

ONE
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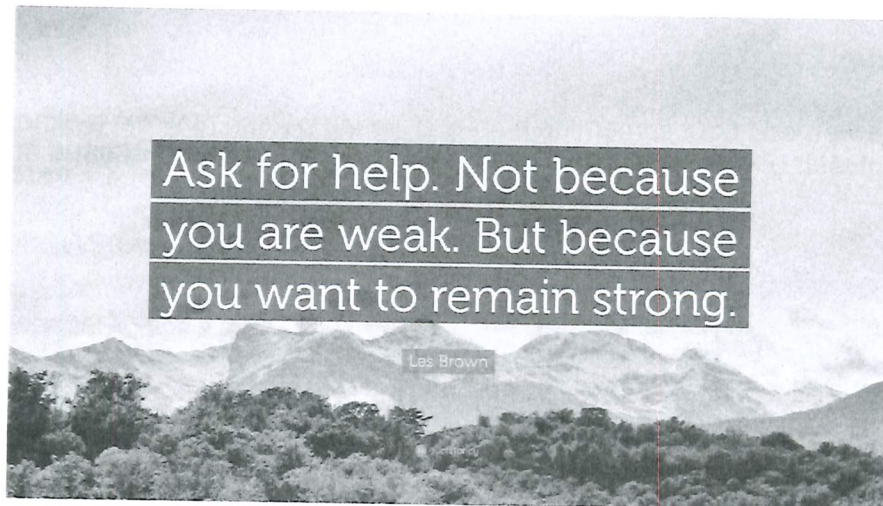
CAN CHANGE
SOMEONE'S
ENTIRE DAY

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*You can
totally
do this*

Your Survival Guide

Useful contacts for Services



Ask for help. Not because
you are weak. But because
you want to remain strong.

Les Brown

Emergency contacts

For police emergency please call 999, for all other police or crime related enquires please call 101 for Warwickshire police station.

If you have a safeguarding concern about a child or young person and want to speak to someone, contact the Warwickshire MASH on 01926 414144 and give as much information as you can.

Child Mental Health Crisis Support:

RISE Children and Young Peoples Specialist Mental Health service have worked to develop a response that will allow support 24 hours 7 days a week.

8am to 8pm call Children's Crisis Team at Whitestone-02476 641799.

8pm to 8am call Coventry Crisis team Crisis team- 02476 938000

Adult Crisis Support:

Crisis resolution and home treatment (CRHT) teams can support you if you have a mental health crisis outside of hospital. Crisis teams support people who might otherwise need to go to hospital, for example due to psychosis, severe self-harm or suicide attempts. **The local crisis number is- 03003033664**

Samaritans:

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. **Freephone Number- 116 123**

Childline:

If you're worried about something a child or young person may have experienced online, you can contact the NSPCC helpline for free support and advice. **Call 0808 800 5000**

Finance and Benefit

Citizens Advice Bureau (CAB)-We help with everything from money issues to problems at work, housing to consumer rights. The CAB offer great support for Debt issues.

Sometimes a person has more than one problem, and often they are linked. We tackle issues in the round making sure people get all of the support they need.

Website- <https://www.citizensadvice.org.uk/>

Call the helpline:

National Adviceline: 0300 330 1163

Nuneaton Adviceline: 02476 494393

Drop ins- Monday to Friday, 9am to 5pm

Entitled to- Access to free benefit calculator and advice how to claim this. To find out what you might be able to claim enter your details and you'll receive an estimate of your entitlement to benefits, tax credits and Universal Credit

Website- <https://www.entitledto.co.uk/>

Step Change- Our expert advice helps you deal with your debts and get the support you need. You can get advice online or over the phone, and we'll recommend a range of practical debt solutions based on your situation.

Website- <https://www.stepchange.org/>

Contact Number- [0800 138 1111](tel:08001381111) (Monday-Friday 8am-8pm, Saturday 8am-4pm).

Foodbank:

We don't think anyone in our community should have to face going hungry. That's why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. Website has access to up to date opening days and times.

Nuneaton:

- Manor Court Baptist Church- Monday 10:30-12:00 and Thursday 10:30-12:00

- Chess Centre, Camphill- Monday 13:30-15:00 and Thursday 13:30-15:00

- St Paul's Church, Stockingford- Tuesday 10:30-12:00 and Friday 10:30- 12:00

- Holy Trinity Church Attleborough - Wednesday 13:30- 15:00 and Friday 13:30-15:00

Website- <https://nuneaton.foodbank.org.uk/>

Contact Number- 07842 074987

Bedworth:

- Life Church- Monday to Thursday 10:30- 15:00

<https://bedworth.foodbank.org.uk/> - Bedworth

Contact Number- 07809 203178

North Warwickshire:

-Can only be accessed via online referral - <https://nwards-ss.achieveservice.com/en>

Housing Support

Nuneaton and Bedworth Council- Offer support with rubbish and recycling, council tax, benefits, applying for housing, reporting a home repair on a council property, disabled adaptations and home improvements.

Contact Number- 024 7637 6376

Support around Homelessness/ Out of hours: 024 7638 2153

North Warwickshire Council- Offer support around payments, benefits, bins and recycling, leisure, business, housing and council tax.

Contact Number- 01827 715341

Door Way- Offers support for 16-24 year olds who are homeless or who are at risk of being homeless. Doorway is open to young people every Monday – Friday 10 am – 4 pm for advice or support. Young people have access to a variety of services at Doorway within a safe and friendly environment. Staff are at hand to support young people if required. Young people who access doorway can use laptops to search for jobs, access interview clothing and use the shower and toilet facility's.

Nuneaton Drop In: 25-27 Dugdale Street Nuneaton, Warwickshire CV11 5QJ
(at the back of the Rope Walk next to the Co Op Club).

Contact Number- 02476345583

P3- Offer support to adults over 25 who need support to manage and maintain their accommodation if it is at risk. Drop Ins on Monday, Wednesday and Friday 10am – 2.30pm.

Nuneaton Drop In: 128 Abbey Street Nuneaton, CV11 5BZ

Contact Number- 02476 016585.

Shelter- You can find expert information about everything from reclaiming your deposit to applying as homeless, and you can talk to an adviser over webchat. Our solicitors provide free legal advice and attend court to help people who've lost their homes or are facing eviction.

Website- Can access webchat on <https://england.shelter.org.uk/>

Contact Number-0808 800 4444

Local counselling and Mental Health services

IAPT- This service is for people with mild, moderate and moderate to severe symptoms of anxiety or depression living in Coventry, Solihull and Warwickshire.

Contact Number: 024 7667 1090

Coventry and Warwickshire Mind- Offer individual support, group support and drop ins to manage mental health. Offer support for Adults and children and young people. Website explains the various services available.

Website- <https://cwmind.org.uk/about-us/>

Contact Number: 02476 229988

Relate- Services include Relationship Counselling for individuals and couples, Family Counselling, Mediation, Children and Young People's Counselling and Sex Therapy. We also provide friendly and informal workshops for people at important stages in their relationships.

Contact Number: 03001001234

Sycamore We are a local Charity offering a confidential and professional counselling service for adults, children and young people from throughout Warwickshire but especially from Nuneaton, Bedworth and the surrounding areas.

We have a team of counsellors who work with adults, children and young people with a variety of issues which include: Anxiety, Depression, Parenting, Addiction, Stress, Bullying, Relationships and Bereavement.

Contact Number: 024 7674 4544

Mental Health Matters- Warwickshire Safe Haven- Support if you are feeling distressed, overwhelmed and that things are too much. Warwickshire Safe Havens offer out of hours mental health support to anyone aged 16+ Opens 6pm till 11pm.

Contact Number: 07887627524
Email: warwickshiresafehaven@mh.org.uk

ROSA - Provides support for women, men, children and young people from the age of 5 who have experienced any kind of sexual abuse whether present or in the past. We offer counselling, practical support, information, training and workshops. Our services are FREE and we operate in various locations throughout Warwickshire.
Contact Number: 01788 551150

Parenting Project-Offers free counselling support from 19 years of age. Sessions are offered at St Michael's and Stockingford Family Centres. Issues they can support are around but not limited to:

- Obsessive behaviour
- Bereavement and loss
- Eating Problems
- Parenting Issues
- Phobias
- Traumatic events
- Self-esteem
- Cultural issues
- Family Difficulties
- Physical Problems
- Self Confidence
- Relationship issues
- Gender Issues
- Stress
- Anger

Website: <https://parentingproject.org.uk/>
Contact Number: 01789 490845

Keyring- Offer up to 6 sessions to focused emotional support.

Website: <https://www.keyring.org/what-we-do>
Contact Number: 020 3119 0960

Recovery and Wellbeing Academy- Offer free sessions around positive thinking, improving motivation, sleep problems and many more. The sessions change weekly. Session details on www.recoveryandwellbeing.covwarkpt.nhs.uk
Contact Number: 0300303 2626/ 02476 229988.

RISE (CAMHS) Drop In- Opportunity to speak in confidence with a Primary Mental Health Practitioner about child or young person. 45 minute one off 1:1 consultation. Sessions can be over the phone or one to one. To find out details to book a slot:

Email: risecommunityoffer@covwarkpt.nhs.uk
Contact Number: 07917504682.
Nuneaton Whitestone: 024 7664 1799

Substance misuse support

Change Grow Live (CGL)- Our project workers, recovery champions and volunteers are trained to provide a wide range of support whether 1-2-1 or in a group session for you or your family. Drop ins are on a Tuesday 12-2.

Nuneaton Drop In- 112 Abbey Street Nuneaton, CV11 5BX
Contact Number: 01926 353513

Talk to Frank -Offers free advice on what are the signs, symptoms and effects of all drugs
Website: www.talktofrank.com/

Compass- Provides vital support for children, young people and their families. We are one of the UK's largest providers of substance misuse services, as well as delivering essential health and wellbeing programmes for school-aged children through our school nursing services.

Contact: 01788 578227.

Domestic Abuse Support

Refuge- Support for women and children. No matter what your experience – domestic violence, sexual violence, 'honour' based violence, forced marriage, FGM, human trafficking or modern slavery – we are here to support you. Offering a range of specialist services to access safety. Our expert staff work closely, and confidentially, with every individual to develop a bespoke support plan.

Contact: 0808 2000 247 (Freephone 24- hour helpline).

Women's Aid- Offer information and support on domestic abuse.

Live Chat available: <https://chat.womensaid.org.uk/>

Sexual Health and Relationship Advice

Barnardos Love Rocks- is a website that explores Child Sexual Exploitation and issues that children and young people may have around sex and relationships. This website offers a safe and age appropriate way to discuss these issues with your child.

Website- www.barnardosrealloverocks.org.uk

Respect- yourself is a Warwickshire website and service which offer advice on relationships, sex, about you, contraception, Sexually transmitted infections STIs, questions and parent advice on these issue.

Website- www.warwickshire.respectyourself.info/

NSPCC -Offers a website that help's parents to talk children about keeping safe against sexual abuse. This is done in a very child friendly, age appropriate way

Website- <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/underwear-rule/>

NSPCC and O2 have teamed together to offer an online safety advice line. If you have a question about parental controls or concern about a social network your child uses, expert advisors at our free helpline are here to help. We're here 9am-6pm every day.

Contact Number- Tel 0808 8005002

Autism Support Services Websites

- Autism West Midlands- Support and advice - www.autismwestmidlands.org.uk
- Autism Links- Online resources around events, money, law and education - www.autismlinks.co.uk
- Act for Autism- Set up by two parents sharing their experiences- www.actforautism.co.uk
- Cerebra- www.cerebra.com
- Contact a Family- Advice and information for parent- www.contactfamily.org.uk
- Family Fund- Apply for items to support children with disabilities annually. www.familyfund.org.uk
- Mencap- www.mencap.org.uk
- National Autistic Society- www.autism.org.uk
- The curly hair project- Support around communication and understanding- www.thegirlwithcurlyhair.co.uk

Other Services:

- **Warwickshire Welfare Scheme:**

The Warwickshire local welfare scheme helps the most vulnerable residents at times of unavoidable crisis. It provides basic and essential help for food and energy. This is provided either in emergency food parcels with three days supplies, or with credit for energy. It is not a cash benefit.

Please call one of our the trained advisors. They will ask questions about your circumstances that must be answered honestly.

If you qualify, you will be provided with a voucher and you will be able to collect your food parcels from one of the scheme's partners in your area.

Warwickshire residents can apply by:

- Phoning [0800 4081448](tel:08004081448)
- Phoning [01926 359182](tel:01926359182)
- Emailing warwickshirelocalwelfarescheme@warwickshire.gov.uk with your name and telephone number and we will call you back.

- **Family Information Service:**

Free information to support families with children and young people aged 0-25 across Warwickshire. Topics include: finding childcare, clubs and activities; special educational needs and disabilities; parenting support; support with bullying; and help with finances.

Helpline: 0845 090 8044/ 01926 742274.

Email: fis@warwickshire.gov.uk.

- **Children & Family Centres**

Children and family centres offer flexible support for families with young people aged 0-19 (25 with additional needs).

Services will primarily be on offer at 14 children and family centres and outreach venues in Warwickshire. Support is for all children and families with an extra focus on pregnancy and the early years of a child's life.

Children's Centres also offer a drop-in service for parents who are experiencing difficulties. See the website below for details on sessions available.

<https://www.warwickshire.gov.uk/childrenandfamilycentres>

Family support workers are available across Warwickshire to listen, support and offer advice and guidance to families and professionals.

To speak to a family support worker over the telephone, call 01926 412412, Monday to Friday between 9am - 4pm.

- **Warwickshire KIDS (SENDIASS):**

Offers support to parent and carers of children within Warwickshire with Special Educational Needs and Disabilities from 0-25 years of age. Free, confidential, impartial service for parents and carers offering independent support and advice around education and health and social care. Relating to special educational needs and disability. Can offer support on Education Health Care Plan (EHCP).

Contact Number: 02476 366054.

- **Entrust Care Partnership:**

Meeting the needs of disabled children, young people, adults and their families and carers through the provision of short break activities, support, training, advice and brokerage.

Contact Number: 01926612748

- **Young Carers Project:**

A Young Carer is a young person who lives with someone who has an illness, disability, mental health or substance misuse problem. We work with young carers from the age of 8 upwards, (6 in some areas) and aim to help make a difference to their lives by encouraging them to take time out to relax, take a break and to realise their own dreams.

Contact Numbers: 02476 217740.

- **Victim Support:**

Victim Support (VS) is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales. Our purpose is to provide specialist help to support people to cope and recover to the point where they feel they are back on track with their lives.

Contact Number: 08081689111

- **Adult and Community Learning**

Provide a range of high-quality courses to inspire adults countywide in a friendly, encouraging and supportive environment.

Contact Number: 02476 353065 for more information

Useful Websites:

- www.youngminds.org.uk
- www.springfieldmind.org.uk
- www.mentalhealthmatters.com/our-services/helpline-services
- www.victimsupport.org.uk
- www.warwickshire.gov.uk/parentingprogrammes
- www.guysgift.co.uk
- www.warwickshire.gov.uk/admissions
- www.familylives.org.uk/advice/primary/learning-school/changing-primary-schools
- www.warwickshireyoungcarers.org.uk
- www.childnet.com
- www.dad.info
- www.gov.uk/dla-disability-living-allowance-children
- www.do2learn.com
- www.the-flame.co.uk