self respect, confidence and self-esteem but with empathy, compassion and a genuine respect, it is our aim to try and change this. As well as offering support we aim to educate and raise awareness of eating disorders and mental health in the community. The telephone / email support is for any person affected by eating disorders, be they the sufferer, carer or any person concerned by another's eating distress.
Open Adult Counselling Service Website: www.oacs.org.uk Benfleet Tel: 07963 279272 Email: info@oacs.org.uk Address: Benfleet Methodist Church, 633 High Road, Benfleet, Essex. SS7 5LH Rayleigh Tel: 07722 958017 Email: info@oacs.org.uk Address: Citizens Advice Bureau, Civic Suite, Hockley Road, Essex. SS6 8EB	ACS is a voluntary, independent, non-profitmaking and confidential counselling service provided by qualified, supervised counsellors. We provide a one to one counselling service for the community with both male and female counsellors. Our aim is to provide a counselling service which is accessible to everyone in the community whatever their financial status. We do not charge a set fee, but we do ask clients to make an agreed regular donation. This will be discussed at the first session. The service is available to any residents, aged 18 or over, who live in the South-East Essex area. (Benfleet & Rayleigh) • What do we do? • How we can help?

Relate South Essex Tel: 01702 342901 Email: enquiries@relatese.plus.com Website: www.relatesouthessex.co.uk Address: 29 Harcourt Avenue, Southend-on-Sea, Essex. SS2 6HT	COVID-19 UPDATE: have increased availability of counsellors through live chat, telephone and webcam services. Most face to face services are closed Relate South Essex provide counselling, sex therapy, youth counselling, mediation and training for the communities of Thurrock, Basildon and Southend. There is a charge of £45 per session for this service. • Couples • Young People • Family • Sex Therapy • Education & Learning • Mediation
Re-new Counselling (Bridge Centre) Tel: 01268 822800 Email: sycamore@renew-us.org Website: www.renew-us.org Address: Bodey House, Church Walk, Basildon, Essex. SS14 1WW	COVID-19 UPDATE - Due to the current national crisis, Renew has had to close for face-to-face counselling for the moment. All clients have access to telephone support. Please check your emails/texts/post. Please call the office number if you have not heard from us and we will get back to you as soon as we can. We have placed some useful hints and support details in the blog on our website. Adults – www.renew-us.org/adult Children – www.renew-us.org/children Young People – www.renew-us.org/young-people Schools – www.renew-us.org/schools

[Mental Health \(Adults'\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

South Essex

Essex Child and Family Wellbeing Service

Website: www.essexfamilywellbeing.co.uk

For full information on local services, please see the website.

Essex Parents 1st

Website:

<https://www.essex.parents1st.org.uk/>

Tel: 01268 525758

Email: info@parents1st.org.uk

Parents 1st are still here to help pregnant women and expectant dads during pregnancy, birth and beyond!

Our fantastic peer supporters offer a friendly listening ear, reassurance, and lots of information to help keep well, prepare for labour and birth and adjust to becoming parents. Free one-to-one phone or video support. Exercise routines, virtual coffee mornings and on-line workshops for dads are on the way!

Organisations and professionals can refer to us in the same way or complete our simple and secure online referral form: <https://www.tfaforms.com/420282>

Pregnancy and becoming a parent can be both a wonderful and a sometimes difficult journey to navigate at the best of times. Given the current situation, it is understandable that mums may be feeling lonely or worried.

Support available:

- Free one-to-one telephone/video support to pregnant mums and their families in Basildon, Billericay, Wickford, Thurrock and Canvey Island

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Antenatal and postnatal exercise routines – we are offering small group online exercise sessions with a fully qualified and experienced YMCA personal trainer who specialises in prenatal and postnatal exercise • Virtual coffee mornings – our peer supporters will be hosting virtual group coffee mornings to enable mums to meet, chat and share information • Online workshops for expectant dads
Billericay Parents Forum Tel: 01277 633910 Email: info@billericayparents.com Website: billericayparentsforum.wordpress.com	The Billericay Parents Forum is a registered charity that offers support to local families. The organisation is run solely by parents, but works in close partnership with local schools, health and other professionals and many other organisations in the area.
Castle Point Association of Voluntary Services (CAVS) Family Mentoring Service The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU Tel: 01268 214000 Email: familymentoring@cavsorg.uk Website: www.cavsorg.uk	COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self Isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives. Who can refer? - Anyone can refer, if they have the consent of the family - Parents can self-refer - Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area Who might benefit from the service? If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to: - Routines and boundaries - Conflict resolution - Self-esteem and confidence - Emotional wellbeing and mental health (anxiety, anger, bullying) - Isolation - Challenging behaviour

- Finances and budgeting
 - Bereavement
- We will be able to offer you support.

What it will look like?

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- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs.
- FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self harm.
- Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer support and person centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals
- Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety.

For more information on course dates please contact the team direct on 01268 214000

Childcare Family Information Service Website: www.essex.gov.uk/fis	Find a childcare provider in Essex
Essex Community Development Tel: 07575302124 / 07432115879 Email: info@essexcommunitydevelopment.org Website: essexcommunitydevelopment.org	ECD is an independent voluntary organisation that offers early intervention mentoring and support to children aged 8 to 18 and their families. Our services include but are not limited to children with • mild learning difficulties • poor social skills • at risk of drug and alcohol misuse / addiction • low self esteem • children with challenging behaviour • have been victims of bullying We aim to support our service users in the development of skills and knowledge they may require to overcome any challenges or barriers they may face in the home, community or in school, as it is our strong belief that every young person deserves a fair chance in life.
Family Lives Parents Helpline and Website Tel: 0808 8002222 Tel (Essex Office): 01702 554782 Website: www.familylives.org.uk Address: Endway House, Endway, Hadleigh, Essex SS7 2AN	COVID-19 UPDATE – Please see www.familylives.org.uk/advice/your-family/family-life/coping-practically-and-emotionally-during-the-covid-19-outbreak/ Leading Charity providing a range of free services to support families including a 24/7 helpline • Parents Together Online
InterAct Tel: 01245 608201 Fax: 01245 608310 Email: training@interact.org.uk Website: www.interact.org.uk Address: Moulsham Mill, Parkway, Chelmsford, Essex. CM2 7PX	InterAct enables disadvantaged people and groups to improve their lives and communities. Providing training, resources, experience and support to those with mental health issues and learning difficulties. We are committed to providing social inclusion opportunities, and provide a range of services which 'help others to help themselves'. Based at Moulsham Mill in Chelmsford, InterAct reaches out to cover the entire county of Essex.

National Association of Child Contact Centres Tel: 0845 4500280 Landline: 01159 484557 Email: contact@naccc.org.uk Website: www.naccc.org.uk	COVID-19 UPDATE – Please see www.naccc.org.uk/coronavirus-update Child contact centres and services are neutral places where children of separated families can enjoy contact with their non-resident parents and sometimes other family members, in a comfortable and safe environment. Child contact services are classified into two distinct categories, supported and supervised, so that families can be referred to an appropriate environment and level of support. Local Centres Billericay
Netmums Website: www.netmums.com	Drop in Clinic Our Drop in Clinic is the online equivalent of a Baby Clinic. We run it with the help of Unite/CPHVA and help about 700 mums each month. Mums post about a wide variety of topics from suffering with PND or with a child with special needs, to day to day concerns regarding parenting, their relationships and coping with life in general. One of our trained Health Visitors will be online between 9am and 12 noon Monday to Friday and from 7.30pm to 9.30pm every evening. Visit Drop in Clinic Here Online Courses • Helping with Depression • Parenting Course • Better Together Relationship Course • Making Mums Happy • Pregnancy Course • Health, Happy Family Eating Meet ups
Parents 1st Tel: 01268 525758 Website: www.parents1st.org.uk	COVID-19 UPDATE: <i>Pregnancy and becoming a parent can be both a wonderful and a sometimes difficult journey to navigate at the best of times. Given the current situation, it is understandable that mums may be feeling lonely or worried. Our fantastic peer supporters can offer a friendly listening ear and provide reassurance, company and flexible ongoing support and information.</i> Support available:

- *Free one-to-one telephone/video support to pregnant mums and their families in Basildon, Billericay, Wickford, Thurrock and Castlepoint areas*
- *Antenatal and postnatal fitness – we are offering small group online fitness classes with a fully qualified and experienced YMCA personal trainer who specialises in prenatal and postnatal exercise*
- *Virtual coffee mornings – our peer supporters will be hosting virtual group coffee mornings to enable mums to meet, chat and share information*
- *Online workshops for expectant dads*

Expectant parents simply need to contact us on 01268 525758 or email info@parents1st.org.uk

Organisations and professionals can refer to us in the same way or complete our simple and secure online referral form: <https://www.tfaforms.com/420282>

Improving the physical and emotional health of expectant parents through pregnancy, birth and beyond

Vulnerable pregnant women in Basildon and Canvey Island currently have poor access to personalised support to improve their physical and emotional wellbeing and build resilience in preparation for changes ahead. Furthermore many pregnant mothers feel negative about their community and distrustful of professionals.

The project will build upon our previous successful project in Basildon, expanding the service to Canvey Island. 3yr funding secured from Henry Smith Foundation will support sustainability. A continuum of informal one-to-one peer support at home and in hospital, from early pregnancy, through childbirth and post birth.

Volunteers with particular personal qualities and life experience will be recruited from the local area. They will receive on-going high quality accredited training and professional supervision that equips them to promote health and wellbeing and enable women to plan for the birth, manage their care and make informed decisions.

A weekly group exercise programme that improves physical and emotional wellbeing facilitates social support networks and promotes self-care. Pregnant mothers experiencing back pain, mental health issues and obesity will benefit. A fully qualified fitness trainer and health promotion specialist will deliver the sessions.

Parents Aid Tel: 01268 763631 Email: info@parents-aid.org.uk Website: www.parentsaid.vpweb.co.uk Facebook: www.facebook.com/parentsaid.org Address: 11 Sonters Down, Rettendon Village, Chelmsford, Essex. CM3 8EU	Peer support Volunteers will encourage marginalised families to participate COVID-19 UPDATE - Parents' Aid is still in action supporting families despite the current pandemic, seeking creative ways to deliver services whilst home visits are not advisable and our locality surgeries at risk of closure due to restrictions on use of the venues. It may, for example, be possible for us to deliver mediation remotely using an app such as Lifesize. We still welcome referrals and would like to encourage families to ring in at any time if they think we may be able to help. Parents Aid (Southern Essex) is a charity that works locally, for and with parents and families at risk of social exclusion, to improve the quality of their lives. We achieve change by championing their voices and providing support services to meet their needs. <u>Services Offered</u>
Rochford Extended Services Tel: 01702 545771 Email: extendedservices@kes.essex.sch.uk Website: www.rochfordextendedservices.org.uk Address: The King Edmund School, Vaughan Close, Rochford, Essex. SS4 1TL	COVID-19 UPDATE: Parents with children in one of our partner schools can now directly book a 1:1 telephone consultation with Patsy Alphonse Peer, Family Support Worker, to discuss specific situations that might be affecting your family. Call or text 07787 259342 to arrange Michelle Maton, Senior Family Support Worker & Specialist Counsellor, will be supporting school staff to manage anxiety and mental health, particularly around the impact of illness on families. She will also provide 1:1 telephone support to the existing families on her caseload. She will also provide Bereavement Support, as required. Our Educational Psychologist, Dr Emma Rawlings, will be providing support to Head Teachers and their staff at this really difficult time. She will be able to give advice and guidance, using psychological thinking to find a way forward. She will not be able to offer individual support to parents at the moment however. Family Support Worker & Counsellor, Maria Hill, is commissioned to work with the children and families from the Zenith MAT and will be dividing her time between their needs, and supporting families on her caseload, via the telephone. She will also be supporting schools around staff and pupils mental health. Working in partnership with all the Rochford Local Delivery Group Schools, to provide bespoke support for schools children & families

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding

South Essex

Essex Safeguarding Children Board (ESCB)

Tel: 03330 138936

Email: escb@essex.gov.uk

Website: www.escb.co.uk

Address: Room C228, County Hall,
Chelmsford CM1 1QH

The Essex Safeguarding Children Board is a statutory body which acts as a mechanism for agreeing how relevant organisations within Essex co-operate to safeguard and promote the welfare of children and young people. The Board will also ensure the effectiveness of work undertaken by the partners in this area.

[Find out more about the ESCB](#)

Local Authority Designated Officer (LADO)

Tel: 03330 139797

Email: childrens.safeguarding@essex.gov.uk

The role of the Local Authority Designated Officer is to:

- Act as the initial point of contact for organisations when an allegation, complaint of concern arises about an adult working with children;
- Be involved in the management and oversight of individual cases;
- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police and other agencies;
- Monitor the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process;
- Report to the Local Safeguarding Children Board and DE at regular intervals on the management of allegations.

NSPCC

Website: www.nspcc.org.uk

Organisation centered around keeping children safe from abuse.

[Safeguarding Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

South Essex

[Sensory Needs Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse/CSE

South Essex

C.A.R.E (Children at Risk of Exploitation)

Telephone: 01245 493311

Email: CSE.referrals@childrenssociety.org.uk

Website: www.childrenssocietyeast.org.uk

Address: CSE Lead, 114 Springfield Road,
Chelmsford, Essex. CM2 6LF

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

www.childrenssocietyeast.org.uk/care

The CARE team provides specialist support to children and young people aged 8-24 years who are victims, or at risk of Child Sexual Exploitation (CSE) across Essex.

Methods of service delivery include:

- **One to one intensive support**

Individual therapeutic work with children and young people to provide support and understanding to ensure they receive a needs led service, helping them to move forward, increase their emotional wellbeing and keep them safe.

- **Targeted group work sessions**

Young people identified to be at risk of child sexual exploitation will have access to our 8 week targeted therapeutic group work provision.

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	• Positive activities A positive activities programme led by young people will develop social skills and confidence. • Parenting support Advice and guidance for parents and carers, enabling them to provide safe environments within the family context. We also provide signposting and can work with transitioning families into additional support where required.
Essex Police CYP Police Officer <u>Basildon</u> Tel: (Team Direct Dial (DDI)) 01268 245835 Email: CYP.Basildon@essex.police.uk <u>Castle Point, Rochford & Rayleigh</u> 2203 Esther Howitt Email: 42002203@essex.pnn.police.uk	There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours. CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims. Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.
Essex Police Missing Person Liaison Officer <u>Basildon</u> Tel: (Team Direct Dial (DDI)) 01268 245835 Email: CYP.Basildon@essex.police.uk <u>Castle Point, Rochford & Rayleigh</u> 8358 Maddy Hewitt Email: 42008358@essex.pnn.police.uk Ext: 490163	The responsibility of the Missing Person Liaison Officers (MPLO) is to maintain a comprehensive overview of missing people within a defined area in order to identify those who are at risk of significant harm and to co-ordinate the response from Essex Police and its partners, so as to reduce the likelihood of harm occurring to vulnerable people. There are 10 MPLOs; one for each Essex Police District Policing Area.

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Substance Misuse

South Essex

Open Road Basildon

Tel: 01268 531435

Helpline: 08444 991323

Website: openroad.org.uk

Address: 13 Southview Road, Vange,
Basildon, Essex. SS16 4ER

Areas Covered: South Essex

COVID-19 UPDATE: drop in services and walk in assessments are temporarily ceasing with planned appointments only. All other contact will be by phone. For full information see website

Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex.

Available Services:

- [Acupuncture](#)
- [Choices](#)
- [Counselling](#)
- [Family Support](#)
- [Needle & Syringe Programme](#)
- [Open Access](#)
- [Stimulant Service](#)
- [Structured Recovery Programme](#)

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

South Essex

Castle Point Association of Voluntary Services (CAVS) Family Mentoring Service

The Whitehouse, Kiln road, Benfleet, Essex, SS7 1BU

Tel: 01268 214000

Email: familymentoring@cavsorg.uk

Website: www.cavsorg.uk

COVID-19 UPDATE: CAVS is aiming to Coordinate the support required. If you are self Isolating or have a long term health condition, lonely and Isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness team who will be happy to help. On 01268 214000 or email: wellness@cavsorg.uk

The Family Mentoring service is a family-led service, that places the needs and voices of the family at the centre of what we do; supporting families towards safer, happier and healthier lives.

Who can refer?

- Anyone can refer, if they have the consent of the family
- Parents can self-refer
- Residents living in the Castlepoint areas or attending a school/college in the Castlepoint area

Who might benefit from the service?

If you are a family and have a child or young person aged between 0-19, and are struggling in areas such as, but not exclusive to:

- Routines and boundaries
- Conflict resolution
- Self-esteem and confidence
- Emotional wellbeing and mental health (anxiety, anger, bullying)
- Isolation
- Challenging behaviour

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- Finances and budgeting
 - Bereavement
- We will be able to offer you support.

What it will look like?

After a needs assessment is completed, a recommendation will be made to the family that may include:

- Having direct intervention from a Family Support Worker towards goals determined by the family
- Attending a parent/young person support group.
- Being matched with a fully trained volunteer towards goals determined by the family

The Family Mentoring service offers a range of courses to reflect the needs of families, parents and young people. For example:

- STOP: the course is for parents of a young person aged 10-16 years old, the course aims to improve the relationship and understanding between the parent and young person by increasing the parent's knowledge of effective behaviour management skills that respond to your young person's psychological, physical and emotional needs.

- FLASH: the course is for parents of a young person aged 11 – 17 years old, the course aims to it aims to create better communication and personal relationships, between the parent and young person to better support their relationship and provide practical strategies to support their young person and manage the emotional impact of self harm.

- Emotional Wellbeing for young people – this is aimed at young people aged 11 – 16 years old, who are struggling with their anxieties. The course provides space for peer support and person centred approaches that support the development of coping strategies, that allow the young person to progress and develop towards their goals

- Emotional wellbeing for parents – this is a 3 session workshop aimed at parents who have child/ young person who is affected by anxiety. The course aims to provide the parents with a new perspective and strategies to use with their child or young person that can be embedded in family life to support their child or young person achieve their goals, whilst managing their anxiety.

For more information on course dates please contact the team direct on 01268 214000

Children & Families Hub Directory of Services

Young Carer

South Essex

Carers Choices

Tel: 01268 881130

Email: care@carerschoice.org

Website: www.carerschoices.org/young-carers

Address: The White House, Rear of Council Offices, Kiln Road, Benfleet SS7 1BU (SS7 1TF)

COVID-19 UPDATE - Due to the Government lockdown we have had to take the decision to suspend our Young Carers service until further notice. Please contact the office directly on 01268 881130 or by email at info@carerschoices.org if you require more information.

We support young carers in Castle Point, Basildon and Wickford. The project was developed in April 1997 to identify and support Young Carers. The scheme is part funded by ECC and works in partnership with social services, schools and local agencies ensuring that Young Carers have the opportunity to meet with their peers and gain valuable support. Since we began we have identified an increasing amount of Young Carers and thanks to the support of our team and funders will continue to do so.

Essex Youth Service

Email: young.carers@essex.gov.uk

Website: www.youth.essex.gov.uk

Online referral form [here](#)

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

See the [Countywide Young Carer page](#) for more information.

SCAFT (Supporting Carers and Families Together)

Tel: 01268 741811

Email: info@scaft.org.uk

Website: www.scaft.org.uk

COVID-19 UPDATE: group and one to one services suspended. Providing telephone and on line through Facebook.- See website for details of times when the service will be available

Young Carers Project

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Address: First Floor Offices, Rear of 140a High Street, Rayleigh, Essex. SS6 7BU	Group Sessions – The sessions provide Young Carers with a break from caring, gives them the opportunity to meet other Young Carers, join in with fun and educational activities and trips out and gives them access to support and a variety of information. Group Sessions are held across the Rochford District, in Rayleigh, Rochford & Great Wakering More Information
Kool Carers Tel: 01268 555935 Website: www.koolcarers.co.uk Email: Contact@KoolCarers.co.uk	<i>COVID-19 UPDATE – Groups are currently suspended.</i> Kool Carers South East Ltd (Charity No: 1179010) supports young carers aged 8 - 18 years and their families who reside in Brentwood and the Basildon borough. Kool Carers provides young carers with a safe environment to gain professional support and reduce the feelings of isolation that so many experience. It is through empowerment and guidance young carers will have the opportunity to develop their life-skills and build resilience, which enables positive participation within their own communities. Also offering respite opportunities.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Asylum Seek/Refugee

West Essex

Citizen's Advice Bureau Brentwood

Suite 4, Town Hall, Ingrave Road
BRENTWOOD
Essex
CM14 9PJ

0300 330 2101

www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizens Advice Bureau Epping Forest District

Ernest Wythes House, 50A Hemnall Street,
EPPING
Essex
CM16 4LS

<http://www.citizensadviceefd.org.uk/>

0300 330 2107

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

[Asylum Seeker/Refugee Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Harlow 13-15 East Gate The High HARLOW Essex CM20 1HP http://www.citizensadvice.org.uk/harlow/ 03444770808 01279 770189 (Appointment cancellations/changes only) www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Uttlesford District Barnard's Yard Uttlesford SAFFRON WALDEN Essex CB11 4EB http://www.uttlesfordcab.org.uk/ bureau@uttlesfordcab.cabnet.org.uk 01799 618840 www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Children & Families Hub Directory of Services

Bereavement/Loss

West Essex

St Francis Hospice

Tel: **01708 753319**

Website: www.sfh.org.uk

COVID-19 UPDATE: Moved to telephone support. Groups have been suspended

Saint Francis Hospice is a centre of excellence in the care of those with life limiting illnesses. Our team of specialist consultants, doctors, nurses and health care assistants provide practical and emotional support for adults of all ages and give specialist bereavement support to family members from as young as 20 months.

[Bereavement/Loss Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Child Behavioural Difficulties

West Essex

Children & Families Hub Directory of Services

Children's Health Services

West Essex

West Essex CCG

Tel: 01992 566140

Email: weccg.sct@nhs.net

Address: Building 2 Spencer Close, St Margaret's Hospital, The Plain, Epping, Essex, CM16 6TN

Health Visitors

Tel: 01279 342161

Website: www.essexfamilywellbeing.co.uk

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of West Essex.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch. Full details, including locations of all our Family Hubs and their affiliated Healthy Family Teams are shown below.
School Nurses (5-19 Children's Public Health Teams) Tel: 01279 342161 Website: www.essexfamilywellbeing.co.uk	All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of West Essex. School nurses in Essex operate in schools across the county, delivering health advice and support to school-aged children and young people. The team give children and young people in Essex's schools, colleges and academies access to a school nurse 52 weeks a year. How can we help? Working together with schools, we: • Participate in national campaigns and initiatives e.g. national child measurement programme • Promote healthy lifestyles • Support and give advice to young people with medical conditions, to ensure they access the whole curriculum and are not disadvantaged • Give school staff the information they need to support children with health concerns • Deliver the national childhood immunisation programme • Provide drop-in sessions for young people to talk about any health or wellbeing concerns • Work with children and young people who have complex medical needs We normally work from 9am until 5pm; however, we'll do our best to make ourselves available to you outside of these hours. What happens next?

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

The school nursing service accepts self-referrals through school drop-ins by the young person themselves.

Children and young people can also be referred by parents and carers.

[Children's Health Services Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Crime/Anti-Social Behaviour

West Essex

Brentwood Borough Council Tel: 01277 312500 Email: enquiries@brentwood.gov.uk Website: www.brentwood.gov.uk	<i>COVID-19 UPDATE – Please see www.brentwood.gov.uk/index.php?cid=2937 for updates on individual services.</i> Community safety advice
Epping District Council Tel: 01992 564608 Website: www.eppingforestdc.gov.uk	<i>COVID-19 UPDATE – Please see www.eppingforestdc.gov.uk/coronavirus for updates on individual services.</i> Community safety advice
Essex Police CYP Police Officer <u>Harlow</u> 70922 Gemma Sunderland Email: 42070922@essex.pnn.police.uk Ext: 300140 <u>Brentwood & Epping</u> 74030 Neil Ross Email: 42074030@essex.pnn.police.uk Ext: 313607 <u>Uttlesford</u> 73656 Andy Holmes Email: 42073656@essex.pnn.police.uk Ext: 400336	There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours. CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims. Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.

Harlow Council Tel: 01279 446655 Email: contact@harlow.gov.uk Website: www.harlow.gov.uk	COVID-19 UPDATE – Please see www.harlow.gov.uk/coronavirus for updates on specific services. Community safety advice
Nacro Website: www.nacro.org.uk Triangle Tenancy Service Tel: 01279 413314 Address: Shield House, Elizabeth Way, Harlow, Essex. CM19 5AR	COVID-19 UPDATE – Please see www.nacro.org.uk/news/nacro-news/how-nacro-is-responding-to-the-coronavirus-covid-19-pandemic for updates on specific services. Triangle Tenancy Service is a partnership with Westminster Drugs Project and Essex County Council that provides housing and intensive housing management support to homeless offenders and other with substance misuse issues.
Uttlesford District Council Tel: 01799 510510 Email: uconnect@uttlesford.gov.uk Website: www.uttlesford.gov.uk	COVID-19 UPDATE: Customer desk is now closed for face to face enquiries. Customer Service Centre remains open for phone and email enquiries, although may make some changes to the way we operate. Community Information Centres: Our Community Information Centres at Great Dunmow Library and Town Street Thaxted will be closed from Wednesday 18 March Community safety advice
West Essex Youth Offending Team Tel: 01279 427495 Fax: 01279 436494 Email: yot.harlow.ecc@essex.gov.uk Address: Suite 3-5, Level 10, Terminus House, The High, Harlow, Essex CM20 1XA	The aim of Essex Youth Offending Service (YOS) is to work with children and young people who have offended and to help prevent them getting into further trouble. We achieve this by working together with young people and their parents or carers, the victims of crime and other agencies and organisations in the local community.

Children & Families Hub Directory of Services

Domestic Abuse

West Essex

Safer Places

Tel: 03301 025811

Email: info@saferplaces.co.uk

Website: www.saferplaces.co.uk

COVID-19 UPDATE: Safer Places are still operating and will continue to provide services and support to victims of Domestic Abuse who need our services whilst taking the necessary precautions. Safer Places want to reassure our clients, teams and partners that we are working hard to keep our services open, and make sure that the people who need support will continue to receive it during these challenging and unprecedented times. In order to do this, we are changing how we deliver our services. We have stopped our face to face contact and we have taken the decision not to run Triple R and Made for Money sessions and all training at this time. We are still accepting new refuge referrals (if we have space) where the victim or children are not showing symptoms or self-isolating. We are still accepting outreach referrals and will continue through the crisis. Our outreach support will be delivered by video calling or via the telephone.

Safer Places is an independent charity which provides a comprehensive range of services to adults and children affected by domestic and sexual abuse who live in west Essex, mid Essex, east Hertfordshire and Southend.

Services:

- [Safe Accommodation](#)
- [Outreach Community Support](#)
- [Additional Services](#)
- [Training](#)
- [Outreach Men and LGBT](#)
- [Male Victims](#)
- [Triple R Programme](#)

J9 Network

Tel: 01992 564454

Email: scpadmin@vaef.org.uk

The J9 Network is for staff from public and voluntary sector organisations in West Essex whose work may bring them into contact with victims of domestic abuse. The purpose of the Network is to provide an opportunity to share information and stay up-to-date on domestic abuse issues.

[Domestic Abuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Disabilities/Additional Needs

West Essex

Accuro

Tel: 01279 433667

Email: enquiries@accuro.org.uk

Website: www.accuro.org.uk

COVID-19 UPDATE - in view of the Government's recent announcement regarding the Coronavirus, and in line with their decision to close schools, we have had to make the difficult decision to suspend all of Accuro's activities with immediate effect. We will continue to monitor the situation and follow Government and Public Health England's advice, but based on the most recent information we anticipate that activities will be suspended for a minimum of three months.

Uttlesford - Open 09:00 – 16:00 Monday-Friday. A charity offering respite care to disabled children and adults residing in the Uttlesford District. Adult friendship scheme operating in Saffron Walden.

Action For Family Carers

Tel: 01621 851640

Fax: 01621 874817

Email: enquiries@affc.org.uk

Website: www.affc.org.uk/services/young-carers

Address: Brickhouse Farm, Poulton Close, Maldon Essex. CM9 6NG

Young Carers are children as young as five years old, and any young person aged under 18, whose life is restricted in some way because they look after someone else on a regular basis.

There are approximately 10,000 Young Carers in Essex and 700,000 across the UK. They may be the main Carer, or provide partial care for their mother, father, brother, sister or other family member due to mental or physical illness, old age or disability.

- One-to-one support sessions in school giving Young Carers the opportunity to talk confidentially to somebody who understands.
- Practical support such as providing support in meetings with teachers to explain why, for example, they have fallen behind with their homework.
- Informal drop-in groups where Young Carers can meet others in the same situation and access information and advice.

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	- Information on how to access Respite Clubs in the local area where Young Carers can meet other young people in the same situation. - Raising awareness of Young Carers to both staff and students through PSHE lessons, assemblies and Teacher Training.
Brentwood Club for Visually Impaired Persons Website: 33 Oakwood Avenue, Hutton, CM13 1PT Tel: 01277 226 152	To relieve the condition of visually impaired persons in Brentwood and the surrounding district, in ways which may include one or both of the following: (i) the provision of facilities for recreation or other leisure-time occupation in the interests of social welfare, so that their conditions of life may be enhanced. (ii) the provision of educational services and/or facilities, particularly those which aim to relieve the condition of visual impairment.
Citizen's Advice Bureau Brentwood Suite 4, Town Hall, Ingrave Road BRENTWOOD Essex CM14 9PJ 0300 330 2101 Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Epping Forest District Ernest Wythes House, 50A Hemnall Street, EPPING Essex CM16 4LS http://www.citizensadviceefd.org.uk/ 0300 330 2107	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

Website: www.citizensadvice.org.uk	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Harlow 13-15 East Gate The High HARLOW Essex CM20 1HP http://www.citizensadvice.org.uk/harlow/ 03444770808 01279 770189 (Appointment cancellations/changes only) Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Uttlesford District Barnard's Yard Uttlesford SAFFRON WALDEN Essex CB11 4EB http://www.uttlesfordcab.org.uk/ bureau@uttlesfordcab.cabnet.org.uk 01799 618840 www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Buffy Playbus Email address: rose.juhl@btconnect.com	Who the service provides for: Children under 5 plus their parents and carers

Phone number: 01799 522130 Website: www.buffybus.co.uk Operational locations: Uttlesford	Buffy Playbus is a fully equipped double 'decker which provides a fun environment with stimulating resources and learning opportunities which are linked to the Early Years Foundation Stage requirements, to educate and care for children under 5, including children with special educational needs and disabilities. Parents and carers are encouraged to learn alongside their children and to build supportive friendships, which in turn leads to stronger communities. We place a strong emphasis on equipping children with skills to have a more fluid transition to Primary education and success in future life
Lambourne End Centre for Outdoor Learning Email address: carolan.casey@lambourne-end.org.uk Phone number: 020 8500 3047 extension 221 Website: www.lambourne-end.org.uk/shortbreaks Operational locations: Canvey island, Epping forest, Harlow, Rochford, Uttlesford	Who the service provides for: The Fun Days are for any young person with a disability or additional need aged 8 or over in Essex. At the Fun Days at Lambourne End, young people with additional needs will have the opportunity to take in a range of adventurous, farm and environmental activities. This is a great opportunity to try new activities and have a lot of fun! Activities available are: Archery, Sensory Trail, Goat Show, Climbing, Mini Beast Hunting, Kayaking, Caving, Bush Craft, Ropes Course, Raft Building and Rockets. There will be three different activities available each Fun Day. Transport can be provided from Saffron Walden, Bishops Stortford, Harlow, Epping, Rochford and Canvey Island.
My World Therapy Who the service provides for: 0-18 years Email address: info@myworldtherapy.co.uk Phone number: 07380 286811 Website: www.myworldtherapy.co.uk Operational locations: Bishops Stortford, Harlow, Saffron Walden, Uttlesford	My World Therapy provides highly specialist private Paediatric Occupational Therapy for children with Autistic Spectrum Disorder, ADHD, Developmental Delay, Developmental Coordination Disorder and syndromes such as such Down Syndrome, Rett Syndrome, William's Syndrome and Fragile X.
Nurture in Nature Dramatherapy Email address: nurtureinnaturedramatherapy@gmail.com Phone number: 07732 818397	Dramatherapy, a type of psychotherapy, can support children and young people with issues and needs. Nurture in Nature dramatherapy provides creative, non-direct approach to therapy which supports children and young people with issues and traumas. Nature in nurture offers 1:1 or group dramatherapy with a qualified dramatherapist who specialises in working with children, young people and families.

Operational locations: Braintree, Uttlesford	The therapy is tailored to a specific aim or need and sessions are led by the child, using creative tools such as games, role plays and art to work through issues. Who the service provides for Nature in Nurture dramatherapy supports children aged 0-25 and their families, specialising in: • Social, emotional mental health issues such as ASD and ADHD. • LAC and adopted children • Bereavement • Trauma- both physical and emotional Hours of operation Tuesdays, Wednesdays and Thursdays 9.00am -6.00pm
Parent4Parent Email address: julie.chase@essex.gov.uk Phone number: 03330 138080 Operational locations: Great Dunmow Address: Dunmow Youth Centre, North Street, Dunmow, CM6 1AZ	Who the service provides for: Parents, carers and families of school age children or young people experiencing social communication difficulties. Parent4Parent is for a group of parents, carers and families of school age children or young people experiencing social communication difficulties. They operate as a forum for sharing experiences, knowledge, tips, signposting and to support each other. From time to time Parent4Parent invite professionals as observers, contributors or presenters to the group. They meet on the second Friday of every month at the Dunmow Youth Centre in school term time between 10am-12noon. Parents and carers are welcome to just turn up but it could also be useful to email before-hand using the address below. There is no crèche but people do bring their children with them on the occasion where childcare arrangements are difficult – Parent4Parent would rather you come along than miss the group. There is free parking outside the Youth Centre although demand can be great. People then usually manage to find spaces in the side streets nearby but need to be aware of parking restrictions. Tea and coffee are always offered to ensure a warm welcome.
Spargoland Email address: office@spargoland.co.uk Phone number: 01277 210768	Spargoland is a purpose built salon equipped with a sensory area, wheelchair access and adapted facilities for children and adults with physical, emotional and sensory needs/disabilities. The hairdressing service is available to anyone that is unable to have their needs met at a high street salon.

Website: www.spargoland.org/

Address: Spargo Hairdressing, Ground Floor Rear, 2
Weald Road, Brentwood CM14 4SX

Who the service provides for:

Any age.

Any physical, emotional, sensory need and/or disability.

Hours of operation:

Monday 10.00am-2.00pm

Tuesday and Thursday 10.00am-9.00pm

Wednesday and Friday 10.00am-6.00pm

[Disabilities/Additional Needs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Education

West Essex

[CLICK HERE FOR WEST ESSEX PRIMARY SCHOOLS DIRECTORY](#)
[CLICK HERE FOR ESSEX SECONDARY SCHOOLS DIRECTORY](#)

The Box

Tel: 01992 577300

Website: www.theboxepping.org.uk

Address: 134 High Street, Epping,
Essex CM16 4AG

The Box aims to meet the needs of young people in the Epping area by providing:

- **An Alternative Education Programme**

The Box Education Programme allows some students from years 10 and 11 to complete their education, providing learning in a more informal setting for students who find it hard to learn in the structured environment of school.

N.B. Runs in Term-time only

[Education Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Employment

West Essex

The Box

Tel: **01992 577300**

Website: www.theboxepping.org.uk

Address: **134 High Street, Epping, Essex. CM16 4AG**

The Box aims to meet the needs of young people in the Epping area by providing:

- Quality Information & Advice Services

The Box offers a range of information and advice services to enable young people to explore new opportunities and to make informed lifestyle choices and career decisions. Other agencies and professionals are available to provide specific advice where needed.

Citizen's Advice Bureau Brentwood

Suite 4, Town Hall, Ingrave Road
BRENTWOOD

Essex
CM14 9PJ

0300 330 2101

www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizen's Advice Bureau Epping Forest District

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Ernest Wythes House, 50A Hemnall Street, EPPING Essex CM16 4LS http://www.citizensadviceefd.org.uk/ 0300 330 2107	<i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> <i>COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).</i> The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Harlow Website: www.citizensadvice.org.uk 13-15 East Gate The High HARLOW Essex CM20 1HP http://www.citizensadvice.org.uk/harlow/ 03444770808 01279 770189 (Appointment cancellations/changes only)	<i>COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.</i> <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> <i>COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).</i> The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Uttlesford District Barnard's Yard Uttlesford SAFFRON WALDEN Essex CB11 4EB http://www.uttlesfordcab.org.uk/	<i>COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.</i> <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i>

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

bureau@uttlesfordcab.cabnet.org.uk 01799 618840 www.citizensadvice.org.uk	COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Jobcentre Plus Brentwood Tel: 0845 6043719 Address: Fairfield House, Fairfield Road, Brentwood, Essex. CM14 4SB	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand Benefits & employment advice
Jobcentre Plus Harlow Tel: 0845 6043719 Address: Beaufort House, Crown Gate, Harlow, Essex. CM20 1NA	COVID-19 UPDATE – Job centres are now closed but are providing a phone service to customers. All face to face appointments. New claims for Universal Credit can be made as usual through GOV.UK. No face to face meetings are required to claim. Walk In is available at each Job Centre but customers are being redirected them to the .GOV web site to make a new claim, or to write questions in their UC journals, which will be picked up asap. All External Providers have been cancelling meetings and training. Advice re self-isolation is per government guidance on-line. Job searching requirements are being relaxed for the next few weeks/months although there are employers recruiting, such as supermarkets, warehouses and delivery providers due to increased demand Benefits & employment advice

[Employment Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Conflict

West Essex

FIF Funded Project

Kids Inspire
Children's Society and Southend YMCA
(joint project)

Email: earlysupport@kidsinspire.org.uk

Website: www.kidsinspire.org.uk

Telephone: 01245 348707, or 07908 829550

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

See the [Countywide Family Conflict page](#) for more information.

FIF Funded Project

GROUP WORK

Kids Inspire
Children's Society and Southend YMCA
(joint project)

Email:
fifreferrals@childrenssociety.org.uk

Tel: 01245 493400 or 01245 493311

COVID-19 UPDATE –

The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.

Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.

See the [Countywide Family Conflict page](#) for more information.

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Parenting Together Tel: 01992 555172 Email: parentingtogether@hertfordshire.gov.uk Website: www.parentingtogethersupportprogramme.org.uk	COVID-19 UPDATE – The Coronavirus (COVID-19) pandemic presents us all with huge challenges in protecting ourselves and our families. The providers of the Parenting Together Support Programme are continuing to offer therapeutic help by switching from face-to-face therapy to video based sessions until the current emergency is over. Please see the Countywide page for more information.
Relate Tel: 01245 258680 Email: enquiries@relatelnene.org.uk Website: www.relate.org Address: Loughton Relate 9-11 High Beech Road, Loughton, Essex, IG10 4BN	COVID-19 UPDATE: have increased availability of counsellors through live chat, telephone and webcam services. Most face to face services are closed We're the UK's largest provider of relationship support, and every year we help over a million people of all ages, backgrounds and sexual orientations to strengthen their relationships. Find out more about what we do and how we can help you here. Read More...

[Family Conflict Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Family Hubs

West Essex

Epping Forest

Brambles Family Hub

Epping Library, St Johns Road, Epping, CM16 5DN

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/brambles-family-hub

Hazelwood Healthy Family Delivery Site

Hillhouse Primary School, Ninefields,

Waltham Abbey, EN9 3EL

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/hazelwood-family-hub/

Little Oaks Healthy Family Delivery Site

Loughton Resource Centre, Torrington Drive,

Loughton, IG10 3TD

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/little-oaks-family-hub

All health visitors and School Nurses should now be contacted on the number to the left, which is the Admin Hub for the whole of West Essex.

Each website contains a calendar of classes and activities held at each site.

Family Hubs (formerly known as Children's Centres) are at the heart of our service and are from where we deliver and coordinate most of our services. There is one main Family Hub in each area and we also reach out from there to provide services from nearby Healthy Family Delivery Sites, which may be closer to home and more convenient to access for some residents.

Essex Child and Family Wellbeing Service help other organisations and families themselves to run services and activities from Family Hubs and Delivery Sites. For example, midwives from a maternity unit may run clinics there, as may the NHS service responsible for administering childhood immunisations.

We host an array of family support services who can help you such as the Citizen's Advice Bureau, Home-Start, Safer Places and Adult Community Learning. We are proactively encouraging people from our local communities to play a role in our Family Hubs so if you are interested in leading a peer support group or becoming a volunteer please get in touch.

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

True Stars Healthy Family Delivery Site,

The Limes Centre, Limes Farm,
Chigwell, IG7 5LP

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/little-oaks-family-hub

Harlow

Tree House Family Hub,

Parnall Road, Harlow, CM18 7NG

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/tree-house-family-hub

The Meadows Healthy Family Delivery Site,

Harberts Road, Harlow, CM194DL

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/the-meadows-family-hub

Potter Street Healthy Family Delivery Site,

Carters Mead, Harlow, CM17 9EU

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/potter-street-family-hub

Uttlesford

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Spangles Family Hub,

Lower Street, Stansted, Mountfitchet, CM24 8LR

Tel: **0300 247 0122**

Website:

www.essexfamilywellbeing.co.uk/centre/spangles-family-hub

Little Goslings Healthy Family Delivery Site,

North Street, Great Dunmow, CM6 1AZ

Tel: **0300 247 0122**

www.essexfamilywellbeing.co.uk/centre/little-goslings-family-hub

Brentwood:

Larchwood Gardens Family Hub, Larchwood Primary,

Larchwood Gardens, Pilgrim's Hatch, CM15 9NG

Tel: 0300 247 0013

Address: vcl.essexsouth-southwest@nhs.net

www.essexfamilywellbeing.co.uk/centre/larchwood-gardens-family-hub/

[Family Hubs Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Financial Concerns

West Essex

Brentwood District Council Tel: 01277 312500 Email: enquiries@brentwood.gov.uk Website: www.brentwood.gov.uk	COVID-19 UPDATE – Please see www.brentwood.gov.uk/index.php?cid=2937 for updates on individual services Benefits and debt advice
Citizen's Advice Bureau Brentwood Suite 4, Town Hall, Ingrave Road BRENTWOOD Essex CM14 9PJ 0300 330 2101 www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i> COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Epping Forest District Website: www.citizensadvice.org.uk Ernest Wythes House, 50A Hemnall Street,	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. <i>If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.</i>

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

EPPING Essex CM16 4LS http://www.citizensadviceefd.org.uk/ 0300 330 2107	COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Harlow Website: www.citizensadvice.org.uk 13-15 East Gate The High HARLOW Essex CM20 1HP http://www.citizensadvice.org.uk/harlow/ 03444770808 01279 770189 (Appointment cancellations/changes only)	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Uttlesford District Barnard's Yard Uttlesford SAFFRON WALDEN Essex CB11 4EB http://www.uttlesfordcab.org.uk/ bureau@uttlesfordcab.cabnet.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

01799 618840 www.citizensadvice.org.uk	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Epping District Council Tel: 01992 564288 Email: contactus@eppingforestdc.gov.uk Website: www.eppingforestdc.gov.uk Address: Civic Offices, High Street, Epping, Essex CM16 4BZ	COVID-19 UPDATE – Please see www.eppingforestdc.gov.uk/coronavirus for updates on individual services. Benefits and debt advice.
Harlow District Council Tel: 01279 446655 Email: contact@harlow.gov.uk Website: www.harlow.gov.uk Address: Civic Centre, Water Gardens, Harlow, Essex. CM20 1WG	COVID-19 UPDATE: 23 March 2020 the Civic Centre will close to the public until further notice. This means Residents will not be able to come in to make payments or get face-to-face advice. Benefits and debt advice
Lighthouse Furniture Project Tel: 01277 222050 Website: www.lighthousefurniture.org Address: 27 Tallon Road, Hutton, Brentwood, Essex. CM13 1TE	COVID-19 UPDATE – Due to the current government guidance relating to COVID-19 we have had to close our doors to the public from 4.30pm this evening (23/03/20). We are still endeavouring to maintain some support to the vulnerable in the community and are working with Brentwood Council and others to do so during this challenging time. We will update you about when we will be able to reopen through our Social Media platforms and Website. Our phone will be manned during working hours remotely so please be patient if we don't answer immediately as working remotely is new to our staff. What we do Prevent reusable items going to landfill and re-use them to help those in need by providing good quality second-hand furniture and household items at affordable prices. Read More...
Uttlesford District Council Tel: 01799 510335 Email: benefits@uttlesford.gov.uk Website: www.uttlesford.gov.uk Address: London Road, Saffron Walden, Essex. CB11 4ER	COVID-19 UPDATE: Customer desk is now closed for face to face enquiries. Customer Service Centre remains open for phone and email enquiries, although may make some changes to the way we operate. Community Information Centres: Our Community Information Centres at Great Dunmow Library and Town Street Thaxted will be closed from Wednesday 18 March Benefits and debt advice

Community Money Advice

Website:

www.communitymoneyadvice.com

Tel: 01743 341929

Email:

info@communitymoneyadvice.com

**Address: CMA @ Buckhurst Hill, St
Stephen's Church, Albert Road,
Buckhurst Hill, IG9 6FD**

Tel: 020 8505 0022

**Address: Bishops Stortford Money
Advice Service, Charis Centre, Water
Lane, Bishops Stortford, CM23 2JZ**

Tel: 01279 652523

**Website: [www.bs-money-advice-
service.org.uk](http://www.bs-money-advice-service.org.uk)**

Email:

bsmoneyadvice@ntlworld.com

Asking for help can be difficult but all our CMA advisers do understand this. They will be able to discuss with you the different options you may have and help you choose what you would like to do. Whatever your problem however big or small it always seems so much better when you share it with someone. At CMA we will give you all the time and space you feel you need and will be alongside you for however long you want.

Please use the interactive map or Post Code search facility to find your local CMA debt advice centre. They will be more than happy to help. You can either phone or use the email link to request an appointment.

All CMA centres adhere to certain basic principles, including the following:

- Advice is completely free
- Advice is unconditional & completely confidential

[Financial Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Housing Concerns

West Essex

Brentwood District Council

Tel: 01277 312500

Email: enquiries@brentwood.gov.uk

Website: www.brentwood.gov.uk

COVID-19 UPDATE – Please see www.brentwood.gov.uk/index.php?cid=2937 for updates on specific services.

Housing information and advice.

Citizen's Advice Bureau Brentwood

Suite 4, Town Hall, Ingrave Road
BRENTWOOD
Essex
CM14 9PJ

0300 330 2101

Website: www.citizensadvice.org.uk

COVID-19 UPDATE: Citizens Advice will be closing face to face Services in their offices from Mon 23 March. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

Citizen's Advice Bureau Epping Forest District

Website: www.citizensadvice.org.uk

Ernest Wythes House, 50A Hemnall Street,
EPPING
Essex
CM16 4LS

COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat.

If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can.

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

http://www.citizensadviceefd.org.uk/ 0300 330 2107	COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Harlow 13-15 East Gate The High HARLOW Essex CM20 1HP http://www.citizensadvice.org.uk/harlow/ 03444770808 01279 770189 (Appointment cancellations/changes only) Website: www.citizensadvice.org.uk	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk). The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Citizen's Advice Bureau Uttlesford District Barnard's Yard Uttlesford SAFFRON WALDEN Essex CB11 4EB http://www.uttlesfordcab.org.uk/ bureau@uttlesfordcab.cabnet.org.uk 01799 618840	COVID-19 UPDATE: Most local Citizens Advice aren't giving face to face advice to reduce the spread of coronavirus. They might still be able to help by phone, email or online chat. If you can't contact your local Citizens Advice, you can still get help by calling our national phone line or by talking to an adviser online. There might be longer wait times than usual but we'll help you as soon as we can. COVID-19 information page available at www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you . Online chat and advice line available at the website (www.citizensadvice.org.uk).

www.citizensadvice.org.uk	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
Epping District Council Tel: 01992 564288 Email: contactus@eppingforestdc.gov.uk Website: www.eppingforestdc.gov.uk	COVID-19 UPDATE – Please see www.eppingforestdc.gov.uk/coronavirus for updates on individual services. Housing information and advice.
Peabody (Formerly Family Mosaic) Tel: 0800 28 888 83 Email: efsco-ordinator@peabody.org.uk Website: www.peabodycareandsupport.org.uk/essex-outreach-support/	COVID-19 UPDATE: Now only able to offer phone support & advice. Across Essex have a skeleton staff who will be delivering food parcels to customers when needed, home visits for anyone who is housebound will continue. However, this is depending on staff and customer health at the time. Mostly staff will be working from home offering a phone service, this will be taking referrals and daily contact with customers already in support. Any issues contact area managers Area Managers: BASILDON – Jacqui Osborne – Jacqui.osborne@peabody.org.uk – 07824569695 CASTLEPOINT, ROCHFORD & RAYLEIGH – Sue Jenkins – susan.jenkins@peabody.org.uk – 07798741983 BRENTWOOD, EPPING, HARLOW – Laura Kemsley (covering for Kerry Moss) laura.kemsley@peabody.org.uk – 07976929982 CHELMSFORD – Scott Lloyd – scott.lloyd@peabody.org.uk – 07508875463 TENDRING – Gavin Cowling – gavin.cowling@peabody.org.uk – 07773574563 MALDON, BRAINTREE & UTTLESFORD – Denise Scrivener – denise.scrivener@peabody.org.uk – 07852554722 COLCHESTER – Adam Waller-Toyne – adam.waller-toyne@peabody.org.uk – 07946890260 Please see the Countywide Housing Concerns Page for more information.
Harlow District Council Tel: 01279 446655 Email: contact@harlow.gov.uk Website: www.harlow.gov.uk Address: Civic Centre, Water Gardens, Harlow, Essex. CM20 1WG	COVID-19 UPDATE: 23 March 2020 the Civic Centre will close to the public until further notice. This means Residents will not be able to come in to make payments or get face-to-face advice. Housing information and advice

[Housing Concerns Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Moat Tel: 0300 3230011 Email: customer@moat.co.uk Website: www.moat.co.uk Areas Covered: Harlow	COVID-19 UPDATE – Please see www.moat.co.uk/news-and-views/2020/march-2020/coronavirus-news-page for updates on individual services. Moat is a housing association employing over 300 people and providing affordable homes in thriving communities for people in the South East. For over forty years, we've delivered high quality general needs homes for affordable rent, retirement housing, and independent living, and we have a strong affordable home ownership offer. Read More...
Nacro Epping Single Homeless Project Tel: 01279 443303 Address: Shield House, Elizabeth Way, Harlow, Essex. CM19 5AR Mental Health Service - West Essex Tel: 01279 443303 Address: Shield House, Elizabeth Way, Harlow, Essex. CM19 5AR Website: www.nacro.org.uk Triangle Tenancy Service Tel: 01279 413314 Address: Shield House, Elizabeth Way, Harlow, Essex. CM19 5AR	COVID-19 UPDATE – Please see www.nacro.org.uk/news/nacro-news/how-nacro-is-responding-to-the-coronavirus-covid-19-pandemic for updates on specific services. Epping Single Homeless Project provides supported accommodation within the Epping Forest district. The project helps young people aged 16-18, 19-21 and 22+ to further establish, maintain and develop their independent living skills. The accommodation provision varies from shared accommodation to single units. Nacro Mental Health Service - West Essex offers accommodation and support for people with mental health problems aged from 16 to 64. Our focus is to support people to develop independent life skills, grow in confidence, take control of their lives and their mental health condition, and to break the cycle of hospitalisation and homelessness. Triangle Tenancy Service is a partnership with Westminster Drugs Project and Essex County Council that provides housing and intensive housing management support to homeless offenders and other with substance misuse issues.
Uttlesford District Council Tel: 01799 510335 Email: housingadmin@uttlesford.gov.uk Website: www.uttlesford.gov.uk Address: London Road, Saffron Walden, Essex. CB11 4ER	COVID-19 UPDATE: Customer desk is now closed for face to face enquiries. Customer Service Centre remains open for phone and email enquiries, although may make some changes to the way we operate. Community Information Centres: Our Community Information Centres at Great Dunmow Library and Town Street Thaxted will be closed from Wednesday 18 March Housing information and advice

[Housing Concerns Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

LGBT+

West Essex

[LGBT+ Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Legal

West Essex

[Legal Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Lonely/Isolated/Socially Alienated

West Essex

The Box

Tel: 01992 577300

Website: www.theboxepping.org.uk

Address: 134 High Street, Epping,
Essex. CM16 4AG

The Box is a small local charity providing services for young people in the Epping area since 2005, including:

- a safe social space after school offering activities and advice
- a professional counselling service for young people
- dedicated clubs for young people needing extra help and support
- Open Box Education Centre is registered as an independent school with the DfE and provides a full time education programme for 14-16s, offering a range of GCSEs and other qualifications as an alternative to permanent exclusion.

The Box and Open Box Education Centre are situated on St John's Road in Epping, next door to the library. You can contact us on 01992 577 300.

[Lonely/Isolated/Socially Alienated Home](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Children

West Essex

Brentwood Catholic Children's Society

Tel: 01268 784544

Email: headoffice@bccs.org.uk

Website: www.bccs.org.uk

Address: Childcare House, Little Wheatley Chase, Rayleigh, Essex. SS6 9EH

COVID-19 UPDATE - In line with the latest government advice to avoid non-essential contact, bccs has revised its working practices. We will be reviewing this situation on a daily basis and have made the difficult decision to withdraw our school-based staff for their safety and that of others. We are currently exploring ways in which we can support our clients remotely and explain this further in our Headteachers' Letter. Some of our office-based staff may be working remotely in the upcoming weeks so if you need to make contact with one of our teams, please use the following contact details: Schools' Services enquiries: Catherine Munns email Catherine here / Emma O'Leary email Emma here. Training enquiries: Louise Picton email Louise here. Self-Referral counselling enquiries: Sarah D'Lima email Sarah here. Fundraising enquiries: Julie Abbott email Julie here. For Finance and all other enquiries please contact Bernadette Fisher email Bernadette here. We will be updating our webpage as new advice is issued by the Government; please check back regularly.

£50 per hour charge for service

Brentwood Catholic Children's Society provides counselling for children and young adults up to the age of eighteen, regardless of their beliefs, together with their families, who could be experiencing emotional difficulties.

[Read More](#)

The Box

Tel: 01992 577300

Address: 134 High Street, Epping, Essex CM16 4AG

The Box aims to meet the needs of young people in the Epping area by providing:

- **A Confidential Counselling Service**

The Box counselling service provides a safe, confidential space for young people to express and explore emotions with our qualified counsellor.

[Mental Health Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.theboxepping.org.uk FIF Funded Project Kids Inspire Children's Society and Southend YMCA (joint project) Email: earlysupport@kidsinspire.org.uk Website: www.kidsinspire.org.uk Telephone: 01245 348707, or 07908 829550	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> For more information see the Countywide Mental Health page.
FIF Funded Project GROUP WORK Kids Inspire Children's Society and Southend YMCA (joint project) Email: fifreferrals@childrenssociety.org.uk Tel: 01245 493400 or 01245 493311	COVID-19 UPDATE – <i>The Children's Society – Offices closed for 12 weeks. Services provided via phone and online. Referrals to be sent by email to essexreferrals@childrenssociety.org or by text, send the word "choices" to 80800 followed by your message.</i> <i>Kids Inspire – Offering support virtually, and in case of significant need face to face. Referrals as per normal process.</i> For more information see the Countywide Mental Health page.
YCT Counselling Tel: 01279 414090 Txt: 07956 887921 Email: admin@yctsupport.com Website: www.yctsupport.com	COVID-19 UPDATE: closing face to face services and provide telephone and online counselling. YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, play therapy/theraplay. YCT are also able to provide emotional support for young people and their families who have been diagnosed with ASD. In addition, we offer supervision and counselling to those working with children and young people. YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, drama/art therapy, play therapy/theraplay, group programmes (relationships, risky behaviours, exam stress, self-esteem, aspirations etc.) the Forest School programme, workshops, training and family work. In addition we offer

[Mental Health Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	training, consultancy, clinical supervision and counselling to those working with children and young people. YCT works in the community with many different organisations, and in education settings including primary/secondary schools, academies, colleges, specialist schools and alternative education settings. We work across Essex, Herts and North London.
M.A.S.H. Mums Against Self Harm Email address: mash@redballoonfamily.co.uk Phone number: 07598743957 (24hr voicemail) Operational locations: Loughton	M.A.S.H stands for Mums Against Self Harm and is a support group and online blog forum for parents whose children self-harm. It offers online information and personal one to one support. We are not trained counsellors but a group of Mums who have learnt together how to support our children through Self Harm. We offer friendship, advice and support through our own experiences. The Project leader has attended training sessions and conferences on the subject and is happy to attend/speak at any appropriate events. Please note we are not professional counsellors. We aim to help one another because of our personal experience of Self Harm within our own families.
Young Persons Counselling Service (YPCS) Email address: ypcs.brentwood@virgin.net Phone number: 01277 230831 Website: www.ypcs.org.uk/index.php Operational locations: Basildon, Billericay, Brentwood, Wickford	YPCS offer a safe and confidential environment for young people who are ready to take the opportunity to look at their difficulties and life experiences. YPCS are open Monday to Thursday 9am – 9pm. Assessment Appointments are held on Wednesdays at 4pm, 5pm or 6pm. Alternative days and times can be arranged if a young person is unable to attend at the above times. Counselling Appointments are held on Tuesday, Wednesday and Thursdays from 4pm until 9pm. When you are placed within our Service you will be given a day and time that you can attend on a weekly basis, the same day and time each week. Your availability will be checked out with you during the Assessment Appointment. Who the service provides for: Our Service is open to any young people aged 13- 25 who present with any form of emotional difficulties or concerns.

[Mental Health Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Mental Health – Adult

West Essex

North Essex Crisis Line Harlow, Epping
Forest and Uttlesford

Tel: 0330 726 0110

Fitness In Mind™ Brentwood

Address: The Brentwood Centre, Doddington Road, Brentwood, Essex, CM15 9NN

Tel: 01277 246057

Email: fitnessinmind@brentwoodleisure.co.uk

Website: www.brentwood-centre.co.uk/sport-and-leisure/fitness-in-mind

COVID-19 UPDATE - As per Government instruction, we are having to close with immediate effect.

Starting in April 2016, Fitness In Mind™ Brentwood has consistently been providing FREE 12 week physical activity classes at The Brentwood Centre as an aid to improving mental and physical wellbeing. Our classes are a great way to get into exercise for the first time, try something new or getting back into it after time away. Our classes are run by coaches with mental health awareness, with Peer Activators and Peer Support Workers in attendance. Please contact Chris Hood.

West Essex Mind

Tel: 01371 876 641

Email: admin@mindinwestessex.org.uk

Website: www.mindinwestessex.org.uk

COVID-19 UPDATE - In order to keep everyone as safe and well as possible we have decided to take the following steps as from Monday 16th March. Groups and meetings - All public access groups and meetings hosted by Mind in West Essex will be suspended until further notice. Instead we will be working to facilitate as much group activity as we are able to using electronic means and social media. Counselling and other 1:1 client meetings - Where ever possible and preferable to both parties, counsellors ,staff and volunteer befrienders may offer telephone or Skype sessions to clients with immediate effect.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

It is our hope that by significantly reducing the footfall in our spaces that we will also reduce the likelihood of exposure to the virus for people who do still need to come in.

Foodbank Uttlesford - Foodbank will be a delivery only service, referral from CAB on 01799 618840.

Try to stay connected with our online community Elefriends. For more wellbeing advice visit Mind Charity.

We're Mind in West Essex, your expert mental health partner. Our network across England and Wales provide services that are practical and rooted in the reality of people's lives. We provide information and support to anyone who is affected by mental health problems, primarily in West Essex.

Support for those suffering all types of Mental Health problems. A range of support services including available talking therapy sessions throughout Epping, Uttlesford and Harlow Districts. West Essex Talking Therapies Hub West Essex Mind 45 Stortford Road Great Dunmow Essex CM6 1DQ

Health in Mind - West Essex IAPT

Tel: 0300 222 5943

Email: healthyminds.harlow@nhs.net

Website: www.northessexiapt.nhs.uk/west-essex

Healthy Minds provides access to a wide range of talking therapy treatments for adults with common mental health problems. Healthy Minds is part of Hertfordshire Partnership University NHS Foundation Trust in partnership with Mind in West Essex. Healthy Minds is part of the national initiative Improving Access to Psychological Therapies (IAPT).

Vita Minds

Areas covered: Basildon and Brentwood

Tel: 01268 977171

Email: enquiries@vhg.co.uk

Website: www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health

Vitaminds is the name of our NHS Mental Health Psychological Therapies (IAPT) Services. Improving Access to Psychological Therapies (IAPT) services have been developed to provide talking therapies to help. One in four of us will be affected by a mental health problem at some point in our lives. Vitaminds provides easy access to talking therapies near you.

[Mental Health \(Adult\) Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Parental Routine/Boundaries

West Essex

**Essex Child and Family Wellbeing
Service**

Website: www.essexfamilywellbeing.co.uk

For full information on local services, please see the website.

[Parental Routine/Boundaries Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Safeguarding West Essex

NSPCC

Website: www.nspcc.org.uk

Organisation centered around keeping children safe from abuse.

[Safeguarding Homepage](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Sensory Needs

West Essex

Accuro Respite Care Website: www.accurocare.co.uk/ Uttlesford - Open 09:00 – 16:00 Monday-Friday	A charity offering respite care to disabled children and adults residing in the Uttlesford District. Adult friendship scheme operating in Saffron Walden.
Brentwood Club for Visually Impaired Persons Address: 33 Oakwood Avenue, Hutton, CM13 1PT Tel: 01277 226 152	To relieve the condition of visually impaired persons in Brentwood and the surrounding district, in ways which may include one or both of the following: (i) the provision of facilities for recreation or other leisure-time occupation in the interests of social welfare, so that their conditions of life may be enhanced. (ii) the provision of educational services and/or facilities, particularly those which aim to relieve the condition of visual impairment.
Mind Website: www.mind.org.uk/	Support for those suffering all types of Mental Health problems. A range of support services including available talking therapy sessions throughout Epping, Uttlesford and Harlow Districts. West Essex Talking Therapies Hub West Essex Mind 45 Stortford Road Great Dunmow Essex CM6 1DQ
Papworth Trust Home Solutions Address: South West Essex Centre, 3rd Floor Town Hall, Ingrave Road, Brentwood, CM15 8AY. Tel: 01277 503 101	Papworth Trust is a charity and registered social landlord working with people with disabilities across the East of England. We provide a range of services for disabled people to ensure they have more equality, choice and independence in their lives. The Papworth Trust Community Support Service is a home care (domiciliary care) service, provided by an agency which is registered to provide personal care to its clients.

[Sensory Needs Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Children & Families Hub Directory of Services

Sexual Abuse/CSE

West Essex

Essex Police CYP Police Officer

Harlow - Rob Hance - PC 42001671
Rob.Hance@essex.pnn.police.uk

Brentwood & Epping - 74030 Neil Ross

Email: 42074030@essex.pnn.police.uk
Ext: 313607

Uttlesford - 73656 Andy Holmes

Email: 42073656@essex.pnn.police.uk
Ext: 400336

Essex Police Missing Person Liaison Officer

Brentwood, Epping & Harlow

76632 Sharon McDonald
Email: 42076632@essex.pnn.police.uk
Ext: 300140

Uttlesford

76433 Anneliese Skinner

There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours.

CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims.

Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.

The responsibility of the Missing Person Liaison Officers (MPLO) is to maintain a comprehensive overview of missing people within a defined area in order to identify those who are at risk of significant harm and to co-ordinate the response from Essex Police and its partners, so as to reduce the likelihood of harm occurring to vulnerable people. There are 10 MPLOs; one for each Essex Police District Policing Area.

[Sexual Abuse/CSE Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Email: 42076433@essex.pnn.police.uk
Ext: 202202

Children & Families Hub Directory of Services

Substance Misuse

West Essex

Nacro

Website: www.nacro.org.uk

Triangle Tenancy Service

Tel: 01279 413314

Address: Shield House, Elizabeth Way, Harlow, Essex. CM19 5AR

COVID-19 UPDATE – Please see www.nacro.org.uk/news/nacro-news/how-nacro-is-responding-to-the-coronavirus-covid-19-pandemic for updates on specific services.

Triangle Tenancy Service is a partnership with Westminster Drugs Project and Essex County Council that provides housing and intensive housing management support to homeless offenders and other with substance misuse issues.

Open Road Harlow

Tel: 01279 434621

Helpline: 08444 991323

Website: openroad.org.uk

Address: 26, Wych Elm, Harlow, Essex. CM20 1QR

COVID-19 UPDATE: drop in services and walk in assessments are temporarily ceasing with planned appointments only. All other contact will be by phone. For full information see website

Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex. Our Harlow premises have been refurbished to offer an open access reception area, group working room, needle and syringe provision room and individual treatment rooms.

Our Team is available Monday to Friday for anyone wanting to access advice, information, support, assessment and access to more formal treatment.

Available Services

- [Choices](#)
- [Counselling](#)
- [Open Access](#)
- [Needle & Syringe Programme](#)

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

- [Stimulant Service](#)

[Substance Misuse Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Victim of Bullying

West Essex

REALfriends (Ethan Rees Linwood Memorial Fund)

Tel: **01371 830403**

Mobile: **07506 602284 / 07889 033446**

Email: morag@ethanrees.org

Website: www.ethanrees.org

REALfriends will provide a structured, long term, support program designed exclusively for young people currently enduring bullying. It will provide young people, parents and carers in Uttlesford with information, training and support to help them deal with the effects of bullying.

REALfriends will equip young people with a toolbox of practical skills which will empower and help them deal with the effects of being bullied. They will join a group of 'REALfriends' who will understand what they have endured. As a peer group they will help each other to perfect the techniques they have learned in the club so they become 'bully proof' and safe in the future.

The program has been devised with knowledge gained through extensive worldwide research into the various areas of bullying and the effective resources utilized to combat it.

[Read More...](#)

[Victim of Bullying Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Children & Families Hub Directory of Services

Young Carer

West Essex

Action for Family Carers

Tel: 01621 851640

Website: www.affc.org.uk/services/young-carers

Young Carers are children as young as five years old, and any young person aged under 18, whose life is restricted in some way because they look after someone else on a regular basis.

There are approximately 10,000 Young Carers in Essex and 700,000 across the UK. They may be the main Carer, or provide partial care for their mother, father, brother, sister or other family member due to mental or physical illness, old age or disability.

- One-to-one support sessions in school giving Young Carers the opportunity to talk confidentially to somebody who understands.
- Practical support such as providing support in meetings with teachers to explain why, for example, they have fallen behind with their homework.
- Informal drop-in groups where Young Carers can meet others in the same situation and access information and advice.
- Information on how to access Respite Clubs in the local area where Young Carers can meet other young people in the same situation.
- Raising awareness of Young Carers to both staff and students through PSHE lessons, assemblies and Teacher Training.

Essex Youth Service

Email: young.carers@essex.gov.uk

Website: www.youth.essex.gov.uk

Online referral form [here](#)

COVID-19 UPDATE: As of Friday 20 March, no face to face youth club sessions will be held however we are continuing to do home visits and small groups for our most vulnerable, these will be reviewed in line with government advice. We are preparing plans to move to more virtual engagement.

See the [Countywide Young Carer page](#) for more information.

[Young Carer Home Page](#)

[Go to Directory Home Page](#)

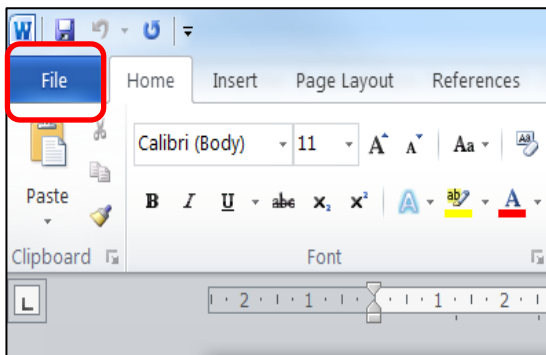
[Go to Front Page](#)

Children & Families Hub Directory of Services – User Guide

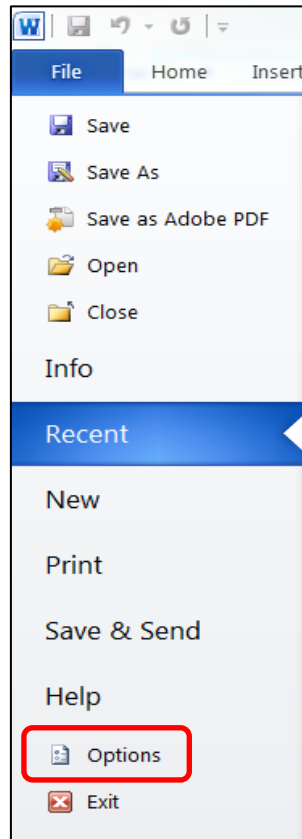
The Children & Families Hub uses the Effective Support Directory to signpost to services when the level of need in a request for support does not meet Children Social Care or Family Solutions.

To Access Hyperlinks with One Click

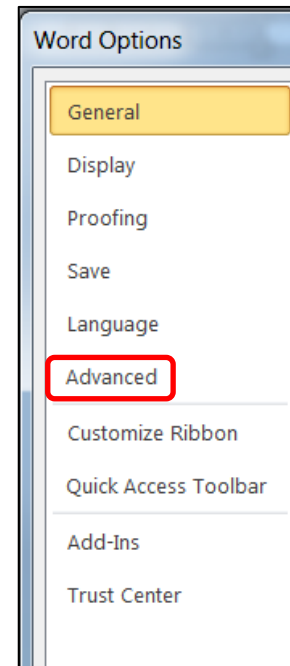
1. click 'File' (top left)



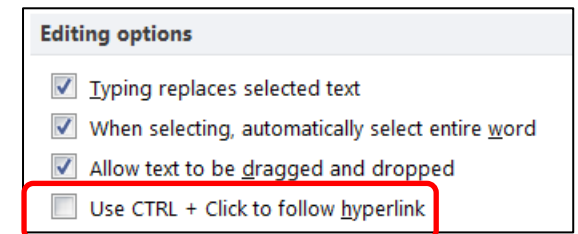
2. Click 'Options'



3. Click 'Advanced'



4. UNTICK the 'Use CTRL + click to follow hyperlink' option



You will now be able to access hyperlinks in the document with just one click!

- The 1st page of the Directory displays hyperlinks to 22 different categories of need. Click on the appropriate category of need to go a list of services that can offer support
- Each category is split into 3 sections; local, countywide & nationwide
- Local services are shaded in green, countywide in beige & nationwide in blue

[Go to Directory of Services](#)
[Home Page](#)

[Go Back to Front Page](#)

COVID-19 Information

[West](#)

[North](#)

[South](#)

[Mid](#)

[Countywide](#)

[Home Education Services](#)

COVID-19 West

Brentwood COVID-19 Mutual Aid

Tel: 01277 424953

This group is set up to be self-organising, sharing resources, and connecting local volunteers to neighbours in need in this difficult time

Brentwood CVS

Tel: 01277 222299

Email: enquiries@brentwoodcvs.org.uk

Do you Need Help? Are you self-isolating?

You may have to isolate but you don't need to be alone!

If you find yourself having to stay at home and need help with picking up shopping, a friendly phone, posting mail or urgent supplies please contact a Community Help Hub in your area/ village and they can help.

Blackmore & Stondon Massey Community Help Hub

Address: St Laurence Church, Church St,
Blackmore, Ingatestone CM4 0RN

Tel: 01277 821464 or 07894948867

Email: blackmorevicarage@gmail.com

Doddington Community Help Hub

Address: All Saints Church, The Rectory,
Church Lane, Doddington, CM15 0NJ

Tel: 01277 821366

Email: annvcol@gmail.com

Kelvedon Hatch Good Neighbour Scheme

Tel: 01277 372447 or 01277 374319

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Ingatestone & Fryerning Parish Council Address: Suite 1, 4 The Lime, Ingatestone, Essex, CM4 0BE Tel: 01277 353315 (Tuesday–Thursday only) Email: clerk@ingatestone-fryerningpc.gov.uk	
Mountnessing Parish Council Tel: 07453712681 Email: Parishclerk.mountnessingpc@yahoo.co.uk	
Pilgrims Hatch Community Help Hub Address: St Georges Church, Ongar Rd, Brentwood, CM15 9HR Tel: 01277 214340 or 01277 215619 Email: harrisch@lsbu.ac.uk Address: Brentwood Centre, Doddinghurst Rd, Pilgrims Hatch, Brentwood CM15 9NN Tel: 07879465009 (Mark) Email: Mark_p_reed@live.com	
Brentwood Community Help Hub Address: Sawyers Church, Sawyers Hall Ln, Brentwood, CM15 9BN Tel: 07817961558 Email: pastor@sawyerschurch.org	

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Brentwood Community Help Hub Address: Doddinghurst Road Community Church Tel: 01277 224528 Email: contact@doddroadcommunitychurch.org	
Brentwood West Community Help Hub - Brentwood Baptist Church Tel: 07572 695459 Email: office@brentwoodbaptist.org.uk	
Hutton Community Help Hub - St Peters Church Tel: 01277 262864 / 01277 514896 Email: office@huttonparish.com Email: lisa@huttonparish.com	
Warley Community Help Hub - Christ Church Warley Tel: 07514782389 Email: admin@christchurchwarley.org Email: revdsj2@gmail.com	
Herongate & Ingrave Community Help Hub - St Nicholas Church Tel: 01277 811543 or 07446068293 Email: kjm1954@btinternet.com	
Little Warley & Childerditch Village Committee	

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 01277 418300 Email: peterbennett5474@aol.co.uk	
South Weald Community Help Hub - St Peters Church Tel: 01277 212054 Email: Revdjane2902@gmail.com	
West Horndon Community Help Hub Tel: 07756 962034 Email: whpc.parishclerk@gmail.com	
Harlow Community Hub Tel: 01279 927005 (9am to 5pm Monday to Friday and 10am to 1pm at weekends and bank holidays) Email: harlowcommunityhub@harlow.gov.uk	Harlow Community Hub is a group of volunteers offering phone support, reassurance and advice to the most vulnerable in Harlow - primarily those without internet access or support networks.
Nisa Address: 141 Kings Road, CM14 4DR Tel: 01277 205816	Priority and home deliveries for the over 70`s
Manna Meals Tel: 07814855494	Offering Emergency Care Bags – groceries, chopped tomatoes, soup, soap, biscuits, toilet roll, tinned pulses and tuna. Also offering a phone friend service
Daily Bread Café Address: St Peters Church, CM13 1JS	Open for food collection on Tuesdays 9-12, Thursday eves 8-9pm and Sundays 10.30-11.30. If you are unable to collect food for yourself and need it delivered or would like someone to chat to

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Email: lisa@huttonparish.com Email: andy@huttonparish.com Tel: 01277 262864 or 01277 514896	
Breakthru Church - Foodbank Address: The Christian Centre, 165 Hanging Hill Lane, Hutton, CM13 2QH Tel: 01277 229189	Food bank available Mon 10am- 12pm Thur 10am-12pm
Doddinghurst - Foodbank Address: Doddinghurst Road Community Church, 56-60 Doddinghurst Rd, Brentwood, CM15 9E Email: www.brentwood.foodbank.org.uk	Food bank available Tues 11am-1pm Wed 11am-1pm
COVID-19 Mutual Aid - Bishops Stortford Website: www.facebook.com/groups/196866378305274	Those in the community wanting to offer help, those needing help and anyone wanting to support the local community.
Sawbridgeworth Mutual Aid COVID-19 Website: www.facebook.com/groups/229641398221107	Local organising to support the most vulnerable in our community.
Covid-19 Mutual Aid Harlow Website: www.facebook.com/groups/205498480792577	Local organising to support the most vulnerable in our community.

[COVID-19 Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Loughton COVID-19 Mutual Aid Website: www.facebook.com/groups/527555214863742	We are using this group to co-ordinate locally to help each other during the COVID-19 pandemic so that we can offer help such as picking up groceries, prescriptions or offer a friendly phone call etc. We want to support each other during this time and especially look out for the people who are most at risk such as elderly, disabled, immuno-compromised and those who have underlying health conditions. We are organising around street-based WhatsApp groups. This means that requests for help and offers of help can be co-ordinated based on where you live and will also strengthen the connections between people who live nearby each other.
Uttlesford Food Bank Tel: 07531 436335 Email: info@uttlesford.foodbank.org.uk Website: www.uttlesford.foodbank.org.uk Address: Stansted House, 9 Shire Hall, Saffron Walden CB11 3AQ	Mon 2-4pm Weds 2-4pm Fri 2-4pm Collection also available from: MIND in West Essex (Collection Point Only), 45 Stortford Road, Great Dunmow CM6 1DQ Mon 10am-12pm Weds 10am-12pm Fri 10am-12pm Thaxted Community Information Centre (Collection Point Only), 7 Town Street, Thaxted CM6 2LD Mon 9am-12.30pm Tues 2-5pm Thurs 2-5pm Fri 9am-4pm Sat 9.30-4pm
Epping Forest Foodbank Website: www.eppingforest.foodbank.org.uk Tel: 0208 7877149 / 07402 032313 Email: info@eppingforest.foodbank.org.uk Address: The Box, St. John's Road, Epping CM16 5DN	Open Mon 3.30-5pm
Loughton Foodbank Tel: 0208 7877149 07402 032313 Email: info@eppingforest.foodbank.org.uk	Open Weds 10am-12pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.eppingforest.foodbank.org.uk Address: Hope Centre, St Mary's Church, 201 High Road, Loughton IG10 1BB	
Debden Foodbank Tel: 0208 7877149 07402 032313 Email: info@eppingforest.foodbank.org.uk Website: www.eppingforest.foodbank.org.uk Address: Debden Library, New City College, Borders Lane, Debden IG10 3SA	Open Sat 10.30am-12pm
Harlow Foodbank Tel: 01279 724515 Email: harlowfoodbank@mrct.org.uk Website: www.mrct.org.uk Address: St Paul's Church, College Square, Harlow Town Centre, Harlow CM20 1LP	Open Mon 12-3pm Tues 12-3pm Thurs 12-3pm Fri 12-3pm
Harlow Foodbank Tel: 01279 724515 Email: harlowfoodbank@mrct.org.uk Website: www.mrct.org.uk Address: Salvation Army, Tendring Road, Harlow CM18 6RN	Open Weds 12-3pm
Matching Tye Foodbank Website: www.mrct.org.uk	Open Mon 9.30am-1pm Tues 9.30am-1pm Thurs 9.30am-1pm Fri 9.30am-1pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Tel: 01279 724515 Email: harlowfoodbank@mrct.org.uk Address: MRCT Office, Unit 8 Housham Hall Farm, Harlow Road, Matching Tye CM17 0P	
Frontline Email: projects@frontlineuk.org.uk Websites: www.uttlesfordfrontline.org.uk www.harlowfrontline.org.uk www.eppingforestfrontline.org.uk	Frontline is a digital referral and signposting tool (website and app 'Frontline Referrals') used across West Essex (Uttlesford, Harlow and Epping Forest). Each district has over 160 health and wellbeing services listed, including statutory, commissioned and community/voluntary groups. It takes less than a minute to make a safe referral via the platform. All referrals use the same short referral form to make initial contact with a service and every referral is followed up by a full time administrator on the Frontline team. Only services that deliver face-to-face in West Essex appear on the Frontline libraries. GP surgeries, Essex Police, Fire & Rescue, district councils, schools, Citizens Advice and CVS are just some of the services that actively use Frontline to support their users. Visit our websites: www.harlowfrontline.org.uk, www.uttlesfordfrontline.org.uk, www.eppingforestfrontline.org.uk
Uttlesford CVS Website: www.cvsu.org.uk Tel: 03333 408218	To receive or offer help in the community during the current COVID-19 outbreak call us on 03333 408218

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

COVID-19 Mid

Ingatestone Beats Covid19 Website: https://chat.whatsapp.com/EBafeubUXG8FDuLXiMQ9lh	Registered with Covid Mutual Aid, locally based community support group.
Chelmsford Community Kindness Website: www.facebook.com/groups/216876509690115	Registered with Covid Mutual Aid, locally based community support group. The idea behind this group is, if you are in need of something and can't find it in shops (formula, nappies, pasta, toilet roll) whatever it may be, post and ask if anyone has any. Also, if you have spare of anything and would like to offer some amongst the community, please post up what you have. This page will not tolerate asking for extortionate amounts of money for something. It must be either free or offered for the original buying price!
Coronavirus Mutual Aid Burnham-on-Crouch Website: www.facebook.com/groups/261166028208979	Registered with Covid Mutual Aid, locally based community support group.
Halstead Foodbank Website: braintreearea.foodbank.org.uk Tel: 01376 330694 Email: info@braintreearea.foodbank.org.uk Address: St Andrew's Church Hall, Parsonage Street, Halstead CO9 2LD	Open Mon 10am-2pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Great Notley Foodbank Website: braintreearea.foodbank.org.uk Tel: 01376 330694 Email: info@braintreearea.foodbank.org.uk Address: The Church in Great Notley, Bridge End Lane, Great Notley CM77 7GN	Open Tues 10am-12pm
Braintree Foodbank Website: braintreearea.foodbank.org.uk Tel: 01376 330694 Email: info@braintreearea.foodbank.org.uk Address: Braintree Baptist Church, Blyth's Meadow, Coggeshall Road, Braintree CM7 3DA	Open Weds 11am-2pm
Braintree Foodbank Website: braintreearea.foodbank.org.uk Tel: 01376 330694 Email: info@braintreearea.foodbank.org.uk Address: Christ Church, London Road, Braintree CM7 2LD	Open Fri 10am-2pm
Witham Foodbank Website: braintreearea.foodbank.org.uk Tel: 01376 330694 Email: info@braintreearea.foodbank.org.uk Address: Witham Methodist Church, Guithavon Street, Witham CM8 1BJ	Open Fri 10am-12pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Chelmsford Foodbank Website: www.chelmsford.foodbank.org.uk Tel: 07512 574542 Email: info@chelmsford.foodbank.org.uk Address: Chelmsford YMCA, Victoria Road, Chelmsford CM1 1NZ	Open Mon 10am-12pm
Chelmsford Foodbank Address: Moulsham Methodist Church, Lime Walk, Chelmsford CM2 9NJ Website: www.moulshammethodist.org.uk/foodbank	
Chelmsford Foodbank Website: www.chelmsford.foodbank.org.uk Tel: 07512 574542 Email: info@chelmsford.foodbank.org.uk Address: St Andrews Parish Church, Chignal Road, Chelmsford CM1 2JB	Open Tues 10am-12pm
Great Baddow Foodbank Website: www.chelmsford.foodbank.org.uk Tel: 07512 574542 Email: info@chelmsford.foodbank.org.uk Address: Bell Street Hall, Bell Street, Great Baddow CM2 7JS	Open Tues 1-3pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Chelmsford Foodbank Website: www.chelmsford.foodbank.org.uk Tel: 07512 574542 Email: info@chelmsford.foodbank.org.uk Address: Grove Road Evangelical Church, Grove Road, Chelmsford CM2 0EY	Open Weds 10am-12.30pm Fri 10am-12.30pm
Chelmsford Foodbank Website: www.chelmsford.foodbank.org.uk Tel: 07512 574542 Email: info@chelmsford.foodbank.org.uk Address: Foodbank Warehouse, Vicarage Hall, 450A Beehive Lane, Chelmsford CM2 8RN	Open Mon 10am-12.30pm Weds 10am-12.30pm Fri 10am-12.30pm
South Woodham Ferrers Foodbank Website: www.chelmsford.foodbank.org.uk Tel: 07512 574542 Email: info@chelmsford.foodbank.org.uk Address: New Life Church, Clements Green Lane, South Woodham Ferrers CM3 5JP	Open Weds 10am-12pm
Maldon Foodbank Email: rob_sefton@hotmail.com Tel: 07940830855 Address: Elim Pentacostal Church, 17 Wantz Road, Maldon, Essex. CM9 5DB	Open Wednesday between 9:30 am and 13:00 pm.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Maldon Foodbank Tel: 01621 840 088 Email: maldon@salvationarmy.org.uk Address: Salvation Army, 2 Wantz Road, Maldon, CM9 5DE	If in need because of the coronavirus then call on 01621 851997
Tillingham Shopping Group Website: www.facebook.com/groups/573093843286886	Online community support group.
Maldon COVID-19 Community Group Website: www.facebook.com/groups/covid19maldon	Online community support group.
Steeple Village Essex Community Group Website: www.facebook.com/groups/steepleessexgroup	Online community support group.
Dengie and surrounding areas support group Website: www.facebook.com/groups/2568865096575635/?ref=br_rs	Online community support group.

[COVID-19 Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Neighbourhood Coronavirus Support Network (NCSN) Website: www.facebook.com/groups/951280811953258/	Online community support group. Covering Wickham Bishops, the Braxteds, Gt. Totham, Little Totham.
Maldon CVS – Request Help Tel: 01621 851997 Website: www.maldoncvvs.org.uk	If you would like to refer yourself or someone else for some help or support as you are currently self-isolating or restricting your activities please call 01621 851997 • Contact us for help with: • Food Parcels • Prescription Collection • Pet Food Parcels • Child Care bundles • Hot meals • Safe and Well checks • Telephone befriending • Business signposting
Chelmsford CVS Tel: 01245 280731 Website: www.chelmsfordcvvs.org.uk	Chelmsford Centre Supporting Voluntary Action is an independent support and development organisation (sometimes called CVS) set up to champion, support and strengthen local charities, voluntary and community groups. We work locally and in collaboration with other partners across Essex, Southend and Thurrock to maximise voluntary and community action, develop strong communities and enhance local wellbeing. We host numerous different projects across Chelmsford City, its villages, South Woodham Ferrers and beyond. From Social Prescribing to a Mens Shed. Find out about each individual project below. This phonenumber will be available 10am to 12noon and between 14:00pm to 16:00pm. This service is able to help with you the following, but not limited to; • Collection and delivery of food and essential supplies • Collection and delivery of prescriptions • Pet essentials • Basic welfare calls • Telephone befriending It is always advisable to reach out to friends and family or local volunteering projects first.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

COVID-19 North

Covid-19 Mutual Support - Manningtree and Surrounding Area

Tel: 01206 700904

Website:

www.facebook.com/groups/2897713930314605

Registered with Covid Mutual Aid, locally based community support group.

Colchester Emergency Coordination's Group

Website:

www.facebook.com/groups/551969565422044

Registered with Covid Mutual Aid, locally based community support group.

Neighbours Information Colchester Essex (NICE)

Website:

www.facebook.com/groups/2669752193122535

Registered with Covid Mutual Aid, locally based community support group.

Colchester Foodbank

Website: www.colchester.foodbank.org.uk

Tel: 01206 621998

Email: info@colchester.foodbank.org.uk

Address: 33 Moorside Business Park,
Moorside, Colchester CO1 2ZF

Open Mon to Sat 10am-2pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Brightlingsea Foodbank Website: www.colchester.foodbank.org.uk Tel: 01206 621998 Email: info@colchester.foodbank.org.uk Address: Brightlingsea Parish Hall, Victoria Place, Brightlingsea CO7 0BP	Open Weds 10.30am-12.30pm
Wivenhoe Foodbank Website: www.colchester.foodbank.org.uk Tel: 01206 621998 Email: info@colchester.foodbank.org.uk Address: Congregational Church, High St, Wivenhoe CO7 9AB	Open Thurs 10am-12pm
Colchester Foodbank Website: www.colchester.foodbank.org.uk Tel: 01206 621998 Email: info@colchester.foodbank.org.uk Address: Colchester Family Hub, 63 North Station Road, Colchester CO1 1RQ	Open Mon 10am-2pm Weds 10am-2pm
Greenstead Foodbank Website: www.colchester.foodbank.org.uk Tel: 01206 621998 Email: info@colchester.foodbank.org.uk Address: Colchester Foodbank at Greenstead, 7 The Centre, Hawthorn Avenue, Colchester CO4 3PX	Open Tues 10am-12pm

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Clacton Foodbank Website: www.clacton.foodbank.org.uk Tel: 01255 431760 Email: Tracy.cooke@salvationarmy.org.uk Address: The Salvation Army Community Centre, 103 Old Road, Clacton-on-Sea CO15 1HN	Open Tues 9.30-11am Thurs 9.30-11am Fri 2-3.30pm Monday: 9am - 11am EMBRACE (Breakfast for the homeless and vulnerably housed)
West Mersea Town Council Tel: 01206 489240	Had to self isolate? Need help? Phone line will be operated by volunteers between approx. 8am and 5pm.
Dedham and Ardleigh COVID-19 Helpline Tel: 01206 322025	Please leave a message with your name, number and what you need help with and someone will get back to you the same day. For example, you may like help with shopping or a prescription, or just a friendly chat.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

COVID-19 South

Coronavirus Help! Basildon, Laindon, Pitsea, Wickford, Billericay

Website:

www.facebook.com/groups/2898417116918837

Registered with Covid Mutual Aid, locally based community support group.

Canvey Corona Virus Support

Website:

www.facebook.com/groups/202798474370661

Registered with Covid Mutual Aid, locally based community support group.

Setting up this group to help those who may need support during the outbreak, as and when it comes.

I'm looking for people to get as many people as we can on the group from Canvey to help elderly and vulnerable Canvey people.

Those that are, or remain fit and able to help those in need, whether it's shopping or someone to talk to in isolation, jobs and chores around house and garden.

Let's be there for another.

Coronavirus Help! Southend, Leigh, Hadleigh, Rayleigh, Benfleet, Canvey

Website:

www.facebook.com/groups/2645107359146279

Registered with Covid Mutual Aid, locally based community support group.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

REACH Wellbeing Hub Tel: 01702 213134 Email: admin-support@trustlinks.org	The COVID-19 pandemic and lockdown is a troubling and stressful time. You may be feeling anxious, stressed, worried, sad, bored, lonely or frustrated. It's important to remember it is OK to feel this way and everyone reacts differently. The REACH Wellbeing Hub team is here for you and anyone experiencing mental health and wellbeing issues at this time, albeit over the telephone until restrictions are lifted. The Hub provides information, advice, guidance and support for adults experiencing mental health issues, whatever your need. We work with individuals to find and access the most appropriate support for you. Also included within the REACH team is the Recovery College, which provides a range of courses, workshops and guidance to help you people better manage your mental health and the feelings that you are experiencing. The REACH Wellbeing Hub is here for anyone facing any mental health issues including anxiety, depression and stress. We work closely with clinical and crisis services, should these be required. <u>The service is open to anyone living in Southend, Castle Point and Rochford, and is available throughout the week and over weekends.</u> The Hub also has a number of other agencies on hand to offer advice on a range of issues such as advice on drugs, alcohol, housing and homelessness, carers' support, benefits and healthier living. Please register or make a referral on the online form: https://www.trustlinks.org/reachregistration/. On receipt of a registration form, a friendly member of the team will give you a call to discuss your needs and plan out how we can work with you. For more information or to make a referral over the phone please contact us on 01702 213134 or email admin-support@trustlinks.org Also whilst we are in lockdown, Trust Links Live is livestreaming three times per day, Monday to Friday: 10 am Wellbeing Tips; 11 am Skills; and 3 pm In the Garden. Join the team live at www.facebook.com/trustlinksonline or find 'Trust Links Live' on Facebook and YouTube to catch up on previous videos. If you are already registered with REACH, or you do register, you will also have access to the REACH Community Group on Facebook, moderated by our REACH team, in which you will find a supportive community network and a range of activities to support your wellbeing.
Rochford District Community Task Force	Registered with Covid Mutual Aid, locally based community support group.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Website: www.facebook.com/groups/818155198689190	
Yellow Door Food Bank Open: Monday to Friday 10am – 1pm 2pm – 5pm Address: Yellow Door Youth Hub, Poplar Road, Canvey, Essex, SS8 7BN Tel: 01268 683431 or 01268 514792 Email: drop-in@cyp-yellowdoor.org.uk	COVID-19 UPDATE: The Drop-in and clubs are temporarily CLOSED. Support is available via phone or online and counseling will continue. The food bank will remain open, however, we ask you wait outside for parcels. Thank you and stay safe. We are now part of Canvey Food Bank. You can receive food parcels if your benefits are delayed, stopped or reduced or for some other reason you are struggling to make ends meet. We do not have a referral process and you do not have to be within our age range just come in and let us know what you need between 10 a.m and 5 p.m. Monday to Friday. Closed between 1 p.m. and 2 p.m.
CAVS –Castle Point Association of Voluntary Services Tel: 01268 214000 Email: wellness@cavsorg.uk	CAVS is aiming to Coordinate the support required. If you are self-isolating or have a long term health condition, are lonely and isolated, house bound, in need of picking up shopping or in need of a friendly phone call then please contact CAVS Ways to Wellness Team who will be happy to help. CAVS are open Monday to Friday 9am-5pm. Out of these hours please either leave a message or email: wellness@cavsorg.uk (Castle Point, Rayleigh and Rochford)
Basildon Foodbank Tel: 07424 660862	Open Tues 7.30-9pm Fri 12.30-2.30pm

[COVID-19 Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

Email: info@basildon.foodbank.org.uk Website: www.basildon.foodbank.org.uk Address: Pitsea Leisure Centre, Northlands Pavement, Pitsea Basildon SS13 3DU	
Basildon Foodbank Address: Basildon Salvation Army, Fauners (off Cherrydown West), Basildon SS16 5AP Website: www.salvationarmy.org.uk/basildon	Wednesdays @ 9:30am Tea and toast, food bank, showers and laundry for people experiencing homelessness
Castle Point Foodbank Website: www.salvationarmy.org.uk/hadleigh-temple Address: Hadleigh Temple Salvation Army, 146-148 London Road, Hadleigh SS7 2PF	Weds 9am
Canvey Island Foodbank Website: www.salvationarmy.org.uk/hadleigh-temple Address: Canvey Island Salvation Army, Mitchells Avenue, Canvey SS8 8JB	Thurs 9am

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

COVID-19 Countywide

Essex Coronavirus Action

Website:

www.essex.gov.uk/topic/coronavirus

Facebook:

www.facebook.com/groups/essexcoronavirusactionsupport

Essex Coronavirus Action is a collaboration between Essex County Council, The Essex Public Health Team, and local Facebook group administrators. It will offer;

A service to ASSIST vulnerable members of your local community who may need help if they are self-isolating through putting them and their carers/families in touch with individuals or agencies who can assist.

Advice to help PREVENT people from undertaking activities which may put them at risk.

Content to INFORM people on updates to the official advice and counter any misinformation.

Essex County Council Advice Page

Website:

www.essex.gov.uk/topic/coronavirus

Essex County Council advice regarding Coronavirus.

COVID-19 PANDEMIC RESOURCE HUB

Website:

<https://essexfamilywellbeing.co.uk/covid-19-pandemic-resource-hub/>

To support you and your family through the COVID-19 pandemic, Essex Child and Family Wellbeing Service has created a [brand new resource hub](#). We understand this is an extremely challenging time for families, children and young people because everyone's daily lives and routines have significantly changed. The closure of schools, social distancing and workplace changes is likely to have created new challenges for families.

The COVID-19 Pandemic Resource Hub includes guidance and information on:

- Talking with your children about COVID-19
- Emotional and physical wellbeing – keeping positive
 - Support for young people
 - Home schooling
 - Relationships at home
 - Safeguarding yourself and others
 - Dealing with a very young baby
 - Home safety tips
 - Families with children with SEND

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Financial welfare Click here to enter the hub.
Active Essex Website: www.activeessex.org/keep-active-at-home	Physical activity matters, now more than ever. If you feel comfortable please keep active at home! This page will be populated with ideas, tips and videos on how to stay active whilst at home!
United in Kind – Community Coaches Website: www.unitedinkind.org/united-in-kind-coaches	Each district of Essex has a dedicated United in Kind Coach who will be working to reduce isolation and loneliness over the next two years. Contact your local coach for help in starting activities in your own area, if you would like to volunteer as a Community Champion or if you know a person who would benefit from signposting to activities near them, that can help them to be better connected to their community.
Essex Welfare Service Tel: 0300 303 9988 Email: Provide.essexwelfareservice@nhs.uk	Help Find & access support during the COVID – 19 challenges. If members of the public need support with advice, daily living tasks & wellbeing. Mon – Fri 8am – 7pm Sat & Sun 10am – 2pm
Essex Community Shield	A distribution hub has been set up by Essex County Council in Witham in central Essex, with two other hubs set up by Southend and Thurrock Councils. From this weekend, food packages will begin to be dispatched to vulnerable residents. Given the importance of social distancing and the most at risk being able to stay in their homes, ERF members and the voluntary sector are also mobilising resources across the county to provide assistance to a larger group. These are residents who are also vulnerable during the peak of the epidemic and includes people over the age of 70 or pregnant women, who do not have the support of friends, family or neighbours.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

	Councils across the county are working with supermarkets, delivery companies and other organisations on developing supply lines to people. District Councils will also use their local hubs, which have been established in every district, borough and city council area, using volunteer support. These residents will be contacted by the NHS, or their GP surgeries, starting from early next week, week commencing Monday 30 March. The message will set out the instructions for those people who do not have the support of friends, families and neighbours, to register with the Essex Welfare Service (EWS) (part of PROVIDE, a health and social care provider), should they need food deliveries. They will be able to contact the EWS via essexwelfareservice.org and by calling 0300 303 9988, Monday to Friday between 8am to 7pm, and Saturday to Sunday between 10am to 2pm. We recognise not all of residents identified will need support, and many will have organised their own arrangements already. However, Community Shield's aim is to ensure that no-one slips through the net. If you need support and have not received a message, please contact the EWS directly.
Childcare Family Information Service Website: www.essex.gov.uk/fis	Find a childcare provider in Essex
Nextdoor Website: www.nextdoor.co.uk	Nextdoor is the best way to stay informed about what's going on in your neighbourhood—whether it's planning a local event, or sharing safety tips. There are so many ways our neighbours can help us, we just need an easier way to connect with them.
The Prince's Trust Email: peter.hennessey@princes-trust.org.uk	With the support of our delivery partners, The Prince's Trust continues to be there for young people. By Providing safe online programmes, we are able to prevent young people from being disproportionately affected by the impacts of COVID-19. Our Online Programmes:

[COVID-19 Home Page](#)
[Go to Directory Home Page](#)
[Go to Front Page](#)

	1. Get into Digital Communication with WuWo Media 2. Get into Health and Social Care with Steadfast Training/ WSC 3. Get Ready Mentoring Circles with On-Track Norfolk 4. Get Started with Nail Art with Solis Nail and Beauty Training To register your interest for an online programme email: peter.hennessey@princes-trust.org.uk
Safe in Essex Email: essexreferrals@childrenssociety.org.uk Tel: 07725 639571	Safe in Essex have put together a virtual weekly online programme. This is for any young people ages 8-12 and 13-19 across Essex that want to join in and can access this via Microsoft teams. As you will see, some of the sessions will focus on topics which may affect young people such as our drug and alcohol awareness session or our LGBTQ+ session and others are a little less topical and focus on getting yourself moving around or creating your very own masterpiece. To book your place, please contact Essexreferrals@childrenssociety.org.uk or 07725639571 with: Full name and age, Emergency contact details, what session, date and time of session/s you would like to attend. We will send you our confidentiality agreement which you will need to read and agree to the terms of. Let us know if you have had support from us before. You will need to use your camera and microphone to take part.
See, Hear, Respond Website: www.barnardos.org.uk/see-hear-respond Tel: 0800 157 7015	Coronavirus has turned life upside down, for all of us. But for thousands of children, already or newly vulnerable, a new reality is emerging which is starker than we could ever have imagined. As lockdown lifts and we look past the immediate crisis, we're beginning to see more clearly how deep-rooted the impact of COVID-19 will be on children and young people, now and in the future. What's the need? Out of school, feeling stuck at home or locked out of their usual support systems, it's been harder than ever for children and young people to get the help they need. In many cases, hidden harms like online grooming, inequalities amongst BAME communities and domestic abuse have slipped under the radar. We know these harms are increasing, but with Local Authorities under more pressure than ever, we know that there are many children who would benefit from support who are do not meet the threshold for statutory support. Parents are also stretched further than ever, many families have been hit hard financially, have additional home schooling responsibilities, may be caring for other family members who are shielding and this can all put additional strain on family relationships and physical and mental health. How can See Hear Respond help?

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

See Hear Respond is a new service developed to fill the widening gap for children and young people during COVID-19. From June to 31st October 2020 it will work with schools and other agencies to find those children who are hidden from view; who are not receiving support currently from statutory organisations and those who are at risk and/or experiencing adverse impact to their health and wellbeing.

The service is open **to any child** who does not have other support networks at this time who you are concerned about. There is no threshold of need or harm that has to be reached to receive a service. However, we are especially committed to finding those we believe may be at most harm including those children who are:

- Under 5 years old
- Those with SEND who have other associated harms such as adverse home-life or online harms
- Children within or out of the home at risk of any form of abuse, criminal and sexual exploitation (working in homes and outreach detached settings)
- BAMER children (who are not being seen or reached)
- Young carers

YMCA Essex

Website: www.ymcaessex.org.uk/

During the Coronavirus pandemic, you may feel stressed, anxious and less like you! YMCA Essex is here to help you feel stronger and empowered. Our Family Support team uses Solution Focused Reflective Listening to help guide and support you. We can help you to manage new routines, emotional difficulties, trauma, bereavement, behaviour management, relationships, positive well-being, changes within the home, activities to keep busy etc. Sometimes when things get tough, it is easier to talk to someone outside of your usual circle of friends or family. We are professional, non-judgemental and care about helping you reach your full potential. We are able to work virtually with young people aged 4-17, couples, whole families and peer groups.

Appointments are available Monday-Friday 9am-5pm.

Evenings and Saturdays are by agreed appointment only.

[COVID-19 Home Page](#)

[Go to Directory Home Page](#)

[Go to Front Page](#)

Family Innovation Fund Xtra

A new range of additional support has been launched by Essex County Council (ECC) to help children, young people and their families during the COVID-19 pandemic. Family Innovation Fund-Xtra (FiF-Xtra) services, offer early support across a number of key areas including children's mental health, healthy relationships and coping with change.

They are available to children and young people aged between 0 and 19-years, and up to 25-years for young people with Special Educational Needs and/or Disabilities (SEND). The services are aimed at helping young people and families who are not already receiving specialist or statutory support. They can be accessed directly by families, through referral from a professional such as a teacher, via the Essex Welfare Service, the Getting Help in Essex Directory, or by calling one of the organisations themselves.

ECC is working with the voluntary sector and community partners who will deliver the services locally so that families receive help when and where they need it most. The launch of FiF-Xtra follows the existing support already available in Essex through the established Family Innovation Fund (FiF). Support can be delivered one-on-one, through group work, as a family group, or as a couple, around understanding Coronavirus; managing and coping with change; separation and loss; managing and coping with anxiety; healthy family relationships and staying active and curious.

To receive support via the Family Innovation Fund-Xtra service, young people and their families can contact one of the organisations listed below, depending on their needs.

Wilderness Foundation

Tel: 0300 123 3073

Email: info@wildernessfoundation.org.uk

Website: www.wildernessfoundation.org.uk

Wilderness Foundation – offers counselling and therapeutic support, and may bring nature, art and other creative tools into sessions. Appointments are available 9am-5pm Monday - Friday. Evenings and weekends by appointment.

Renew Counselling

Tel: 01245 359353

Email: hilary@renew-us.org

Website: www.renew-us.org

Renew Counselling – an experienced and accredited counselling service for all ages. Appointments are available Monday – Friday 10am – 5pm and Monday-Thursday 5pm-8pm. Saturdays by appointment.

[Go to Directory Home Page](#)

[Go Back to Front Page](#)

Open Door Tel: 01375 390040 Email: Fifxtra@opendoorservices.org Website: www.opendoorservices.org	Open Door – offers coaching, counselling and mediation. Appointments are available Monday-Thursday 9am-7pm, Friday 9am-5pm. Saturday and Sunday by appointment.
Relate Tel: 01245 676930 or 01708 441722 Email: enquiries@relatelinee.org.uk Website: www.relate.org.uk	Relate – offer accredited mediation and counselling. Appointments are available 9am-9pm Monday- Friday and 9am-5pm on Saturdays.
YMCA Tel: 01245 355677 Email: daniels@ymcachelmsford.org.uk Website: www.ymcaessex.org.uk	YMCA – can help families identify beneficial strategies and solutions for their needs in individual, group or family sessions. Appointments are available Monday – Friday and Saturdays by agreement.
Evolve Intervention Tel: 01245 526069 Email: info@evolve-intervention.com Website: www.evolve-intervention.com/	Evolve Intervention – provide early intervention for children and young people through mentoring, coaching, group work and tuition. Appointments are available Monday -Friday 9am to 6pm, with some availability between 6pm- 8pm and on Saturdays 10am to 4pm.

[Go to Directory Home Page](#)

[Go Back to Front Page](#)