

Bath and North East Somerset

Early Help Offer for Children, Young People
and Families

June 2023

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1. Introduction

This document describes Bath and North East Somerset (B&NES) Council's Early Help Offer for children, young people and parent/carers and families as outlined in the Early Help and Intervention Strategy 2021-2025. It has been designed to be read alongside the *Opportunities for Support: a guide to thresholds in B&NES* document for children's services staff. It defines Early Help, summarises the local early help needs, offers an overview of the threshold levels for early help and Social Care support and lists some of the local services that provide early help support.

Working Together to safeguard children states that

- ✓ Providing early help is more effective in promoting the welfare of children than reacting later.
- ✓ Early help means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years.
- ✓ Early help can also prevent further problems arising; for example, if it is provided as part of a support plan where a child has returned home to their family from care, or in families where there are emerging parental mental health issues or drug and alcohol misuse.
- ✓ Effective early help relies upon local organisations and agencies working together to:
 - identify children and families who would benefit from early help
 - undertake an assessment of the need for early help
 - provide targeted early help services to address the assessed needs of a child and their family which focuses on activity to improve the outcomes for the child

Local authorities, under section 10 of the Children Act 2004, have a responsibility to promote inter-agency co-operation to improve the welfare of all children. Identifying children and families who would benefit from early help

2. What is Early Help?

In B&NES, Early Help means...

Working in partnership with children, young people, parent/carers, adults and families within their communities to stay safe through promoting happy, healthy lifestyles, wellbeing and resilience. We will work together to identify emerging needs and inequalities at the earliest opportunity and ensure that help is available to support and empower individuals to address needs and prevent them getting worse. Early help and intervention is, therefore, about giving people **the right help, at the right time, by the right service**.

(B&NES Early Help & Intervention Strategy 2021-25)

Children, young people, parents, carers, adults and families are safe, healthy and resilient, and have the confidence and skills to thrive. Collectively, our communities achieve the best possible outcomes for all.

(B&NES Early Help & Intervention Strategy 2021-25)

For parent/carers, the local ambition remains that they take responsibility for understanding and meeting their child's needs, enjoying their childhood with them and preparing them for adult life. Some parent/carers may benefit from additional support to do this.

3. Our Commitments

Think Family Approach – an increased emphasis on prevention, and early intervention by using strengths based approaches across children's and adults services, thereby empowering individual's to be more independent and resilient

Strengthen Early Help – the right help, at the right time by the right service

Narrowing the achievement gap – strong partnership working to reduce inequality in outcomes

A skilled and competent workforce – ensure we have sufficient local workforce that is skilled, appropriately trained to support deliver our local priorities

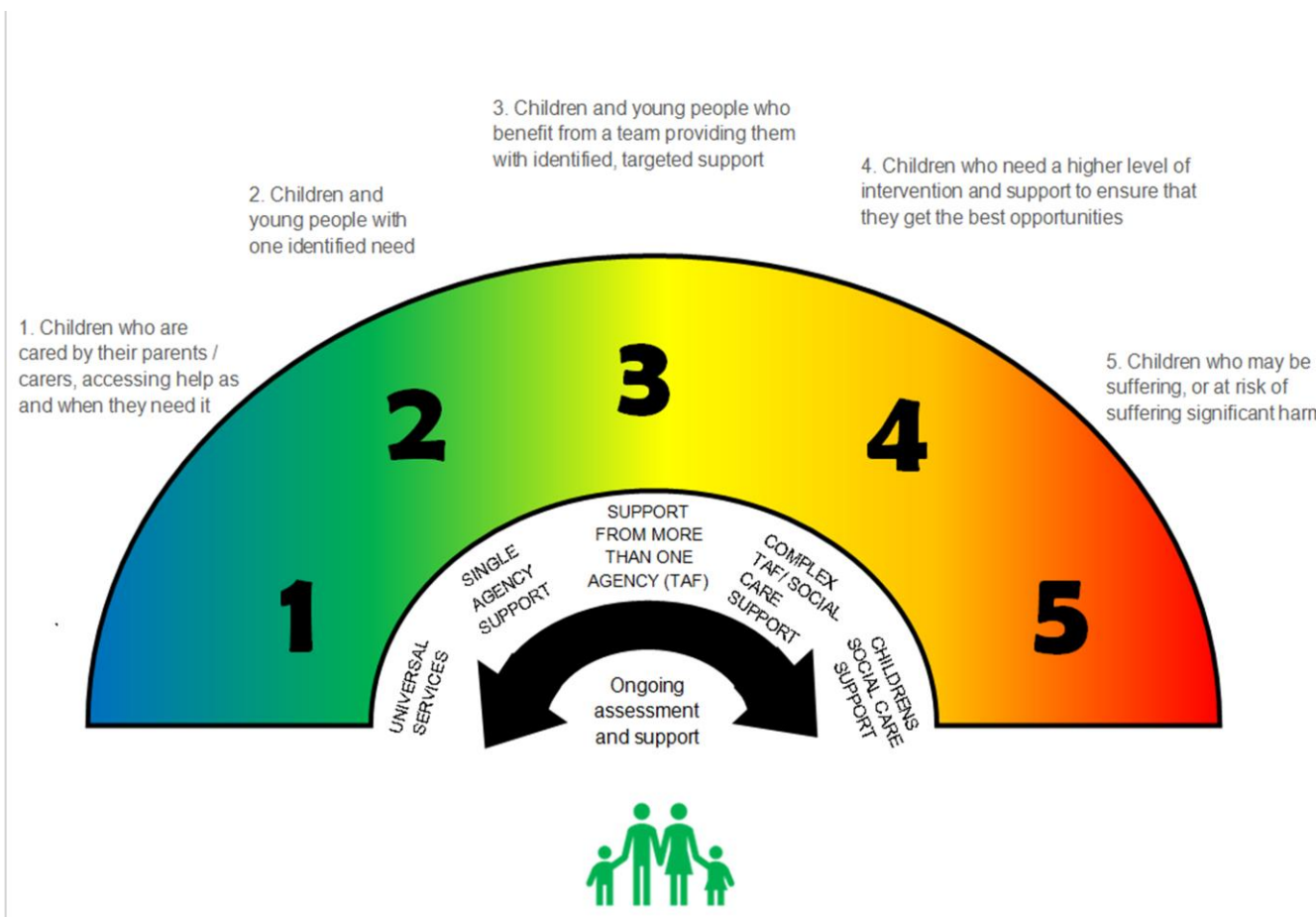
Bath and North East Somerset Threshold Document Assessing Risk, Impact and Needs of Children and Young People

This information aims to help you to identify the level of intervention most appropriate to support families as early as possible to prevent an escalation of their needs. The document has been designed to work alongside the B&NES Neglect Toolkit.

Based on the concept of risk and impact, when making an assessment of a child or young person, the first stage is to assess risk, the threshold is divided into five levels of need and it is important to look at the impact of the risk on the individual to be able to identify need.

Early Help is primarily for children, young people and families with needs at level 2 and 3 and 4 in the windscreen shown in figure 1 though also supports those working with and/or stepping down from statutory support services at Level 5.

Figure 1: Continuum of Need/Windscreen Diagram



For some children and young people, the risks maybe similar but the impact will be greater for those with less resilience and instability in their lives. For some children and young people there may be a number of protective factors that mean although they are presented with similar risks the impact is not so great, this could include stable family life, non-offending parents, good friendship groups, positive regard for school, good attachment in their early years, good communication skills etc.

Children and young people will move between different levels of need and their assessment should be updated as needed, including when there is a significant change in their circumstances, to ensure the appropriate level of support and intervention is offered to the child, young person and family. The aim of the intervention should have clear outcomes and there should be regular reviews to ensure if needs cannot be met the impact of the risk be reassessed in partnership with families. Where multi-agency interventions are in place regular co-ordinated meetings should take place and where necessary concerns may be escalated

B&NES Council has a key role in the provision of early help and intervention. It takes a lead in the delivery and commissioning of services and works within the wider system of services from the statutory, voluntary and community sector.

The Children & Families Act 2014 sets out a range of responsibilities including the promotion of greater integration across education, health and Social Care. The Act requires that particular attention be given to:

- Prevention
- Early identification
- Access
- Transition across life stages
- Preparation for adult life.

Early help in B&NES also operates within the following legislative frameworks:

- Working Together to Safeguard Children 2018
- Children Act 1989 and 2004
- Ofsted Single Inspection Framework, the thematic Ofsted framework and the new Ofsted SEND inspection framework.

5. Our Early Help Offer

Early Help is based on agencies working together to **identify** children, young people and families who would benefit from early help. The *Opportunities for Support- A guide to thresholds in B&NES* provides useful guidance to assist practitioners to identify the **most appropriate level of intervention and support** when deciding the best way to support a child or young person to ensure they are safe, and their needs are met. It is always beneficial to discuss the level of need and type of support required with the child, young person and their family, colleagues, any other agencies involved including universal services and your manager.

The thresholds should be seen in the context of the Continuum of Need diagram (see figure 1 on page 5), known locally as the 'windscreen'. It shows where Early Help fits between universal services and statutory Social Care as part of the wider care and support system.

The offer includes support for parents/carers. The starting point remains helping them to meet their own needs in order that they can meet the needs of their children. This is relevant for practitioners within children's *and* adults' services. Financial and other hardships make the task of parenting very challenging but do not necessarily mean parents are unable to meet their children's needs. B&NES' last needs assessment highlighted need for support in addressing parental mental health and navigating parental separation and imprisonment. Signposting and supporting parents to access services to address their own issues such as mental health, substance misuse, domestic abuse, worklessness, housing and economic well-being may all have a positive impact on the children in their care and on their ability to parent.

In addition to addressing wider family need, parenting programmes can make a significant contribution to our work to support parenting. Commitment remains to offering evidence-based programmes to parents/carers who need them the most and these will continue to be reviewed in light of the latest evaluations to ensure we are maintaining programme integrity and making the best provision possible. The Early Intervention Foundation is a good source of evidence-based information. There is particular value in programmes that offer parallel interventions with children.

It may be helpful before you make a referral to:

- confirm the child or young person need early help by checking the guide to thresholds document.
- confirm that the child or young person's needs are clear and are not currently being met
- identify a service which will meet their needs (though searching the app according to the need identified)

5a) Early help targeted support

If a child, young person or family has a single need that can't be met through universal services (level 1 on the windscreen), you can make a referral directly to one of our early help targeted support services. Our free Early Help App has details of all of our services (including our commissioned early help targeted support services) and is available from the Apple or Android store, simply by searching for 'B&NES Early Help'.

It may be helpful before you make a referral to:

- confirm the child or young person need early help by checking the guide to thresholds document.
- confirm that the child or young person's needs are clear and are not currently being met
- identify a service which will meet their needs (though searching the app according to the need identified)



B&NES Early Help App
Download the "B&NES Early Help App" for free from the Apple or Android store
(only compatible with Apple products of model iOS 8.0 or later)

The advertisement features a blue background with several hexagonal images: a man reading to children, a family with a baby, a pregnant woman, and children on bicycles. At the bottom right, there are logos for the App Store and Google Play.

5b) Early Help Assessment

If a child, young person or family has more than one need, requiring support from more than one agency (level 3 on the windscreen), an Early Help Assessment (EHA), helps us to consider these and to bring together a team of professionals to support families to achieve positive change.

Anyone who works with children and young people can start an EHA in partnership with the child or young person and their family with their consent. This process serves to:

- Undertake an **assessment** of the need for early help (see early help assessment). This will enable you to provide the right early help service/intervention. If you know what service is required but are unable to deliver that yourself, please refer to an appropriate service (see the Early Help App for a list of local services). If you are unclear as to what service is needed you can refer to EHAP (see below).
- Provide **targeted** early help services and interventions to address the identified needs of a child, young person and their families and improve their **outcomes**
- Identify a lead professional to support work with the child, young person or family

Whilst the Early Help Assessment will often focus on one child, practitioners are always encouraged to consider the needs of parents/carers and any other children in the family or household and fully reflect these in the assessment and planning. It is not a referral form but instead, allows agencies to pool and analyse their information and arrive at a clearer shared understanding of strengths and needs so they can agree how best to work together to improve outcomes. It can support smarter organisation of current support through an identified lead professional, as agreed in a 'team around the family' meeting and strengthened by good information sharing, and sometimes supports the involvement of new services.

For further advice and support with completing an EHA, you can contact our Integrated Working team on **01225 39 50 21**

5c) Early Help Allocation Panel

If you are not sure which early help service is the most suitable to provide support, an early help request will be considered at our Early Help Allocation Panel (EHAP) which meets **every two weeks** to ensure that the child or young person receives timely support from the most appropriate service. Referrals to EHAP should come via <https://beta.bathnes.gov.uk/report-concern-about-child> so that we are clear about the issues for the family, what is being requested and that the family has given consent.

The panel co-ordinates responses by reviewing referrals where needs are unclear and considering all referred through the “Request for Service” form and those requiring support that have gone through the Children Services front door and not met the threshold for a service and require a support. The multi-agency panel allocates them to the appropriate Early Help services provided or commissioned by B&NES. They offer an opportunity to discuss the best course of action or signpost to appropriate services.

Professionals, parents, young people and members of the public can make a referral directly to the panel, should they wish to. If needed, a Key Worker can help a parent, carer or young person to complete the necessary form to access an identified service or, where appropriate, help to complete a Request for Service form.

The Request for Service form is then received electronically. It is then triaged, and further relevant information is gathered from Council/ other appropriate records to ensure we are as informed as we can be about the nature of the request. This is added to the service request and then passed to the Panel who then review and suggest which Early Help service best meets the needs identified in the request, so it can then be allocated to the appropriate service.

Further information gathering may be needed at any point in the process to ensure the right response is made. This could include information gathering, and speaking to the referrer, parent/carer or young person. The recommendation is then reviewed and approved by the EHAP Chair.

All Requests for Help are processed on the basis of informed consent from the parent/carer or young person. However, if as part of processing a Request for Service a safeguarding concern is apparent, the Chair of the EHAP will ensure it is passed quickly to the social care Duty Manager or Service Manager. Please phone 01225 396931.

5d) Early Help targeted support working alongside Social Care

If a child, young person or family need a higher level of intervention (levels 4 and 5 on the windscreen) or are suffering or at risk of suffering significant harm, children’s Social Care may become involved. In this case, the Social Care team will carry out a single assessment and a plan will be put in place, with Social Care acting as the lead professional. A Social Care Child in Need or Child Protection plan can include asking an early help targeted support service to carry out a specific piece of work to meet one of the needs on the plan.

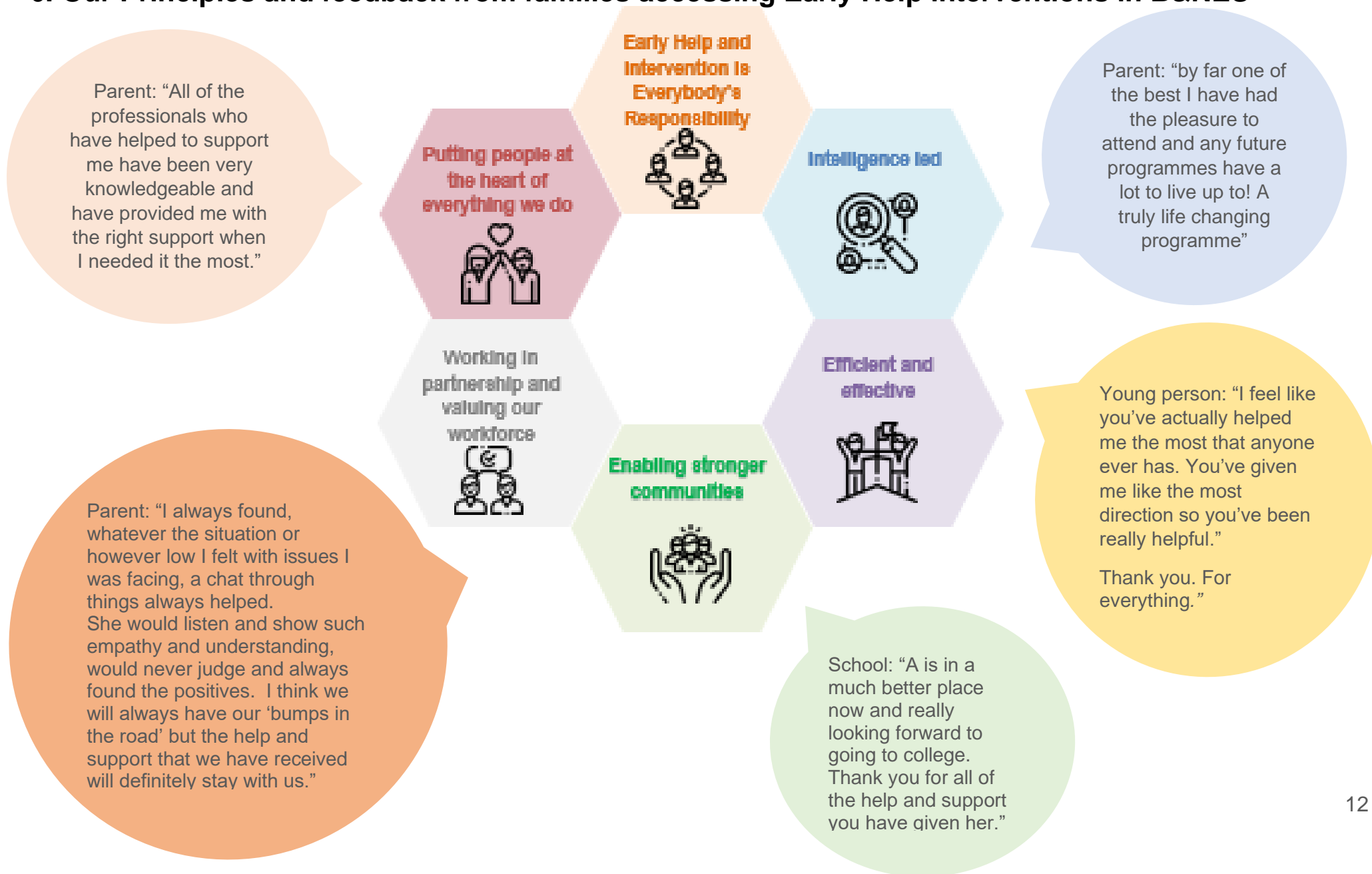
Equally, if Social Care has been working with a family and their level of needs has dropped so that Social Care will no longer be involved, a step-down plan will be put in place, which may identify an early help service as taking on the role of lead professional with the family.

You can contact the duty Social Care triage team on **01225 39 61 11** or **01225 47 79 29** to help assess whether a concern should be submitted as a ‘request for a service’ from Social Care or not. However, all professionals should now refer via the online portal:

<https://beta.bathnes.gov.uk/report-concern-about-child>

Appendix 1 provides an example of the spread and organisation of early help services which are available in B&NES. For the most up to date information on Early Help services, activities and providers and other support, please search the LiveWell database or the B&NES Early Help App.

6. Our Principles and feedback from families accessing Early Help interventions in B&NES



7. Best Practice – What works in Early Help

Effective Early Help relies upon agencies working together to:

- Identify children, young people and families who would benefit from Early Help
- Undertake an assessment of need for Early Help (or use existing assessments if complied within the last 6 to 8 months, unless the family dynamics have greatly changed).
- Provide targeted support to address the assessed needs of the child, young person and their family which focuses on activity to significantly improve the outcomes for them.

Children, young people and families have told us that Early Help works best when they feel listened to, when there is time to build up a trusting and positive relationship, and that the purpose of the support is clear from the start.

We recognise that practitioners require a good understanding of parent/child attachment and the impact of trauma is important to enable family members to engage with support. Enduring support from a key professional, who may also be the lead professional, is an important component of support to address trauma.

Evaluating the impact of work undertaken and collating feedback from children and families and making changes in the light of what they tell us helps build confidence and effectiveness in the workforce.

Good professional liaison around Early Help relies on the following key skills:

- **Clear communication and information sharing** based around an assessment and plan which is agreed with the child, young person and the parent/carer. The **voice of the child** and young person should be central to all communication.
- **Good supervision** which allows for reflection of key issues, but which also regularly reviews the progress of the plan for the child, young person and family
- **Good analysis, recording and assessment** that ensures that all partners are clear about their roles, responsibilities, and identifies reasons why particular areas of work are important. It should ensure the views of children, young people, young people and their parents/carers are central to the assessment, recording and planning. The best assessments of children, young people's needs take into account of the quality of parenting they receive. Effective plans to improve children, young people's outcomes address any parenting need and link this with the intervention provided for the children, young people and any adult service's intervention with the parents.
- Following an Early Help assessment, "Team around the Child or Family" referred to as TAC or TAF principles are followed, and SMART targets are set with regular reviews to **monitor** progress.

- An emphasis on **developing resilience** with children, young people and parents, which supports their participation in finding solutions and building on their strengths.

8. Resources, documents and links

Resource	Link
Early Help and Intervention Strategy 2021-2025	
Children & Families Act 2014	https://www.legislation.gov.uk/ukpga/2014/6/contents/enacted
Children Act 1989	https://www.legislation.gov.uk/ukpga/1989/41/contents
Children Act 2004	https://www.legislation.gov.uk/ukpga/2004/31/contents
Ofsted guidance: Inspecting local authority children's services	https://www.gov.uk/government/publications/inspecting-local-authority-childrens-services-from-2018
The thematic Ofsted framework	
Ofsted Guidance Area SEND inspection: guidance for inspectors	https://www.gov.uk/government/publications/local-area-send-inspection-guidance-for-inspectors
Working Together to Safeguard Children 2018	https://www.gov.uk/government/publications/working-together-to-safeguard-children--2
Thresholds for Assessment document	https://bcssp.bathnes.gov.uk/professional-working-guidance-policies-procedures
Early Help Assessment	https://www.bathnes.gov.uk/sites/default/files/early_help_needs_assessment.pdf

To find out more about early help, the EHA or the training in this area, contact **01225 39 54 48** or **01225 39 53 08** Alternatively, **visit the learning zone website**

Appendix 1: Local Early Help Services Guide (please note this is not an exhaustive list, please refer to the LiveWell database or the B&NES Early Help App for details of other organisations available).

* provided by or commissioned by B&NES Council

Service	Support Available	Age Group/s
<u>Action for Children</u>	<u>Separated Parents Information Programme</u> <u>Parent Talk: parenting advice</u> <u>Children's Centre services (see information below)</u>	<ul style="list-style-type: none"> • first 1001 Days (pre-birth – 2) • pre-school • parents/carers
<u>Barnardo's BASE</u>	Support for young people at risk of child sexual exploitation	<ul style="list-style-type: none"> • 11-19 (up to 25 with SEND)
<u>Bath Area Play Project*</u>	Family Support and Play Project (delivered by Southside and Bath Area Play Project) Saturday clubs for disabled children and young people Play days	<ul style="list-style-type: none"> • parents/carers • children and young people of all ages
<u>Bath Mind</u>	Bath Mind provide youth-specific services which support young people across Bath & North East Somerset access both 1:1 and group support for their mental health and wellbeing. Their youth services are aimed at a variety of different age groups, ranging from ages 10-24. For more information see their website or contact them on 01225 316199 (Mon – Fri, 9am – 3pm) or email: admin@bathmind.org.uk	<ul style="list-style-type: none"> • 10 – 24 year olds
<u>Black Families Education Support Group</u>	Provide an exciting and diverse range of learning opportunities, which includes film, history and creative arts projects, all rooted in a curriculum exploring Black, Asian and Minority Ethnic culture, heritage and identity.	<ul style="list-style-type: none"> • 8-16 year old

<u>Bluebell Care</u>	Peri-natal mental health support	<ul style="list-style-type: none"> • first 1001 Days (pre-birth – 2) • parents/carers
<u>boysinmind.co.uk</u>	Supporting young people around mental health	<ul style="list-style-type: none"> •
<u>Brighter Futures</u>	Nurture outreach and Theraplay in schools to support children's emotional and social wellbeing and ability to transition between home and school	<ul style="list-style-type: none"> • 5-11
<u>CAMHS</u>	Information about mental health services in B&NES. Visit their website or contact 01865 903 777 if new to CAMHS or 01865 903 889 if already open to B&NES CAMHS team	<ul style="list-style-type: none"> •
<u>Childline</u>		<ul style="list-style-type: none"> •
<u>Child Exploitation and Online Protection (CEOP)</u>	CEOP aims to keep children safe from sexual abuse and grooming online	<ul style="list-style-type: none"> •
<u>Children's Centre Services (delivered by Bright Start* and Action for Children)</u>	<p>Positive parenting programmes to promote attachment</p> <p>Parenting courses to support parents' awareness of how to keep children safe and thrive</p> <p>Portage: support for children with special educational needs and disability</p> <p>Freedom Programme (domestic abuse)</p> <p>Whole family support</p>	<ul style="list-style-type: none"> • first 1001 Days (pre-birth – 2) • pre-school • parents/carers (women) • whole family
<u>Citizens Advice Bureau</u>	Access to information, advice and support around debt and for those at risk of eviction	<ul style="list-style-type: none"> • parents/carers
<u>Clean Slate</u>	Practical support for parent/carers experiencing hardship/poverty	<ul style="list-style-type: none"> • parents/carers
<u>Clinic in a Box</u>	Sexual Health Service	<ul style="list-style-type: none"> • young people
<u>Communication, Speech and Language Services</u>	Speech, language and communication support	<ul style="list-style-type: none"> • first 1001 Days (pre-birth –2) • pre-school

<u>Community Children's Learning Disability Nursing Service</u>	Assessment, treatment, support and advice to children and young people who have moderate to severe learning disabilities. Support for parents and other carers on a variety of physical, emotional and behavioural health issues.	<ul style="list-style-type: none"> • children and young people up to the age of 19 with moderate to severe learning disabilities
<u>Compass*</u>	Support for children and young people at risk of offending	<ul style="list-style-type: none"> • 10 – 17 and some 18-year-olds
<u>Connecting Families*</u>	Holistic support for children at risk of exclusion Support for young people engaging in risky behaviours that expose both them and others to harm or prevent them reaching their full behaviour (this includes substance misuse, poor diet, smoking, binge drinking, anti-social behaviour and criminal activity). Whole family support/ family mediation for families close to breakdown/experiencing conflict	<ul style="list-style-type: none"> • 5-11 • 11-19 (up to 25 with SEND) • whole family
<u>Continuing healthcare (CHC)</u>	Package of care that is arranged and funded by the NHS.	<ul style="list-style-type: none"> • people aged 18 or over to meet their needs following disability, accident or illness.
<u>CRUSE</u>	Supporting families affected by bereavement	<ul style="list-style-type: none"> • whole family
<u>CURO – Time to Talk</u>	Time to Talk aims help young people stay in or return to the family home. Both parties get the chance to say what they feel and, with the help of a trained mediator, together look for a solution and way to resolve the issues.	<ul style="list-style-type: none"> • young people and families
<u>Cygnets Programme</u>	Cygnets programme for parents with children on the autistic spectrum aged 4-18	<ul style="list-style-type: none"> • parents/carers
<u>DHI*</u>	Supporting families affected by substance misuse	<ul style="list-style-type: none"> • whole family
<u>Education Inclusion Service</u>	The Early Years Specialist Education Service (BOP) Primary & Secondary Alternative Provision (AP) The Nurture Outreach Service (NOS)	<ul style="list-style-type: none"> •

The Specialist Autism Support Service (SASS)
 The Student & Family Support Service (SAFS)
 SEND Advocacy
 The Sensory Support Service
 The Traveller Education Service
 School Improvement (Challenge & Support Partner) assessment
 & moderation and Governor support for maintained schools
 Hospital Education Reintegration Service (HERS)
 Habilitation (guide dogs)
 Travel Training

<u>Family Link*</u>	Support for special guardians and foster carers	<ul style="list-style-type: none"> • parents/carers
<u>Family Lives</u>	Family Lives has an excellent website to help parents with the ups and downs of family life. The Family Lives parents' helpline is available Monday to Friday, 1.30 - 9pm on 0808 800 2222.	<ul style="list-style-type: none"> • parents/carers
<u>Family Nurse Partnership (for young parents)*</u>	Prenatal health support, parenting skills, family planning.	<ul style="list-style-type: none"> • first-time parents under 19 • 20–24-year-olds who meet specific criteria
<u>Focus Counselling</u>	Focus is a safe place providing professional counselling to people in Bath, Frome and the surrounding areas.	<ul style="list-style-type: none"> • Children and young people • Adults
<u>Health Visiting Service (universal plus and universal partnership plus)*</u>	Early Childhood Services to support vulnerable expectant parents/new parents with additional vulnerabilities Access to and confidence to access community support and activities	<ul style="list-style-type: none"> • first 1001 Days (pre-birth – 2) • pre-school • parents/carers
<u>Healthy Weight and Wellbeing Courses for Families</u>	Cook It! (Families with 5-17 year olds) – Online and in person Leap (Families 5-17 year olds)- Online and in person HENRY Healthy Families (for families with children aged 0-5 years old) online and in person	<ul style="list-style-type: none"> • families and children/young people

<u>Home Safety Equipment Service</u>	Home safety assessments including free cupboard locks and stair gate provision.	<ul style="list-style-type: none"> • parents/carers and children under 5.
<u>Housing Options</u>	Access to housing, welfare and benefits support	<ul style="list-style-type: none"> • parents/carers
<u>Julian House</u>	Freedom Programme Refuge accommodation Emotional support for young people affected by domestic abuse	<ul style="list-style-type: none"> • parents/carers (women) • parents/carers (women) and their children • 4-17
<u>Kooth*</u>	Online counselling for young people	<ul style="list-style-type: none"> • 11-19 (up to 25 with SEND)
<u>Learning disability services</u>	Assessments, advice, guidance Nursing services Learn skills, gain confidence and receive support in the community Employment and training Housing and supported living Social care and support assessments	<ul style="list-style-type: none"> • anyone over 18 years old with a learning disability
<u>Live Well</u>	Live Well provides information about services that offer support for young people with a Special Educational Need and/or Disability	<ul style="list-style-type: none"> •
<u>Looked After Children Health Team</u>	Nurses, Community Paediatricians, Health Visitors and School Nurses complete health assessments with children and young people, including areas such as dental health, nutrition, growth and development, sexual health, emotional wellbeing and safety issues.	<ul style="list-style-type: none"> • children in Care and Care Experienced young people
<u>Lotus Team of Midwives</u>	Specialist midwifery support for expectant parents/new parents with additional vulnerabilities	<ul style="list-style-type: none"> • first 1001 Days (pre-birth – 2) • parents/carers

<u>The Mankind Initiative</u>	Confidential helpline available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.	•
	Providing information, support and signposting service to men suffering from domestic abuse from their current or former wife, partner (including same-sex partner) or husband. This can range from physical violence or object throwing to abuse such as constant bullying or insults.	
<u>Mentoring Plus*</u>	Mentoring support Student and Family Support Service (SAFS)* provides students, their families and schools with individualised packages of support to reintegrate pupils back into school following a Managed Move or Fair Access to School arrangement	<ul style="list-style-type: none"> • 5-19 • whole family
<u>Mindline Trans+</u>	Mindline Trans+ is a national helpline for anyone who identifies as Transgender, Agender, Gender Fluid or Non-binary and their families, details can be found on their website. The MindLine Trans+ contact number is 0300 330 5468, Monday, Wednesday and Friday evenings 8pm – midnight.	•
<u>NSPCC</u>	NSPCC has lots of useful information and on-line guides about how to keep children safe on line	•
<u>Off the Record*</u>	Counselling services for children and young people	• 10-25
<u>PACE</u>	Support for parents and carers whose children are being exploited by offenders outside of the family.	•
<u>Post-16 accommodation and support</u>	Preparing to live independently Advocacy Access to records Accommodation advice and support for care leavers Financial support Staying healthy Education employment and training	• 16+

Relationships

<u>Project 28</u>	Project 28 is a young people's drug and alcohol service in Bath & North East Somerset.	•
<u>Rape Crisis</u>	Information on support for children and young people who have experienced sexual violence	•
<u>Reach</u>	Reach offers advice on housing, benefits and managing debts.	•
<u>Revenge Porn</u>	Revenge Porn is a service supporting adults aged 18+ who are experiencing intimate image abuse also known as revenge porn	• 18+
<u>Room 627</u>	Online support to enable positive transitions from primary to secondary education	• 11-19 (up to 25 with SEND)
<u>SAFE B&NES*</u>	Access to support around sexual health and unintended pregnancy	• 11-19 (up to 25 with SEND)
<u>Samaritans</u>		•
<u>SARI</u>	SARI provides free and confidential support for anyone who is a victim of hate crime. Whether that's based on race, faith, disability, sexual orientation, gender identity, age, or sex. They also work to build greater understanding and respect for diversity and difference within our community.	•
<u>Send Partnership</u>	SEND Partnership service offers free, impartial and confidential advice and support to parents and carers of children and young people with special educational needs and disabilities (SEND). For more information you can visit www.spsbathnes.org.uk , email send_partnershipservice@bathnes.gov.uk or phone their advice line on 01225 394382	•
<u>School Nursing Service*</u>	Access to the Child Health Programme (via School Nurses for physical and emotional health and wellbeing support)	• 5-19 (up to 25 with SEND)

<u>Southside Family Services*</u>	IDVA (Independent Domestic Violence and Abuse) service Support for families affected by poor mental health Support for families affected by substance misuse Family Hubs (peer support groups and community groups to reduce social isolation) Family Support and Play Service (delivered by Southside and Bath Area Play Project)	<ul style="list-style-type: none"> • parents/carers (women) • whole family
<u>Staying Safe</u>	Help in staying safe from suicidal thoughts.	<ul style="list-style-type: none"> •
<u>Step Change</u>	Step Change is a debt charity available 24 hours a day 7 days a week	<ul style="list-style-type: none"> •
<u>Talking Therapies</u>	Service aiming to help you manage a range of common mental health problems including anxiety, stress, depression and low mood.	<ul style="list-style-type: none"> •
<u>Time 2 Share</u>	Time 2 Share is now part of WECIL who run a range of services for disabled children and young people in different areas of Bristol and B&NEs. For more information visit their website or contact them 0117 947 9911 or email the team at hello@wecil.co.uk	<ul style="list-style-type: none"> •
<u>Trauma Recovery Centre</u>	Trauma support for children, parents and carers	<ul style="list-style-type: none"> • parents/carers • children and young people of all ages
<u>Voices</u>	Offering help and support around your concerns for yourself or loved ones unhealthy relationships, offer 1:1 help, peer support and recovery programme for women who are experiencing and have experienced Domestic Abuse	<ul style="list-style-type: none"> •
<u>Welfare Support Team*</u>	Access to housing, welfare and benefits support	<ul style="list-style-type: none"> • parents/carers
<u>Winstons Wish</u>	Support for children and young people after the death of a parent or sibling	<ul style="list-style-type: none"> •

Young Carers

Support for children and young people who have a caring responsibility within their family. You can make a referral on their website or call them free on 0800 0388 885 for more information

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Youth Connect South West*

Support for young people disengaged from education, employment or training or at risk of becoming NEET (not in education, employment or training)

- 11-19 (up to 25 with SEND)