



Wirral CAMHS & Early Help Resource and Information Pack

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

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

For an online copy of the pack, please visit:

<https://www.mymind.org.uk/media/1515/camhs-early-help-resource-information-pack-nov-19.pdf>

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

Revised July 2021

Coping

There are ways to develop coping strategies through self-help resources for children, young people and families. Details of websites, apps and reading materials that lots of young people find useful are provided on **pages 3-10**

Getting Help

Sometimes some additional support is required. On the Wirral there are a number of agencies who can offer support and counselling. Details are provided on **pages 11-21**



Getting Risk Support

What to do if there is an immediate risk to self or others – See **page 24**

Getting More Help

Sometimes difficulties might require more intensive support, which may include specialist services or Team Around the family. Details can be found on **pages 21-23**

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Bereavement

- **Child Bereavement UK (CBUK):** www.childbereavementuk.org - Support families and educate professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Their helpline is run by professionally trained support workers. CBUK also offer a series of booked telephone sessions for parents facing the bereavement of a baby or child of any age, and for parents/carers supporting children or young people. Email: support@childbereavementuk.org Helpline: 0800 02 888 40 (9am-5pm, Mon-Fri)
- **Grief Encounter:** <https://www.griefencounter.org.uk/> - Resources offering advice and support around bereavement. For further support, you can get in touch via email, webchat or call the helpline: 0808 802 0111 (9am-9pm, Mon-Fri); Email: griefftalk@griefencounter.org.uk
- **Love, Jasmine UK:** <https://www.lovejasmine.org.uk/about> - A charity that provides emotional and practical support to families that have lost a child, including; website articles, practical information, counselling, support groups and a range of complimentary therapies. Coffee mornings are also open to Wirral families but are based in Liverpool. Tel: 0151 459 4779; Email: enquiries@lovejasmine.org.uk
- **Winston's Wish:** www.winstonswish.org.uk – A national bereavement support service, they offer practical support and guidance for children, young people and families after the death of a parent or sibling. Specific resources and advice surrounding Covid-19 are available online, including articles on separation anxiety and readjusting to school. Free Helpline: 08088 020 021 Email: ask@winstonswish.org and webchat (Tuesdays 1pm-5pm, Fridays 9.30-5pm)

For further bereavement support for adults, children and young people please see the MyMind website.

<https://www.mymind.org.uk/resources/relationships/loss>

Bullying

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

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- **Kidscape:** www.kidscape.org.uk – Help to equip children and young people with skills to tackle bullying by offering advice, practical tools and workshops. Also provide guidance and practical advice to parents and offer training to professionals. Tel: 020 7823 5430; Email: info@kidscape.org.uk

Drugs and Alcohol

- **FRANK:** www.talktofrank.com If you want to talk, you can call FRANK on 0300 123 6600, 24 hours a day, 365 days a year. Live Chat – have a friendly, confidential chat online from 2pm-6pm on any day of the week. Need a quick answer? Text a question to 82111 and FRANK will text you back. Email frank@talktofrank.com

Learning Disabilities

- **Local Offer:** www.localofferwirral.org Information about services, support and advice that are available for Wirral children with special educational needs and disabilities

LGBT+

- **Let's Work It Out:** A weekly support group for any young person aged 14-18 who identifies as LGBT+ or unsure. Meets at The Hive Youth Zone, Birkenhead. Email LGBTQ@thehiveyouthzone.org or call 0151 705 8000 for information.
- **Galop, the LGBT+ anti-violence charity:** www.galop.org.uk - National helpline for lesbian, gay, bisexual and transgender people who are experiencing domestic abuse and discrimination. Support from the team and peers can also be accessed from the online forum. Tel: 0800 999 5428 or Email help@galop.org.uk.
- **Mermaids:** www.mermaids.org.uk - Offer support for gender-diverse and transgender children and young people, and their families; aims to relieve the mental and emotional stress of all persons aged under 19 years who are in any manner affected by gender identity issues. Various support include a helpline 0808 801 0400, Mon-Fri 9:00am – 9:00pm, an email support service, a parents forum and a

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separate teens forum, support groups plus multiple residential weekends. Website includes a webchat facility (9am-9pm). Email: info@mermaidsuk.org.uk

- **New Horizons:** LGBT+ group running at Wallasey Youth Hub every Monday, providing a safe space, support, issue-based workshops and fun for lesbian, gay, bi, transgender and questioning young people aged 13-19. Separate support group for those aged 8-12 and parents (New Horizons Juniors). Text or call Katrina Maxwell on 07920 278 107 (Support groups are currently held online.)
- **The Proud Trust:** www.theproudtrust.org - An LGBT youth organisation, providing youth groups and peer support, delivering training and events and offering downloadable resources for young people, professionals and parents. Email: info@theproudtrust.org

Mental Health

- **BEAT (Eating Disorder Association):** www.b-eat.co.uk - Information about eating disorders, how to get help and how to help others. Website also includes a 1-1 webchat facility as well as online support groups and chat rooms. Email: info@beateatingdisorders.org.uk or fyp@beateatingdisorders.org.uk for young people. Helpline: 0808 801 0677; Youth Line: 0808 801 0711. (Mon-Fri 9am-8pm; Sat-Sun 4pm-8pm)
- **CALM (The Campaign Against Living Miserably):** www.thecalmzone.net - A registered charity, which exists to prevent male suicide in the UK. Webchat can be found on the website. Helpline: 0800 585858 (5pm-Midnight 365 days a year). Email: info@thecalmzone.net
- **CAMHS Ready:** www.camhsready.org - CAMHS Ready is a tool for young people and their families to ensure they get the most out of their first visit to CAMHS. Created by North Staffordshire CAMHS.
- **ChildLine:** www.childline.org.uk - ChildLine is a free and confidential service for people up to the age of 18-years-old. It's there to help any young person who is going through a tough time and needs someone to talk to. Option to speak to a counsellor by telephone or email; there's also online chat service, message boards and information on the website. Helpline: 0800 1111 (24 hours a day, 7 days a week)

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- **Ditch The Label:** www.ditchthelabel.org - Helping 12-25 year olds overcome the issues that affect them most including bullying, mental health, cyberbullying, body image, relationships, sex, identity and coming out. Support forums and blog posts can be found on the website.
- **Get Informed:** www.young.scot/get-informed - A teenager health site; using the search tool can search 'Mind' or 'wellbeing' to access information and advice about common mental health conditions and dealing with difficult feelings; plus lots of tips on how to stay happy and well.
- **Get-Self Help:** www.getselfhelp.co.uk - Provides information about various mental health conditions and self-help resources, including worksheets and information sheet, plus videos and self-help mp3s.
- **Headroom:** www.bbc.co.uk/headroom - Online resource that recognises the impact the pandemic is having on mental health; provides a toolkit for the mind to help people look after themselves with practical everyday tips, inspiring personal stories, activities and music mixes to boost mood, escape and relax
- **Headspace Toolkit:** www.headspaceireland.ie/downloads - Information and advice for young people who need a short stay at hospital, to understand what's happening, know their rights and feel they can be involved in the decisions being made.
- **MindEd:** www.minded.org.uk - Provides information, guidance and 'e-learning' modules on children and young people's mental health, wellbeing and development to any adult to help them support the development of young healthy minds, and identify and support children and young people with mental health issues.
- **The Mix:** www.themix.org.uk - Support service for young people. It is suitable for 16-25 year olds to help them take on any challenges they're facing, including mental health difficulties, sexuality and drugs. Includes 1-2-1 chat online and helpline: 0808 808 4994 (7 days a week, 3pm-12pm). Dedicated crisis support, text 'THEMIX' to 85258
- **NHSinform:** <https://www.nhsinform.scot/illnesses-and-conditions/mental-health> - Information and advice to those experiencing troublesome thoughts, feelings and actions. The site contains information and various self-help guides covering conditions such as depression, anxiety, stress, panic and sleep problems that can offer support, advice and information.

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- **My Mind:** www.mymind.org.uk - The CWP CAMHS webpage developed for anyone interested in the mental health & well-being of children and young people. Includes information, resources and activities for CYP and parents, carers and professionals to download and use.
- **OCD-UK:** <http://ocduk.org> - The national OCD charity, run by and for people with lived experience of OCD. Provides resources and information for children and adults whose lives are affected by OCD. Online support groups for family members of those affected by OCD or 18+ held every Tuesday and Thursday. An online under 18's support group (11-18) is also available, see website for more information.
- **PAPYRUS (Prevention of Young Suicide):** <https://papyrus-uk.org> - National UK charity dedicated to the prevention of young suicide. Website has downloadable coping strategies and distraction techniques. Helpline: 0800 068 4141; Text: 07860039967; Email: pat@papyrus-uk.org
- **Reading Well:** <https://reading-well.org.uk/books> - Helps you to understand and manage your health and wellbeing by suggesting helpful reading. All books listed are endorsed by health experts and those with lived experience. Includes reading lists for Young People, Children and a list of Mood-boosting Books.
 - **You can visit Wirral Libraries to borrow many of these books, some of which are also available as e-books and audiobooks.**
<https://www.wirral.gov.uk/libraries-and-archives>
- **Running Head First:** www.runningheadfirst.org: Not for profit organisation which utilises walking, jogging, running and physical activity to improve the mental health of the population in the North West. Children, young people and adults. Tel: 0151 315 1092 Email: chris@runningheadfirst.org
- **Samaritans:** www.samaritans.org.uk - Consists of volunteers who are available to talk to in confidence for support if feeling sad or upset and don't know where else to turn. A self-help app is available through the website to help keep track of how you're feeling, and get recommendations for things you can do to help yourself cope, feel better and stay safe in a crisis. Tel: 116 123 (24 hours a day, 7 days a week) or Email: jo@samaritans.org.

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- **STEM4:** www.stem4.org.uk – A charity that supports positive mental health in teenagers, raising awareness and enhancing detection and education. Offers resources, information, and downloadable apps around anxiety, depression, self-harm, eating disorders and addiction.
- **Young Minds:** <https://youngminds.org.uk/> - the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people. Provide expert knowledge to professionals, parents and young people through online resources, tool kits, training and development, outreach work and publications. Parents can get support through the Webchat or by calling the helpline: 0808 802 5544 (Mon-Fri, 9.30am-4pm).

Mental Health - Mobile Phone Apps

Mindfulness/Coping Strategies

Smiling Minds – *Meditation* - www.smilingmind.com.au

Chill Panda - *Meditation* - www.chillpanda.co.uk

Headspace - *Meditation* - www.headspace.com

CALM – *Meditation* - www.calm.com

Think Ninja – *Resilience and coping strategies* – www.nhs.uk/apps-library/thinkninja

Looking after yourself

Sleepio– *Sleep* – www.sleepio.com/mobile

Sworkit – *Exercise* – www.sworkit.com

Move Mood – www.movemood.co.uk

Self-harm/distraction techniques

Calm Harm – *Distraction* – www.calmharm.co.uk

Stress and Anxiety

Clear Fear – *Anxiety* - www.clearfear.co.uk

Mind Shift - www.anxietycanada.com/resources/mindshift-cbt/

Suicide Prevention

Stay Alive App – www.prevent-suicide.org.uk/find-help-now/stay-alive-app

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Support for Parents, Families and Communities

- **ADDvanced Solutions:** www.addvancedsolutions.co.uk – Aim to support and empower families living with neurodevelopmental conditions by delivering community based learning, coaching and mentoring, and health and wellbeing activities including family activity days. Tel: 0151 486 1788 Email: info@addvancedsolutions.co.uk
- **Barnardo's Covid-19 Support Hub:** www.barnardos.org.uk/barnardos-covid-19-support-hub - In response to the negative impact that Covid-19 is having on the mental health and wellbeing of many children, young people and their families, Barnardo's have put together a collection of information and resources on different topics that are affecting people right now. Including; emotional wellbeing, back to school, family support and advice surrounding children and young people's internet use.
- **Bee Wirral:** Offer a range of activities and services including baby groups, supervision for family contact, adult groups for socialising, courses and training. Summerhill House, Fifth Avenue, Prenton, CH43 9LB. Tel: 0151 647 7587. Email: info@beewirral.co.uk
- **Besom:** www.besominwirral.co.uk - A charity run by a group of volunteers who serve the Wirral area by passing on free household items (furniture, bedding, electrical items, kitchen equipment) to those in need who have been referred to them by an agency. Email: contact@besominwirral.co.uk Tel: 0151 640 0125
- **Children's Centres:** www.wirral.gov.uk/early-years-and-childcare/childrens-centres - Offer advice and support for the parents of children aged 0-5 years and a range of parenting programmes and support groups. Parents can self-refer directly to the individual Children's Centres (Groups are currently limited due to COVID guidelines). Guides on activities to try at home and videos are shared via the My Child Can Facebook page.
- **Citizens Advice Wirral:** www.citizensadvicewirral.org.uk - Offers help and advice across issues including management of debt, problems with housing and rent, relationship issues, consumer rights and help to claim Universal Credit. Advice Team: 0808 2787848 (9.30am-4pm Mon-Fri). Web chat also accessible via website. For support in making a claim for Universal Credit call 0800 144 8 444
- **Community Midwives:** <https://www.wuth.nhs.uk/our-locations/wirral-women-and-childrens-hospital/maternity-services/labour-care/community/community-midwives/> - Offer a range of support for mums/dads-to-be and new mums, including parent craft and birth preparation classes. Tel: 0151 604 7682 for enquiries or 0151 604 7501 to book into the service.

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- **Crea8ing Careers:** www.crea8ingcareers.com - Run family education workshops and parenting programmes, along with support groups and career & employability support. Additionally, CPD accredited professional training on Adverse Childhood Experiences Awareness. Address: 4 Brandon Street, Birkenhead, CH41 5HN Tel: 020 3143 4824 Email: info@crea8ingcareers.com Facebook/Twitter [@crea8ingcareers](https://www.facebook.com/crea8ingcareers)
- **Family Information Service and Childcare Team:** www.wirral.gov.uk/early-years-and-childcare - Provide information, advice and guidance to families, including finding suitable childcare, applying for schools and signposting to appropriate services. Email: fis@wirral.gov.uk Tel: 0151 606 2000
- **Family Lives:** www.familylives.org.uk – Offer information, advice, guidance and support on any aspect of parenting and family life, including bullying, separation and communicating with teens. Website includes short videos, online parenting courses and forums to chat with other parents. For further support, call the helpline: 0808 800 2222. Email: askus@familylives.org.uk
- **Gingerbread:** www.gingerbread.org.uk - Offers support, advice to, and campaigns for single parent families, helping them meet their family's needs. Offers online information, an online forum, and a helpline. Helpline: 0808 802 0925
- **Health Visitors:** www.wchc.nhs.uk/services/health-visiting-wirral/ - Specialists in child health and development who work to promote and improve the health and wellbeing of pre-school children and their families. Offer information, support and advice to ensure families are fully supported to give their children the best possible start.
- **Family Nurse Partnership:** www.wchc.nhs.uk/services/family-nurse-partnership-wirral-cheshire-east/ - A home visiting programme for first-time young mums (18 and under) and families. Offer 1-1 support for first-time young mums and their partners up until the child's second birthday. Email: wcnt.fnp@nhs.net Tel: 0151 514 2494
- **Involve Northwest- Connect Us:** www.involvenorthwest.org.uk/index.php/services/community-connectors-service - Aim to enable local residents to improve wellbeing together and feel less isolated. Puts you in touch with a Community Connector who can support you to set goals towards feeling better and link you to activities, groups, organizations and services to achieve your goals. Can also attend Virtual Get Together every Wednesday at 10am Tel: 0151 644 4516; Email: connectus@involvenorthwest.org.uk

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- **North Birkenhead Development Trust:** www.nbdtd.co.uk - A community anchor organisation for the neighbourhood to improve the quality of life and opportunities for all living in North Birkenhead. Running the St James Centre, they offer various activities including kids clubs, day trips and adult education. Also, home to a community café, library and day nursery. Tel: 0151 670 9974 or call/text: 07759237181; Email: reception@nbdtd.org.uk.
- **Wirral Change:** www.wirralchange.org.uk - Provides a range of services to support disadvantaged and Black and Minority Ethnic (BME) communities in Wirral including practical advice and guidance, support groups, activities, ESOL sessions and employment support Tel: 0151 649 8177; Email: info@wirralchange.org.uk Facebook Page: www.facebook.com/wirralchange
- **Wirral Credit Union:** www.wirralcu.org.uk - An alternative way to save and borrow, a credit union is a not-for-profit financial co-operative that exists to help its members manage their finances better by providing savings facilities and access to low cost loans. Email: info@wirralcu.org.uk
- **Wirral Multi Cultural Organisation:** www.wmo.org.uk - Offers a range of professional and culturally sensitive services to improve the overall health and wellbeing of the local BME communities. A key focus is to support more vulnerable members of the local BME community by providing language support, advocacy, social support and activities, assistance to access primary care services and advice and education services. Tel: 0151 792 5116; Email: info@wmo.org.uk

Getting Help

Children and Young People Support Services

- **AJ & Friends Association:** www.ajandfriends.co.uk - Provide respite care for children, young people and the elderly. Counselling and wellbeing support, workshops to promote self care as well as stay and play sessions for children and young people with complex additional needs. Email: hello@ajandfriends.co.uk Tel: 0151 318 4726
- **Alumina:** www.alumina.selfharm.co.uk – Offers free online self-harm support for 14-19 year olds. The support groups are made up of up to 8 young people and 2 professionally trained leaders who meet online once a week for 7 weeks, offering a friendly, inclusive and non-judgmental space, provide support, tools and ideas to help you move towards a life free from self-harm.
- **Barnardo's Action with Young Carers, Wirral:** www.barnardos.org.uk/what-we-do/services/action-young-carers-wirral - Assess and support children and young people under 19 who provide regular or ongoing care and emotional support to a family member (usually an adult) who is physically or mentally ill, disabled or misuses substances with a whole family approach. Tel: 0151 650 5488; Email: wirral.services@barnardos.org.uk
- **Brook Wirral:** www.brook.org.uk/services/brook-wirral - A free, confidential sexual health service for young people aged 19 and under. Brook Clinic offers all methods of contraception including implants, pregnancy testing and referral for termination, STI testing and treatments, as well as help and advice. Brook Education works in all youth settings with young people and provides training for those working with young people around relationships and sexual health. Tel: 0151 670 0177
- **Children and Young People's Helpline:** Wirral Council have launched a dedicated live chat for children and young people alongside its existing freephone number. The team will be available to talk through any worries, stresses a young person may have or just be a friendly voice if they need someone to speak to. The live chat can be found on the website www.itsneverokwirral.org/chat ; Helpline: 0808 196 4147.
- **Children's Bereavement Counselling Services:**
 - **Butterflies:** www.listening-ear.co.uk/butterflies Listening Ear Merseyside is a community-based charity which provides a free, confidential, non-judgemental reflective listening, counselling and bereavement support service for people within the Merseyside area. Offer support to children and their families. Tel: 0151 488 6648; Email: enquiries@listening-ear.co.uk

Getting Help

- **Dove:** www.thedoveservice.org.uk - Provide counselling and group support activities to anyone who is or could be affected by bereavement, life changing illness or other significant loss. 01782683155
- **For further bereavement support for adults, children and young people please see** www.mymind.org.uk/resources/relationships/loss
- **Creative Youth Development:** Provides participatory arts for young people (12-19; Limited offers for 7-11) across Wirral to promote self-esteem and confidence, improving their physical and emotional wellbeing. Also run life skill projects in small groups as well as one to one support with youth workers. Most projects are currently run online due to Covid-19 restrictions. Tel: 0151 666 3706 Email: carondrucker@wirral.gov.uk Facebook Page: www.facebook.com/CYDWirral/
- **Youth Matters:** Provide a wide range of targeted youth support and play activities to meet the needs of children aged 6-19. Including: advice, play schemes, youth clubs and counselling, all to build confidence and support young people into adulthood. Youth clubs are currently being held online and activity packs are available for delivery to support children through Covid-19. Helpline: 08081 964147 Email: youthmatters@wirral.gov.uk. The team run a Facebook page which you can visit for more information www.facebook.com/youthmattersinwirral.
 - **Detached Youth Work Team:** A part of the Youth Matters Team who provide early help by engaging with young people (13- 19) who are often vulnerable to exploitation and criminality. The team build trusted relationships with young people, listen to their story, open doors and help navigate them through uncertain times. Tel: 0151 666 3960
- **Forum Housing:** www.forumhousing.co.uk A specialist provider of supported accommodation for those 16+ who are at risk of becoming or are homeless or seeking independence, which cater for a range of needs. The Links Project is specifically tailored for 16 & 17 year olds and can accommodate care leavers up to age 21. All offers of accommodation incorporate a support plan, tailored to the individual's needs. Referrals can be made via mainstay or self-referral. Tel: 0151 649 9718; Email: info@forumhousing.co.uk
- **Health Services in Schools (HSIS):** Youth Workers provide a confidential drop in service for young people aged 13-19 years in Wirral Secondary Schools, offering advice, guidance and support to young people on all aspects of their health and well-being including: relationships, sexual health, drug and alcohol, confidence and self esteem. Work in partnership with the School Nurse, CAMHS, Youth Workers. Tel: Michelle Langan 0151 666 3780 Email: michellelangan@wirral.gov.uk

Getting Help

- **Kooth:** www.kooth.com Kooth is an online counselling and support service for young people (11-25) that provides users with a free, confidential, safe and anonymous way to ask for help or talk through their issues. Offers live chat with counsellors and support workers as well as discussion boards and a magazine with helpful articles and tips from young people and the kooth team.
- **NYAS (National Youth Advocacy Service)** – www.youngpeople.nyas.net national children’s charity, providing advocacy and legal representation to children and vulnerable adults when important decisions are being made about them. If you are a child, young person or ringing on behalf of a child, young person or vulnerable adult and need help, information or advice, telephone the freephone helpline on 0808 808 1001 or email help@nyas.net. An App available on the App Store and Google Play.
- **The Open Door Centre:** www.opendoorcharity.com - (15+) Provide Mental Health Support for young people free of charge. Also offers music and art provision. Free and immediate access to Computerised Cognitive Behaviour Therapy (CCBT), face-to-face counselling and meditation/mindfulness for those wishing to improve concentration and relieve stress. Offers a number of projects, including:
 - **Bazaar** – Blends elements of CBT, Mindfulness and more to help those aged 15+ to understand their mind and give them the tools to support themselves in the future.
 - **Colours** – A wrap around initiative which provides support and guidance to parents at the earliest possible opportunity, focusing on proactive solutions and building resilience.
 - **Oomoo** – Emotional wellbeing support for young people through creative classes, therapeutic interventions and peer support.
 - **Leaf** – Aimed at inter-family dynamics which may result in aggression or communication breakdown between parents and children. Offers de-escalation training, weekly discussions with other parents who have similar experiences as well as monthly support sessions.Address: Bloom Building, Birkenhead Industrial Park, 3 Abbey Close, Birkenhead CH41 5FQ. Tel: 0151 639 4545. Email: info@opendoorcharity
- **Private Therapists and Psychologists** - Professional bodies holding directories of accredited therapists required to meet particular standards in order to be registered.
 - **British Psychological Society (BPS)** www.bps.org.uk - Holds a directory of chartered psychologists, can be found under the ‘Find a Psychologist’ section.

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- **British Association for Behavioural and Cognitive Psychotherapies (BABCP)** www.babcp.com – Holds an official register of all accredited Cognitive Behavioural Therapists (CBT), can be found under the ‘Public - Find a Therapist’ section.
- **British Association for Counselling & Psychotherapy (BACP)** www.bacp.co.uk - Holds a register of counsellors & psychotherapists accredited by the Professional Standards Authority for Health, can be found under the ‘About Therapy – How to find a therapist’ section.
- **Response** – A confidential service for young people aged 13-19 years, offering a wide range of support in relation to young people who are struggling with substances, alcohol, or their mental health. Direct referrals can be made to response with young person’s consent. Young people can also present during opening hours. Offers confidential counselling and a targeted drug and alcohol service giving advice and support to the young person and their parents/guardians. Address: 1 Pilgrim St, Birkenhead, CH41 5EH Tel: 0151 666 4123 Email: response@wirral.gov.uk
- **SHOUT:** www.giveusashout.org - A free text messaging service which provides 24/7 support for anyone experiencing a mental health crisis. Connecting people to trained volunteers, enabling them to move from a moment of crisis to a calm state and form a plan for next steps to find longer-term support. Text SHOUT to 85258.
- **Wirral Supported Lodgings (WSL):** www.localsolutions.org.uk - Provide family style accommodation for young people who have become homeless for a number of different reasons, with support to develop the young person's skills to enable them to live independently in the future. Target group is 16-21 year olds, single male or female with no dependents. Tel: 0151 650 5483 Email: wsl@localsolutions.org.uk
- **Youth Federation:** www.youthfed.org.uk - A youth charity that supports young people between the ages of 8 and 25, offering a range of services to young people to build self-confidence, information about online youth clubs, courses and programmes can be found on the website. Tel: 0151 357 1971 Email: info@youthfed.org

Family and Parent - Support Services

- **Action for Children:** www.actionforchildren.org.uk - Protect and support children and families by providing practical and emotional care and support as well as providing fostering and adoption services. Have launched an online parenting hub ‘Parent Talk’, to provide

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extra parenting support and advice, includes articles on common parenting questions as well as a live chat service which will connect you to a qualified parenting coach <https://parents.actionforchildren.org.uk/>

- **ADHD Foundation** – www.adhdfoundation.org.uk -The ADHD Foundation works in partnership with individuals, families, doctors, teachers and other agencies to improving emotional well-being, educational attainment, behaviour and life chances through understanding and self management of ADHD, ASD and related learning difficulties such as dyslexia, dyspraxia, Irlen’s Syndrome, dyscalculia and Tourette’s Syndrome. Also provide training for professionals. Tel: 0151 541 9020 Email: info@adhdfoundation.org.uk. Online support groups for parents and carers of children and young people living with ADHD are currently being held online at 10am on the first 3 Mondays of every month. Contact natalie.wojcik@adhdfoundation.org.uk
- **The Adoption Support Fund:** www.gov.uk/guidance/adoption-support-fund-asf - Help families who need therapeutic support following adoption. An assessment of the family’s adoption support requirements needs to be completed by the Local Authority, who will apply to the fund on the family’s behalf. The fund can be used to access support from registered organisations. Families that wish to apply to the fund should contact their Local Authority.
- **Autism Together – Children and Family Service:** www.autismtogether.co.uk - Support children, young people and their families, in helping them understand autism and social and communication difficulties, offering information, advice and services to families who have: a child with autism; a child undergoing a diagnosis of autism; or who have a child with social and communication difficulties as their primary need. Offer online sessions for young people aged 8-12 years and 12-18 years Tel: 0151 666 9960; Email: cfs@autismtogether.co.uk
- **Wirral Baby Baskets:** Provide free baby baskets containing essential items to expectant parents. Accept referrals from midwives, health professionals, housing associations, support workers or community organisations, ideally from around the 6th or 7th month of pregnancy. Tel: 07554 006729 Email: wirralbabybaskets@hotmail.com.
- **Caritas Shrewsbury:** www.caritasshrewsbury.org.uk - A social action agency focusing on the rights and services of children and families, providing practical and emotional support to those experiencing hardship and difficulties. They work with individual children and families

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in the community or in schools helping them deal with a range of issues such as Domestic Violence, poverty, positive parenting, low self-esteem, isolation and neglect Tel: 0151 652 1281; Email: info@caritasshrewsbury.org.uk

- **Ferries Family Groups:** www.ferriesfamilygroups.org.uk - Supporting parents and families through peer support groups, 1-1 support and courses such as a 10 week Nurturing Programme and 4 week Parenting Teenagers programme. Tel: 0151 345 6920 Email: office@ferriesfamilygroups.org.uk
- **Koala Northwest:** www.koalanw.co.uk - Work in partnership with families, helping them manage the difficulties of family life. They run various projects and groups to help support parents as they learn to cope, improve their confidence and build better lives for themselves and their children.
 - **1001 Days Programme** : For parents during pregnancy and the first two years of their baby's life. Supporting access to services and information through the partnership of organisations and professionals on Wirral to improve outcomes for children.
 - **Breastfeeding Peer Support** - Supporting families post-natally with telephone support, home visits and groups.
 - **Home Visiting Family Support** - trained and supported volunteers are matched to a family with a child aged 5 and under, who they visit once a week to provide emotional and practical support to achieve improved parental health & wellbeing, improved child health & wellbeing, confident & positive parenting, and improved management of the family home.
 - **Incredible Years** – Aimed at parents and carers with children aged 2-5 years old, supporting behaviour management.
 - **Groups** – Stay and Play for babies and toddlers, Infant Massage (up to 6 months) and Baby Discovery (12 Months & Under)
 - **Kind Words and Play** – Five week programme for parents and their young children to help reduce aggressive and challenging behaviour.
 - **Parent Infant Mental Health Service (PIMHS)** – Supports early relationships between parents and their babies, especially those experiencing emotional or mental health issues.
 - **Sleep Service** – Supporting families who have a child aged 1 to 11 years old, where poor sleep routines are having a significant impact on the family, learning or behavioural issues.

Tel: 0151 608 8288; Email: admin@koalanw.co.uk
- **Next Chapter:** www.nextchapternwcic.co.uk - An early intervention service working with children, young people and adults to help improve wellbeing. Offer a range of programmes dependent upon need, including: peer support, 1:1 support, workshops, courses and activities. Tel: 07907 445526; Email: claire@nextchapternwcic.co.uk

Getting Help

- **Safe Families for Children:** www.safefamilies.uk - Works hand-in-hand with children's services to link families in need with local volunteers who can offer help and support. Host family volunteers offer short periods of respite when children cannot stay at home. Respite can be stays with a host family or daytime support, both one-off or recurring. Helping parents get back on their feet. Tel: 0151 558 1474 Email: office.northwest@safefamiliesforchildren.com

Adults and Communities

- **Amparo:** www.amparo.org.uk - Offer emotional and practical support for anyone affected by suicide, can be 1-1 or in family, peer of colleagues groups. Helps with a range of practical matters such as: dealing with police and coroners, preparing for and attending inquest, helping with media enquiries and helping you to access other appropriate support services. Tel: 0330 088 9255 Email: amparo.service@listening-ear.co.uk
- **Compañeros:** A safe space offering support for those suffering a mental health crisis. Offers access to one-to-one crisis intervention, wellbeing recovery projects, creative arts and social and emotional support. 2a Price Street, Hamilton Square, CH41 6JN, open 1pm-10pm, seven-days-a-week. 18+, can be accessed via walk in's or self-referrals.
- **PALS service (Patient Advice and Liaison Service):** www.wired.me.uk - Provides a confidential service helping you to sort out any concerns you may have about the care you are receiving and guiding you through the different services available from the NHS. Tel: 0800 054 2137 (Mon-Fri 9am-4pm); Email: wirralpals@wired.me.uk
- **Sole Survivor:** www.ptsdsupport.co.uk – A support hub for people affected by PTSD. Offers guides on dealing with PTSD, online support sessions conducted via Zoom, and support packages, ranging from Mental Health Coaching, Active Listening and Community Support, helping to get the people in the community back to where they need to be and breaking down those barriers of social isolation. Address: The Foundry Business Centre, Marcus St, Birkenhead, Wirral, CH41 1EU. Email: info@ptsdsupport.co.uk

Getting Help

- **Talking Together Wirral (16+):** www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral/ - Offer a range of talking therapies for people/young people experiencing common mental health problems such as low mood, depression, anxiety, stress, OCD. Commissioned as part of the national Improving Access to Psychological Therapies (IAPT) model. Therapies include Cognitive Behavioural Therapy (CBT), online CBT and counselling. GP's can refer or young people (16+) can self-refer over the phone or using their online form on the website. Address: Units 24-28, Woodside Business Park, Birkenhead, CH41 1EL. Tel: 0151 649 1859 (9:00 – 5.00pm daily). Email: info@talkingtogetherwirral.org
- **The Martin Gallier Project:** www.themartingallierproject.org - A dedicated suicide intervention, prevention and postvention service. Provides crisis support through immediate suicide interventions, supports family members bereaved by suicide and offer a range of training opportunities through workshops and courses. Also offers postvention support through buddy system, wellbeing and employment support, counselling and male peer, female peer and relationship support groups. Tel: 0151 644 0294; Email: admin@gallierhouse.co.uk
- **Tomorrow's Women Wirral (TWW)** www.tomorrowwomen.org.uk - For all Wirral women aged 18+ with a commitment to reduce offending, and to provide support and assistance to those women who have never entered the Criminal Justice System but who want to make positive lifestyle changes. The women who attend are not judged and integrate to support and share skills and experiences. Offers support for social isolation, low self-esteem through workshops, courses, events and activities. Tel: 0151 647 7907 (Mon-Fri 9am-4pm) Email: admin@tomorrowwomen.org.uk Telephone service is also open to young women aged 14-17.
- **WEB Merseyside:** www.webmerseyside.org - Supports adults and children who may be isolated, victimised, discriminated against, have low self-esteem and lack hope; a significant number of these being as a result of crimes such as domestic violence, abuse, bullying, hate crime and other criminal activity. Offers self-development courses, confidence and self-esteem training, one-to-one support, days out, holistic therapies; can also help with practical issues such as housing, benefits and employment. WEB runs young women's, men's and young boy's weekly groups providing activities and opportunities specifically focusing on building confidence and self-esteem. Tel: 0151 653 3771. Email: info@webmerseyside.org
- **Wirral Ways to Recovery** - Adult recovery service for people affected by alcohol and drug misuse to help people to break free from harmful patterns of behavior. The service also provides a 'Think family co-ordinator'. This role provides a range of recognised psycho-social interventions.

Getting Help

Drop in at: Birkenhead Hub, 84 Market Wells, Market Street, Birkenhead, Merseyside, CH41 6HB or 151-153 Brighton Street, Wallasey, CH44 8DU

Website: www.changegrowlive.org 'Find your local service'. Email: wirral.services@cgl.org.uk Tel: 0151 556 1335

Support Services for Violence, Crime and Abuse

- **Family Safety Unit (FSU):** www.itsneverokwirral.org/wirral-family-safety-unit - A team of Independent Domestic Violence Advocates (IDVAs). The Unit provides independent and impartial advice to any high risk victim or survivor of domestic abuse. 16+ Tel: 0151 666 4914
- **It's Never Ok Wirral (Domestic Abuse):** www.itsneverokwirral.org - A website managed by Wirral Domestic Abuse Alliance, containing information, advice and support for victims and survivors, information for perpetrators, and resources for practitioners
- **Lighthouse Centre:** A person centred approach to domestic abuse and will support individuals and families in their own journey through domestic abuse. Offers drop-ins, Mon-Fri (8.30 -4pm) for anyone seeking a safe space, listening ear and practical support. My time support group to meet others, form friendships and get support (Mon, 9am-11am; Wed, 1pm-3pm) and a Mentoring Coffee Morning (Fri 9am-11am). Tel: 0151 644 4500 Email: dateam@involvenorthwest.org.uk
 - **The Leapfrog Program** will also be available through the Lighthouse Centre. Leapfrog supports children aged 5-10 years and their mums who have experienced domestic abuse to start on their road to recovery together. <https://involvenorthwest.org.uk/what-we-do/domestic-abuse-team/> Tel: 0151 644 4500 Email: dateam@involvenorthwest.org.uk
- **Mosac:** www.mosac.org.uk – Provides supportive services in a safe and non-judgemental environment for non-abusing parents and carers whose children have been sexually abused. Services include counselling, advocacy, workshops and play therapy for children. Helpline: 0800 980 1958
- **NSPCC:** www.nspcc.org.uk - Specialises in child protection and the prevention of cruelty to children. If you're worried about a child, contact for help, advice and support. Tel: 0808 800 5000; Email: help@nspcc.org.uk

Getting Help

- **Paladin-National Stalking Advocacy Service:** www.paladinservice.co.uk - Provide advice and advocacy to victims of stalking, raise awareness of dangers and risks of stalking, provide training to professionals, scrutinise the new stalking laws, campaign on behalf of victims, develop a victim's network of support. Supports adults of all ages but also have a dedicated specialist young people's independent Stalking Advocacy Caseworker (ISAC) working with 16 to 25-year olds. Tel: 020 3866 4107; Email: info@paladinservice.co.uk
- **Prevent-** The local authority and key partners hold a regular Channel Panel - multi-agency panel is to safeguard young people and adults who might be vulnerable to being radicalised, so that they are not at risk of being drawn into terrorist-related activity. Further information and referral forms can be accessed at <https://www.wirral safeguarding.co.uk/radicalisation-and-extremism/>
- **RASA Merseyside:** www.rasamerseyside.org - Provides free, confidential and non-judgemental services, for individuals who have experienced any form of rape or sexual abuse at any time in their lives. Services include: Independent Sexual Violence Advisor (ISVA) support; counselling; children and young people's services; support groups; advice and information. Tel: 0151 650 0155. Email: rasa@rasamerseyside.org; Helpline: 0151 666 1392; helpline@rasamerseyside.org
- **Respect Men's Advice Line:** www.mensadvice.org.uk – Support for men experiencing domestic abuse, with or without physical violence. Offering non-judgemental emotional support, practical advice and information. Helpline: 0808 8010327 (Mon-Fri 9am-8pm); Email: info@mensadvice.org.uk; Webchat also available via the website.
- **ROC Restore:** www.roc.uk.com/roc-restore/ - A form of Restorative Justice undertaken by community members in facilitated meetings. The aim is to bring together victims and perpetrators of low level crime, anti-social behaviour and nuisance in a meeting where trained volunteers use restorative or reparative approaches to agree on a course of action for those involved. Tel: 0161 393 4511; Email: info@roc.uk
- **Stop It Now:** www.stopitnow.org.uk – A child protection charity working to preventing child sexual abuse, offer advice and support for anyone with concerns about child sexual abuse and it's prevention. For those worried about their own thoughts or behaviour, another adult's behaviour or a child or young person's behaviour. Helpline: 0808 1000 900; Live webchat accessible via website.

Getting Help

- **Survivors UK:** www.survivorsuk.org – Offer support to men (13+) who have been sexually abused as well as their friends and family. All services are provided by trained professionals and include advice and emotional support, counselling and therapy, as well as practical support through their Independent Sexual Violence Advisor (ISVA) services. Tel: 0203 598 3898; Email: help@survivorsuk.org or chat online via the webchat.
- **Wirral Anti-Social Behaviour Team:** www.wirral.gov.uk/communities-and-neighbourhoods/anti-social-behaviour/report-anti-social-behaviour - Focus on 5 main priorities for tackling anti-social behaviour: anti-social behaviour caused by groups of youths gathering in public places; inappropriate use of alcohol by young people; unlawful damage to people's property (criminal damage); anti-social use of vehicles, illegal use of drugs. If you wish to make a complaint about anti-social behaviour Tel: 0151 606 2020 (8.45am – 5.00pm, Mon-Fri). Email: neighbour.nuisance@wirral.gov.uk You can also contact Wirral Community Patrol 24 hours a day Tel: 0151 666 5265
- **Wirral Youth Justice Service – YJS Statutory Services:** www.wirral.gov.uk/communities-and-neighbourhoods/crime-reduction/youth-offending-service : A multi-agency service to reduce the risk of young people re-offending. Tel: 0151 666 3466;
 - a) Prevention Service (YPS)** – work is completed on a voluntary basis with young people (8 to 18 years) who are involved in or at risk of involvement in Anti-Social or Offending Behaviour. Eligibility criteria (2 of the following): Behavioural problems at school, home or in the community, issues at school, concerns regarding substance misuse, mental health or sexual health, anti-social or offending behaviour. Visit the website for a referral form – 'Report a concern'
 - b) Sexually Harmful Behaviours** - For young people who have either been arrested or involved in sexually harmful behaviour. For more information please follow the link: <https://www.wirral safeguarding.co.uk/procedures/6-3-children-young-people-display-sexually-inappropriate-harmful-behaviour/>
- **Women's Aid** – www.womensaid.org.uk - Advice, information and shelter for female victims of domestic abuse. Offer support by phone, email and webchat. A Survivor's Handbook which provides practical support and guidance is available on the website. Also provide support for men being abused by partners. Tel: 0808 200 0247; Email: helpline@womensaid.org.uk

Support for Children and Adults with Disabilities

Koala North West <https://koalanw.co.uk/complex-needs> - offers Wirral groups for children with complex needs.

Getting Help

- **Little Bees:** Weekly support groups offering stimulating, fun and positive play experiences for children up to age 4 with social and communication delay.
 - **Little Movers:** Developmental play group for children up to age 3 with complex needs with a physiotherapist in attendance.
 - **Short Breaks Club:** Provide a stimulating and fun play environment for children with complex needs and their siblings, up until the ages of 7. Giving parents or carers the opportunity to take 2 hours respite.
 - **Empower us Project:** For families of children aged 2 to 11 who have complex needs and/or disabilities. Offers a wide range of services to help cope with parenting and the practical implications of having a children with additional needs. Including; Access to resources, 1-1 support, playgroups (under 5s), afterschool clubs (5-11), In home support, Coffee Mornings and Walk and Talk
Tel: 0151 608 8288 Email: admin@koalanw.co.uk
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- **Short Breaks Service:** www.wirral.gov.uk/health-and-social-care/children/short-break-services-disabled-children - Provide opportunities for disabled children and young people aged 0-19 to spend time away from their primary carers by taking part in a wide range of clubs and activities; either in the child's own home, the home of an approved carer, a residential or community setting. Short breaks can also be activities offering a fun based experience for the family as a whole.
 - **Stick 'N' Step:** www.sticknstep.org - Working with children with Cerebral Palsy, and their families across the North West of England and North Wales. Support through free weekly conductive education (CE) sessions. Enquire by calling Tel: 0151 638 0888 Email: info@sticknstep.org
 - **WIRED - Wirral SEND Partnership** <https://wired.me.uk/services/wirral-send-partnership> - Provides impartial information advice and support to children and young people aged 16-25 with special educational needs and disabilities (SEND), and any parents or carers with dependents under 25 years of age. The focus is on educational, health and social care matters related to SEND. They can offer support face-to-face or over the phone and mediation service relating to Education Health and Care plans. Tel: 0151 522 7990 (Mon-Fri; 9am-4.30pm). Email: ias@wired.me.uk

Getting Help

- **Wirral Mencap:** www.mencapwirral.org.uk provides services and opportunities that improve the quality of life of people with a learning disability and their families. The services are for anyone with a learning disability and their families/carers. Tel: 0151 666 1829 Email: info@mencapwirral.org.uk
- **Wirral Mind:** Provides services to adults with mental health problems and learning disabilities. Support services include self-help groups, drop-in centre, counselling, befriending, community education programme and Mental Health in the Workplace training. Address: 90 – 92 Chester Street, Birkenhead, CH41 5DL. Tel: 0151 512 2200 Email: learning@wirralmind.org.uk. More Information can be found through Facebook page: www.facebook.com/WirralMind

Getting More Help

- **Community Matters Early Help Team:** Advice and support to help professionals access services to meet a family's needs and navigate directories; support for key professionals leading on family plans by advising on Early Help Assessment completion and progress of family plans. Upon completion, all EHAT's should be forwarded to earlyhelpteam@wirral.gov.uk Tel: 0151 608 6510. Further Early Help information and a referral form can be found on www.wirralsafeguarding.co.uk/professionals/what-is-early-help/ Assessment Tools for Professionals can be found on www.wirralsafeguarding.co.uk/tools-for-professionals/ For Multi Agency Thresholds www.wirralsafeguarding.co.uk/multi-agency-thresholds/
- **Early Intervention Team:** NHS service that support and treat individuals (14+) experiencing symptoms of psychosis for the first time. Address: Stein Centre, St Catherine's Hospital, Derby Road, Birkenhead, CH42 0LQ. Tel: 0151 488 7773.
- **Family Matters:** Council service that supports families with children aged 0-19. Includes targeted family support team, pre-birth and infant team, adolescent response team and the family group conferencing team. Works collaboratively with Children's Social Care to reduce the need for statutory intervention or children becoming looked after.
- **Wirral CAMHS (Child & Adolescent Mental Health Service):** A specialist mental health service for children and young people (0-18) experiencing moderate to severe mental health difficulties. **CAMHS accept referrals for the following moderate to severe mental health difficulties:**
 - **Psychosis** –including delusional beliefs, paranoia, deterioration in self-care and social/family functioning, disinhibited behaviour in partnership with Early Intervention Team.
 - **Moderate to Severe Trauma Reaction including Post-Traumatic Stress Disorder and Developmental Trauma** – more than one month after the traumatic event where there is a significant impact on the young person's functioning.
 - **Emerging Emotionally Unstable Personality Disorder** – with significant difficulty forming and maintaining relationships, self-image and mood, and impulsive behaviour
 - **Eating disorders** – including anorexia, bulimia and other eating disorders, in partnership with Chester Eating Disorder Service (CHEDS)

Getting More Help

- **Anxiety and Depressive symptoms** - including phobias, anxiety, depression, OCD, somatic symptoms where there is a significant impact on daily functioning, is beyond a normal adjustment reaction (i.e. bereavement, loss) and of significant duration.
- **Attachment disorder**- having a significant impact on family and social functioning
- **Under 5s** - with significant behavioural, social or emotional difficulties where previous universal interventions have not alleviated the difficulties, in partnership with the Health Visitor service.
- **Children with Severe Learning Disabilities** – who have mental health and/or significant behavioural difficulties, in partnership with the Local Authority disability team.
- **Deliberate self-harm** - accompanied by suicidal ideation and a pattern of emotional dysregulation and poor coping strategies.

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

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

For any queries or for a consultation you can contact the **CAMHS Advice Line Tel: 0151 488 8453** (9am –10pm week days, 12-8pm weekends and bank holidays) Website: www.mymind.org.uk Birch Centre, St Catherine's Hospital, Derby Road, Birkenhead, CH42 0LQ, Tel: 0300 303 3157

Getting Risk Support

- **Accident & Emergency Dept:** Arrowe Park Hospital, Arrowe Park Road, Upton, Wirral, CH49 5PE. Tel: 0151 678 5111 Emergency: 999
- **Integrated Front Door/ Central Advice and Duty Team:** If you are concerned that a child or young person is at risk of harm, abuse or neglect, contact the Integrated Front Door on 0151 606 2008 9am to 5pm, Monday to Friday. Outside of these hours call 0151 677 6557, email IFD@wirral.gov.uk
For professionals: A Request for Services form can be accessed online by clicking the following link & registering: https://wirral-self.achieveservice.com/service/Children_and_families_request_for_support_form
Guidance on how to register can be found here:
<https://www.wirral safeguarding.co.uk/wp-content/uploads/2018/11/Electronic-MARF-form-User-Guide-for-external-partners-1.pdf>
- **Merseyside Police:** www.merseyside.police.uk
If you are concerned about immediate risk to self or others.
Emergency calls: 999
Non-Emergencies calls: 101