

# **Bath and North East Somerset** Early Help Offer for Children, Young People and Families

**November 2025**



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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, 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.

This year through the implementation of [Families First Partnership Programme](#) we aim to transform the entire system of support and protection for families. The goal is to ensure that every family can access the right help at the right time, with a strong focus on early intervention to prevent crises before they arise. This work has already started to take place, and a meeting has been held with partners, which indicates a commitment and vision to transform how services will be delivered to our children and families. [Working Together 2023 \(PDF\)](#)

In regard to early help, Working Together states that effective provision 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 which considers the needs of all members of the family.
- ensure good ongoing communication, for example, through regular meetings between practitioners who are working with the family.
- co-ordinate and/or provide support as part of a plan to improve outcomes. This plan will be designed together with the child and family, and updated as and when the child and family needs change.
- engage effectively with families and their family network, making use of family group decision-making, such as family group conferences, to help meet the needs of the child.

The goal is to ensure that every family can access the right help at the right time, with a strong focus on early intervention to prevent crises before they arise.



**A lead practitioner** should co-ordinate the activity around the family, lead on ensuring the family co-produce the plan, and ensure the assessment and the family plan responds to all needs identified. The plan might include the family network. The time commitment to deliver this role will vary family by family depending on the complexity of their needs. Where appropriate, local authorities should engage families, including children, to have a say in who their lead practitioner is, and have a process in place to collate feedback on their relationship with them. In 2018 children have said that they need:

- ✓ **vigilance:** to have adults notice when things are troubling them.
- ✓ **understanding and action:** to understand what is happening; to be heard and understood; and to have that understanding acted upon.
- ✓ **stability:** to be able to develop an ongoing stable relationship of trust with those helping them.
- ✓ **respect:** to be treated with the expectation that they are competent rather than not.
- ✓ **information and engagement:** to be informed about and involved in procedures, decisions, concerns, and plans.
- ✓ **explanation:** to be informed of the outcome of assessments and decisions and reasons when their views have not met with a positive response.
- ✓ **support:** to be provided with support in their own right as well as a member of their family.
- ✓ **advocacy:** to be provided with advocacy to assist them in putting forward their views.
- ✓ **protection:** to be protected against all forms of abuse and discrimination and the right to special protection and help if a refugee.

**Anyone working with children and young people** should see and speak to them; listen to what they say; take their views seriously; and work with them and their families collaboratively when deciding how to support their needs.

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.

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

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

**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.

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 and 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.

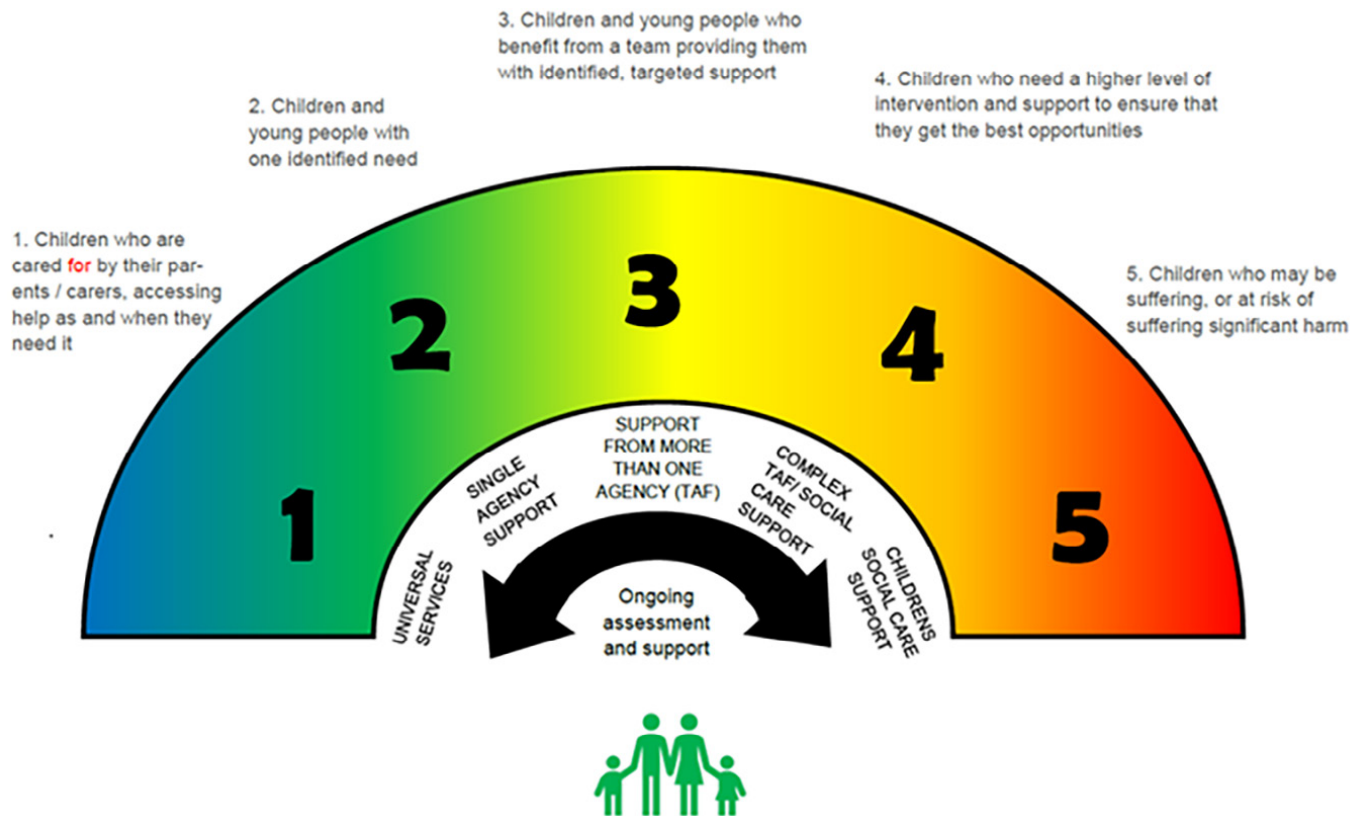
The Children & Families Act 2014 sets out a range of responsibilities including the promotion of greater integration across education, health and Social Care. The Act requires that particular attention be given to:

- 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 2023
- Children Act 1989 and 2004
- Equality Act 2010
- Ofsted **framework** for inspecting local authority Children's services (**ILACS**), the thematic Ofsted framework and the new Ofsted SEND inspection framework.

**Figure 1: Continuum of Need/Windscreen Diagram and it's explanation**



### **Explanation of Figure 1: Continuum of Need/Windscreen Diagram**

A semi-circular coloured scale from green to red, numbered 1 to 5, showing levels of need for children and young people.

- Level 1 (green): Children cared for by parents/carers, accessing help as needed from Universal Services
- Level 2: Children with one identified need accessing help from a Single Agency
- Level 3 (yellow): Children benefiting from targeted support from a team or multiple agencies
- Level 4: Children needing higher-level intervention to ensure best opportunities with support from multiple agencies or Children's Social Care
- Level 5 (red): Children suffering or at risk of significant harm accessing support from Children's Social Care

## 4. Early Help needs in Bath and North East Somerset

An early help needs assessment, completed in March 2020 and refreshed in 2024, evidenced the need for Early Help in B&NES through both population and service level data. Outcomes across the life course in B&NES are mapped in the B&NES Early help and Intervention Strategy (2021-25) under Chapter 1 'Understanding Local Needs'. The full updated Needs Assessment and an Executive summary can be found on [The Hub](#)

**Figure 2: Key findings from the refreshed needs assessment**

**The burden of needs is not uniform across B&NES, with high needs likely to be experienced by children, young people and families who:**

- Live in areas of higher deprivation
- Have SEND needs
- Are in receipt of free school meals
- Experience parental substance misuse, mental ill health

**Most prevalent needs prompting a referral for early help include:**

- Social, emotional and mental health
- Improving family relationships
- Engagement with education, employment or training
- At risk of not achieving a good level of early years development
- Financial, housing and welfare support
- Impact of parental mental health, domestic abuse or substance misuse.

**Early help needs to maintain focus on:**

- Whole family work
- Reducing inequalities
- Support to move beyond trauma
- Developing capacity and sustainability to provide early help support to a population where needs are increasing and becoming more complex.

## 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).

**Early Help is based on agencies working together to identify children, young people and families who would benefit from early help.**



## 5a. Early help targeted support

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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. This can be accessed through the [BANES Livewell website](#) 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 website according to the need identified).

## 5b. Early Help Assessment

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If a child, young person or family has more than one need, requiring support from more than one agency (normally at level 3 on the windscreen), an Early Help Assessment (EHA) helps us to consider these and to bring together a team of practitioners 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 via the Livewell site. 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

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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 the [Request for Service webform](#) so that we are clear about the issues for the family, what is being requested and that the **family has given consent**. We would strongly encourage you to complete an early help assessment (EHA) before referring a child or young person to EHAP. If you have completed an EHA, please attach this to the referral.

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.

Practitioners, parents, young people and members of the public can make a referral directly to the panel, should they wish to. If needed, a lead practitioner 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/carers or young person. The recommendation is then reviewed and approved by the EHAP Chair.

All Requests for Service are processed on the basis of informed consent from the parent/carers 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.



## 5d. Early Help targeted support working alongside Social Care

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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 396111** or **01225 477929** to help assess whether a concern should be submitted as a 'request for a service' from Social Care or not. However, all practitioners should now refer via the [Report a concern about a child online portal](#)

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](#)

You can contact the  
duty Social Care triage  
team on **01225 396111**  
or **01225 477929**



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

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### Parent:

All of the professionals who have helped to support me have been very knowledgeable and have provided me with the right support when I needed it the most.

”

“

### Parent:

I always found, whatever the situation or however low I felt with issues I was facing, a chat through things always helped. She would listen and show such empathy and understanding, would never judge and always found the positives. I think we will always have our ‘bumps in the road’ but the help and support that we have received will definitely stay with us.

”



“

### Parent:

by far one of the best I have had the pleasure to attend, and any future programmes have a lot to live up to! A truly life changing programme.

”

“

### Young person:

I feel like you've actually helped me the most that anyone ever has. You've given me like the most direction, so you've been really helpful.

Thank you for everything.

”

“

### School:

A is in a much better place now and really looking forward to going to college. Thank you for all of the help and support you have given her.

”





## 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 compiled 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 activities 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 and their parents/carers are central to the assessment, recording and planning. The best assessments of children and young people's needs takes into account the quality of parenting they receive. Effective plans to improve children and 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. Useful resources, documents and links

[Early Help and Intervention Strategy 2021-2025 pdf](#)

[Children & Families Act 2014](#)

[Children Act 1989](#)

[Children Act 2004](#)

[Equality Act 2010](#)

[Ofsted guidance: Inspecting local authority Children's services](#)

[Livewell B&NES](#)

[The thematic Ofsted framework](#)

[Ofsted Guidance Area SEND inspection: guidance for inspectors](#)

[Working Together to Safeguard Children 2023 pdf](#)

[Thresholds for Assessment document pdf](#)

[Early Help Assessment](#)

Early Help training equips professionals with the skills to identify and address potential challenges for children and families early on. The different learning events available to the B&NES workforce, via the Safeguarding Partnership, are designed to help practitioners offer timely support, improve outcomes for children, and reduce the likelihood of needing more intensive, crisis-focused interventions later. For further information regarding sessions available please go to the Learning Zone.

**The links to the Learning Zone are as follows:**

[Internal staff](#)

[External organisations](#)

Early Help training equips professionals with the skills to identify and address potential challenges for children and families early on.



## Appendix 1: Local Early Help Services Guide

Please note this is not an exhaustive list, please refer to the LiveWell database for details of other organisations available.

### Local Information Resources

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1. [Livewell B&NES Website](#) an existing source of information. From April 2025 all App information will be hosted on Livewell B&NES.
2. [The Virtual Hope Guide](#) an up-to-date list of support groups and activities in Bath & NE Somerset - 124 health and wellbeing groups or activities, one-to-one organisational support, and local and national helplines
3. [Early Help Toolkit](#) pdf



**\* Provided by or commissioned by B&NES Council**

Service	Support Available	Age Group/s
Attendance & Welfare Support Service	B&NES Children Missing Education Service supporting children to get back in school. <a href="#">How we deal with school absence and education welfare</a>	5 to 18yrs
B&NES Primary Care Liaison Service (PCLS)	The main referral point into adult secondary mental health services within B&NES.  The team provides Non-emergency Support, brief interventions, advice and signposting for; service users and potential users of AWP mental health services, their parents /carers, relatives, GPs, Health and Social Care and third sector. They have multi-disciplinary staffing in the primary care liaison teams: community psychiatric nurses, social workers, clinical psychologists, occupational therapists, and consultant psychiatrists. <b>Tel: 01225 371480</b>  <a href="#">Stay Alive, grassroots suicide prevention</a>	Parents/Carers
B&NES Food Finder	<a href="#">Food banks and pantries in the B&amp;NES area</a>	Whole families
Bath Area Play Project*	<a href="#">Bath Area Play Project (BAPP)</a> promote and facilitate opportunities for children and young people to play and participate in positive activities. They believe in the importance of self-directed play for child development and the rights of children.	Whole families
Bath Mind	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. Tel: 01225 316199 Mon to Fri, 9am to 3pm. They are a partner of the Community Wellbeing Hub. Professional referrals can also be made via the <a href="#">Community Wellbeing Hub</a>	10 to 24 yrs

Service	Support Available	Age Group/s
Black Families Education Support Group	The Supplementary School runs on Saturdays during term time from 11am - 1pm for young people aged 12-16. They provide a programme of educational activities for primary pupils aged 8-11 during school holidays and 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. <b>Tel: 01225 787924</b> <a href="#">Black Families Education Support Group</a>	8 to 16 yrs
Boysinmind.co.uk	<a href="#">Boys in Mind</a> works in partnership with children, young people and practitioners in a range of settings to promote good mental health and prevent suicide, particularly among boys and young men. Email: <a href="mailto:comms@boysinmind.co.uk">comms@boysinmind.co.uk</a>	up to 18yrs
The Bridge	<a href="#">The Bridge</a> (Light House Victim & Witness Care) is the SARC (Sexual Assault Referral Centre) covering B&NES. They provide support and information to anyone who has been raped or sexually assaulted at any time in their lives, their family and friends, and practitioners who receive disclosures of sexual assault. <b>Tel: 0117 3426999</b>	Whole families
Brighter Futures	Nurture outreach and Theraplay in schools to support children's emotional and social wellbeing and ability to transition between home and school <b>Tel: 01225 838070</b> <a href="#">Three Ways School</a>	5-11 yrs

Service	Support Available	Age Group/s
Bright Start Children's Centre Services	<p><a href="#">Children's Centre Services</a> an agency which provides a wealth of support to families with children under 5 years of age. They offer a range of group and 1:1 service, including:</p> <ul style="list-style-type: none"> <li>• Positive parenting support to promote attachment.</li> <li>• Parenting courses to support parents' awareness of how to keep children safe and thrive.</li> <li>• Services to support families with children aged 0-5 years with special educational needs and disability.</li> <li>• Theraplay for children struggling with their emotions.</li> <li>• Whole family support.</li> </ul> <p><b>Bath (East and West)</b> Bath Children and Family Centre <b>Tel: 01225 396662</b> Email: <a href="mailto:brightstartcc@bathnes.gov.uk">brightstartcc@bathnes.gov.uk</a></p> <p><b>Keynsham &amp; Chew Valley area</b> Keynsham Children's Centre <b>Tel: 01225 395400</b> Email: <a href="mailto:brightstartcc@bathnes.gov.uk">brightstartcc@bathnes.gov.uk</a></p> <p><b>Radstock, Peasedown, Midsomer Norton and Paulton area (Somer Valley)</b> Radstock Children's Centre Tel: 01225 396660 Email: <a href="mailto:brightstartcc@bathnes.gov.uk">brightstartcc@bathnes.gov.uk</a></p>	0 to 5 yrs
Butterflies Support Group	<p><a href="#">The Butterflies Support Group</a> is for anyone affected by the loss of a baby. The group takes place on the third Wednesday of every month from 9.30am to 11.00am in the Courtyard Room at the All-Saints Centre in Weston, Bath Tel: 01225 824039 or 01225 826886.</p>	Parents / Carers
Child and Adolescent Mental Health Service (CAMHS)	<p>Information about mental health services in B&amp;NES. Visit the <a href="#">CAMHS website</a> or contact <b>01865 903 777</b> if new to CAMHS or <b>01865 903 889</b> if already open to B&amp;NES CAMHS team.</p>	Up to 18yrs



Service	Support Available	Age Group/s
Christians Against Poverty	<p><a href="#">CAP</a> provides key information to help you make the right choices with your finances, including help with budgeting:</p> <ul style="list-style-type: none"> <li>• Money and debt advice &amp; support.</li> <li>• Debt, and enforcement agents.</li> <li>• Improving your financial situation.</li> <li>• Dealing with debt.</li> </ul>	Up to 18yrs
Childline	<p>A service that supports anyone under 19 in the UK with any issue they're going through. <a href="#">Childline</a> is free, confidential and available any time, day or night. <b>Tel: 0800 1111</b> email (via online form) <a href="#">1-2-1 counsellor chat</a> (online)</p>	Up to 19 yrs
Children's Occupational Health	<p>Advice line open to parents/carers, schools, nurse and healthcare professionals of children who have a BANES GP <b>Tel: 01225 826659</b></p>	Up to 18 yrs
Child Exploitation and Online Protection	<p><a href="#">Child Exploitation and Online Protection</a> (CEOP) aims to keep children safe from sexual abuse and grooming online. If a report is made to them about sexual abuse or grooming online it will be read by one of their Child Protection Advisors who will get in contact with the relevant person on the phone number or email address that they give, to make sure that they are safe. CEOP are unable to respond to reports about bullying, fake accounts, or account hacking.</p>	Up to 18 yrs
Citizens Advice	<p>Access to information, advice and support around debt and for those at risk of eviction, <a href="#">Citizens Advice</a> are a partner of the Community Wellbeing Hub. Professional referrals can also be made via the <a href="#">Community Wellbeing Hub</a></p>	Parents/carers
Clean Slate	<p>Practical support for parent/carers experiencing hardship/poverty, <a href="#">Clean Slate</a> are a partner of the Community Wellbeing Hub. Professional referrals can be made via the Community Wellbeing Hub <b>Tel: 01225 302200</b> Email: <a href="mailto:bath@cleanslateltd.co.uk">bath@cleanslateltd.co.uk</a></p>	Parents/carers

Service	Support Available	Age Group/s
Clinic in a Box	<p><a href="#">Safe BANES</a> are a Sexual Health Service. On this website you can find information and advice on free condoms (C-card); contraception; emergency contraception; sexually transmitted infections (STIs); pregnancy; sexual &amp; gender identity; relationships and sexual abuse and the sexual health and relationship services that you can access across Bath and North East Somerset including those in Bath, Keynsham, Chew Valley, Paulton, Midsomer Norton, Radstock and all surrounding areas.</p>	Young people
Communication, Speech and Language Services	<p>The <a href="#">children's speech and language therapy</a> service supports children and young people from birth to 18 years (or up to 19 years if attending a special school) who have communication or swallowing difficulties. We work closely with families, schools, and other professionals to help children develop their communication skills and overcome barriers that affect their daily lives. This service is available for children registered with a GP in Bath and North East Somerset (BaNES).</p> <p>Referrals can be made by parents, carers, GPs, health visitors, school staff, or other professionals. School-age referrals typically come directly from their schools – if the child is at school, please contact the Special Educational Needs Coordinator (SENCO) first. For advice or to make a referral, please contact:</p> <p><b>Tel: 0300 247 0055</b>  Email: <a href="mailto:hcrq.bathnesspa@nhs.net">hcrq.bathnesspa@nhs.net</a>  <b>Telephone advice line: 01225 831752</b> (Wednesdays, 1:00 pm – 4:00 pm during term time)</p>	0 to 19 yrs

Service	Support Available	Age Group/s
Community Children's Learning Disability Nursing Service	<p data-bbox="432 240 1912 352"><a href="#">Children's Learning Disability Health Service</a> is for children and young people up to the age of 19 with moderate to severe learning disabilities who have registered with a GP in the Bath and North East Somerset area. We offer assessment, support and advice about:</p> <ul data-bbox="432 403 1892 898" style="list-style-type: none"> <li>• Assessment of health care needs.</li> <li>• Emotional awareness support and well-being.</li> <li>• Sleep.</li> <li>• Positive behaviour support.</li> <li>• Toileting (Delayed Toilet training with focus on behaviour support).</li> <li>• Puberty Support (Focus on understanding socially acceptable behaviours).</li> <li>• Health Promotion-healthy eating and exercise.</li> <li>• Promoting independence.</li> <li>• Support with communication strategies to promote more effective interactions with children and young people.</li> <li>• Transition support.</li> <li>• Signposting support.</li> </ul>	0 to 19 yrs

Service	Support Available	Age Group/s
Community Wellbeing Hub*	<p>The Community Wellbeing Hub (CWH) brings together a range of community partners that help improve the health and wellbeing of residents across Bath and North East Somerset. It offers a simple and easy way to refer to multiple partners via one form, saving time and improving the person's experience. We can support people who need help with:</p> <ul style="list-style-type: none"> <li>• Financial and money matters</li> <li>• Keeping active and healthy</li> <li>• Achieving a healthy weight</li> <li>• Accessing food</li> <li>• Mental health and wellbeing support</li> <li>• Healthy Lifestyles services</li> <li>• Social prescribing</li> <li>• Housing advice</li> <li>• Home from Hospital services</li> <li>• Employment, skills and training</li> <li>• Wellbeing course and volunteering</li> <li>• Supporting unpaid carers, family members and others</li> </ul> <p>Professional referrals can be via the <a href="#">Community Wellbeing Hub</a> or by calling the Triage Team  <b>Tel: 0300 247 0050</b></p>	Whole family
Compass*	<p><a href="#">Compass</a> is a preventative service that works with young people who may be at risk of becoming involved in offending behaviour. We work with young people and their families/carers on a voluntary basis. This service is accessed through referrals from those that work with young people and self-referrals from families. Alongside the family we will complete a B&amp;NES Early Help assessment to identify what needs there might be and create a plan together on how to support those needs*. The plan will be supported through 'Team Around the Child' or 'Team Around the Family' meetings. The Compass keyworker will be able to access advice and information from members of the YOS specialist staff. <b>Tel: 01225 396966</b></p>	8 to 18 yrs

Service	Support Available	Age Group/s
Connecting Families*	<p><a href="#">The Connecting Families</a> team work with families with ‘complex issues’ or ‘multiple needs’ affecting their physical, mental, social or financial wellbeing. These needs typically interact with and exacerbate one another which can cause several problems at the same time. These needs can include:</p> <ul style="list-style-type: none"> <li>• Not engaging with school, exclusion or low school attendance.</li> <li>• Young parents and children under 5 years old who need support.</li> <li>• Mental or physical health conditions that are long-standing or memory loss caused by medication or illness.</li> <li>• Drug or alcohol dependency.</li> <li>• Children and young people at risk of abuse and neglect.</li> <li>• SEND or learning difficulties.</li> <li>• Reading and writing difficulties (or English not being a first language).</li> <li>• Crime or anti-social behaviour.</li> <li>• Domestic violence or family conflict.</li> <li>• Crime or anti-social behaviour.</li> <li>• Financial issues or long-standing debt.</li> <li>• Housing issues (unsuitable, overcrowding or at risk of eviction).</li> </ul> <p>The team also support displaced people and have a mediation service for parents and teenagers. <b>Tel: 01225 396931</b></p>	Whole family
Continuing healthcare	<p><a href="#">Continuing healthcare</a> (CHC) provide a package of care that is arranged and funded by the NHS for people aged 18 or over to meet their needs following disability, accident or illness.</p>	18 plus
CRUSE	<p><a href="#">Cruse Bereavement Support</a> supporting families affected by bereavement <b>Helpline: 0808 808 1677</b></p>	Whole family
Cygnnet Programme	<p>Cygnnet programme for parents/carers with children on the autistic spectrum aged 4-18 yrs Details can be found on <a href="#">Fosse Way School's Courses &amp; Training for Parents</a></p>	Parents/carers



Service	Support Available	Age Group/s
Education Inclusion Service*	<p>To ensure that all children and young people have access to education and opportunity to achieve. We will do this by:</p> <ul style="list-style-type: none"> <li>• Keeping children and young people as our central focus.</li> <li>• Commitment to partnership working.</li> <li>• Effective identification of children and young people's needs.</li> <li>• Early intervention to address needs.</li> <li>• Focus on safeguarding and wellbeing.</li> <li>• Challenging barriers to education.</li> <li>• Ensuring children and young people are prepared for adulthood.</li> <li>• Uphold the Local Authority's statutory responsibilities to ensure children and young people can access education.</li> </ul> <p><a href="#">B&amp;NES Council, Educational inclusion</a></p>	Parents/carers
Family Link*	<p><a href="#">Family Link</a> is a service for disabled children and their families. Carers are matched with a specific child or young person, and they provide regular short periods of care. This can include overnight stays which are planned. <b>Tel: 01225 394949</b></p>	Parents/carers
Family Lives	<p><a href="#">Family Lives</a> helps parents/carers with the ups and downs of family life. Family Lives provides targeted early intervention and crisis support to families. If you need to talk, we're here to listen The Family Lives par-ents' helpline is available Monday to Friday 9am to 9pm and weekends 10am to 3pm. Free from landlines and most mobiles <b>Tel: 0808 800 2222</b></p>	Parents/carers. All ages
Family Nurse Partnership (FNP)*	<p><a href="#">Family Nurse Partnership</a> (FNP) is a preventative programme offered to first-time mothers aged 24 and under if you are eligible under our extended eligibility criteria 20-24. We also offer the programme for 19 years and under as an offer to any first-time mothers less than 28 weeks pregnant. HCRG Care Group provides this program to mothers who reside in Bath and North East Somerset. <b>Tel: 01225 838 262</b></p>	First-time mothers aged 24

Service	Support Available	Age Group/s
Family Support & Play Service	<p>Southside Family Project deliver the <a href="#">Family Support and Play Service</a> (FSPS) for Bath and North East Somerset Council. The FSPS provides holistic, inclusive and community-based whole family support for children, young people and their parent/carers at risk of experiencing poor social, health and wellbeing outcomes through a trauma informed and therapeutic approach.</p> <p><b>Tel: 01225 331243</b></p>	Whole family
Focus Counselling	<p><a href="#">Focus</a> is a safe place providing professional counselling to people in Bath, Frome, Wells and the surrounding areas. Established in 1999, we are a team of qualified and trainee counsellors helping people worried about their mental health and wellbeing. We offer acceptance, warmth and compassion with whatever you are dealing with. <b>Tel: 07863 444009</b></p>	All ages
Future Bright	<p><a href="#">Future Bright</a> offers free support from a careers coach</p> <p>Need help with your next steps? Whether you have a job or are out of work, our friendly coaches are here for you - for free!</p> <p>Just fill out the form, and we'll connect you with a careers adviser in your area. They'll get back to you as soon as possible.</p> <p>If you have further questions or would prefer to contact us a different way, you can <b>call us on 0117 332 1500</b> or email <a href="mailto:skillsconnect@westofengland-ca.gov.uk">skillsconnect@westofengland-ca.gov.uk</a> <b>Tel: 0117 428 6210</b></p>	18+
Grief Encounter	<p>Supports children, young people and their families where someone has a life-threatening illness or there has been a death in the family. <b>Helpline: 0808 802 0111</b> 9.30 am to 3.00 pm Monday to Friday</p>	All ages
Holiday Activity and Food Programme	<p><a href="#">Holiday Activity and Food (HAF) programme</a> is a government funded holiday programme offering free childcare with a free meal for any child who is eligible for benefit related free school meals. Takes place in Christmas, Easter, and summer holidays.</p> <p>To refer families, you feel would benefit to receive a code, please contact <a href="mailto:Jordan@we-activate.co.uk">Jordan@we-activate.co.uk</a></p> <p><b>Tel: 0121 2274385</b></p>	5 to 17 yrs

Service	Support Available	Age Group/s
Health Visiting Service	The <a href="#">Health Visiting service</a> is available to all families in Bath and North East Somerset who have children under the age of 5 years. Health visitors play a vital role in supporting and aiding expectant or new mothers and their families with any needs that may impact their health and wellbeing. It is recommended that both parents attend if possible, as this will provide an opportunity to ask questions and discuss any concerns that they may have. <b>Tel: 0300 247 0055</b>	Parents/carers
Everyone Health	Our FREE <a href="#">B&amp;NES Wellness Service</a> will support you to address factors that influence your emotional and physical health and wellbeing. The service aims to work you to increase motivation, skills, capacity and resilience to improve your health.	Whole family
Helpfinder	An online directory of eating disorder services. The <a href="#">Beat Eating disorders Helpfinder</a> directory lists a wide variety of organisations and individuals that treat anorexia nervosa, bulimia nervosa, EDNOS/OSFED, binge eating disorder and other eating disorders.	Young people/parents/carers
HERS	This is the local authority <a href="#">Hospital Education and Reintegration Service</a> (HERS). This is for education for pupils who, because of exclusion, illness or other medical reasons, would not otherwise receive suitable education.	5 to 18 yrs
Home Safety Equipment Service	<a href="#">We Care Home Improvements</a> provide a holistic approach to home improvement, addressing your housing needs while delivering value for money. We also provide home safety assessments including free cupboard locks and stair gate provision. Our integrated team approach ensures you receive support from occupational therapists, trusted assessors, and caseworkers <b>Tel: 0300 323 0700</b>	Parents/carers

Service	Support Available	Age Group/s
Homesearch	<p><a href="#">Homesearch</a> is the register for social rent homes and low-cost home ownership in Bath and North East Somerset. We prioritise applications by waiting time and housing need, but it can take a long time to find a low-cost home. Properties are advertised on Friday to Tuesday every week. You will be asked to provide documentation to confirm your eligibility which is that you must be:</p> <ul style="list-style-type: none"> <li>• 16 or over and not subject to certain immigration rules.</li> <li>• Live in Bath &amp; North East Somerset for 6 out of the last 12 months.</li> <li>• or have lived in the district for 3 out of the last 5 years</li> <li>• or have permanent paid employment in the district.</li> </ul>	Over 16s. Adults
Housing Options	<p>Short-term financial support is available for B&amp;NES residents facing a financial crisis. <b>Tel: 01225 477277</b> (Monday to Thursday 9am to 5 pm (Wednesday 9.30 am to 5 pm), and Friday 9am to 4.30 pm). Welfare Support is a partner of the Community Wellbeing Hub. Professional referrals can also be made via the <a href="#">Community Wellbeing Hub</a></p>	Parents/carers
Ivison Trust	<p><a href="#">Ivision trust</a> supports parents and carers to safeguard their children and disrupt the exploitation and train professionals. <b>Tel: 0113 240 3040</b></p>	Parents/ carers
Julian House	<p><a href="#">Julian House</a> supports vulnerable and at-risk individuals. These include adults and young people experiencing homelessness, escaping domestic abuse, adults with learning difficulties and people who need support after leaving prison. They run the Freedom Programme and provide refuge accommodation. <b>Tel: 01225 354650</b></p>	Parents/carers

Service	Support Available	Age Group/s
Learning disability services	<p>The <a href="#">Learning disabilities</a> service is available to anyone over 18 years old with a learning disability, who also live in Bath and North East Somerset - some are available to those aged 16 and over as they transition to adulthood. To access them, you may need to be referred by one of the following:</p> <ul style="list-style-type: none"> <li>• GP</li> <li>• Local mental health service</li> <li>• Adult Health and Social Care team</li> </ul> <p>You can also self-refer for some of our services, <a href="#">Learning disabilities</a></p>	18 plus with a learning disability
Lotus Team of Midwives	<p><a href="#">NHS, Royal United Hospital, Maternity</a>, specialist midwifery support for expectant parents/new parents with additional vulnerabilities. <b>Tel: 01225 371480</b> (9am - 5pm) <b>01225 362184</b> (5pm - 8am)</p>	(Pre-birth – 2). Parents/carers
The Mankind Initiative	<p><a href="#">ManKind Initiative</a> is a 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. <b>Helpline: 01823 334244</b>, <b>Office enquiries: 01823 334229</b> (Monday to Thursday) Email: <a href="mailto:admin@mankind.org.uk">admin@mankind.org.uk</a></p>	Male victims of domestic abuse/violence
Maternity & Neonatal Voices Partnership	<p><a href="#">Local Maternity &amp; Neonatal System (LMNS)</a>, information regarding maternity services for new parents. <b>Tel: 07775 546 071</b> Email: <a href="mailto:chaya.tagore@nhs.net">chaya.tagore@nhs.net</a></p>	Expectant mothers and partners

Service	Support Available	Age Group/s
Mental Health Support – using Cognitive Behavioural Therapy (CBT)	<p>Useful where distorted thoughts are affecting feelings and behaviour.</p> <p><a href="#">GetSelfHelp CBT Course (pdf)</a> – Can support children and young people to think about how thoughts about themselves are affecting feelings and behaviours and how they can challenge these for better health and wellbeing.</p> <p><a href="#">Mental Health Support Team (MHST) in Schools</a></p> <p>The MHST is available to 45% of BANES schools who have been selected to be part of this programme.</p> <p>The MHST provides low intensity, 6-8 sessions of CBT to children experiencing anxiety, low mood, low self-esteem, behavioural difficulties in under 10's and lifestyle management advice. Any referrals that are not accepted receive signposting to other services which can offer support. Email: <a href="mailto:banesmhstreferrals@oxfordhealth.nhs.uk">banesmhstreferrals@oxfordhealth.nhs.uk</a></p>	Age 5-18 years



Service	Support Available	Age Group/s
Mentoring Plus*	<p><a href="#">Mentoring Plus</a> offer mentoring projects and Youth Clubs to support young people and families aged 5-25 within B&amp;NES:</p> <p><b>Volunteer Mentoring 11-21 (21-25 with SEND diagnosis)</b> Young people are matched with a volunteer mentor for up to 12 months of 1:1 mentoring. Applications to refer to this service can be made by schools, professionals, parents, or young people and full referrals are selected using a random ballot due to high demand. Young people must live within B&amp;NES to receive volunteer mentoring.</p> <p><b>Primary Volunteer Mentoring 7-11</b> Children are matched with a volunteer mentor for up to 12 months of 1:1 mentoring. Children must attend a B&amp;NES Primary School and referrals are made directly by schools.</p> <p><b>Professional Mentoring 5-25</b> If a young person has an EHCP or other source of funding they may be able to access our Professional Mentoring Service; applications for this service need to be made by a school or other professional who can confirm how the service will be funded. Young people are matched with a professional mentor who can support a higher level of need than volunteer mentoring.</p> <p><b>Student and Family Support (SAFS) 5-16</b> SAFS provides young people, their families, and schools with individual packages of support to support a Direction off Site or to reintegrate students back into school following a Fair Access decision. SAFS can also support students whose attendance is less than 90% and carry out preventative interventions e.g. students at risk of PEX, changes in students' behaviour at school, peer issues. Referrals to SAFS are made by schools through Inclusion panels, students must live in B&amp;NES and attend a B&amp;NES school. Email: <a href="mailto:inspire@mentoringplus.net">inspire@mentoringplus.net</a> <b>Tel: 01225 429694</b></p>	5-25 (yrs)
Mind (Bath)	<p><a href="#">Mind (Bath) Support for Young People</a> provides youth-specific services which support young people across Bath &amp; North East Somerset access both 1:1 and group support for their mental health and wellbeing. <b>Tel: 01225 316199</b>, Email: <a href="mailto:admin@bathmind.org.uk">admin@bathmind.org.uk</a></p>	10-24year-olds.
Mindline Trans+	<p><a href="#">Mindline Trans +</a> is a national helpline for anyone who identifies as Transgender, Agender, Gender Fluid or Non-binary and their families. <b>Tel: 0300 330 5468</b></p>	Young people/parents/carers

Service	Support Available	Age Group/s
Modern Slavery and Exploitation Helpline (Unseen)	<a href="#">Unseen</a> is a UK charity with its head office in Bristol. We provide safehouses and support in the community for survivors of trafficking and modern slavery. We also run the UK Modern Slavery & Exploitation Helpline and work with individuals, communities, business, governments, other charities and statutory agencies to stamp out slavery for good. <b>Tel: 08000 121 700</b>	All ages
NSPCC	<a href="#">NSPCC Keeping children safe online</a> has lots of useful information and on-line guides about how to keep children safe online	Parents/Carers
National Portage Association	<a href="#">The National Portage Association (NPA)</a> provides a quality framework and training for Portage across England, supporting Portage services, practitioners and parents	
Neurodiversity Support	The service offers support to parents/carers and young people who live with ADHD, Autism, Dyslexia, DCD, Dyscalculia, OCD, Tourette's Syndrome and more. <a href="#">Action for Children, Supporting a child with ADHD at home</a>	Neurodiversity Support
Off the Record*	Counselling services for children and young people <b>Tel: 01225 312 481</b> Complete online form at <a href="#">Off the Record</a>	10-25
One Plus One	<a href="#">One Plus One's</a> accessible online resources help parents to understand the impact of their arguments on their children, and learn techniques to communicate better, handle stress, and manage conflict more constructively. <b>Tel: 07818 137443</b>	All ages
(PACT) Prison Advice	<a href="#">Pact free Prisoners' Families Helpline: 0800 808 2003</a> <b>Tel: 020 7735 9535</b>	Families
PEACE	<a href="#">PEACE (Pathway for Eating Disorders and Autism developed from Clinical Experience)</a> Support for people with eating disorders who also have autism.	All

Service	Support Available	Age Group/s
PEGS	<a href="#">Parental Education Growth Support, Child to Parent Abuse</a> . To access their services, complete a professional or parent referral form online. Email: <a href="mailto:hello@pegssupport.com">hello@pegssupport.com</a> Live chat is available online once a contact form has been completed.	Parents
Post-16 accommodation and support	<a href="#">Post 16 support</a> , preparing to live independently <ul style="list-style-type: none"> <li>• Advocacy</li> <li>• Access to records</li> <li>• Accommodation advice and support for care leavers</li> <li>• Financial support</li> <li>• Staying healthy</li> <li>• Education employment and training</li> </ul>	16+
Project 28 (Turning Point)	Project 28, <a href="#">Turning Point</a> , is a young people's drug and alcohol service in Bath & North East Somerset Want to find out more about our service or have a general enquiry? Send us a message using our <a href="#">Contact Form on Turning Point website</a> or <b>call us on 01225 342052</b> or <b>01225 342053</b>	Young people
Rape Crisis	Information on support for children and young people who have experienced sexual violence. Free <b>Telephone Support Line: 0808 2222</b> (open 24 hours every day) Email: <a href="mailto:info@sarsas.org.uk">info@sarsas.org.uk</a> Free online chat on the <a href="#">SARSAS website</a>	Children and young people
Reach	<a href="#">Reach</a> offers advice on housing, benefits and managing debts. <b>Tel: 01225 422156</b> Email: <a href="mailto:info@dhireach.org.uk">info@dhireach.org.uk</a>	Parents/carers
Relate	<a href="#">Relate</a> offer a mediation service to support parent relationships, whether they are together or separated. <b>Tel: 01179 428444</b> Email: <a href="mailto:enquiries@relate-avon.org.uk">enquiries@relate-avon.org.uk</a>	Adults
Revenge Porn	<a href="#">Revenge Porn Helpline</a> is a service supporting adults aged 18+ who are experiencing intimate image abuse also known as revenge porn.	18+

Service	Support Available	Age Group/s
RSVP Service (within DHI)	<a href="#">RSVP Domestic Violence Perpetrator Programme</a> service for people who have become confrontational or aggressive towards their partner, ex-partner or family members. <b>Tel: 01225 478 730</b> Email: <a href="mailto:info@dhi-online.org.uk">info@dhi-online.org.uk</a>	Adults
SAFE B&NES*	<a href="#">SAFE B&amp;NES</a> advice on relationships, sexual health and wellbeing, pregnancy, sexual and gender identity, and sexual abuse.	11-19 (up to 25 with SEND)
Safelink	<a href="#">Safe Link</a> support anyone of any background, community, age or gender across the whole of Avon and Somerset area who has experienced sexual violence at any time in their life. You do NOT have to report to the police to access our services and the abuse could have happened recently or in the past. <b>Tel: 0333 323 1543</b>	All ages
Samaritans	<a href="#">Samaritans</a> are 24-hour support for anyone who is struggling to cope, who needs someone to listen without judgement or pressure. <b>Tel: 116 123</b> (free number, anytime) Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> (the service aims to respond within several days).	Whole family
SARI, Stand Against Racism & Inequality	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. <b>Tel: 0117 942 0060</b> Complete online enquiry form on the <a href="#">SARI website</a>	Whole family
School Nursing Service*	Access to the Child Health Programme (via <a href="#">School Nurses</a> for physical and emotional health and wellbeing support) <b>Tel: 0300 247 0050</b>	5-19 yrs
SENDIAS	SENDIAS 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 the <a href="#">SENDIAS website</a> , email <a href="mailto:sendias@bathnes.gov.uk">sendias@bathnes.gov.uk</a> or phone their <b>advice line on 01225 394482</b> More information is also available on <a href="#">SEND Local Offer for B&amp;NES</a>	Up to 25yrs

Service	Support Available	Age Group/s
Sensory Support Service	<p>The Sensory Support Service offers specialist support to children and young people with vision impairment and/or hearing loss, as well as, to their families and educational settings across Bristol, BANES, South Gloucester and North Somerset. The service also provides training opportunities, information or signposting, for example:</p> <ul style="list-style-type: none"> <li>• Training on glue ear,</li> <li>• Training on brain related visual difficulties,</li> <li>• Information on patching, colour vision difficulties, auditory processing difficulties</li> <li>• Advice on reasonable adjustments and accessible environments for children and young people with vision impairment and/or hearing loss</li> </ul> <p><a href="#">Sensory support service website</a>  Email: <a href="mailto:sensorysupportservice@bristol.gov.uk">sensorysupportservice@bristol.gov.uk</a>  <b>Tel. 0117 9038441</b></p>	Up to 18yrs (25yrs with SEND)
Southside Family Services*	<p><a href="#">Southside Family Services</a>  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)  <b>Tel: 01225 331243</b>  Email: <a href="mailto:enquiries@south-side.org.uk">enquiries@south-side.org.uk</a></p>	Parents/carers Whole family
Specialist Autism Support Service	<p>The <a href="#">Specialist Autism Support Service (SASS)</a> has been commissioned by Bath and North East Somerset Local Authority to support autistic children and young adults up to the age of 25. To access support from SASS, young people must have a diagnosis of Autism/Autistic Spectrum Disorder and have a B&amp;NES home address. SASS provides a range of advice and support including practical strategies and resources, direct support for young people, transition advice and support, training for parents and professionals and a support offer for families including events such as coffee mornings. SASS operate a helpline on Wednesday mornings all year round where a team member is always available for advice and support  <b>Tel: 01761 412198</b> Email: <a href="mailto:sass@fossewayschool.com">sass@fossewayschool.com</a></p>	

Service	Support Available	Age Group/s
Staying Safe	<a href="#">Staying Safe</a> , help in staying safe from suicidal thoughts.	All
Step Change	<a href="#">Step Change</a> is a debt charity available 24 hours a day 7 days a week. <b>Helpline: 0800 138 1111</b>	Parents/carers
SWAN Housing	<a href="#">SWAN Housing</a> is a charity that provides financial aid on behalf of lower income residents, with the opportunity to gain access to private housing in B&NES. They provide the cash/deposit needed by a tenant to move into a private home. <b>Tel: 01761 432445</b>	Parents/carers
Stop smoking support	<a href="#">Bath &amp; North East Somerset Wellness Service</a> is a free confidential service offering support and advice to local smokers who either want to stop smoking or to cut down the amount they smoke. They can also offer support and advice to those wanting to switch to vaping, and offer support to pregnant smokers through their Health and Pregnancy Advisors Wellbeing Hub <b>Tel: 0300 2470050</b> (free number) Email: <a href="mailto:EH.banes@nhs.net">EH.banes@nhs.net</a>	Smokers aged 12 years and over. Pregnant smokers
Talking Therapies	<a href="#">Talking Therapies</a> service aiming to help you manage a range of common mental health problems including anxiety, stress, depression and low mood. <b>Tel: 01225 675150</b> . Email: <a href="mailto:awp.banes-talkingtherapies@nhs.net">awp.banes-talkingtherapies@nhs.net</a>	Older children and parents/carers
Time 2 Share	<a href="#">Time 2 Share</a> 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 contact them on <b>0117 947 9911</b> or email the team at <a href="mailto:hello@wecil.co.uk">hello@wecil.co.uk</a>	Disabled children and young people
Trauma Counselling	<a href="#">Trauma Counselling</a> support for mothers affected by trauma resulting from adverse childhood experiences. They must be in their antenatal period or have child under 2 years of age to be eligible for the service. <b>Tel: 01225 395400</b> Email: <a href="mailto:brightstartcc@bathnes.gov.uk">brightstartcc@bathnes.gov.uk</a>	Antenatal mothers & with a child under 2



Service	Support Available	Age Group/s
Trauma Recovery Centre	<a href="#">Trauma Recovery UK</a> support for children, parents and carers. Email: <a href="mailto:admin@trc-uk.org">admin@trc-uk.org</a>	Parents/carers Children/ young people
Turning Point	<a href="#">Turning Point</a> , whether you come to us with drug or alcohol issues, a mental health concern, or a learning disability, we'll give you the individual support you need. The people you'll meet have been in similar situations and can provide free and non-judgemental support at one of our 271 locations across England. Whether you're looking to make a change in your life or you want to get a better understanding of what's happening, we can be there alongside you <b>Tel: 01225 342052</b>	
Voices	<a href="#">Voices</a> offering help and support around your concerns for yourself or loved one's unhealthy relationships, offer 1:1 help, peer support and recovery programme for women who are experiencing and have experienced Domestic Abuse. Recovery Programmes and Support. <b>Tel: 01225 984 189 and 07523 506 239</b>	Parents/carers Children/ young people
Welfare Support Team*	Short-term financial support is available for B&NES residents facing a financial crisis. Assistance may include vouchers, help with purchasing essential items, referrals to charities for additional support, or temporary contributions towards housing or living costs. <b>Tel: 01225 47 72 77</b> (Monday to Thursday 9am to 5 pm (Wednesday 9.30 am to 5 pm), and Friday 9am to 4.30 pm). Welfare Support is a partner of the Community Wellbeing Hub. Professional referrals can also be made via <a href="#">B&amp;NES Council's Apply for Welfare Support</a>	Parents/carers

Service	Support Available	Age Group/s
The Willow Project (Joint funded by OPCC)	<p>The work that The Willow project carries out is firmly directed towards minimising risk and vulnerability to child criminal and sexual exploitation and therefore works in many key areas such as healthy relationships, consent, online safety, the different models of sexual exploitation, push and pull factors or whatever support that young person required to lower the risk of child exploitation occurring.</p> <p>The Willow project offers 1:1 work with young people, group work offered to schools and training to other professionals to raise awareness, skills, knowledge and good practice in working with young people vulnerable to exploitation</p> <p><b>Tel: 01225 395202</b> Email: <a href="mailto:willow_csereferrals@bathnes.gov.uk">willow_csereferrals@bathnes.gov.uk</a></p>	11-18 yrs
Winstons Wish	<p><a href="#">Winston's Wish</a>, support for children and young people after the death of a parent or sibling.</p> <p><b>Helpline: 08088 020021</b> (free) Email: <a href="mailto:ask@winstonswish.org">ask@winstonswish.org</a></p>	Children/ young people
Young Carers	<p>Support for children and young people who have a caring responsibility within their family. You can make a referral on their or <b>call them free on 0800 0388 885</b> for more information.</p> <p>The Carers' Centre is a partner of the Community Wellbeing Hub. Professional referrals can also be made via the <a href="#">Community Wellbeing Hub</a></p>	
Young Minds	<p><a href="#">YoungMinds, school anxiety and refusal</a> provides guidance for parents with a child who has school anxiety or refusal.</p> <p>Young Person: <b>Text "SHOUT" to 85258</b> for free 24-hour mental health support.</p> <p>Free Parents <b>Helpline: 0808 802 5544</b></p> <p>You can also chat to a trained adviser online or leave a message through the chat icon on the <a href="#">YoungMinds website</a></p>	Children/ young people Parents/carers
Youth Connect South West*	<p><a href="#">Youth Connect South West</a> support for young people disengaged from education, employment or training or at risk of becoming NEET (not in education, employment or training).</p> <p><b>Tel: 01225 396980</b> Monday to Friday (9:00 - 16:30) <b>Tel: 07980998670</b> Out of office hours. Email: <a href="mailto:youthconnect_supportservices@bathnes.gov.uk">youthconnect_supportservices@bathnes.gov.uk</a></p>	13-19 years