



Cheshire and Wirral Partnership 
NHS Foundation Trust



Wirral CAMHS & Early Help Resource and Information Pack

Everyone has an important role to play to help children, young people and their families thrive. This includes children and young people themselves, their families and friends, schools and other agencies.

This pack contains information about self-help resources, community services, when to refer to CAMHS, when to contact the Early Help Team and what to do if you are concerned about immediate risk or harm

For an online copy of the pack, please visit: <http://cwpcamhscentre.mymind.org.uk/wp-content/uploads/2017/07/Wirral-CAMHS-Resource-and-Information-Pack.pdf>

or <https://www.wirralsafeguarding.co.uk/professionals/what-is-early-help/>

Revised May 2018

Coping

There are ways to develop coping strategies through self-help resources for children, young people and families. Details of websites, apps and reading materials that lots of young people find useful are provided on **pages 3-13**

Getting Help

Sometimes some additional support is required. On the Wirral there are a number of agencies who can offer support and counselling. Details are provided on **pages 14-29**



Getting Risk Support

What to do if there is an immediate risk to self or others – See **page 32**

Getting More Help

Sometimes difficulties might require more intensive support, which may include specialist services or Team Around the family. Details can be found on **pages 30-31**

Coping

Bereavement

- **Child Bereavement UK (CBUK):** www.childbereavementuk.org - support families and educate professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Their helpline is run by professionally trained bereavement support workers. CBUK also offer a series of booked telephone sessions for parents facing the bereavement of a baby or child of any age, and for parents/carers supporting children or young people. Email: support@childbereavementuk.org Helpline Number: 0800 02 888 40 (9am-5pm, Mon-Fri)
- **Winston's Wish:** www.winstonswish.org.uk – a national bereavement support service, they offer practical support and guidance for children, young people and families after the death of a parent or sibling. Free Helpline: 08088 020 021
- **Cruse (18+):** 1-1 support and bereavement support for adults aged 18 and over. Tel: 0151 645 6604 www.cruse.org.uk

Bullying

- **Bully Busters:** www.bullybusters.org.uk Bully Busters help and support children, young people, parents or professionals who are having difficulties dealing with bullying. Confidential helpline, Tel: 0800 169 6928.

Drugs and Alcohol

- **Addaction- Young Person's Service:** <https://www.addaction.org.uk/help-and-support/young-persons-services> Addaction provide friendly and expert advice on drugs and alcohol for young people aged 10 to 17. 'Young Addaction' support young people to understand the effects of their substance misuse and the harm it can cause to them and the people around them. Email: info@addaction.org.uk
- **FRANK:** www.talktofrank.com Freephone 0800 77 66 00 (24 hour service, free if called from a landline). Confidential information and advice for anyone that has worries about alcohol or substance misuse.

Coping

Learning Disabilities

- **Local Offer:** sets out what services, support and advice are available for children in Wirral if they have special educational needs or a disability. www.localofferwirral.org
- **Sibs:** www.sibs.org.uk Information, advice and support for people that grow up with a disabled brother or sister.

LGBT

- **Brook Advisory Wirral- LGBTQ+ 'Work it Out' Group** - 'Work it Out' is a support group by Brook Advisory Wirral, and is for any young person aged 14-18 who identifies as LGBTQ+ and unsure. It takes place every Thursday 6-8pm at the Hive Youth Zone, Bright Street. Tel: 0151 670 0177.
- **Galop:** National helpline for lesbian, gay, bisexual and transgender people who are experiencing domestic abuse and discrimination. Tel: 0300 999 5428 or 0800 9995428
- **Mermaids:** www.mermaidsuk.org.uk Offer support for gender variant children and teenagers, and their families; aims to relieve the mental and emotional stress of all persons aged under 19 years who are in any manner affected by gender identity issues. Various support include a helpline, an email support service, a parents forum and a separate teens forum, support groups plus multiple residential weekends. **Email:** info@mermaidsuk.org.uk
- **Merseyside LGBT Foundation** - Support LGBT people to increase their skills, knowledge and self-confidence to improve and maintain their health and wellbeing. LGBT Foundation provide a wide range of support services to lesbian, gay, bisexual and transgender people. Tel: 0345 330 3030; Website: www.lgbt.foundation
- **The Proud trust** – an LGBT youth organisation, providing youth groups, 1-1 support, workshops and training. info@theproudtrust.org
Tel: 07813981338

Coping

- **Wirral LGBT Network** - Provide a range of support, advice and training opportunities to Lesbian, Gay, Bisexual and Transgender people or those questioning their gender or sexuality across the Wirral. Tel: 0151 666 9890. Email: info@wirrallgbt.org.uk

Mental Health

- **BEAT (Eating Disorder Association):** www.b-eat.co.uk Information about eating disorders, how to get help and how to help others. info@beateatingdisorders.org.uk
- **CALM (The Campaign Against Living Miserably):** www.thecalmzone.net is a registered charity, which exists to prevent male suicide in the UK. Webchat and Helpline (0800 585858) available from 5pm-midnight all year round. Email: info@thecalmzone.net
- **CAMHS Ready:** www.camhsready.org CAMHS Ready is a tool for young people and their families to ensure they get the most out of their first visit to CAMHS. Created by North Staffordshire CAMHS.
- **Childline:** www.childline.org.uk or ring 0800 1111 (24 hours a day, 7 days a week). Free and confidential helpline for children & young people about any worry they may have. Option to speak to a counsellor by telephone or email; there's also online chat, a message board and a text messaging information service.
- **Get-Self Help:** <http://getselfhelp.co.uk/> Provides information about various mental health conditions and self-help resources.
- **Headspace Toolkit:** www.mhcirl.ie/File/htguidebook.pdf Information and advice for young people who need a short stay at hospital, to understand what's happening, know their rights and feel they can be involved in the decisions being made.
- **The Lowdown:** www.getthelowdown.co.uk A teenager health site; the 'Mind' section offers information and advice about common mental health conditions and dealing with difficult feelings; plus lots of tips on how to stay happy and well
- **MindEd:** www.minded.org.uk - Provides information, guidance and 'e-learning' modules on children and young people's mental health, wellbeing and development to any adult to help them support the development of young healthy minds, and identify and support children and young people with mental health issues.

Coping

- **The Mix:** www.themix.org.uk The Mix is the UK's leading support service for young people. It is suitable for 16-25 year olds to help them take on any challenges they're facing, including mental health difficulties, sexuality and drugs. Includes 1-2-1 chat online and helpline (0808 808 4994).
- **Moodjuice:** www.moodjuice.scot.nhs.uk Information and advice to those experiencing troublesome thoughts, feelings and actions. The site contains information on organisations, services and various self-help guides covering conditions such as depression, anxiety, stress, panic and sleep problems that can offer support, advice and information.
- **My Mind:** www.mymind.org.uk The CWP CAMHS webpage developed for anyone interested in the mental health & well-being of children and young people across Cheshire and Wirral. Includes information and activities for CYP and parents/carers to download and use.
- **OCD-UK:** <http://ocduk.org/> Provides resources and information for children and adults whose lives are affected by Obsessive-Compulsive Disorder.
- **PAPYRUS (Prevention of Young Suicide):** www.papyrus-uk.org is the national UK charity dedicated to the prevention of young suicide. Helpline 0800 068 4141, 07786209697 (text), pat@papyrus-uk.org (email) from 10am-10pm weekdays, 2pm-10pm weekends, and 2pm-5pm bank holidays.
- **Reading Well:** <http://reading-well.org.uk/> Wirral libraries stock a number of books to promote the benefits of reading for health and wellbeing. The programme has two strands: Books on Prescription and Mood-boosting Books.
- **Samaritans:** www.samaritans.org.uk or ring 08457 90 90 90 (24 hours a day, 7 days a week). Consists of volunteers who are available to talk to in confidence for support if feeling sad or upset and don't know where else to turn.
- **STEM4:** www.stem4.org.uk -targets early identification of teenage Eating Disorders, Addiction, Self-Harm, Anxiety and Depression with an aim to raise awareness and enhance detection, education and motivation. Website includes downloadable apps.
- **Teen Wirral:** www.teenwirral.com/ Teen Wirral offer advice and support for many key issues affecting teenagers.

Coping

- **Young Minds:** www.youngminds.org.uk Information and real life stories about children and young people's mental health, and ways to get help.
- **Young Minds, Parent Helpline:** http://www.youngminds.org.uk/for_parents/parent_helpline Provides information for parents and carers about common mental health and behaviour concerns in children and young people aged 0-25. The helpline allows parents and carers to speak to someone in confidence about any concerns. Helpline Number: 0808 802 5544 (9.30am -4.00pm, Mon-Fri).
- **Youth2Youth:** www.youth2youth.co.uk Helpline run by young people for young people aged 11-19 years who would prefer to speak to another young person in confidence about their worries and concerns.

Mobile Phone Apps

Mindfulness

Smiling Minds – Meditation - <https://www.smilingmind.com.au/>

Chill Panda - Meditation - <http://chillpanda.co.uk/>

Headspace - Meditation - **Meditation and Mindfulness Made Simple** - [Headspace https://www.headspace.com/](https://www.headspace.com/)

CALM – Meditation - <https://www.calm.com/>

Looking after yourself

Moodlytics – Mood diary – www.moodlytics.com

Sleepio– Sleep – <https://www.sleepio.com/mobile/>

Sworakit – Exercise – <https://sworakit.com>

Healthy Minds - App List - <http://www.healthymindsapp.ca/>

Listening Ear – Positive Thinking - <http://listening-ear.co.uk/mobile-app/>

Self-harm/distraction techniques

Calm Harm – Distraction - **Home - Calm Harm App**

Virtual Hope Box – Coping/ Distraction - <https://my-therapy.co.uk/app/virtual-hope-box>

Stress and Anxiety

In Hand – Stress - <http://www.inhand.org.uk/>

Mindshift – Anxiety – <https://www.anxietybc.com/resources/mindshift-app>

Coping

Money Matters

- **CAP Money Course** - a revolutionary money management course that teaches people budgeting skills and a simple, cash-based system that really works. This course will help anyone to get more in control of their finances, so they can save, give and prevent debt. Website: <https://www.capmoney.org> ; Twitter: <https://twitter.com/capuk>; Facebook: <https://www.facebook.com/CAPuk>
- **Wirral Credit Union** - an alternative way to save and borrow. It is a savings and loans co-operative, owned and run by its members. It works by members saving together regularly; this creates a pool of money from which low cost loans can be made. It is based in the local community, supported and run by local people. Website: www.findyourcreditunion.co.uk

Parent Support

- **Midwifery** – Offer a range of support for new mums and mums/dads to be. They have anti-natal parenting classes, information on breastfeeding Tel: 0151-702-4177 Email: debbieedwards1@nhs.net OR lynnewilliamson2@nhs.net
- **RASA** – Are running courses for parents and care givers around child sexual abuse. This course looks at things such as warning signs, attitudes & beliefs, family safety plans, child sexual exploitation, trauma, relationships and dealing with disclosures. This service is open to anybody with children 0-18 years. Tel: 0151-650-0155 Email: sarah.wood@rasamerseyside.org.
- **Wirral Community Foundation Trust Health Visitors** – (0-5 years) Offer the Solihull Programme which is a 9 week course for families with children aged 0-5. Covering bonding and attachment, child development, containment and principles of positive parenting. They also offer support for mums with low mood (0-1 years) and antenatal parent craft classes Email: toni.sheaperd@nhs.net.
- **Wirral Community Foundation Trust Health Visitors** – 1-1 support for teenage mums and their partners from 12 weeks pregnant until the child's second birthday Email: jayne.price5@nhs.net.
- **One to One Midwives Wirral** - Provide a free and confidential community-based midwifery service including scanning, free parent education, breastfeeding classes, hypnobirthing courses and information sessions aimed at women and their families. Women can self-refer. Tel: 0330 3309 121 Website: www.onetoonemidwives.org

Coping

- **Children’s Centres** - offer advice and support for the parents of children aged 0-5 years. They offer a range of parenting programmes and support groups. Parents can self-refer directly to the individual Children’s Centres. For information about what each centre offers visit: www.wirral.gov.uk/early-years-and-childcare/childrens-centres. Facebook: <https://www.facebook.com/mychildcan/>
- **Children’s Centre Outreach and Community Services** offer a Safe and Sound Home Safety Scheme (includes free safety equipment for low income families), themed Stay and Play groups (e.g. story time, physical play), support groups for childminders. Volunteering opportunities, adult education and parent Forums. www.wirral.gov.uk/my-services/childrens-services/childrens-centres/children-centre-activities

<p>Birkenhead Birkenhead Brassey Gardens Children’s Centre 2 Brassey Street Birkenhead Wirral CH41 8DA</p> <p>Tel: 0151 652 1916 Email: fis@wirral.gov.uk What’s on information at: http://www.wirral.gov.uk/early-years-and-childcare/childrens-centres/birkenhead-childrens-centres</p>	<p>Wallasey Seacombe Children's Centre St Paul's Road Seacombe Wallasey CH44 7AN</p> <p>Tel: 0151 630 1845 Email: seacombecc@wirral.gov.uk What’s on information at: http://www.wirral.gov.uk/early-years-and-childcare/childrens-centres/wallasey-childrens-centres</p>	<p>South and West Wirral Pensby and Thingwall Children's Centre Fishers Lane Pensby CH61 8SD</p> <p>Tel: 0151 666 4819 Email: westwirralcc@wirral.gov.uk What’s on information at: http://www.wirral.gov.uk/early-years-and-childcare/childrens-centres/wirral-west-and-south-childrens-centres</p>
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- **Family Information Service and Childcare Team**- provide information, advice and guidance to families. This could include finding suitable childcare to applying for schools to signposting to appropriate services to families’ needs. www.wirral.gov.uk/early-years-and-childcare; Email: contact fis@wirral.gov.uk Tel: 0800 085 8743

Coping

Supporting the Family

- **Gingerbread:** www.gingerbread.org.uk Charity working with single parent families. Supporting, advising and campaigning with single mums and dads to help them meet their family's needs. Includes single parent forum & helpline.
- **Health Visiting/School Nurse Team (0-19 Well-being service)** - offers a range of services including; Health Visitors, School Nurses, Family Nurses Partnership Nurses, Community Health Nurses. They work in partnership with; Barnardo's, Brook and Homestart Wirral. Tel: 0151 514 0219; Website: www.wirralct.nhs.uk/health-visiting
- **Hive Youth Zone- Force For Good Programme** - this project aims to support young people and their families, who are from current and ex- serving military backgrounds. This includes; making friends, building confidence, team work, developing new skills and trying new activities. For more information contact: 0151 705 8000; Email: dean.cattell@thehiveyouthzone.org
- **Kinship Carers**www.kinshipcarers.co.uk/ this site is run by Kinship Carers for Kinship Carers. We can offer you knowledge, experience and friendship as well as pointing you in the right direction regarding legal matters and other avenues of support for you and the children you care for.

Things to Do

- **The Cadets Programme** – run in a number of fire stations on Merseyside, by **Mersey Fire & Rescue Service**; for 13-18 year olds to enable young people to gain skills, knowledge and positive experiences in a fun, safe and secure environment, whilst developing life skills and inspiring young people to make positive life choices about their futures. Activities include: Practical Fire-fighting Drills, Fire Safety Awareness, Promoting Community Engagement, Fundraising, First Aid Awareness, Road Safety Awareness, Water Safety Awareness, Team-building Activities. Cadets will also work towards gaining certification and accreditation. Contact Suzy Tosi-Nile on 0151 296 6451; email: suzytosi-nile@merseyfire.gov.uk
- **National Citizen Service NCS** National Citizen Service (NCS) is a four week experience for 15 to 17 years-old, a chance to embark on exhilarating challenges, make their mark, build skills for work and life, gain qualifications and create or develop a project that will make a difference in the community. www.ncsyes.co.uk

Coping

- **Wirral Leisure Centres/Invigor8** www.wirralleisure.co.uk - provide sporting activities at eight leisure centres across Wirral offering swimming, exercise classes, water sports, outdoor sports activities, gyms and a tennis centre. Invigor8 is a membership option where you can enjoy use of 8 Invigor8 centres, 7 Gyms, 10 pools and over 350 group exercise classes per week
- **Youth Support Youth Hubs and Clubs** - The Youth Support Service provides an open access play service, including after-school and weekend sessions, and daily sessions during the school holidays. Play schemes are staffed by qualified play workers who facilitate safe, supervised play environments in which children are free to engage in freely chosen play activities. Tel: 0151 666 3960 Email: stevechan@wirral.gov.uk

Coping

Unit Name	Location	Contact info	Provision	Opening times
Birkenhead Youth Hub	Shaftesbury Youth Club Mendip Road Prenton, CH42 8NW	SARAH WILLIAMS sarahwilliams@wirral.gov.uk 608 7165	Open Youth Hub	Mon/Tue/ Thurs/Fri/Sat 7.00-10.00pm
Charing Cross Methodist Youth Club	Cloughton Road Birkenhead CH41 4DX	TIM EDWARDS TimEdwards@wirral.gov.uk 647 4366 / 647 9345	Open Youth Club with sessions for young people with learning difficulties and disabilities	Mon/Wed/Thurs 7.00 – 10.00pm
Wallasey Youth Hub	Wallasey Fire Station, Mill Lane, Wallasey CH44 5UE	LISA JOY lisajanejoy@wirral.gov.uk 639 8223 / 0778 726 6400	Open Youth Hub	Tue/Wed/Thurs/Fri 7.00-10.00 Sat 7.00-10.00
Moreton Youth Club	Pasture Road, Moreton CH46 8HA	CHRIS MARCHANT christinemarchant@wirral.gov.uk 677 8616	Open Youth Club	Mon/Tue/Wed 7.00-10.00
South Wirral Youth Hub	Eastham Youth & Community Centre, Lyndale Ave, Eastham, CH62 8DE	LIZ HAWKINS adammellor@wirral.gov.uk 327 8063 0790 159 7730	Open Youth Hub	Tue/Wed/Thurs/ Fri/Sat 7.00-10.00pm
Bebington Youth Club	Cornwell Close New Ferry CH62 1BG	LYNNE GORDON lynnegordon@wirral.gov.uk 645 2630	Open Youth Club	Mon/Wed/Thurs 7.00-10.00pm
West Wirral Youth Hub	The Concourse Grange Road, West Kirby CH48 4HX	MARIA MODENA mariamodena@wirral.gov.uk 625 8322 Youth Club 929 7801 Concourse Mobile 0791 921 0485	Open Youth Hub	Tue/Wed/Thurs/Fri 7.00-10.00 Sat 5.00-8.00
Fender Youth Club	c/o Leisure Centre, Carr Bridge Road, Woodchurch CH49 8EU	MOIRA BRIDGE moirabridge@wirral.gov.uk 677 9143 Youth Club	Open Youth Club	Mon/Thurs/Fri. 6.30-9.30

Coping

- **Youth Support Play Service** - provides an open access play service, including after-school and weekend sessions, and daily sessions during the school holidays. Play schemes are staffed by qualified play workers who facilitate safe, supervised play environments in which children are free to engage in freely chosen play activities. Play schemes operate an open access policy which means children are free to come and go as they choose. Tel: 666 3960; Email: stevechan@wirral.gov.uk

Where you live/ Your Community

- **Energy Plus Project** - aims to advance the education of the public about energy efficiency and other environmental initiatives, including the alleviation of fuel poverty and the minimisation of waste produced by electricity generating stations through the promotion of energy efficiency. Website: <http://www.epplus.org.uk>
- **Magenta Living** - With about 12,200 homes, they are the largest registered provider of affordable housing in Wirral. They are a socially responsible, not-for-profit organisation. Their vision is to provide homes and build communities where all can thrive. Website: www.magentaliving.org.uk
- **Merseyside Fire and Rescue Service** - provide a not for profit service to carry out a Home Fire Safety Check (HFSC) and provide smoke alarms at your property to help you reduce the risk of having a fire and stay safe if one occurs. The visit covers useful fire safety advice and the importance of having working smoke alarms installed on each level of your home. Website: www.merseyfire.gov.uk
Telephone: 0800 731 5958 Twitter: <https://twitter.com/MerseyFire> Facebook: <https://www.facebook.com/merseyfire/>
- **Wirral Borough Council** - the Local Authority for the Metropolitan borough of Wirral. Website: www.wirral.gov.uk
- **Wirral Environmental Network** - an environmental education charity and aims to advance the education of the public about the preservation of our world's natural environment, ecological sustainability, national resource conservation, waste management, recycling, and the principles of fair-trade within Wirral and the surrounding area. Website: www.wirralenvironmentalnetwork.org.uk

Getting Help

Children and Young People Support Services

- **Barnardo's Action with Young Carers, Wirral** (5-18 years) - provide specialist support, advice and advocacy to Young Carers aged 5 to 18 and Young Adult Carers aged 18 to 24 in Wirral; Address: Wirral Young Carers, Ganney's Meadow Nursery School & Family Centre, New Hey Road, Woodchurch, Wirral, CH49 8HB, Tel: 0151 678 7790; Email: wirral.services@barnardos.org.uk
- **Brook Advisory-Wirral** - offer free and confidential services for young people/adults to drop into to see a nurse, youth worker or counsellor. They go into schools to give young people information on their health, relationships, sex and lives. They hold regular drop in sessions at their clinic. Address: 14 Whetstone Lane, Birkenhead, CH41 2QR. Tel: 0151 670 0177 Website: www.brook.org.uk/find-a-service/regions/wirral
- **Children's Bereavement Counselling Services: The Dove Service** - Offer a range of support to parents and professionals, including counselling for children/young people. Also offer training on issues around bereavement and loss, informative workshops and group support. Centres located in: Pensby Children's Centre, Fishers Lane, Pensby, CH61 8SD and Seacombe Children's Centre, St Paul's Road, Seacombe, Wallasey, CH44 7AN; Tel: 01782 683155; Email: enquiries@thedoveservice.org.uk ; Website: www.thedoveservice.org.uk
- **GIRLS/BOYS Development Project** (13-19 years) - A self-development project targeting young women 13-19 aimed to reduce risk taking behaviour, strengthen resilience to peer pressure and abusive relationships and raise aspirations in relation to healthy lifestyle and choices. Address: Pilgrim Street Arts Centre, 1 Pilgrim Street, Birkenhead, CH41 5EH; Tel: Caron Drucker, 0151 647 3160. Email: carondrucker@wirral.gov.uk
- **Health Services in Schools (HSIS)** - a confidential drop in service for young people aged 13 -19 delivered in partnership with the HSIS Youth Worker and School Nursing service in all Wirral Secondary Schools. Young people can receive information, guidance and support on all 'core health' related matters: Drugs & Alcohol, Relationships & Sexual Health, Emotional Health & Well-Being, Improving Confidence, Self-Esteem & Resilience, Stopping Smoking, Health Eating & Lifestyle - The Youth Workers role within the service is to provide education, prevention and reduce risk taking in all the main themes through one to one support, health promotion events, group work, targeted groups and PSHEE support. **Michelle Langan,:** 0151 666 – 4123; Email: michellelangan@wirral.gov.uk
- **Kooth.com** (11-25 years) - an online counselling service that provides users with a free, confidential, safe and anonymous way to ask for help. It's available to 11-25 year olds in England and Wales. www.kooth.com

Getting Help

- **NYAS (National Youth Advocacy Service)** - Provides socio-legal services, information, advice, advocacy and legal representation to children, young people and vulnerable adults; Tel: 0151 649 8700. Website: www.nyas.net
- **Open Door Centre (14+)** - Provide Mental Health Support and musical provision for young people free of charge. Offer free and immediate access to Computerised Cognitive Behaviour Therapy (CCBT), face-to-face counselling and meditation/mindfulness for those wishing to improve concentration and relieve stress. Address: 108 Seaview Road, Wallasey CH45 4LD. Tel: 0151 639 4545.
- **Private Therapists and Psychologists** - Professional bodies holding directories of accredited therapists required to meet particular standards in order to be registered.
 - a) **British Psychological Society (BPS)** www.bps.org.uk - Holds a directory of chartered psychologists, can be found under the 'Find a Psychologist' section.
 - b) **British Association for Behavioural and Cognitive Psychotherapies (BABCP)** www.babcp.com – Holds an official register of all accredited Cognitive Behavioural Therapists (CBT), can be found under the 'Public - Search for a Therapist' section.
 - c) **British Association for Counselling & Psychotherapy (BACP)** www.bacp.co.uk - Holds a register of counsellors & psychotherapists accredited by the Professional Standards Authority for Health, can be found under the 'Information- It's Good to Talk' section.
- **Response** - an open access service to young people aged 13 to 19 years old. Direct referrals can be made to Response with young person's consent. Young people can also present during opening hours.
 - a) **Response Counselling** (13 – 19 years) - a confidential counselling service for young people.
 - b) **Response Drug & Alcohol Service** – offers targeted support (where there are protective factors in place, giving advice, guidance and support to the young person and their parents/guardians); Specialist Support (1-1 support for young people with substance misuse issues and other complex needs, often through a multi-agency intervention); A&E partnership (supporting young people who have presented at A&E with alcohol or drug related concerns).
 - c) **Response Housing / Homelessness service** - Response operate a daily (9am-4pm) Housing Duty worker, who is available for young people, aged 16 & 17 years, who present as homeless or at risk of homelessness (in line with Wirral's Homelessness protocol). Response assessment is completed and usually contact is made with parent/guardian to confirm homelessness and/or offer a preventative support package to enable the young person to remain/return home. Response Stop Gap service offers a personalised support package through to their resettlement. Response offers other packages of support to prevent youth homelessness

Getting Help

including advice, guidance and support to young parents in need of accommodation; 'Building Bridges' prevention project; and support to vulnerable 18 year olds that are in need of support to move forward.

Response: 19 Argyle Street, Birkenhead CH41 1AD. Tel: 0151 666 4123 Email: wirralyouthresponsecentre@wirral.gov.uk

- **SAFE** - Children displaying fire setting behaviour or a fascination with fire can be referred for the SAFE child education programme. Website: www.merseyfire.gov.uk Telephone: 0800 731 5958 Twitter: <https://twitter.com/MerseyFire> Facebook: <https://www.facebook.com/merseyfire/>
- **Youth Fed** - A youth charity that supports over 5,000 young people between the ages of 8 and 25. They offer a range of different services that fall into 3 categories; Support for Young People; Support for Youth Groups; and Engaging young people in social action. Website: www.youthfed.org.uk
- **Youth Support Service – Creative Youth Development** - The project offers an informal and educational 12 week personal development programme to reduce risk-taking behaviour, raise resilience and aspirations. Delivers projects in schools, communities and for professionals based on contemporary issues, e.g. the 'If you loved me' production which explored abusive relationships. Pilgrim Street Arts Centre, 1 Pilgrim Street, Birkenhead; Tel: 0151 666 -3718 Email: carondrucker@wirral.gov.uk
- **Youth Support Outreach Teams** - provide early help across the borough engaging with young people (13- 19) who are often vulnerable to exploitation and criminality. The team engages and builds positive relationships with young people to ensure they get the right support to help build skills and promote resilience. Those identified on the street often have complex issues that require good relationships with their youth worker to help them problem solve. The team uses a fleet of large multi-purpose vehicles 'Kontaktabus' to attract young people and create a safe environment which allows them to build trust, listen to their story, open doors and help navigate them through uncertain times. Team Manager – Pat Rice – 666 3722 patrice@wirral.gov.uk

Getting Help

Location	Contact information	Opening times
Youth Support HQ Pilgrim Street Arts Centre 1 Pilgrim St, Birkenhead, CH41 5EH	MIKE HOLBROOK Team Leader michaelholbrook@wirral.gov.uk 666-3910 / 07733012459	Tue/Wed/Thurs/ Fri/Sat 6.30-10.00pm
South Wirral HUB Lyndale Avenue, Eastham, CH62 8DE	KATE NEWMAN Team Leader katenevman@wirral.gov.uk 327-8063	Tue/Wed/Thurs Fri/Sat 6.30-10.00pm
West Wirral HUB The Concourse Grange Road, West Kirby, CH48 4HX	GARY ATKINSON Team Leader garyatkinson@wirral.gov.uk 625-8322 / 0790 965 5740	Tue/Wed/Thurs/ Fri/Sat 6.30-10.00
Wallasey HUB Wallasey Fire Station Mill Lane, Wallasey, CH44 5UE	KATRINA MAXWELL Team Leader katrinamaxwell@wirral.gov.uk 639-8223 / 0792 027 8107	Tue/Wed/Thurs/ Fri/Sat 6.30-10.00

- YPAS (Young Person's Advisory Service)** (5-25 years) - Offer support and therapeutic services for children aged 5 -15 years, young people aged 16-25 years and their families in Liverpool to improve the mental health and emotional well-being needs. Includes LGBT, sexuality and transgender support and advice. Group sessions, individual therapy, and other support services available. Address: 36 Bolton Street, Liverpool, L3 5LX. Tel: 0151 707 1025. Email: support@ypas.org.uk

Families - Support Services

- Action for Children** – support families and children by trying preventing abuse and neglect, as well as working closely with fostering and adoption agencies Website: www.actionforchildren.org.uk

Getting Help

- **The Adoption Support Fund (ASF)** - help families who need therapeutic support following adoption. An assessment of the family's adoption support requirements needs to be completed by the Local Authority, who will apply to the fund on the family's behalf. The fund can be used to access support from registered organisations, as well as NHS providers including CAMHS. Families that wish to apply to the fund should contact their Local Authority. For more information visit www.adoptionsupportfund.co.uk
- **Autism Together** - Support children, young people and their families, in helping them understand autism & social and communication difficulties, offering information, advice and services to families who have: a child with autism; a child undergoing a diagnosis of autism; or who have a child with social and communication difficulties as their primary need. Address: Children and Family Department, Oak House (Unit C) 6 Tebay Road, Bromborough, Wirral, CH62 3PA. Tel: 0151 666 9960 / 0151 334 7510; Email: enquiries@autismtogether.co.uk ; Website: www.autismfamily.co.uk
- **Barnardo's** – (5-18 years) 1-1 family support for young carers, based on the needs of the young carers and families. Tel: 0151-678-7790 Email: paula.hume@barnardos.org.uk
- **BeeWirral** - Support families in making positive choices to improve their own life chances. They run a full timetable of activities, including groups for both parents and their children. Tel: 0151 647 7587 Email: info@beewirral.co.uk ; Website: www.beewirral.co.uk
- **Caritas-** (0-18 years) Provide family support service which includes community hubs, counselling, schools project service, parenting programmes, working with youth at risk of becoming homeless and those seeking asylum and refuge. Tel: 0151-652-72 Email: trish.spencer@caritasshrewsbury.org.uk
- **Ferries Family Groups** – Supporting parents and families through courses such as, Nurturing Programme and talking teens programme. They also provide fun social integration activities, courses, workshops and events for all the family. Tel: 0151 643 1042 Email: office@ferriesfamilygroups.org.uk Website: www.ferriesfamilygroups.org.uk
- **Kidstime Wirral** – a monthly workshop for families where there is a parental mental health difficulty; with an emphasis on helping children and young people affected by the issue to access information and support. Referrals can be made by family workers, Adult Mental Health Services, GPs, school nurses and CAMHS. Address: Wirral Creative Development Team, Pilgrim Street Arts Centre, 1 Pilgrim Street, Birkenhead, CH41 5EH. Tel: 0151 666 3718; Email carondrucker@wirral.gov.uk

Getting Help

- **Next Chapter** - a company with social aims; creating activities, opportunities and events to improve the quality of life for people, using a holistic approach to well-being. They offer an early intervention approach, to all ages, promoting positive mental health. They empower clients to build a toolkit of coping mechanisms which enables them to enjoy life with a greater sense of confidence. Tel: 07907 445526; E-mail: claire.nextchapternwcic@outlook.com
- **Safe Families for Children**- works hand-in-hand with children's services to link families in need with local volunteers who can offer help and support. Provides Family Friends, Host Families and Resource Friends to help parents get back on their feet. Referrals are handled by Early Help Team; earlyhelpteam@wirral.gcsx.gov.uk ; Tel: 0151 334 4473 Email: info@safefamiliesforchildren.com Website: <https://www.safefamiliesforchildren.com/>

Parents - Support Services

- **Edge Of Care Team** – (11-18 years) 12 week courses on topics such as emotional, physical and social development. Parenting styles and strategies. Specific for families within Children's Social Care and Targeted Services. Tel: Collette Simmons 0151-6050839 Email: collettesimmons@wirral.gov.uk
- **ADHD Foundation** – (0-18 years) Parents support course around understanding ADHD. Tel: 0151-237-2661 Email: tonylloyd@adhdfoundation.org.uk.
- **Autism Together** – (0-18 years) 5 week parenting course for families of children with a diagnosis of Austim Spectrum Disorder. They also offer a half day workshop for parents around understanding autism. Tel: 0151-666-9060 Email: Terry.lawton@autismtogether.co.uk
- **Barnardos Smart Start** – (16-24) 1-1 support for care leavers who need support through pregnancy or parents needing additional support, including parenting, education and living independently. Tel: 0151-678-7790 Email: aileen.alexander@barnardos.org.uk

Getting Help

- **CFS TEAM** – (0-5 years) 12 week parenting course for families of children with autistic spectrum disorder. Email: bethaneagle@wirral.gov.uk
- **Family Nurse Partnership** - This is an evidence based programme for parents to be. Commencing in early pregnancy and continuing until child is two years old. Any agency can notify us of eligible clients. Tel: 0151 514 2494.
 - **Home-Start Wirral** - works in partnership with families, helping them manage the difficulties of family life. They run various projects to help support parents as they learn to cope, improve their confidence and build better lives for themselves and their children.
 - **Home-Start Wirral Home Visiting Family Support** - trained and supported volunteers are matched to a family who they visit once a week for 2-3 hours, to provide emotional and practical support to achieve improved parental health & wellbeing, improved child health & wellbeing, confident & positive parenting, and improved management of the family home.
 - **Home-Start Breastfeeding Peer Support** - Supporting families postnatally with telephone support, home visits and groups. Tel: 0151 608 8288 ; Website: www.homestartwirral.co.uk ; Facebook: www.facebook.com/pages/Home-Start-Wirral/
- **Perinatal and Infant Mental Health** - Specialist Health Visitors who provide consultative, training and strategic support to 0-19 team for any family where mental health is a concern in the antenatal period up to 1st birthday of child, any family with ongoing mental health issues, and behavioural management support for 0-5 years. Tel: 0151 514 0219
- **Youth Connect 5** – (11-18 years) Parenting course covering relationship building, resilience, promoting mental health and transition support. This is specific for families within children’s social care and targeted services. Tel: Collette Simmons 0151-6050839 Email: collettesimmons@wirral.gov.uk.

Older Adults and Carers - Support Services

- **Age UK Wirral** - promote the wellbeing of older people in the Wirral by offering support, advice, organising events and activities. Address: Age UK Wirral, Devonshire Resource Centre & Bradbury Wing, 141 Park Road North, Birkenhead, Wirral CH41 0DD. Tel: 0151 482 3456. Email: enquiries@ageukwirral.org.uk; website: www.ageuk.org.uk/wirral

Getting Help

- **Care Connect Wirral** - has care packages tailored to individual requirements. They offer personal care, domestic services/home help, elderly care, food preparation, laundry services, personal hygiene care, shopping service and also offers a sit in service. Address: 11 Rossmore Business Village, Inward Way, Ellesmere Port, CH65 3AY ; Tel: 0151 356 5308; Website: www.careconnectwirral.co.uk
- **Carers Well-being Service** - based at the WIRED Resource Centre in Birkenhead. They help identify new Carers and offer information and advice, help Carers to get connected with each other, reducing social isolation and encouraging them to share knowledge and experiences, look after their own health and wellbeing and supporting them to access the Carers Grant programme and/or other local community Public Health Services. Also provides training such as maximising income and help to understand dementia and mental health - all aiming to improve carers' confidence. Helpline 0151 670 0777 www.wirralcarers.co.uk
- **Wirral Carers** - A source of information about organisations and services that can support Wirral Carers. A quarterly newsletter containing the latest information affecting carers in Wirral. Tel: 0151 670 0777 Website: www.wirralcarers.co.uk

Adults and Communities

- **Besom** - a charity run by a group of volunteers who serve the Wirral area by passing on free household items (furniture, bedding, electrical items, kitchen equipment) to those in need who have been referred to them by an agency. Website: www.besominwirral.co.uk Email: contact@besominwirral.co.uk Mobile: 07582 501570
- **Change, Grow, Live (CGL)** - a social care and health charity that works with individuals who want to change their lives for the better and achieve positive and life-affirming goals. Their service users are people whose lives have been held back by a range of social, issues and concerns, including substance misuse and other forms of addiction, homelessness, poverty unemployment, domestic abuse, mental health issues and offending. Website: www.changegrowlive.org
- **Citizens Advice** - an independent organisation offering a wide range of help across subjects that include the management of debt, problems with housing and rent, relationship issues and consumer rights. Website: www.citizensadvicewirral.org.uk Email: contact@citizensadvicewirral.org.uk
- **Community Action Wirral** - As well as offering practical support to groups getting started or already established, Community Action Wirral is also the conduit between the third sector and the public and private sectors. They can help you engage with local communities

Getting Help

whether you are part of a community, charity, group, company or an individual looking to make a difference! Website: info@communityactionwirral.org.uk Tel: 0151 3539700

- **Involve Northwest Connect Us (Community Connectors)** – has an underpinning objective of positive health interventions via social prescribing. The aim is to identify local aspiration on Wirral, by enabling local residents to move towards building stronger communities and neighborhoods together. The teams are based across the Wirral who door knock across Birkenhead, Tranmere/Rockferry, Eastham, Bromborough, Prenton, Woodchurch, Upton, Wallasey, New Brighton, Seacombe and Leasowe on a weekly basis to raise awareness of this project. Referrals into this project have to be from the above areas and in receipt of a sickness benefit. Tel: 644 1100
- **North Birkenhead Development Trust** - established in 2004, is a community anchor organisation for the neighbourhood to improve the quality of life and opportunities for all living in North Birkenhead and Bidston. Website: www.nbdt.org.uk
- **PALS service (Patient Advice and Liaison Service)** - provides a confidential service helping you to sort out any concerns you may have about the care you are receiving and guiding you through the different services available from the NHS. Tel: 0800 054 2137 or 0151 363 3948
- **Third Sector Thinking** - offers support and development consultancy to not-for-profit organisations, in an affordable and practical way, in order to allow them to develop and achieve their potential. Website: www.thirdsectorthinking.co.uk
- **Tomorrow's Women Wirral (TWW) (women aged 18+)** - Project designed to reduce female imprisonment, offending, and to provide assistance to those women who want to make positive lifestyle changes. It is a Charity for all Wirral women aged 18+ with a commitment to reduce offending, and to provide support and assistance to those women who have never entered the Criminal Justice System but who want to make positive lifestyle changes. The women who attend are not judged and integrate to support and share skills and experiences. Website: www.tomorrowswomen.org.uk/ Twitter: <https://twitter.com/TomorrowsWomen> Facebook: <https://www.facebook.com/Tomorrows-Women-Wirral> Tel: 0151 647 7907 or 07927335655. Email: admin@tomorrowswomen.org.uk
- **WEB (previously Women's Enterprising Breakthrough)** - a community based service that supports adults and children who may be isolated, victimised, discriminated against, have low self-esteem and lack hope; a significant number of these being as a result of crimes

Getting Help

such as domestic violence, abuse, bullying, hate crime and other criminal activity. WEB offers self-development courses, confidence and self-esteem training, one-to-one support, days out, holistic therapies. WEB staff can also help with practical issues such as housing, benefits and employment. WEB runs young women's groups & boy's groups providing activities and opportunities specifically focusing on building confidence and self-esteem. www.webmerseyside.org/about-us/ Tel: 0151 653 3771. Email: info@webmerseyside.org

- **Wirral Change** - provides a range of services to support disadvantaged and Black and Minority Ethnic communities in Wirral. Address: Wirral Change, St Laurence's School, St Laurence Drive, Birkenhead, CH41 3JD. Tel: 0151 649 8177; Email: info@wirralchange.org.uk
- **Wirral Multi Cultural Organisation (no age limit)** - Offer support for black and minority ethnic children with a particular focus upon children who are experiencing the negative effects of social isolation, family stress and racial harassment Tel: 0151 666 4547. Email: info@wmo.org.uk Website: <http://www.wmo.org.uk/>
- **Wirral Supported Lodging (WSL)** - Provide family style accommodation for young people who are estranged from their families, with support to develop the young person's skills to enable them to live independently in the future. Target group is 16-21 year olds, single male or female with no dependents. Referrals can be made either through Mainstay, self-referral or Response, depending on age. Tel: 0151 650 5483 Website: www.localsolutions.org.uk
- **Wirral Ways to Recovery** - Adult recovery service for people affected by alcohol and drug misuse to help people to break free from harmful patterns of behavior. The service also provides a 'Think family co-ordinator'. This role provides a range of recognised psycho-social interventions. Website: www.wirral.services@cgl.org.uk Tel: 0151 556 1335
- **Inclusion Matters Wirral (16+)** - Offer a range of talking therapies for people/young people experiencing low mood, depression or problems with anxiety. These include Cognitive Behavioural Therapy (CBT), online CBT and counselling. GP's can refer or young people (16+) can self-refer. Address: Units 20-28, Woodside Business Park, Birkenhead, CH41 1EL.Tel: 0151 649 1859 (10 – 4pm daily). Website: www.inclusion-matters-wirral.org.uk

Getting Help

Education, Training and Employment

- **Career Connect** - Works with young people between the ages of 16 and 19 (up to 25 with additional needs). Offers information and advice regarding next steps into education, employment or training. More information can be found at www.careerconnect.org.uk
- **Crosby Training** - helps all eligible groups of people to progress to the type of job they want and provides quality resources within an inclusive professional and comfortable environment. Website: www.crosby-training.co.uk Email: info@crosbytraining.com
- **Education Social Welfare Service** - seeks to ensure that every child receives the maximum benefit from the education opportunities provided, working in partnership with children and young people, parents and carers, school staff and other agencies to achieve this. Tel: 637 6176 Email: mikeclarke@wirral.gov.uk
- **Job Centre Plus** - a government employment agency and social security office. Help people of working age find employment; administer claims for benefits such as Income Support, Incapacity Benefit and Job Seekers Allowance. Website: www.gov.uk
- **Minority Ethnic Achievement Service (MEAS)** - provide support to early years providers and schools with children and parents for whom English is not their first language. Referrals via the child's school or setting. Address: The Minority Ethnic Achievement Service, Birkenhead Town Hall, Hamilton Street, Birkenhead, CH41 5BR. Tel: 0151 666 5224 Email: meas@wirral.gov.uk
- **The Prince's Trust Team Programme** (Merseyside fire service) (16-25 years)- for young people with all capabilities, not in education or employment. The 12-week programme develops skills to increase employment opportunities, boost confidence, and develop teamwork and communication skills. As well as completing a community project, participants take part in an outward-bound residential stay and undertake a two-week work placement. They get professional input on improving their CV and interview skills. Please contact Karen Metcalf Youth Manager: karenmetcalf@merseyfire.gov.uk Tel: 07799110226
- **Thumbs Up** – This is a buy in service for schools, they have programmes for primary aged children and also parents. It is therapy based support around self-esteem, resilience, mindfulness, tackling anxiety and behaviour problems. Tel: 07708969932 Email: suemason@thumbsupprogramme.co.uk.

Getting Help

Support Services for Violence, Crime and Abuse

- **Family Safety Unit (FSU)** - a team of Independent Domestic Violence advocates who are independent of the police. They will assess your risk and agree a support and safety plan to reduce the risk to you and your children; provide information about housing and how you will manage financially; assist with any civil action such as going to court for a non-molestation order or injunction. If you need help to deal with domestic violence contact the FSU on 0151 604 3567 (Mon- Fri, 9am 5pm) Wirral 24 hour HELPLINE 0151 666 4914;
National 24 Hour Domestic Abuse helpline - call free on 0808 2000 247
- **Friends of Freedom** – (0-18 years) 12 week programme for women who have experienced domestic abuse or are currently experiencing domestic abuse. Email: friendsoffreedom@hotmail.co.uk
- **The Hideout:** www.thehidelout.org.uk – information and advice about domestic violence, especially for children. You can hide your visit to this website by following the steps on the screen
- **Independent Domestic Abuse** – a charity that links in with UK wide agencies to provide comprehensive support services to all those experiencing or affected by domestic abuse and sexual violence. Includes refuge accommodation, outreach support and access to a free confidential helpline. Free online e-learning training programme. Website: www.idas.org.uk; Tel: 01756 79440
- **Leapfrog (aged 10-15)** - This programme aims to provide a better understanding of domestic abuse, unhealthy and healthy relationships and for young people to overcome their experiences. Referrals: abbieyouthlf@gmail.com ; Tel: 07415402820
- **Leap Frog (5-10 years)** – this programme for younger children who need help overcoming experiences of domestic violence. Address: Royal Standard House, 330-334 New Chester Road, Rock Ferry, Wirral, CH42 1LE. Referrals: lisaaleapfrog799@gmail.com Tel: 07415402820
- **Karma Nirvana:** www.karmanirvana.org.uk Provide practical and emotional support to male and female victims of forced marriage and honour based abuse across the UK. Helpline: 0800 5999 247 (Open 9am - 9pm Weekdays & 10am - 4pm Weekends)

Getting Help

- **Male Perpetrators- The Respect Line** - for anyone who is concerned about their own or someone else's behaviour towards their partner (male, female, in heterosexual or same-sex relationships) and is also available for frontline workers. Tel: 0845 122 8609 Website: www.respect.uk.net
- **Men's Advice Line** - a confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). They help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help. Tel: 0845 064 6800 Website: www.mensadvice.org.uk
- **NSPCC:** www.nspcc.org.uk Specialises in child protection and the prevention of cruelty to children. Tel: 0808 800 5000
- **Our House** - Supported and semi-supported accommodation for young women aged 16 - 25 with or without children. Has an outreach support service for up to ten young women/families with and without children. Provides emergency accommodation for young people aged 16-17 whilst a secure placement is found. The only service within Wirral area that accommodates homeless young families and their children. Tel: 0151 606 3075 Website: www.magentaliving.org.uk
- **Paladin-National Stalking Advocacy Service** - Provide advice to victims of stalking and advocacy to high risk victims of stalking, Raise awareness of dangers and risks of stalking, Provide training to professionals, Scrutinise the new stalking laws, Campaign on behalf of victims, Develop a victim's network of support . Website: www.paladin.co.uk
- **Prevent-** The local authority and key partners hold a regular Channel Panel - multi-agency panel is to safeguard young people and adults who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity. If you wish to complete a referral form it should be sent to Paul. Email: Paul.Storey_E@merseyside.police.uk
- **RASA Merseyside** - provides free, confidential and non-judgemental services, for individuals who have experienced any form of rape or sexual abuse at any time in their lives. Tel: 0151 650 0155. Email: birkenhead@rasamerseyside.org; Website: www.rasamerseyside.org

Getting Help

- **RASA** – Are running courses for parents and care givers around child sexual abuse. This course looks at things such as warning signs, attitudes & beliefs, family safety plans, child sexual exploitation, trauma, relationships and dealing with disclosures. This service is open to anybody with children 0-18 years. Tel: 0151-650-0155 Email: sarah.wood@rasamerseyside.org.
- **ROC Restore** - a form of Restorative Justice (RJ) undertaken by community members in facilitated meetings. The aim is to bring together victims and perpetrators of low level crime, anti-social behaviour and nuisance in a meeting where trained volunteers use restorative or reparative approaches to agree on a course of action for those involved. Website: www.roc.uk.com
- **Wirral Anti-Social Behaviour Team** - focus on 5 main priorities for tackling anti-social behaviour: anti-social behaviour caused by groups of youths gathering in public places; inappropriate use of alcohol by young people; unlawful damage to people's property (criminal damage); anti-social use of vehicles, illegal use of drugs. If you wish to make a complaint about anti-social behaviour Tel: 0151 606 2020 (8.45am – 5.00pm, Mon- Fri). You can also contact Wirral Community Patrol 24 hours a day Tel: 0151 666 5265
- **Wirral Domestic Violence Helpline (24 hours)** - offer refuge for women and children who need a safe place to stay Tel: 0151 643 9766 Website: www.wirralwomensrefuge.co.uk
- **Wirral Youth Offending Service – YOS Statutory Services** - to reduce the risk of young people re-offending. Tel: 666 3466; Email stevecollier@wirral.gov.uk or johndavies@wirral.gov.uk
 - a) **YOS Prevention Service (YPS)** – work is completed on a voluntary basis with young people (8 to 18 years) who are involved in or at risk of involvement in Anti-Social or Offending Behaviour. Eligibility criteria (2 of the following): Violence on parents, at risk of school exclusion, very low school attendance/ not in education, drug / alcohol issues, peers / family offenders, fire setting, anti-social or offending behaviour. For referral form visit website: www.wirral.gov.uk
 - b) **Sexually Harmful Behaviours** - For young people who have either been arrested or involved in sexually harmful behaviour. For more information please follow the link: <https://www.wirralsafeguarding.co.uk/procedures/6-3-children-young-people-display-sexually-inappropriate-harmful-behaviour/>

Getting Help

Support for Children and Adults with Disabilities

- **Sleep Solutions (2-19 years)** - provide support for families of disabled children and/ or additional needs who have severe sleep problems. Support includes workshops, clinic appointments and home visits where appropriate, as well as phone & email support. Email: Jean Brown, Sleep Co-ordinator jean.brown@scope.org.uk Tel: 07435964605
- **Scope** – (2-19 years) Offer 1-1 support as well as workshops for families where sleep is an issue. This is for children who have a diagnosis of SEND or on the way to a diagnosis. Email: jean.brown@scope.org.uk Website: www.scope.org.uk
- **Short Breaks Service** - provide opportunities for disabled children and young people to spend time away from their primary carers including day, evening, overnight or weekend activities; either in the child's own home, the home of an approved carer, a residential or community setting. Short breaks can also be activities offering a fun based experience for the family as a whole. For more information contact Tel: 0151 666 4841. Website: www.wirral.gov.uk/health-and-social-care/children/short-break-services-disabled-children
- **Stick 'N' Step** - Working with children with Cerebral Palsy, and their families across the North West of England and North Wales. Website: www.sticknstep.org
- **Wirral Mencap** - provides services and opportunities that improve the quality of life of people with a learning disability and their families. The services are for anyone with a learning disability and their families/carers. Address: 42 - 44 Market Street Birkenhead Wirral CH41 5BT; Tel: 0151 666 1829 Website: www.mencapwirral.org.uk
- **Wirral Mind** - provides services to adults with mental health problems and learning disabilities. Support services include self-help groups, drop-in centre, counselling, befriending. Address: Drop-in Centre: The Fountain Project, 90 – 92 Chester Street, Birkenhead, CH41 5DL. Tel: 0151 512 2200 Email: learning@wirralmind.org.uk Website: www.wirralmind.org.uk
- **Wirral SEND Partnership (formerly Parent Partnership)-WIRED** (0-25 years) - provides impartial information advice and support to children and young people with special educational needs and disabilities (SEND), and their parents and carers. The focus is on

Getting Help

educational, health and social care matters related to SEND. Provide a disagreement resolution and mediation service relating to Education Health and Care plans. Tel: 0151 522 7990 Email: contact@wired.me.uk

- **Home-Start Wirral Groups for children with Complex Needs -Little Bees:** Weekly support groups offering stimulating, fun and positive play experiences for children with social and communication delay. **Little Movers:** Developmental play group for babies & children with complex needs up to pre-school age, a Physiotherapist is in attendance. **Baby Movers:** A group for non-mobile babies with complex needs or that were born prematurely. During the session baby's early development will be supported and encouraged through play, tummy time, song time and use of our sensory room. Groups accessed by referral only. Tel: 0151 608 8288, Website: www.homestartwirral.co.uk Facebook: www.facebook.com/pages/Home-Start-Wirral/

Getting Help/Getting More Help

- **Early Help Team** – a team of locality based Social Workers who are able to actively support all professionals working with children, young people and families to ensure that the needs are identified and that the right support is provided at the right time. Tel: 0151 666 5126 Email: earlyhelpteam@wirral.gcsx.gov.uk; Further Early Help information and contact details can be found on www.wirralsafeguarding.co.uk/professionals/what-is-early-help/ Assessment Tools for Professionals can be found on www.wirralsafeguarding.co.uk/tools-for-professionals/ For Multi Agency Thresholds www.wirralsafeguarding.co.uk/multi-agency-thresholds/
- **Early Intervention Team** - Support and treat individuals (from the age of 14 years) experiencing symptoms of psychosis for the first time. Address: Stein Centre, St Catherine’s Hospital, Derby Road, Birkenhead, CH42 0LQ.Tel: 0151 488 7773.
- **Family Intervention Service** – (0-19 years) Works intensively with families, over 6-9 months, who meet 2 or more of the following criteria: Worklessness, Domestic Abuse, Child in Need of Help, Health, Attendance, Crime and Anti-Social Behaviour. The Service also provides the Gateway Programme for victims of Domestic Abuse (the family must have a child 0-19yrs).Family Intervention Service can be requested by submitting a ‘Request for Services’ form through the Integrated Front Door. Tel: 0151-630-1845 Email: helensaffercartwright@wirral.gov.uk
- **Wirral CAMHS (Child & Adolescent Mental Health Service)** - A specialist mental health service for children and young people (0-18) experiencing moderate to severe mental health difficulties. **CAMHS accept referrals for the following moderate to severe mental health difficulties:**
 - **Psychosis** –including delusional beliefs, paranoia, deterioration in self-care and social/family functioning, disinhibited behaviour in partnership with Early Intervention Team.
 - **Moderate to Severe Trauma Reaction including Post-Traumatic Stress Disorder and Developmental Trauma** – more than one month after the traumatic event where there is a significant impact on the young person’s functioning.
 - **Emerging Emotionally Unstable Personality Disorder** – with significant difficulty forming and maintaining relationships, self-image and mood, and impulsive behaviour

Getting Help/Getting More Help

- **Eating disorders** – including anorexia, bulimia and other eating disorders, in partnership with Chester Eating Disorder Service (CHEDS)
- **Anxiety and Depressive symptoms** - including phobias, anxiety, depression, OCD, somatic symptoms where there is a significant impact on daily functioning, is beyond a normal adjustment reaction (i.e. bereavement, loss) and of significant duration.
- **ADHD** – with other moderate to severe mental health difficulties, in partnership with the ADHD referral pathway
- **ASC** - where there are other moderate to severe mental health difficulties
- **Conduct Disorder and Oppositional Defiant Disorder** - with other moderate to severe mental health concerns and as part of multi-agency planning
- **Attachment disorder**- having a significant impact on family and social functioning
- **Under 5s** - with significant behavioural, social or emotional difficulties where previous universal interventions have not alleviated the difficulties, in partnership with the Health Visitor service.
- **Children with Severe Learning Disabilities** – who have mental health and/or significant behavioural difficulties, in partnership with the Local Authority disability team.
- **Deliberate self-harm** - accompanied by suicidal ideation and a pattern of emotional dysregulation and poor coping strategies.

Wirral CAMHS will prioritise vulnerable groups. Children in Care will be seen within 2 weeks.

CAMHS do not accept referrals where: the young person is aged over 18, the referred problem may be best treated in an alternative service, a more clinically appropriate service has been commissioned from an alternative provider, children are in court proceedings and intervention is not advised under Home Office guidelines

For any queries or for a consultation you can contact the CAMHS Advice Line Tel: 0151 488 8453 (9am –10pm week days, 12-8pm weekends and bank holidays) Website: www.mymind.org.uk Birch Centre, St Catherine's Hospital, Derby Road, Birkenhead, CH42 0LQ, Tel: 03003033157

Getting Risk Support

- **A & E** - If you are concerned about immediate risk to self or others. Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE. Tel: 0151 678 5111.
- **Central Advice and Duty Team** - If you are concerned about an immediate risk of harm for a child or young person contact Integrated Front Door Tel: 0151 606 2008; Please complete the Multi-Agency Request for Services form and submit to cadtsocialcare@wirral.gcsx.gov.uk. Request for Services form can be found on the following link:- <https://www.wirralsafeguarding.co.uk/team-around-family-qa-tools/>
- **Emergency Duty Team** - This is an out of hour's service. Tel: 0151-677-6557
- **Merseyside Police** - If you are concerned about immediate risk to self or others. Emergency calls: 999 Non-Emergencies calls: 101 Website: www.merseyside.police.uk