



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.wirralsafeguarding.co.uk/professionals/what-is-early-help/>

Revised November 2019

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**

Coping

Bereavement

- **Child Bereavement UK (CBUK):** www.childbereavementuk.org - support families and educate professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Their helpline is run by professionally trained support workers. CBUK also offer a series of booked telephone sessions for parents facing the bereavement of a baby or child of any age, and for parents/carers supporting children or young people. Email: support@childbereavementuk.org Helpline Number: 0800 02 888 40 (9am-5pm, Mon-Fri)
- **Grief Encounter:** <https://www.griefencounter.org.uk/> - helpline launched for children and young people around bereavement.
- **Love, Jasmine UK:** <https://www.lovejasmine.org.uk/about> - a charity that provides emotional and practical support to families that have lost a child: Groups, One to One, Peer Support, Practical Support, Professional counselling, Website articles and Information Wirral Coffee Morning –10am - 12pm on the third Thursday of each month, 6pm -7.30pm on the first Tuesday of each month.
- **Martin Gallier Project:** <https://www.gallierhouse.co.uk/> - The Martin Gallier Project is dedicated to "Preventing suicides, breaking down stigmas, and supporting families in the North West". The Project runs Applied Suicide Intervention Skills Training (Suicide First Aid) in the New Ferry area of The Wirral.
- **Winston's Wish:** www.winstonswish.org.uk – a national bereavement support service, they offer practical support and guidance for children, young people and families after the death of a parent or sibling. Free Helpline: 08088 020 021
- **For further bereavement support for adults, children and young people please see** www.mymind.org.uk
<https://www.mymind.org.uk/resources/relationships/loss/children-and-young-people/>
<https://www.mymind.org.uk/resources/relationships/loss/parents-and-carers/>
<https://www.mymind.org.uk/resources/relationships/loss/professionals/>

Coping

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 - Tel: 0800 169 6928

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 are available for Wirral children with special educational needs and disabilities

LGBT+

- **Brook Wirral Work it Out Group:** a support group for any young person aged 14-18 who identifies as LGBT+ or unsure. Meets weekly at The Hive Youth Zone, Birkenhead. Email melanie.molloy@brook.org.uk or call 0151 677 0177 for information. Website: www.brook.org.uk/find-a-service/service/wirral
- **Galop, the LGBT+ anti-violence charity:** National helpline for lesbian, gay, bisexual and transgender people who are experiencing domestic abuse and discrimination. Tel: 0300 999 5428 or 0800 999 5428 or email help@galop.org.uk Website: www.galop.org.uk
- **Mermaids:** 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 separate teens forum, support groups plus multiple residential weekends. **Email:** info@mermaidsuk.org.uk Website: www.mermaidsuk.org.uk which includes a webchat facility.

Coping

- **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. Text/call Katrina Maxwell on 07920 278 107
- **The Proud Trust** – an LGBT youth organisation, providing youth groups and peer support, delivering training and events and offering downloadable resources for young people, professionals and parents. Website: www.theproudtrust.org Email: info@theproudtrust.org
- **Wirral LGBT Network** - Provide a range of support, advice and training opportunities to Lesbian, Gay, Bisexual and Transgender people or those questioning their gender or sexuality across Wirral. Tel: 0151 666 9890. Email: info@wirrallgbt.org.uk

Mental Health

- **BEAT (Eating Disorder Association):** www.b-eat.co.uk Information about eating disorders, how to get help and how to help others. info@beateatingdisorders.org.uk Helpline 0808 801 0677 Youth Line 0808 801 0711
- **CALM (The Campaign Against Living Miserably):** www.thecalmzone.net is a registered charity, which exists to prevent male suicide in the UK. Webchat and Helpline (0800 585858) available from 5pm-midnight all year round. Email: info@thecalmzone.net
- **CAMHS Ready:** www.camhsready.org CAMHS Ready is a tool for young people and their families to ensure they get the most out of their first visit to CAMHS. Created by North Staffordshire CAMHS.
- **ChildLine:** www.childline.org.uk or ring 0800 1111 : ChildLine is a free phone service available 24 hours a day, 365 days a year 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 or needs to talk to someone. Free and confidential helpline for children & young people about any worry they may have. Option to speak to a counsellor by telephone or email; there's also online chat, a message board <https://www.childline.org.uk/get-support/message-boards/> and a text messaging information service.
- **Get-Self Help:** <http://getselfhelp.co.uk/> Provides information about various mental health conditions and self-help resources.

Coping

- **Headspace Toolkit:** <https://www.mhcirl.ie/File/htguidebook.pdf> Information and advice for young people who need a short stay at hospital, to understand what's happening, know their rights and feel they can be involved in the decisions being made.
- **The Lowdown:** www.getthelowdown.co.uk A teenager health site; the 'Mind' section offers information and advice about common mental health conditions and dealing with difficult feelings; plus lots of tips on how to stay happy and well.
- **MindEd:** www.minded.org.uk provides information, guidance and 'e-learning' modules on children and young people's mental health, wellbeing and development to any adult to help them support the development of young healthy minds, and identify and support children and young people with mental health issues.
- **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).
- **Moodjuice:** <https://www.moodjuice.scot.nhs.uk/> Information and advice to those experiencing troublesome thoughts, feelings and actions. The site contains information on organisations, services and various self-help guides covering conditions such as depression, anxiety, stress, panic and sleep problems that can offer support, advice and information.
- **My Mind:** www.mymind.org.uk The CWP CAMHS webpage developed for anyone interested in the mental health & well-being of children and young people. 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.
- **PAPYRUS (Prevention of Young Suicide):** <https://papyrus-uk.org> is the national UK charity dedicated to the prevention of young suicide. Helpline 0800 068 4141, 07786209697 (text), pat@papyrus-uk.org (email) – 9.00 am-10.00pm weekdays, 2.00pm-10.00pm weekends, 2.00pm-10.00pm bank holidays.

Coping

- **Reading Well:** <http://reading-well.org.uk/> Wirral libraries stock a number of books to promote the benefits of reading for health and wellbeing. The programme has two strands: Books on Prescription and Mood-boosting Books.
- **Samaritans:** www.samaritans.org.uk or ring 08457 90 90 90 (24 hours a day, 7 days a week). Consists of volunteers who are available to talk to in confidence for support if feeling sad or upset and don't know where else to turn.
- **STEM4:** www.stem4.org.uk -targets early identification of teenage Eating Disorders, Addiction, Self-Harm, Anxiety and Depression with an aim to raise awareness and enhance detection, education and motivation. Website includes downloadable apps.
- **Teen Wirral:** www.teenwirral.com- online directory of information and support for young people in Wirral, parents and teachers, includes information about youth clubs and hubs, The Hive Wirral Youth Zone, National Citizens Service, Leisure Centres, Guides, Scouts and Cadets (including Fire Cadets).
- **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 the Parents' Helpline, online resources, training and development, outreach work and publications. Helpline Number: 0808 802 5544 (9.30am -4.00pm, Mon-Fri).
- **Youth2Youth:** www.youth2youth.co.uk Helpline run by young people for young people aged 11-19 years who would prefer to speak to another young person in confidence about their worries and concerns.

Mental Health - Mobile Phone Apps

Mindfulness

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

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

Headspace - *Meditation* - **Meditation and Mindfulness Made Simple** -
Headspace <https://www.headspace.com/>

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

Self-harm/distraction techniques

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

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

Coping

Looking after yourself

Moodlytics – *Mood diary* – www.moodlytics.com

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

SworKit – *Exercise* – <https://sworKit.com>

Healthy Minds - *App List* - <http://www.healthy mindsapp.ca/>

Stress and Anxiety

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

Support for Parents, Families and Communities

- **Bee Wirral:** www.beewirral.co.uk Open Mon-Fri 9am-5pm, offering a range of activities and services that include baby groups, support services, training and more. Livingstone Community and Play Centre, 130 St Anne's Street, Birkenhead, CH41 3HX. 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
- **CAP Money Course:** www.capmoney.org A free money management course, teaching budgeting skills. This course will help anyone to take control of their finances, so they can budget, save and prevent debt.
- **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.
- **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.

Coping

- **Community Midwives:** www.wuth.nhs.uk/our-locations/wirral-women-and-childrens-hospital/prenatal-neonatal-postnatal-services/antenatal-care/community/ 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.
- **Crea8ing Careers:** Run family education workshops and parenting programmes, along with support groups and opportunities for voluntary work. 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 666 3980
- **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.wirralct.nhs.uk/health-visiting 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, including breast-feeding support. **Family Nurse Practitioners** offer 1-1 support for teenage mums and their partners from 12 weeks pregnant until the child's second birthday. Email: wcnt.fnp@nhs.net
- **Involve Northwest Connect Us (Community Connectors):** www.involvenorthwest.org.uk/index.php/services/community-connectors-service Aim to enable local residents to move towards building stronger communities and neighbourhoods together. Tel: 0151 644 4516; Email: connectus@involvenorthwest.org.uk
- **North Birkenhead Development Trust:** www.nbdtd.org.uk a community anchor organisation for the neighbourhood to improve the quality of life and opportunities for all living in North Birkenhead and Bidston. Tel: 0151 670 9974; Email: reception@nbdtd.org.uk

Coping

- **Play Service and Play Centres:** www.wirral.gov.uk/schools-and-learning/youth-services/play-service Provide all year round open access provision for children aged 6-14 years. Includes settings for after-school and weekend sessions, and daily sessions during school holidays.
- **Wirral Change:** www.wirralchange.org.uk Provides a range of services to support disadvantaged and Black and Minority Ethnic (BME) communities in Wirral Tel: 0151 649 8177; Email: info@wirralchange.org.uk
- **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

- **Barnardo's Action with Young Carers, Wirral:** www.barnardos.org.uk/youngcarersnorthwest Assess and support children and young people under 18 (& up to 19th birthday) 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/find-a-service/service/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. 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: 0300 123 5474
- **Children's Bereavement Counselling Services:**
 - **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. Butterflies is a specialist programme which targets children and young people aged 7 to 16 years experiencing bereavement or other family loss. Telephone: 0151 488 6648
 - **Dove** – provide counselling and group support activities to anyone who is or could be affected by bereavement, life changing illness or other significant loss. 01782683155 <https://www.thedoveservice.org.uk/>
 - **For further bereavement support for adults, children and young people please see** www.mymind.org.uk
 - <https://www.mymind.org.uk/resources/relationships/loss/children-and-young-people>
 - <https://www.mymind.org.uk/resources/relationships/loss/parents-and-carers>

Getting Help

- **Creative Youth Development (Youth Service):** The project offers an informal and educational 12-week personal development programme to reduce risk-taking behaviour, raise resilience and aspirations. Delivers projects in schools, communities and for professionals based on contemporary issues, e.g. the 'If you loved me' production which explored abusive relationships. Tel: 0151 666 3718 Email: carondrucker@wirral.gov.uk
- **Detached Youth Work Teams:** Provide early help engaging with young people (13- 19) who are often vulnerable to exploitation and criminality, building positive relationships to build skills and resilience. The team uses a fleet of large multi-purpose vehicles 'Kontaktabus' to attract young people and create a safe environment which allows them to build trust, listen to their story, open doors and help navigate them through uncertain times. Team Manager - Mark Newman Email: marknewman@wirral.gov.uk
- **Forum Housing:** www.forumhousing.co.uk A specialist provider of supported accommodation for young people between the age of 16-24 years with 50 years' experience, offering a range of high quality units of accommodation for single young people, who 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. Freephone: 0800 234 6007; Email: info@forumhousing.co.uk
- **GIRLS/LADS Development Project:** (13-19 years) A self-development project targeting young men and women aged 13-19, aiming to reduce risk taking behaviour, strengthen resilience to peer pressure and abusive relationships and raise aspirations in relation to healthy lifestyle and choices. Tel: Caron Drucker, 0151 647 3160. Email: carondrucker@wirral.gov.uk
- **Health Services in Schools (HSIS):** Youth Workers provide a confidential weekly drop in service for young people in all Wirral Secondary Schools and Wirral Six Form College, 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, Action for Children, Youth Support Service – Drug / Alcohol team & Counselling team. Tel: Michelle Langan, HSIS Coordinator 0151 666 3780 Email: michellelangan@wirral.gov.uk
- **Kooth.com** (11-25 years) - an online counselling service that provides users with a free, confidential, safe and anonymous way to ask for help or talk through their issues. Monday – Friday 12pm – 10pm, Saturday – Sunday 6pm – 10pm. www.kooth.com

Getting Help

- **NYAS (National Youth Advocacy Service)** – <https://www.nyas.net/> a national children’s charity, based in Birkenhead., 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
- **The Open Door Centre** (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. Address: Bloom Building, Birkenhead Industrial Park, 3 Abbey Close, Birkenhead CH41 5FQ. Tel: 0151 639 4545. Website: <https://theopendoorcentre.org>
- **Our House Trio of Services:** www.magentaliving.org.uk For young women / mums aged 16 – 25, First Base is 6 semi-independent bungalows offering housing support 9-5 Monday – Friday with emergency out of hours telephone support; Your House offers outreach support for those young women who have moved independently into the community; For young people aged 16 – 17, Manor Road is emergency short-term accommodation Tel: Our House 0151 645 6787; First Base 639 6387; Manor Road 638 8779.
- **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)** <https://www.bps.org.uk/> - Holds a directory of chartered psychologists, can be found under the ‘Find a Psychologist’ section.
 - **British Association for Behavioural and Cognitive Psychotherapies (BABCP)** <https://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)** <https://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.

Getting Help

- **Response - an open access service to young people aged 13 to 18 years old. Direct referrals can be made to Response with young person's consent. Young people can also present during opening hours.**
 - **Response Counselling (13 – 18 years)** - a confidential counselling service for young people.
 - **Response Drug & Alcohol Service** – offers targeted support (where there are protective factors in place, giving advice, guidance and support to the young person and their parents/guardians); Specialist Support (1-1 support for young people with substance misuse issues and other complex needs, often through a multi-agency intervention); A&E partnership (supporting young people who have presented at A&E with alcohol or drug related concerns).
 - **Response: 19 Argyle Street, Birkenhead CH41 1AD. Tel: 0151 666 4123 Email: wirralyouthresponsecentre@wirral.gov.uk**
- **Wirral Supported Lodgings (WSL): www.localsolutions.org.uk** Provide family style accommodation for young people who are estranged from their families, with support to develop the young person's skills to enable them to live independently in the future. Target group is 16-21 year olds, single male or female with no dependents. Referrals can be made either through Mainstay or self-referral.
- Tel: 0151 650 5483 Email: rwalsh@localsolutions.org.uk
- **Wirralview: <https://wirralview.com/covid-19-news/live-chat-service-offer-young-people-listening-ear>** Children and young people who need advice and support can now speak to an experienced local advisor via an online chat service. The live chat is staffed by professionals who work in Wirral children and youth services. The online service will be available to offer support **Monday to Friday, between 9am and 5pm**, and sits alongside the council's freephone helpline available for the same hours on **0808 196 4147**. Staff will be there to speak online and on the phone to any young person who needs to talk.
- **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 and youth organisations. Tel: 0151 357 1971
- **YPAS (Young Person's Advisory Service) (5-25 years)** - Offer support and therapeutic services for children aged 5 -25 years, to improve the mental health and emotional well-being needs. Includes LGBT, sexuality and transgender support and advice. Group sessions, individual therapy, and other support services available. Email: support@ypas.org.uk
 - YPAS Central Hub – 36 Bolton Street, Liverpool, L3 5LX: **0151 707 1025**
 - YPAS Plus Centre (South Liverpool) – Lyndene Road, Liverpool, L25 1NG: **0151 305 2031**.
 - YPAS Plus Centre (North Liverpool) – Croxdale Road West, Liverpool, L14 8YA: **0151 305 2040**

Getting Help

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.
- **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. We provide training for professionals. Tel: 0151-237-2661 Email: info@adhdfoundation.org.uk
- **The Adoption Support Fund (ASF):** www.adoptionsupportfund.co.uk 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. Tel: 0151 666 9960; Email: enquiries@autismtogether.co.uk
- **Baby Basics Wirral:** 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 month 7 of pregnancy. Tel: 07554 006729 Email: babybasicswirral@gmail.com
- **Barnardo's Smart Start:** (16-24) 1-1 support for care leavers through pregnancy or who are parents. Support can include parenting, managing a home, improving health and wellbeing, reducing isolation, help to access education, employment and training. Tel: 0151 650 5488 Email: wirral.services@barnardos.org.uk

Getting Help

- **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 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
- **Edge Of Care Team:** (11-18 years) 6-week courses on topics such as emotional, physical and social development. Parenting styles and strategies. Specific for families within Children's Social Care and Targeted Services. Tel: David Hendry 0151 666 3134 Email: davidhendry@wirral.gov.uk
- **Family Nurse Partnership :** <https://www.wirralct.nhs.uk/health-visiting> offer 1-1 support for teenage mums and their partners from 12 weeks pregnant until the child's second birthday. Email: wcnt.fnp@nhs.net
- **Ferries Family Groups:** www.ferriesfamilygroups.org.uk Supporting parents and families through peer support groups and courses such as Nurturing Programme and Talking Teens programme. Also provide fun social integration activities, courses, workshops and events for all the family. Tel: 0151 345 6920 Email: office@ferriesfamilygroups.org.uk
- **Home-Start Wirral :** www.homestartwirral.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.
 - **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 for 2-3 hours, to provide emotional and practical support to achieve improved parental health & wellbeing, improved child health & wellbeing, confident & positive parenting, and improved management of the family home.
 - **Breastfeeding Peer Support** - Supporting families post-natally with telephone support, home visits and groups.
 - **Out and About** – working with families with a child under the age of 5 with complex needs, supporting parents and reducing isolation
 - **Groups** – Ante-natal Emotional Wellbeing; Mindful Mummies; Full Circle; Baby Massage; Baby DiscoveryTel: 0151 608 8288; Email: admin@homestartwirral.co.uk Facebook: www.facebook.com/pages/Home-Start-Wirral/

Getting Help

- **Next Chapter:** www.nextchapternwcic.co.uk Work with children, young people and adults to help them manage stress and anxiety, developing coping strategies to improve confidence, resilience and mental health, offering a holistic approach to learning and well-being through 1:1 support, workshops, courses and activities. Tel: 07907 445526; E-mail: claire@nextchapternwcic.co.uk
- **Perinatal and Infant Mental Health:** Specialist Health Visitors who provide consultative, training and strategic support to 0-19 team for any family where mental health is a concern in the antenatal period up to 1st birthday of child, any family with ongoing mental health issues, and behavioural management support for 0-5 years. Tel: 0151 514 0219 Email: wcnt.fnp@nhs.net
- **Safe Families for Children:** www.safefamiliesforchildren.com Works hand-in-hand with children's services to link families in need with local volunteers who can offer help and support. Provides Family Friends, Host Families and Resource Friends to help parents get back on their feet. Tel: 0151 334 4473 Email: nw@safefamiliesforchildren.com

Adults and Communities

- **PALS service (Patient Advice and Liaison Service)** - provides a confidential service helping you to sort out any concerns you may have about the care you are receiving and guiding you through the different services available from the NHS. Tel: 0800 054 2137; Email: wirralpals@wired.me.uk
- **Talking Together Wirral (16+)** - Offer a range of talking therapies for people/young people experiencing low mood, depression or problems with anxiety, 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 20-28, Woodside Business Park, Birkenhead, CH41 1EL. Tel: **0151 649 1859** (9:00 – 5.00pm daily). Website: www.insighthealthcare.org/our-services/talking-therapies/find-a-service/wirral/
- **Tomorrow's Women Wirral (TWW) (women aged 18+)** - 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

Getting Help

lifestyle changes. The women who attend are not judged and integrate to support and share skills and experiences. Website:

www.tomorrowswomen.org.uk Twitter: <https://twitter.com/TomorrowsWomen> Facebook: <https://www.facebook.com/Tomorrows-Women-Wirral> Tel: 0151 647 7907 or 07927335655. Email: admin@tomorrowswomen.org.uk

- **WEB Merseyside** - 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 groups & boy's groups providing activities and opportunities specifically focusing on building confidence and self-esteem. www.webmerseyside.org/about-us Tel: 0151 653 3771. Email: info@webmerseyside.org
- **Wirral 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. Feel free to bring someone with you on your first visit.
Drop in at: 23 Conway Street in Birkenhead, Ashton House in Moreton or 151-153 Brighton Street in Wallasey.
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. 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
- **Leapfrog:** www.involvenorthwest.org.uk/index.php/services/leapfrog-project Supports children aged 5 – 10 years old and their mums who have experienced domestic abuse. Tel: 0151 644 4500 Email: dateam@involvenorthwest.org.uk

Getting Help

- **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
- **Paladin-National Stalking Advocacy Service** - 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 . Tel: 020 3866 4107; Email: info@paladinservice.co.uk ; Website: www.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.wirralsafeguarding.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 558 1801. Email: rasa@rasamerseyside.org; Helpline: 0151 666 1392; helpline@rasamerseyside.org
- **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.
- **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). You can also contact Wirral Community Patrol 24 hours a day Tel: 0151 666 5265
- **Wirral Youth Justice Service – YJS Statutory Services:** to reduce the risk of young people re-offending. Tel: 666 3466; Email edrowland@wirral.gov.uk or patriciawooten@wirral.gov.uk

Getting Help

- a) **YOS Prevention Service (YPS)** – work is completed on a voluntary basis with young people (8 to 18 years) who are involved in or at risk of involvement in Anti-Social or Offending Behaviour. Eligibility criteria (2 of the following): Violence on parents, at risk of school exclusion, very low school attendance/ not in education, drug / alcohol issues, peers / family offenders, fire setting, anti-social or offending behaviour. For referral form visit website: www.wirral.gov.uk or email stevecollier@wirral.gov.uk
- b) **Sexually Harmful Behaviours** - For young people who have either been arrested or involved in sexually harmful behaviour. For more information please follow the link: <https://www.wirralsafeguarding.co.uk/procedures/6-3-children-young-people-display-sexually-inappropriate-harmful-behaviour/>

Support for Children and Adults with Disabilities

- **Home-Start Wirral groups for children with complex needs:** www.homestartwirral.co.uk
 - **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.
 - **Baby Movers:** A group for non-mobile babies up to age 1 with complex needs or that were born prematurely. During the session baby's early development will be supported and encouraged through play, tummy time, song time and use of our sensory room.

Groups accessed by referral only. Tel: 0151 608 8288 Email: admin@homestartwirral.co.uk

Facebook: www.facebook.com/pages/Home-Start-Wirral/

- **Local Offer:** www.localofferwirral.org Information about services, support and advice are available for Wirral children with special educational needs and disabilities
- **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 to spend time away from their primary carers including day, evening, overnight or weekend activities; either in the child's own home, the home of an approved carer, a residential or community setting. Short breaks can also be activities offering a fun based experience for the family as a whole.

Getting Help

- **Stick 'N' Step:** www.sticknstep.org Working with children with Cerebral Palsy, and their families across the North West of England and North Wales. Tel: 0151 638 0888 Email: info@sticknstep.org
- **WIRED - Wirral SEND Partnership (formerly 'Parent Partnership'):** www.wired.me.uk/Parent-Partnership.asp 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 Option 2 Email: ias@wired.me.uk
- **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:** www.wirralmind.org.uk 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

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 services include targeted family support, pre-birth and infant team, adolescent response team, family group conferencing. Works collaboratively with Children's Social Care to reduce the need for statutory intervention or children becoming looked after. There are 2 priority areas; Edge of Care support and targeted Family support.
- **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

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.

- **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