



Children's Services

Help and support available for Families in Walsall
A guide for professionals



Walsall Children: 'Safe, Happy and Learning Well'

Menu of Services

Version 5 - March 2018



Walsall Council



WalsallFIS
Families Information Service

Early
Help



Introduction

There are times when children and their families need some extra help, and in Walsall we have committed to working together to provide timely support so children get the help they need, when they need it, in a way that works best for them and their families: our pledge to them is to offer 'early help, early on'.

This guide aims to give Lead Professionals and Social Workers information to support children, young people and their families to access the full range of services available as part of a Child Protection/Child in Need or Early Help Assessment plan or step down.

This guide is regularly updated, so we recommend professionals to access it through the website <http://www.mywalsall.org/walsallearlyhelp/>, rather than keeping a printed copy.

Further information on training, resources and guidance please refer to above website.

Find us on Facebook  (Walsall Early Years Network)

Website: <http://www.mywalsall.org/walsallearlyhelp>

Early Help Contact Details:

Email: Earlyhelpleadprofessional@walsall.gov.uk

Contact: 0300 555 2866 opt 1

For more information or your details to be included in this document please contact Keri Lister (Early Help Information and Marketing Lead) keri.lister@walsall.gov.uk

Contents

Locality Support	5
SEND	10
Health & Mental Health	11
Supporting children with School Ready	15
Supporting Children & Young People to Achieve	16
Housing and Benefits	18
Tackling Domestic Abuse	25
Drugs and Substance Misuse	27
CSE (Child Sexual Exploitation)	28
Training and Employment Support	29



Generic Services

Locality Support

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Early Help Hub Civic Centre, 2nd floor Darwall Street Walsall WS1 1TP Tel : 0300 555 2866 option 1</p>	<p>The Early Help Hub is the first point of contact for both families and professionals in Walsall seeking advice and guidance. We identify a family's needs and seek appropriate support to ensure all the needs of the family are met. We can provide support and advice with:</p> <ul style="list-style-type: none"> • Parenting advice and support • Keep Safe • Short Breaks play schemes • Free Early Learning for 2,3 & 4 year olds • Childcare Facilities / Holiday Playschemes • Parenting classes • Local Support Groups, Activities and services • Support for professionals around Early Help • Advice and guidance around completing Outcome Star and Early Help Assessment • Advice and guidance on Step Down arrangements and advice around training. <p>If you are thinking of starting an Early Help Assessment, the Early Help Hub would be the first point of contact for guidance and Early Help Paperwork.</p>	<p>Self Referral / Agency Referral Telephone / Secure Email / Walk in / Multi Agency Referral Form / Child & Family Assessment / Step Down. (EH consent must be obtained by parent/ carer)</p> <p>Fiona Woodhouse (Senior Family Support Advisor) 0300 555 2866 option 1</p> <p>General Advice: walsallfis@walsall.gov.uk</p> <p>Website: http://www.mywalsall.org/walsallearlyhelp/</p> <p>Early Help Contact Details: Email: Earlyhelpleadprofessional@walsall.gov.uk Contact: 0300 555 2866 opt 1</p>
<p>Multi Agency Screening Hub (MASH) Civic Centre, 2nd floor Darwall Street Walsall WS1 1TP Tel: 0300 555 2866 option 2 Fax: 01922 658195</p>	<p>The Multi Agency Safeguarding Hub (MASH) is the first point of contact for any professional having a safeguarding concern</p>	<p>To make a child protection referral, please send all information to the MASH using the Multi Agency Referral Form (MARF) Which can be found at: http://walsall.gov.uk/report-a-concern/</p> <p>This form must be used to support all verbal referrals and be sent within 24 hours. mash@walsall.gcsx.gov.uk</p>

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<p>Operational Locality Panels</p>	<p>Operational Locality Panels are multi agency panels that focus on brokering effective and impactful solutions for:</p> <ul style="list-style-type: none"> • Vulnerable Individuals (children and adults); • Vulnerable Families; • Vulnerable Locations and • Vulnerable Themes (such as CSE, Child Neglect, ASB, Employment, Poverty). <p>The panel recognises the benefits of early Intervention and prevention and will deliver this through effective Information sharing, coordinated solutions and actions and monitoring of impact and outcomes of the partnership support within the locality.</p> <p>There are 4 Operational Locality Panels in the Walsall aligned to the Locality Model and each panel meets every 4 weeks</p> <p>A range of partners bring their skills, expertise and services as part of the panel. Partners include Schools, Police, Voluntary Sector Services, Police, School Health, Health Visiting, CAMHS, Fire Services, Housing Providers, Money Home Job, Locality Managers, Adult Social Care, Clean and Green.</p>	<p>For more information contact:</p> <p>Bloxwich / Blakenall / Leamore School Adviser – Ann Page Contact: 07956 613866 Email: Ann.page@walsall.gov.uk</p> <p>Brownhills / Aldridge / Streetly / Pheasey / William School Adviser – David Hughes Contact: 07908163662 Email: David.hughes@walsall.gov.uk</p> <p>Darlaston School Adviser – Kellyanne Perry Contact: 07539 466957 Email: Kellyanne.perry@walsall.gov.uk</p> <p>Willenhall / Bentley School Adviser – Kerry Hinks Contact: 07506 354263 Email: Kerry.hinks@walsall.gov.uk</p> <p>Broadway and Central School Adviser – Donna Ricketts Contact: 07506 092870 Email: Donna.ricketts@walsall.gov.uk</p> <p>Alumwell and Birchills School Adviser – Jo Phillips Contact: 07557 758373 Email: Joanne.phillips@walsall.gov.uk</p>
<p>Children's Services 0 -19 Locality Family Support Teams</p> <p>Locality Family Support Teams are based in 4 Locality Family Support Hubs and provide inclusive targeted services for children aged 0-19 and their families in Walsall.</p>	<ul style="list-style-type: none"> • Advice and support on routines, budgeting and healthy lifestyles • Support to accessing Childcare and Early Learning • Parenting interventions (both one-to-one and group) • Support for victims of Domestic Abuse • Support for children and young people to develop confidence and self esteem • Prevent Young People vulnerable to risky behaviours including sexual health and confidence building support • Support with attachment, play and positive relationships • Young Persons IDVAs to support young people with relationships, forced marriage, honour based violence, FGM, low level CSE and impacts of domestic abuse • PACE – training and support to parents to identify and manage low level CSE risk factors • Behaviour Management 	<p>For more information contact: Team Managers:</p> <p>Natasha Gayle: Walsall North (Based at Blakenall CC : 01922 476698) Natasha.Gayle@walsall.gov.uk</p> <p>Julie Hill: Walsall East (Based at EDC : 01922 646574) Julie.Hill@walsall.gov.uk</p> <p>Sioux Beddow: Walsall West (Based at Darlaston CC : 0121 526 5537) Sioux.beddow@walsall.gov.uk</p> <p>Glenda Kellar: Walsall South (Based at Palfrey CC : 01922 642382) glenda@surestartpalfrey.co.uk</p>

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<p>Youth Service Myplace Centre Walstead Road West Walsall WS5 4PE Tel: 01922 655419</p>	<p>This service is for Young Carers aged 8 to 18 years. The service provides the following:</p> <ul style="list-style-type: none"> • One to one support and group support for Young Carers • Workshops and accreditation • Youth and play sessions • Day trips and residential breaks • Signposting and advocacy with Young Carers and their family members • Raising the voice of Young Carers in the Borough • Parenting advice and support • Keep Safe • Short Breaks play schemes 	<p>For more information contact: Julie.hill@walsall.gov.uk fiona.wilson@walsall.gov.uk Tel: 01922 655419</p> <p>Self referral and referrals through adult social care.</p> <p>Families must be in agreement to the referral and a referral form must be completed</p> <p>Mash@walsall.gcsx.walsall.gov.uk / General Advice: walsallfis@walsall.gov.uk</p>
<p>Home-Start Walsall 100 Birchills Street Walsall WS2 8NF Tel: 01922 647018</p>	<p>Home-Start is one of the leading family support charities in the UK. Home-Start volunteers help families with young children under 5, deal with the challenges they face. Home-Start supports parents as they learn to cope, improve their confidence and build better lives for their children</p>	<p>For more information contact: admin@homestartwalsall.org.uk 01922 647018</p> <p>Please contact someone in the team for information on referrals</p>
<p>Fostering Recruitment and Assessment Team Essington Lodge 106 Essington Road New Invention Willenhall WV12 5EX</p>	<p>Contact Walsall Council's fostering team to find out more about: Short Term, Long Term or Permanent Fostering, Short Term Breaks or Specialist Fostering. We can also talk to you about fees and allowances payable for caring for a young person, the support we can offer you and training opportunities to develop your skills knowledge & confidence as a foster carer.</p>	<p>For more information contact us via: Phone: 0800 923 3706 Email: fosteringinwalsall@walsall.gov.uk Facebook: FosteringinWalsall Twitter FosteringinWalsal All other enquiries please call Family Placements on: 0300 555 2834</p>
<p>Parenting Programmes http://www.mywalsall.org/walsallearlyhelp/parenting/ See also Family Information Service (FIS): www.mywalsall.org/fis</p>	<p>Parenting programmes are proven to be effective at helping all parents increase positive relationships, promote children's development and manage behaviour in constructive caring ways.</p> <p>There is a whole range of evidence based programmes available in Walsall including –</p> <p>Specialist programmes for parents with complex needs such as parents involved with child protection services, Targeted programmes for parents with children with extra needs like Autism or open to Early Help Lead Professionals and Universal programmes for all parents wanting to know more about children's development and their relationships.</p> <p>There is also training & support for schools and other services including our community & voluntary sector partners to train to deliver their own universal parenting programmes to their own service users.</p> <p>The programmes on offer include:</p>	<p>To discuss attending a parent programme or accessing online programmes please call EHH: 0300 555 2866 opt 1</p> <p>For Training enquires contact Georgina Atkins Parenting Toxic Trio Lead on 01922 650719 / 07908242162</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Parenting Programmes Continued</p>	<p>Universal:</p> <ul style="list-style-type: none"> • Understanding Your Child's Behaviour (UYC) a 10 week group running for 2 hours a week. Understanding your child' is for mums, dads and grandparents or anyone around your child. The group looks at children's development needs, sleep, feelings and most importantly how to have fun as well as parenting in different ways such as sensitive and reflective ways. There is also and Understanding Your Child Workshop 3 hour workshop and an Understanding Your Teenager 3 hour workshop. <p>Training is available for services to train and deliver their own UYC groups and Workshops to their own service users.</p> <p>Universal Online:</p> <p>Online Parenting Programmes –Understanding Your Pregnancy, Understanding Your Baby and Understanding Your Child – up to 11, 20 minute modules for parents to complete at their own time and pace.</p> <ul style="list-style-type: none"> • Triple P Group and Triple P Teen Group an 8 week group including telephone sessions. The Triple P group's help parents increase good behaviour and managing difficult behaviour such as emotional and risky behaviour of teenagers, and high risk times of younger children like – shopping. <p>Targeted:</p> <ul style="list-style-type: none"> • Cygnet Group (Targeted group) for parents of children and young people with Autism running for 6 weeks. Cygnet is only for parents and careers of children and young people with Autism. The group looks at things like behaviour management, communication and sensory issues. • Training is available to special schools and services working with children with Autism to deliver their own Cygnet groups • Range of Workshops for parents (targeted groups) delivered by Early Help Locality Teams on a range of parenting issues <ul style="list-style-type: none"> - PACE (CSE prevention) workshop - Parenting the 0-5yrs - Parenting the 5-11yrs - Parenting Teenagers - Healthy Relationship Workshop (Domestic Abuse prevention) for women - Cygnet Groups for parents open to Early Help and Social Care 	

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<p>Parenting Programmes Continued</p>	<p>Specialist: Mellow programmes look to address parents own difficult relationships and traumatic events in a safe environment and from there re-build attachments with their own children.</p> <p>Mellow Bumps - 6 week 3 hour antenatal group for mums 20 – 30 weeks gestation with extra health and social care needs</p> <ul style="list-style-type: none"> • Mellow Mums – 14 week full day a week group for Mums and their children under 10 years open to Early Help or Social Care • Mellow Dads– 14 week full day a week group for Dads and their children under 10 years open to Early Help or Social Care services 	
<p>Short Breaks Service Tel: 01922 650490/ 07780 004577</p>	<p>Short Breaks (previously known as respite) can benefit the whole family. They give disabled children and young people the chance to spend time away from their families, relax, develop new friendships, take part in new experiences and have fun doing positive activities.</p> <p>They also give families a break from their caring responsibilities, a chance to unwind, rest or spend to time with their other children.</p> <p>Short Breaks can last from a few hours to a few days and may include daytime, evening, overnight or weekend activities.</p> <p>They can take place in the child's own home, the home of an approved carer or at a residential or community setting.</p> <p>They are part of a group of services which support children and their families.</p>	<p>We use a fair, empathetic and transparent eligibility criteria so that the service is available to all and not just used for those families at points of crisis or under threat of family breakdown.</p> <p>A child or young person may be able access a Short Break up to their 18th birthday, if they:</p> <ul style="list-style-type: none"> • Have a Disability • Are in receipt of low, middle or high rate Disability Living Allowance (DLA) or if they are on a school action plus support at school; • Live in Walsall. <p>Walsall FIS take the expressions of interest for families and this information is given to the Short Breaks team who allocate places.</p> <p>For more information contact Heather Maybury on 01922 650490</p>
<p>SEND Transport</p>	<p>Children's Services SEN Transport Team transports over 600 children a day between home and school across the Borough of Walsall. The children have varying Special Educational Needs, Behavioural Issues and Physical Disability and a variety of vehicles are required from individual taxis, minibuses to coaches.</p>	<p>Referrals are received through the SEND Team.</p> <p>For more information please contact: 01922 652879</p>

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<p>Children's with Disabilities Team Education Development Centre Pelsall Lane Walsall WS4 1NG Tel: 0300 555 2866 option 2</p>	<p>The team offers a Social Work assessment and care planning service to children and young people aged 0 to 18 who have a permanent and substantial (Equability Act 2010) disability and who live within the Walsall Local Authority Area. The majority of children who require services will receive them through universal provision within their local community. The same should be true of a child with a disability. Only when it has been identified via MASH that the impact of the permanent and substantial disability on the child's life is too great to be addressed by universal provision or targeted Early Help provision should a referral for an assessment be made to the Children with Disabilities Service.</p>	<p>To make a referral contact: MASH: 0300 555 2866 option 2 Website: http://wlsccb.org.uk/ The team will offer advice and guidance to Early Help services and any other team managing the family of a child with a disability.</p>
<p>Information, Advice & Support Service (SEND)</p>	<p>Walsall Parent Partnership Service provides specialist support, advice and information to parents/carers of children with special educational needs. The aim is to give parents/carers the confidence and information they need to express their views and take an active part in their child's education</p>	<p>For more information contact: Telephone: 01922 650330 (answerphone also available) Fax: 01922 634093 Website: http://cyp.iasnetwork.org.uk/service/walsall-pps/</p>



Health and Mental Health

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Walsall NHS Walk in Centre Saddlers Centre Bridgeman Street Walsall WS1 YT Tel: 01922 605730</p>	<p>In Walsall we have two Urgent Care Centres based in Walsall town centre (Community Site) and at Walsall Manor hospital (Hospital Site). Both centres provide fast, expert care for injuries and illnesses that are urgent but not life-threatening, including:</p> <ul style="list-style-type: none"> • cuts, burns and bites • sprains, fractures and sports injuries • fevers, infections and rashes • minor illnesses 	<p>These clinics are available without any referral</p>
<p>Walsall NHS Health Visiting Team (please see referral column for address and contact number)</p>	<p>Health Visitors work with all parents to assess the support they need and develop appropriate programs to help give the child the best possible start in life.</p> <p>Health Visitors support and educate families from pregnancy through to when your child starts reception class. Health Visitors can offer:</p> <ul style="list-style-type: none"> • Support from your family from ante-natal through to when your child attends school. • Support and advice on family health and minor illnesses. • Home visits which include advice on feeding, introduction to solids, healthy eating and dental health. • A physical and developmental check to ensure your child is reaching their full potential. • Providing families with specific support on subjects such as post-natal depression. <p>Health Visitor also work closely with other professionals including Nursery Nurses and Sure Start centre workers and nurseries to provide the best service for your child.</p> <p>The type of support can include:</p> <ul style="list-style-type: none"> • Referring families to specialists, such as, speech and language therapists. • Arranging access to support groups, such as those provided by Sure Start Children's Centres. • Organising practical support, for example- working with a nursery nurse on the importance of play. • Offering advice and further information on the housing issues, benefits, training and education. 	<p>Anchor Meadow Team: Westfield Drive, Aldridge, WS9 8AJ Tel: 01922 605685</p> <p>Beechdale Team: Edison Road, Beechdale, WS2 7EZ Tel: 01922 603074</p> <p>Brace Street Team: Brace Street, Caldmore, WS1 3PS Tel: 01922 605900</p> <p>Darlaston Team: Walsall Road, Darlaston, WS10 9JS Tel: 0121 568 4275</p> <p>Harden Health Centre: Harden Road, Walsall, WS3 1ET Tel: 01922 423312</p> <p>Parkview Team: Chester Road, Brownhills, WS8 7JB Tel: 01922 604538</p> <p>Sai Team: Forester Street, Walsall, WS2 9PL Tel: 01922 605655</p> <p>Willenhall Team: Field Street, Willenhall, WV13 2NY Tel: 01922 604873</p>

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<p>Walsall School Nursing Service Harden Health Centre Harden Road Walsall WS3 1ET Tel : 01922 423349 Email: schoolnursing@walsallhealthcare.nhs.uk</p>	<p>The service is based at Harden Health Centre but can be delivered in a variety of settings such as the clinics, schools and community settings. Where appropriate, home visits can be arranged.</p> <ul style="list-style-type: none"> • The School Nursing Service delivers the Healthy Child Programme (5-19) for children and young people who are aged between five and nineteen years old. • We work in partnership with children, young people and their families to ensure that children's health needs are supported within their school and community. We support children once they start in full time school aged four years old. • School Nurses are registered Nurses who have graduate level public health qualifications in the health needs of children and young people. They work in teams supported by community staff nurses, nursery nurses, clinical support workers, immunisation nurses and administrative staff. • They offer health reviews to school aged children at key transition times (for example year 7), and when a child or young person is referred to Walsall School Nursing Service. • They deliver the school immunisation programme and the National Child Measurement Programme. • They can offer support, advice and signposting for a range of health issues including emotional health and behaviour, growing up, puberty & sexual health, smoking & alcohol, medical needs, healthy eating and lifestyles. They deliver group sessions to teach children and young people skills to improve their confidence and self esteem. They also support the local Parenting Strategy by delivering Parenting Programmes. They work closely with other health professionals including health visitors, GPs and Community Paediatricians. 	<p>We accept referrals from parents and carers of children and young people who are aged 5-19 years. Referrals can be made directly to the department via the standard Children's Referral Form and are accepted from:</p> <ul style="list-style-type: none"> • Schools • Any professionals <p>For more information contact: Tel: 01922 423349 https://www.walsallhealthcare.nhs.uk/schoolnursing/about-us-.aspx</p>
<p>Speech & Language Therapy Service</p>	<p>The service provides assessment, treatment and advice to people of all ages (both Children and Adults) with a speech, language, voice or communication difficulty. They also see people with a feeding or swallowing difficulty as part of a medical condition. In adults, these difficulties usually occur as a result of a medical condition such as a Stroke, Parkinson's Disease, Head Injury or Cancer. Advice, information and training is also offered to Families, Carers and other Professionals. We provide an adult's service, a paediatrics service and a long term conditions (LTC) service for our patients.</p>	<p>For more information contact : Tel: 01922 605400 Referral form: Generic Children's Services Health Form to be completed. Referral form can be obtained via the SAL tele-phone number.</p>

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<p>Walsall Child Development Centre Coal Heath Lane Walsall WS4 1PL Tel: 01922 605800 Monday to Friday 08.45 - 17.15</p>	<p>Walsall Child Development Service is a multi agency team of professionals from Health, Education and Social Care. The aim of the service is to assess, provide appropriate and timely support and monitor the progress of all children aged 0-19 years, living within the Walsall borough with disabilities and complex needs. Services based at the CDC include Specialist Health Visiting, Paediatric Physiotherapy, Occupational Therapy, Speech and Language Therapy, Dysphagia, Health Transition and Community Paediatricians</p>	<p>For more information contact: Tel: 01922 605800</p>
<p>WPH Counselling & Education Service (inc. Walsall Pregnancy Help) The Haven 55 Upper Forster Street Walsall WS4 2AB Tel: 01922 649000 Email: wphcounselling@btconnect.com</p>	<p>The provision of a general, well established counselling/psychotherapy service for Young People 11 to 17 years of age. Our Highly qualified and experienced Youth Counsellors provide this service both within our main centre and at several schools across the borough.</p> <p>There is also a specialist counselling service addressing all pregnancy related issues</p>	<ul style="list-style-type: none"> • All healthcare professionals • Social services • Schools/education • Youth projects • Voluntary sector <p>Self referral can be made by:</p> <ul style="list-style-type: none"> • Letter • Telephone • Email
<p>Brook Tel : 0800 802 1234</p>	<p>Brook provides sexual health services and education across the UK for young people under 25, plus a range of training programmes for professionals using engaging booklets, leaflets, posters and teaching materials.</p>	<p>Appointments are not usually necessary as they work on a 'drop in' basis.</p> <p>Call 0800 802 1234 for the nearest centre</p>
<p>Cruse Bereavement Care Tel : 0844 477 9400 Email: helpline@cruse.org.uk http://www.cruse.org.uk</p>	<p>Cruse Bereavement Care offers support after the death of someone. They offer someone to talk to, face- to-face and group support from trained bereavement support volunteers across the UK. They also offer:</p> <p>information, publications and support for children, advice for employers on how to respond when an employee is bereaved and what can be done to ensure that the impact on both the individual and the organisation is minimized</p>	<p>For more information contact: Telephone: 0844 477 9400</p>
<p>KOOTH Tel : 0845 330 7090 www.kooth.com</p>	<p>Kooth.com is an online counselling service that provides vulnerable young people across Walsall, between the ages of 11 and 25, with advice and support for emotional or mental health problems. Kooth.com offers users a free, confidential, safe and anonymous way to access help. -</p> <p>The Kooth.com free service includes:</p> <ul style="list-style-type: none"> • drop in chats with counsellors • booked 1:1 chats with a counsellor • themed message forums • a secure email service • a variety of self help feature • an on line magazine 	<p>Support and information: 0800 02 888 40</p> <p>Training for professionals :</p> <p>Email: training@childbereavementuk.org</p> <p>No referral process - all young people in Walsall can use this service</p> <p>www.kooth.com</p>

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<p>Walsall Talking Therapies Dudley and Walsall Mental Health Partnership NHS Trust</p>	<p>Talking Therapy is a type of treatment that involves talking to a practitioner/ therapist about your thoughts and feelings to help manage depression and anxiety symptoms. The purpose of talking treatments is to help you understand your feelings and behaviour better, and to change your behaviour in the way you think about things</p>	<p>You can self refer into our service using the self referral button on our website: http://www.dwmh.nhs.uk/ttwalsall/ Or by calling the free phone number: 08009530995</p>
<p>CAMHS Child & Adolescent Mental Health Service Canal side Abbots Street Bloxwich, WS3 3AZ Tel: 01922 607400</p>	<p>A multi-agency and multi-disciplinary service specialising in the assessment and treatment of moderate to severe mental health difficulties that children and young people experience.</p> <p>The Service Aims to:</p> <p>Provide specialist assessment and treatments in accordance with best practice and NICE recommendations.</p> <ul style="list-style-type: none"> • Provide appropriate information for young people and their families and for other agencies in accordance with confidentiality and consent to share protocols. • Consultation and liaison and training for universal and targeted services including professional carers 	<p>Referrals to the Specialist CAMHS Team are made by Primary Mental Health Service, GP's, Paediatricians, Social Workers and Youth Justice.</p> <p>For more information please call 01922 607400</p>
<p>XCMS Xpressions Counselling & Mediation Services Ltd Millennium House Lower Hall Lane Walsall WS1 1RL Tel : 01922 234914</p>	<p>Provides Counselling, Mediation, Advocacy and a Family Contact Centre for children, young people and adults.</p> <ul style="list-style-type: none"> • To provide a safe friendly, professional and impartial service to all individuals to rebuild relationships, raise awareness and seek to empower • To improve outcomes for young children and their families To provide a confidential environment • To develop professional relationships and working boundaries with families, local authorities and professional bodies alike • To work within policies and procedures of the accredited bodies. • Counselling Play therapy • Xpressive Arts Mediation (Conflict & Family) • Family contact Centre – Supported and Supervised various workshops and training • Health & Fitness (Evolution Personal Training Studio) • Intolerance (food and non food) testing 	<p>For more information contact: Freephone: 0300 555 0535 Email: Sed@dwmh.nhs.uk</p>

Helpful Links

<http://www.dwmh.nhs.uk/service-users-and-carers/self-harm/>
<http://www.youngminds.org.uk>
<http://www.dwmh.nhs.uk/find-a-service/>

Self-harm is a person's way of expressing deep distress when they can't put into words or even thoughts what they are feeling. Whilst self-harm is not a mental illness, a person with a mental illness is more likely to self-harm than other people. It's not to do with attention-seeking, although it is a cry for help; the adrenalin rush created by some forms of self-harm actually brings the person some temporary relief from their inner anguish.

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.

For more information Contact:
 Free phone: 0300 555 0535
 E-mail: Sed@dwmh.nhs.uk
 Online: Feedback Form
 Call (for general enquiries about YoungMinds): 020 7089 5050
 Email: If you are an adult worried about a child: parents@youngminds.org.uk.
 For general enquiries: ymentquiries@youngminds.org.uk. We'll try to get back to you within 48 hours.
 Write: Suite 11, Baden Place, Crosby Row, London, SE1 1YW

Supporting children with school ready

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Family Information Service (FIS) Early Help Hub, 2nd Floor, Civic Centre, Walsall, WS1 1TP Tel : 0300 555 2866 option 1 Email: walsallfis@walsall.gov.uk Times: Mon - Fri 9am to 5pm</p>	<p>(Walsall Families Information Service (FIS) is a FREE, impartial service that gives advice and up-to-date information on a variety of things that affect families in Walsall. They aim to help mums, dads, grandparents, uncles, aunties and carers by giving them the right information and advice that will empower them to make the right decisions for their families. They also offer help and advice to professionals who are working with families across the borough)</p>	<p>See www.mywalsall.org/fis</p>
<p>Walsall Early Years Team Education Development Centre, Pelsall Lane, Rushall WS4 1NG</p>	<p>Provides support and information for prospective or existing childcare provider on a range of topics including free early learning, quality assurance, training and qualifications, business planning and sustainability</p>	<p>Email: earlyyears@walsall.gov.uk</p>
<p>Free Early Years Education for 2 Year olds</p>		<p>http://www.mywalsall.org/fis/Free-for-2-parents/</p>
<p>Free Early Years Education for 3 & 4 Year olds</p>		<p>http://www.mywalsall.org/fis/free-early-years-places-for-3-and-4-year-olds/</p>
<p>Admissions and Pupil Place Planning Team Walsall MBC, 2nd Floor Civic Centre, Darwall Street, Walsall WS1 1TP</p>	<p>Finding a school place for your children, either at primary or secondary school is one of the most important milestones for parents. Walsall Council has a vision of excellence for all of its schools. They are all places where young people can develop, learn, experience and question the world around them.</p>	<p>For more information contact: Telephone: 01922 652585 Email: schooladmissionsadvice@walsall.gov.uk</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Consultation & Inclusion Support Service (CISS) Advisory Teachers The Early Years SEN Team Educational Psychologists The Special Support Team</p>	<p>The Consultation and Inclusion Support Service (CISS) is made up of a number of teams which work together to support pupils with Special Educational Needs and provide advice and support to schools</p>	<p>For more information Contact: Telephone: 01922 686375 Fax: 01922 686376</p>
<p>The Access Team Tel: 01922 652860</p>	<p>The Access Team is made up of The Education Welfare Service (EWS), Children Missing from Education (CMfE), Elective Home Education (EHE) and the Integrated Behaviour Support Service (IBSS) both Primary and Secondary.</p> <p>The aims of the service are as follows:-</p> <p>Education Welfare Service</p> <p>Increase participation by improving school attendance for individuals and whole school.</p> <p>Work within a statutory framework and enforcement for irregular attendance.</p> <p>Work with others to remove barriers which effect a child's ability to attend school regularly.</p> <p>Be responsible for ensuring children in entertainment and employment are compliant with education and employment.</p> <p>Work with other agencies and services to support resolutions for individual children.</p> <p>Children Missing from Education</p> <p>This group is defined as 'Children who do not access their education in the usual way'. They are registered at school but may be on reduced timetables, excluded, on managed moves or reintegration plans.</p> <p>The CMfE team within The Access Team, combines joint work with School Admissions, Exclusions, the Education Welfare Service and Integrated Behaviour Support Service to enable a co-ordinated response for this vulnerable group.</p> <p>Support and advise families, schools and governors through the exclusion process to ensure compliance with statutory process.</p> <p>Co-ordinate an integrated response when children are at high risk of exclusion.</p>	<p>Caroline Guest: Access Manager Marcus Grey: Specialist Officer – Access Business Development and Statutory Service Delivery (Education Welfare Service) Zelpher Ferguson: Specialist Officer – Specialist Access Services (Integrated Behaviour Support Service - Primary and Elective Home Education - Primary) Rosemary Jones: Specialist Officer – Secondary Behaviour and Children Missing from Education (Integrated Behaviour Support Service – Secondary and Children Missing from Education) Manni Uppal: Specialist Officer for Elective Home Education - Secondary</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>The Access Team Continued</p>	<p>Elective Home Education Ensure the Local Authority meets their statutory responsibilities in respect of children being home educated, including establishing whether there is a suitable education taking place. Work with and advise families and schools about the commitment for home education. Engage positively with EHE families.</p> <p>Integrated Behaviour Support Service Work with schools to support positive behaviour management across the whole school or with individuals or groups. Provide behaviour related training for school staff. Support the re-integration of educationally vulnerable children returning to school. Offer a bespoke behaviour service to respond to presenting issues.</p>	
<p>Helpful Links</p>		
<p>https://www.pre-school.org.uk/sectornews https://www.wcl.co.uk/kb5/walsall/asch/localoffer.page?localofferchannel=0</p>	<p>Training, quality improvement and family learning programmes, produce specialist publications, offer Information and advice to early year's professionals and parents and campaign to positively influence childcare policy and practice. Walsall's Local Offer sets out information on what is available for children and young people from birth to 25 years in one place. It covers Universal, Targeted and Specialist Provision.</p>	<p>Email: info@pre-school.org.uk Email: SenConsultations@walsall.gov.uk Tel: 01922 653383</p>
<p>SEND Children with special Educational Needs (SEN) Education health care planning pathway</p>	<p>Code of Practice Publications for 0 – 5 year olds</p>	<p>https://www.gov.uk/government/publications/send-code-of-practice-0-to-25</p>
<p>Mental Health and Behaviour in Schools Departmental advice for staff June 2014 DfE publication</p>	<p>Useful publication with factsheets, advice and guidance, and resource links on how to promote positive mental health and recognise and support a full range of mental health issues in school age children</p>	<p>Please see: https://www.gov.uk/government/publications/mental-health-and-behaviour-in-schools-2</p>

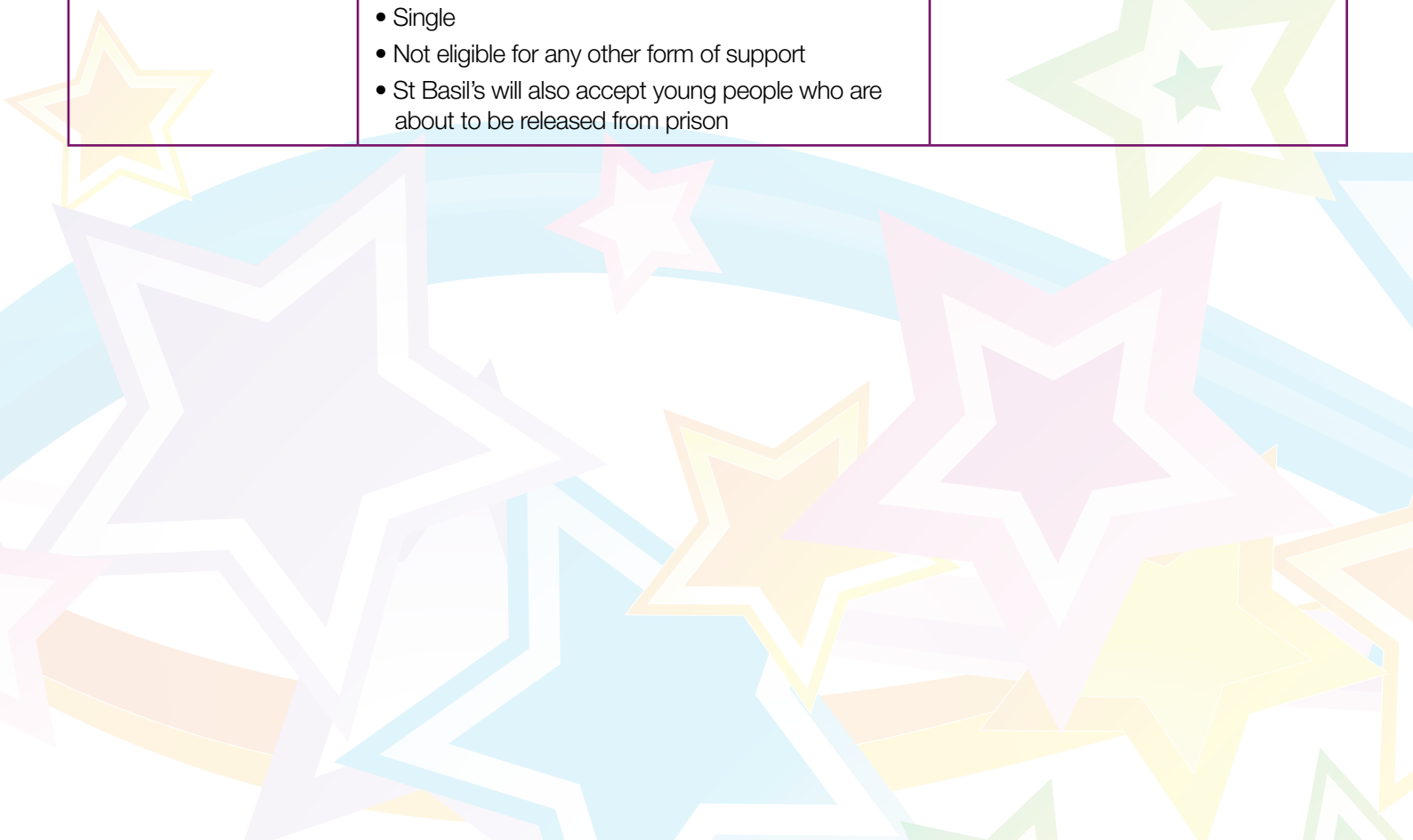
Housing and benefits		
Organisation & Contact Details	Service/Activity Summary	Referral Process
Money/ Home/Job	<p>Money, Home, Job consists of what used to be several standalone services who have integrated and work together to provide specialist advice for all Walsall residents who need help and support with the following:</p> <ul style="list-style-type: none"> • Benefits • Welfare Rights • Supported Housing • Housing Standards /improvements • Housing Payments • Council tax • Council Tax Reduction • Crisis support 	<p>For more information contact:</p> <p>Benefits - 0300 555 2855</p> <p>Welfare Rights - 01922 652250</p> <p>Supported Housing – 01922 653405</p> <p>Crisis Support - 0300 555 2836</p> <p>Council Tax - 0300 555 2851</p>
Housing Standards and Improvement Team Tel: 01922652171	<p>Walsall has a range of housing options accessible either directly by the individual or through the Council's Housing Services. Help and support to maintain tenancies and create stable homes for children can be provided either by the Council's own services or by Registered Providers (previously Social Landlords). There is also a range of private landlords.</p> <p>The Council's Housing Standards and Improvement Team provide help, advice, advocacy and an inspection service overseeing the rented sector.</p>	<p>For more information contact:</p> <p>Tel: 01922652171</p> <p>Email: Housingstandardsimprovement@walsall.gov.uk</p>
Housing for 16 to 29 year olds (excluding care leavers):	<p>Housing for 16 to 29 year olds (excluding care leavers):</p> <p>The team will work with a young person to provide the right outcome that best meets their needs. This includes working with the family to help a return home where this is the best option, or placing in supported accommodation or supported lodgings.</p> <p>Walsall Council introduced it's own support workers for young people in supported accommodation. They work towards creating sustainable tenancies giving young people a more stable setting to build their adult lives and maintain Education, Employment and Training.</p>	<p>For more information contact:</p> <p>Tel: Advice and Support 01922 653405</p> <p>Email: adviceandsupport@walsall.gov.uk</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Registered Providers</p>	<p>Social housing is located across the borough. WHG is the largest Registered provider in Walsall with around 19,000 properties across the borough. Each organisation has their own tenant support schemes, including money advice, Domestic Abuse, fuel poverty schemes, and employment support. Further help and advice is available directly from Social Landlords or the Money, Home, Job Team or the Council's Housing Services.</p>	<p>Click on links below for all contact details and organisations have properties only in single areas of the up to date information: Advice and Support 01922 653405</p> <ul style="list-style-type: none"> • Accord Housing Association • Circle Housing • Beechdale Community Housing Association • Bromford Housing Group • Caldmore Area Housing Association • Hanover Housing Association • Harden Housing Association • Heantun Housing Association • Housing 21 • Jephson Housing Association • Mercian Housing Association • Midland Heart Housing Association • Nehemiah Housing Association • Sanctuary Housing Association • Walsall Housing Group • WATMOS Housing Co-operative
<p>Benefits Service Benefits Services Walsall Council Civic Centre Darwall Street Walsall WS1 1 XU Tel : 0300 555 2855</p>	<p>Walsall Council is responsible for dealing with:</p> <ul style="list-style-type: none"> • Council tax reduction (including second adult reduction) • Housing benefit • Free school meals 	<p>For more information contact: Direct customer contact: Call: 0300 555 2855 TextBox: 01922 654000 Email: BenefitsService@walsall.gov.uk Third party enquiries will need consent for claims information.</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Food Bank (Please see referral column for information of where food banks can be obtained)</p>	<p>Black Country Foodbank helps vulnerable individuals and families in crisis through the provision of 3 days emergency food supplies while a longer term solution is developed. The services we provide have an enormous impact on the people who use them, giving them an important breathing space at a time of great need.</p>	<p>Vouchers can be obtained from a local Children's Centre, upon receiving the voucher you can exchange for food at your local food bank.</p> <ul style="list-style-type: none"> • All Saints Church Hall, Walsall Road, Darlaston, WS10 9LA Tues: 10:00 – 12:00 • The Thomas Project, 196H Walsall Wood Road, Aldridge, Walsall Wed: 10:00 – 1:00 pm, Fri: 3:30 – 6:30 • The Rock, Lichfield House, 27 31 Lichfield Street, Walsall, WS1 1TE. Mon 12:00 – 15:00 and Weds ; 14:00 – 17:00 • The Small Street Centre (First Base, Walsall), 1a Small Street, Walsall, WS1 3PR. Tues & Fri: 2:00pm 4:00 • Ablewell Advice, Ablewell Street, Walsall, WS1 2EQ, Mon and Fri 11am-1pm • Bridging the Gap, 79A Stafford Street, Willenhall, Walsall, WV13 1RT, Thursday 12pm – 3pm
<p>Department for Work & Pensions Tel helpline: 0845 604 3719 www.gov.uk See: https://www.gov.uk/contact-jobcentre-plus Job Centres in Walsall Bayard House 134-138 Lichfield Street Walsall WS1 1SP 0345 604 3719</p>	<p>The Department for work and Pensions (DWP) are responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers. Jobcentres are part of Jobcentre plus and provide help, advice and guidance on benefit claims and are where Jobseekers Allowance (JSA) and other benefit claimants go to sign on and see their advisers.</p>	<p>Tel helpline to contact the local jobcentre, to cancel or change appointments : Tel: 0345 604 3719 New Benefit Claims: Telephone: 0800 055 6688 Textphone: 0800 023 4888 Monday to Friday, 8am to 6pm</p>
<p>Child Support Agency Helpline National Helpline PO Box 55 Brierley Hill DY5 1YL Tel : new applications 0345 609 0062</p>	<p>To help separated parents with maintenance payments. See Child Maintenance Options (CMO) for free advice http://www.cmooptions.org/ Please note charges were introduced in 2014 for using the Child Maintenance Service: 30th June- application and enforcement charges 11th August - use of the Collect and Pay Service https://www.gov.uk/child-maintenance/overview</p>	<p>Child Maintenance Options Telephone: 0800 0835 130 Textphone: 0800 988 9888 Monday to Friday, 8am to 8pm/ Saturdays, 9am to 4pm They'll talk with you about arrangement options. If you decide to use the Child Maintenance Service, they'll give you a reference number and explain how to apply.</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Tax Credits HMRC Tel : 0345 300 3900</p>	<p>May be paid as Child Tax Credits or Working Tax Credits, or a combination of both and is means tested based on household make up and income. All Tax Credit Claims are dealt with by HMRC but claimants can get help with understanding their entitlement, making a claim or dealing with enquiries or problems through any of the recognised welfare advice services in Walsall or their Job Centre Adviser</p>	
<p>Child Benefit HM Revenue and Customs - Child Benefit Office PO Box 1 Newcastle Upon Tyne NE88 1AA Tel: 0300 200 310 Textphone: 0300 200 313 Website: https://www.gov.uk/child-benefit</p>	<p>Paid to parents with children and is now taxable if earning over £50,000pa. To claim, complete form CH2 and return with the original copy of the child's birth certificate(s) to: Child Benefit Office (GB) Washington Newcastle upon Tyne NE88 1ZD The website has easy to follow links including all forms and how to obtain a replacement Birth Certificate.</p>	<p>Most activities can be completed online: Download CH2: https://www.gov.uk/child-benefit/how-to-claim Other changes: https://www.gov.uk/government/organisations/hm-revenue-customs/contact/child-benefit</p>
<p>Walsall Citizens Advice Bureau 139 - 144 Lichfield Street Walsall WS1 1SE Tel : 01922 700600 Email: advice@cab.walsall.org.uk</p>	<p>Walsall CAB is a member of the national association of Citizens Advice Bureau and provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. They aim to:-</p> <ul style="list-style-type: none"> • To provide the advice people need for the problems they face. • To improve the policies and practices that affect people's lives. 	<p>For more information contact: 01922 700600 Visit the town centre bureau Attending one of our Outreach Venues Sending an email</p>
<p>AGE UK Tel : 0800 169 2081</p>	<p>Can offer help on benefits, healthy living and a person's care journey.</p>	<p>For more information contact: Tel: 0800 169 2081 or visit their website: www.ageuk.org.uk/</p>
<p>Independent Living Centre (ILC) 9 Wisemore Walsall WS2 8EZ Tel: 01922 650790 Textphone: 0300 555 292 Email: ilc@walsall.gov.uk</p>	<p>The service provides advice, support, information and signposting details to help people improve and/or maintain their quality of life, including various health conditions, holidays for disabled people, welfare benefits, housing, motability, complex issues such as Occupational Therapy and equipment.</p>	<p>For more information contact: Tel: 01922 650790 Daily drop-in service (half days). These are for anyone who is a Walsall resident and is Deaf, Deaf, blind and/or has sensory support issues</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Baron Davenports Charity Portman House 5/7 Temple Row West Birmingham B2 5NY Tel: 0121 236 8004 Website: http://www.barondavenportscharity.org Email: enquiries@barondavenportscharity.org</p>	<p>Birmingham based charity providing grants to three categories of people living within a 60 mile radius of Birmingham City Centre: They Consider support to:</p> <ul style="list-style-type: none"> • For single mothers or fatherless children; a single grant payment for the item requested, e.g. white goods, holiday, etc. Single fathers are not eligible due to the terms set out within the trust deeds. • Charitable organisations established to benefit children aged up to age 25; single grant to help with a special project e.g. equipment, running costs, and 'almost anything'. • Older ladies; twice yearly grant payments 	<p>Requests are considered every 6 to 8 weeks. Payment is made either directly to the retailer, e.g. Argos or can be to the requesting body. Payments do not go directly to the benefactor. In all cases, receipts are required either from the requesting body or the retailer where payment is made direct to them. Failure to supply receipts is likely to result in the charity withdrawing support as they need to evidence their spending.</p>
<p>St Basils 21 Hope Street, Walsall WS1 3RG Tel: 01922 716781</p>	<p>Homelessness charity St Basil's is now delivering it's Fair Chance: Rewriting Futures programme in Walsall and are seeking referrals of young people who are homeless or at risk of becoming homeless. The programme aims to assist the young people into accommodation and training or employment. Workers will also coach the young people in basic life skills. To be eligible for the programme the YP needs to be: -</p> <ul style="list-style-type: none"> • Aged between 18 and 24 • Homeless or at risk of becoming homeless (e.g. has been served with notice of eviction) • Not in education, employment or training (NEET). • Single • Not eligible for any other form of support • St Basil's will also accept young people who are about to be released from prison 	<p>St Basils Centre, Heath Mill Lane, Deritend, Birmingham B9 4AX Tel : 01922 716781 Open Monday - Friday 9.00am - 5.00pm Email info@stbasils.org.uk</p>



Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Crisis Support Walsall Crisis Support Scheme Walsall Council</p> <p>To find details of schemes in other areas: http://www.cpag.org.uk/lwas</p>	<p>Local Crisis Support replaced Crisis Loans from DWP in April 2013.</p> <p>Walsall Crisis Support provides crisis support to people in emergency circumstances. Each case is individually assessed, help is in goods or services, not cash.</p> <p>Applications can be supported by professionals working with families/ individuals. Vulnerable families are given priority although this scheme has limited funds.</p> <p>All applicants will be expected to engage in holistic support to help prevent future crisis.</p> <p>What they can offer:</p> <ul style="list-style-type: none"> • Food • Clothing • Nappies • Heating • Access to hospitals • Bed • Bedding • Utensils • Furniture • White Goods • Other Forms of support in exceptional circumstances 	<p>For more information contact: Tel: 0300 555 2856 Email: wcssteam@walsall.gov.uk Drop In service based at: The Civic Centre Darwall Street Walsall WS1 1XU Tel: 01922 650389</p>
<p>Walsave Credit Union Email: services@walsave.com Main Branch: 181 High Street Bloxwich WS3 3LH Tel: 01922 653310 Mon to Fri 9am to 5pm Sat 9am to 12 noon</p>	<p>Promotes financial inclusion, accepts benefit payments, bill paying. Walsave work with other organisations to build resilience.</p> <p>Services:</p> <ul style="list-style-type: none"> • Saving Accounts • Loans • Budget Accounts • Childcare Provision • Junior Savers 	<p>For more information contact: Tel: 01922 653310 Email: http://www.walsave.com/ Visit branch, telephone or email.</p>
<p>Illegal Money Lending Team England Illegal Money Lending Team Hosted by Birmingham Council PO Box 12971 Birmingham B33 0TD</p>	<p>National organisation based in Birmingham working to identify and prosecute Loan Sharks, engages with local communities, will speak to teams and run campaigns in local areas.</p> <p>Historically have been able to offer small amounts of funding.</p> <p>See their website for a range of useful resources for children and families, including educational material for children: http://www.stoploansharks.co.uk/who-we-are/</p>	<p>To report a Loan Shark: Tel: 0300 555 222 Facebook: www.facebook.com/stoploansharksproject Twitter: @loansharknews Local contact for professionals wanting to arrange team briefings or other events: Chris Connor – Email address: Christopher.Connor@Birmingham.gov.uk</p>

Organisation & Contact Details	Service/Activity Summary	Referral Process
West Midlands Fire Service	<p>Our free 'Safe and Well' visits are carried out by our firefighters and have helped to protect thousands of people in the West Midlands from the risk of fire in their home. The visits have built on what we used to call Home Safety Checks, and include advice to help people improve their health and wellbeing – with the ultimate goal of reducing their risk from fire. We still assess the physical risks of fire in a home, but now also look at health, social and lifestyle factors. There can be clear links between these and a person's vulnerability to fire.</p>	<p>To find out if we can offer you or someone you know a Safe and Well visit, please call us for free on 0800 389 5525. https://www.wmfs.net/</p>
Helpful Links		
<p>http://www.stoploansharks.co.uk/who-we-are/ Support Asylum Seekers and Refugees</p>	<p>Primary school age resource for teaching children about water bills</p> <ul style="list-style-type: none"> • Links to Children's educational packs on 'Keeping your Money Safe' • Cold Weather Plan published in November 2015 by Walsall Council • Supporting refugees. A refugee in the UK - a person is officially a refugee when they have their claim for asylum accepted by the Government. • Asylum seeker - a person who has left their country and formally applied for asylum in another country but their application has not yet been considered 	<p>From ILM/Loan Sharks site above www.refugee-action.org.uk</p>



Tackling Domestic Abuse

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>The Cedar Centre Black Country Women's Aid The Rock Centre 27-31 Lichfield Street Walsall WS1 1TE Tel: 01922 649 569 Email: Walsall.IDVA@sandwellwomensaid.co.uk</p>	<p>Women's Aid is the national charity working to end domestic violence against women and children. They coordinate and support an England-wide network of over 300 local domestic violence organisations, providing over 500 local refuges, outreach services and advice centres. Our work is built on over 30 years of campaigning and developing new responses to domestic violence.</p>	<p>For more information contact: Tel: 01922 649 569 Website: www.blackcountrywomensaid.co.uk Email: helpline@womensaid.org.uk</p>
<p>Crisis Point Uplands House 5 Lichfield Road Walsall WS4 2HT Tel : 01922 722777</p>	<p>Crisis Point is a registered charity and company offering Psychotherapy, Counselling and support to victims of sexual crime, this service is also available to the families or supporters of these people. Crisis Point can provide specialist consultancy days for you and your team or provide bespoke training packages to assist you and your team on how to help and assist victims of sexual crime.</p> <p>Private General Therapeutic Counselling for staff members of your organisation where your HR policy/s direct the need for such professional care. This counselling is of a general nature and not limited to experiences of sexual crime.</p>	<p>For more information contact: Tel: 01922722777 Email: http://crisispoint.org.uk/</p>
<p>Walsall Safeguarding Children's Board Walsall Council House Room 27 Lichfield Street Walsall WS1 1TW Tel : 01922 658 409 Email: wscb@walsall.gov.uk</p>	<p>Bringing together organisations who work with children, young people and their families to safeguard children and young people in Walsall.</p>	<p>For more information contact: Email: wscb@walsall.gov.uk Tel: 01922 658 409 Website: http://wlsqb.org.uk/</p>
<p>Brighter Futures Fry Housing Trust 43 Rowley Village Rowley Regis B65 9AS 07471 355 280</p>	<p>Brighter Futures is a new service that helps people in Walsall who have been abusive in the home. We offer either weekly group sessions or one-to-one sessions in a relaxed environment that will help you to reduce risk you and your family. We work with men and women, LGBT clients and young people (16+) who have been violent towards a partner or parent.</p>	<p>For more information contact: Tel: 07471 355 280 Email: Brighterfutures.walsall@fryha.org.uk</p>

Helpful Links

<p>Think U Know</p>	<p>CEOP's Thinkuknow programme provides a range of free educational resources - films, lesson plans, presentations, practitioner guidance, games and posters - to professionals working with children and young people.</p> <p>Through the use of educational materials you can help to empower and protect young people from the harm of sexual abuse and exploitation, both online and off. To access these resources you will need to register on the site</p>	<p>There are two ways to access CEOP's resources:</p> <p>Registration on the Thinkuknow website: https://www.thinkuknow.co.uk/ - this provides access to a range of education resources for 5- 16 year olds</p> <p>Tel: 0370 496 7622</p>
<p>http://www.caada.org.uk/ https://www.gov.uk/government/collections/this-is-abuse-campaign https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/276921/ThisIsAbuse</p>	<p>Co-ordinated Action Against Domestic Abuse (CAADA) is a national charity supporting a multi-agency and risk-led response to domestic abuse. They provide practical help to support professionals and organisations working with domestic abuse victims. Useful information website on 'what is abuse' and how to recognise the signs Useful discussion and campaign document aimed at preventing teenagers aged 13 to 18 from becoming victims or perpetrators of Domestic Abuse</p>	<p>General enquiries: queries@caada.org.uk</p>



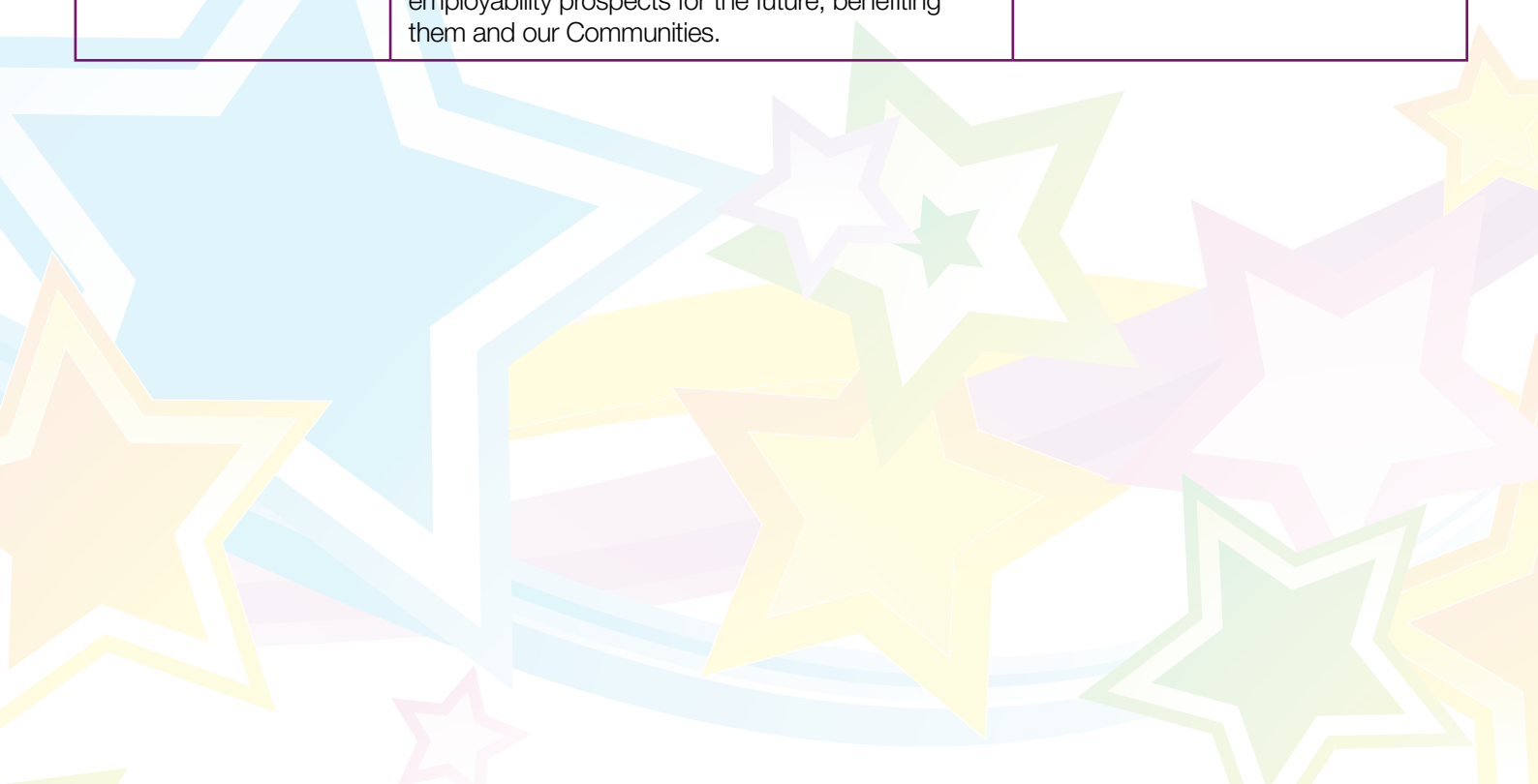
Drugs and Substance Misuse

Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>The Beacon 57 Bradford Street Walsall WS1 3QD Tel: 01922 669840 Email : thebeacon@cri.org.uk Opening Hours: Monday-Friday - 8.00am-6pm with late nights until 8pm Tuesday and Thursday.</p>	<p>The Beacon- Walsall Integrated Adult and Young Persons Recovery Service. A Borough wide service to support the recovery of adults and young people who misuse drugs or alcohol. Our one-stop-shop enables people to make positive changes to their lives and supported families and carers affected by other people's substance misuse.</p> <p>The Beacon" Walsall's drugs and Alcohol Recovery Service works with 10-18 year olds with our dedicated young person's team and the over 18's within our adults team. We also provide support for friends, families and carers of those affected by substance related issues.</p> <p>Services we offer:</p> <ul style="list-style-type: none"> • Health Care Services • Needle exchange • Talking Therapies • Support and Treatment • Advice/Guidance & Support • Medically-assisted Recovery • Assessment & goal setting 	<p>For more information contact: Tel: 01922 669840 Email : thebeacon@cri.org.uk Website: http://www.changegrowlive.org/content/beacon-recovery-service 10-18 year olds- referral over the phone and appointments will be booked. 18 plus- Self referral either by walking into the Beacon or via the phone</p>
Helpful Links		
<p>NSPCC PUP (Parents Under Pressure) https://www.nspcc.org.uk/services-and-resources/childrens-services/parents-under-pressure/ http://www.nspcc.org.uk/fighting-forchildhood/our-services/services-for-children-and-families/parents-under-pressure/</p>	<p>For parents who are engaging in a Drug or Alcohol programme and are the main carer of a child under 5. The programme is a supportive service which helps parents to build a safe caring relationship with their baby or young child. Workers will work closely with parents to make sure they are getting the help and support that's right for them and their family. The service will build on parents' strengths, encourage parents to feel calm and in control and learn practical parenting ideas. Parents will meet with their worker once a week, usually at home so they are able to get to know their worker really well and build a good relationship to get the support they need.</p>	<p>This is a 20 week programme available in Coventry, Bristol and Ipswich. Independent evaluation report due 2016</p>

CSE		
Organisation & Contact Details	Service/Activity Summary	Referral Process
Child Sexual Exploitation & Missing Officer Walsall Council	Working with key partners children/ young people, parent/carers, agencies, businesses, and others to enable all to take CSE & Missing/Runaway children seriously. Developing strategies with above groups to reduce and prevent CSE & Missing episodes, promote the safeguarding of vulnerable children and the identification and prosecution of perpetrators.	For more information please contact: 07793189448 Imran.Suddle@walsall.gov.uk Imran.suddle@walsall.gcsx.gov.uk (secure email)
Walsall Street Teams Bradford Street Centre 51 Bradford Street Walsall WS1 3QD Tel : 01922 621208 Email: Walsall@street-teams.org	Walsall Street Teams work with children and young people at risk of or affected by, sexual exploitation, grooming and trafficking. They work with boys as well as girls from all backgrounds.	For More information contact: Tel : 01922 621208 Email: Walsall@street-teams.org Web: http://street-teams.org/
Helpful Links		
'If only someone had listened ' Final report Report November 2013	Office of the Children's Commissioner's Inquiry into Child Sexual Exploitation in Gangs and Groups Final Report November 2013	https://www.childrenscommissioner.gov.uk/publication/if-only-someone-had-listened/
CEOP Report June 2013: Threat Assessment of CSE & Abuse	See web link	http://www.nationalcrimeagency.gov.uk/publications/
NSPCC – resources around CSE	See web link	https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/child-sexual-abuse/?utm_source=meganav&utm_medium=&utm_campaign=

Community Cohesion and Prevent		
Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Prevent Co-ordinator Walsall Council</p>	<p>Preventing people being drawn into or supporting terrorist organisations or individuals.</p> <p>To provide help, guidance and training to organisations and individuals with regard to the Governments Prevent strategy</p>	<p>For more information please contact: To make a child protection referral, please send all information to the MASH using the Multi Agency Referral Form (MARF) Which can be found at http://wlsccb.org.uk/report-a-concern/ This form must be used to support all verbal referrals and be sent within 24 hours.</p> <p>MASH -0300 555 2866 option 2 mash@walsall.gcsx.gov.uk Robert Spencer – Robert.spencer@walsall.gov.uk 01922 655970</p>

Training and Employment Support		
Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Black Country IMPACT (Walsall) Civic Centre Darwall Street Walsall WS1 1TP</p>	<p>There can be no doubt that these are challenging times for some young adults in the Black Country. The Black Country Impact is determined to tackle the barriers that may be preventing some Young Adults from becoming all they can.</p> <p>Through specialised services ranging from coaching to managed work placements, our work will ultimately give our young adults the best employability prospects for the future, benefiting them and our Communities.</p>	<p>To find out how the Black Country Impact can help you contact: IMPACT IAG Team – 01922 636333 Walsall Impact Hub – 01922 654364</p>



Organisation & Contact Details	Service/Activity Summary	Referral Process
<p>Family Matters in the black country</p>	<p>Family Matters in the Black Country is one of 4 BBO projects and focuses on supporting families to overcome barriers to training and employment. The other strands are Click Start (digital and financial inclusion), Bridges (adults with complex needs) and Community Matters (focussing on particular communities). Black Country Together CIC is the lead organisation for Family Matters in the Black Country. Working with a broad network of local, experienced and trusted partners Black Country Together CIC (BCT) aims to deliver holistic support to families in poverty. Focused on those experiencing multiple and compounding barriers (e.g. poverty, childcare, crime and antisocial behaviour, substance misuse, educational issues and disengagement from mainstream services), Family Matters (FM) will help families navigate out of unemployment or economic inactivity through support tailored and adapted to their ongoing needs. Family Matters will offer a ‘whole family’ needs assessment through a skilled organisation trusted by the family, and in partnership with them. Our delivery partners will offer progression into work based activities scheduled to coincide with overcoming key barriers to participation. Adults will be supported to overcome the root cause of their barriers to engagement before being supported on, and through, activities such as training, taking up a work-placement or volunteer role.</p>	<p>For more information please contact:</p> <p>Barnardos – Claire Gwynn</p> <p>The service will operate in collaboration with existing family support services delivered by the Local Authority, voluntary and community organisations and wider children’s services i.e. children’s centre’s/schools, focusing on routes out of poverty , low income and benefit dependency.</p> <p>Num: 0121 5885431</p> <p>Email: Claire.Gwynn@barnardos.org.uk</p> <p>Bloxwich Community Partnership – Sue Harvey</p> <p>Ten week motivational course covering a variety of topics that build skills and confidence in participants to go out and seek further training, employment or seek volunteering opportunities which would further empower them to gain employment.</p> <p>Num: 01922 710076</p> <p>Email: harveys@bloxwichcp.co.uk</p> <p>Community Footprints – Stacy Ankrett</p> <p>Work with ladies and children delivering taster sessions in different Holistic therapies to gain confidence and build self-esteem with families, this will enable them to move onto more formalised courses in the future.</p> <p>Num: 01922 325410</p> <p>Email: communityfootprints@service@gmail.com</p> <p>Changing Lives – Nicola Salt</p> <p>Our project will focus on women and their families with multiple complex needs. On referral we will contact client an carry out an initial assessment, then meet to set goals and agree support plans tailor our activities and interventions.</p> <p>Num: 01902 341822</p> <p>Email: Nicola.Salt@changinglives.org.uk</p>

Family Matters in the black country

Continued

Manor Farm Community Association – Susan Evans

Targeted support from ‘cradle to grave’ which will enable those designated as ‘troubled families’ from the most disadvantaged wards in Walsall will move towards employment and the increased family stability that comes with regular work and reliable income.

Num: 01922 614316

Email: susanbraidly@gmail.com

Pre-School Learning Alliance – Umairah Asfar

A tailored programme that will allow individuals to begin to develop their skills through learning, including communication and presentation skills, and providing specialist Information Advice and Guidance (IAG) that will engage and help them to progress to formal training or gain employment.

Num: 01922 404434

Email:

Umairah.Afsar@pre-school.org.uk

Walsall Citizens Advice Bureau – Hursheda Chauhan

Specialist casework to deal with the full range of advice needs affecting participants on low income. The main areas of advice delivered will be benefits/ tax credits and debt advice along with other subjects such as housing, family & relationship and immigration issues.

Num:01922 700648

Email:

HarshiChauhan@cab.walsall.org.uk

YMCA Black Country group – Pauline Tomlinson

Two Employment Support Mentors. working in Wolverhampton and Walsall will use a variety of engagement strategies including one to one intensive support interventions to progress individuals and families on and into positive outcomes.

Num: 01902 371550

Email:

pauline.tomlinson@ymcabc.org.uk

