

 INTRODUCTION

This tool kit has been created to assist all practitioners to offer Early Help to families who need extra support at any time in their child’s life. It is designed to offer practical information, knowledge and guidance in some of the key areas which can affect families and cause stress and worry.

Within each tool kit you will find national organisations, as well as local services - including useful details of how to access them and where required, referral forms are attached.

**The key areas the guide covers are:**

* Benefits
* Debt and Budgeting advice
* Free white goods and furniture packages
* Training and work
* Parenting
* Health - including information about Mental Health services, Drug & Alcohol services, Dentists etc.

![C:\Users\brayl\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\XPF71SSJ\Money_Bag_icon[1].gif]()BENEFITS

For families, a problem with benefit payments can have a stressful impact on families and lead professionals will often need to step in and help.

**As a starting point- the typical ‘out of work’ benefits are:**

Job Seekers Allowance (JSA) - this requires the parent/adult to actively look for work, to attend appointments at the Job Centre and is paid fortnightly.

Income Support (IS) - this is paid when there is a child under 4 within the home and does not require the parent to attend the Job Centre regularly. This is paid fortnightly. It is also paid to those who may be caring for a child with disabilities.

Employment Support Allowance (ESA) - this is a payment for adults who are not able to work due to medical reasons. GP Fit Notes are required to be submitted by the adult at regular intervals (dependant on the case). This is paid fortnightly.

Universal Credit (UC) - all new claimants or those who have a ‘change of circumstances’ will be moved onto UC- this is paid monthly and includes all other benefits such as Housing benefit. Eventually all claims will move to UC.

**Other benefits include:**

Child benefit - Paid weekly (or monthly if requested) and is paid to all parents regardless of their income.

Child Tax Credit - This is paid weekly and increases with the number of children (for up to 2 children)

Personal Independence Payment (PIP) - This is the equivalent of disability allowance and is paid at different rates depending on the level of disability.

Disability Living Allowance (DLA) - This is paid for a child with a recognised disability.

Housing Benefit - Paid via the local Council and is paid monthly - directly to the adult if the property is privately rented or directly to the social landlord e.g. Incommunities/Yorkshire Housing.

WHY would the benefits stop???

There are a number of reasons why benefits may have been stopped/ not paid but please note - it is **ONLY THE ADULT BENEFIT** that is stopped, all children related benefits will still be paid! Lots of parents will use the phrase ‘all my money has been stopped’ however this is not accurate.

Reasons may include:

-A parent(s) did not attend a Job Centre appointment to ‘sign on’/ meet their work coach.

-If in receipt of ESA they may not have sent their GP Fit Note in on time.

-They may not have attended a training course that was mandatory.

-Deductions may have been applied so the money appears less - this is usually due to a debt being taken or when money is owed for over payment.

**ACTION/SUPPORT YOU CAN OFFER:**

**The numbers below can be called by the parent (or by yourself if the parent is present) and advice will be given:**

**DWP BENEFIT DELIVERY CENTRE: 0800 169 0310** for anything to do with their current claim to JSA, ESA or Income Support including payments, changes in circumstances, queries etc.

**UNIVERSAL CREDIT HELPLINE: 0800 328 5644**

**HMRC CHILD BENEFIT HELPLINE: 0300 200 3100**

**TAX CREDIT HELPLINE: 0345 300 3900**

**PERSONAL INDEPENDENCE PAYMENT (PIP): 0800 121 4433**

**P.I.P. NEW CLAIM HELPLINE: 0800 917 2222**

**DISABILITY LIVING ALLOWANCE: 0800 121 4600**

**JOB CENTRE ENQUIRY HELPLINE: 0800 169 0190**

MONEY WORRIES AND DEBT

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Alongside problems with benefits, money problems and families struggling to manage their money/budget is another stressor that can lead to neglect and anxiety, and one which impacts on family life. This section looks at the practical things a lead professional could help with, quickly and easily, without a referral to Children’s Services.

**Useful numbers:**

**Bradford District Credit Union: 01274 434100 -** provide an alternative to high street banks and doorstep loan sharks.

**Citizens Advice: 0344 2451282**

**Bradford Debt: 0800 1691536**

**Step Change: 0800 1381111**

**Christians Against Poverty: 01274 760761 -** based in the City Center so easy to access.

**Windhill Advice Centre: 01274 588831 –** Advice service including benefits and housing, with sessions held in other areas as well as Shipley, such as Bingley, Baildon and Wilsden.

**Keighley Pathways: 01535 610180 –** Advice service including benefits and housing with daily drop in sessions 1-5pm and appointments in the morning.

**Housing Options: 01274 435999 –** contact for advice and to register for social housing.

**FOOD BANKS:**

**Bradford Food Bank** - run by the Trussel Trust is the largest within Bradford and is based centrally - they can be contacted on 01274 734314. They are open Monday, Wednesday and Friday between 11.00 and 1.30pm and the parent simply attends with one of the vouchers you issue. Schools can register and receive vouchers.

**The Salvation Army (Keighley)** – parcels are by referral only every Thursday 1-2.30pm. Contact 01535 603494.

**WHITE GOODS/FURNITURE/ HOUSEHOLD GOODS**

If a family needs emergency items (eg fridge/cooker/washing machine/beds) there are a number of charities which accept applications from lead professionals. These are quick and easy to complete.

Grants and new goods:

Frank Buttle - apply online - Buttleuk.org

Glasspool Charity Trust - apply online at Glasspool.org.uk

Children’s Charity Circle - (Bradford based) - smaller items/grants- contact 01274 591240

Family Action (grants) - family-action-trustsearch.org.uk

Free Baby Items:

Popi Charity (Keighley) – 07514 535079

Baby Basics (Bradford) - 07864 086384

Low cost furniture and furniture support:

CHAS Housing - located in the BD3 area (off Otley Rd, Bradford) - second hand items and furniture packages. Can supply some ‘free’ items on a case by case basis. Open to the public everyday until 4pm. Contact 01274 731909.

Keighley Furniture Project – located on Oakworth Road in Keighley. The project helps people on low incomes who need household items. Contact 01535 601999.

TRAINING, WORK AND VOULNTEERING

**Early Help Work Coaches** - the Work Coaches, funded through the national Families First Programme, hold clinics in each of the Family Hub areas across the district on a monthly basis - please check with your Early Help Co-ordinator for the next session. If you have a number of parents in your school who are interested, the Work Coach may be able to hold a personalised clinic for you.

The Work Coaches can assist a parent to see what training/opportunities are available as well as answering any other work related questions/issues.

**Volunteer Centre Bradford/Keighley:** 01274 725434 – work to promote volunteering in the local area.

 PARENTING



There are a number of parenting groups running in each of the Family Hubs at any given time in the year - these include:

**FAMILY LINKS - NURTURING PROGRAMME** – a fun and nurturing programme for parents that benefits both parents and their children. Suitable for parents of children aged between 2-13 years.

**HENRY** – suitable for parents of children aged 0-5 years. It offers parents the chance to share ideas, and gain new skills to address lifestyle issues in a supportive and fun environment.

**TALKING TEENS** – the group is aimed at parents of teenagers aged 11-18 years and focuses on positive parenting and relationship building to enable parents to support their children as they move from childhood to adolescence.

**CYGNET (AUTISM – diagnosis required)** – aimed at parents of children and young people aged 5-18 years.

**FREEDOM PROGRAMME (Domestic Abuse)** – a 12 weeks supportive programme for any female aged over 16 years.

**TIME OUT FOR DADS** – suitable for Dads/Step-Dads of children aged 0-19 years. This course is aimed at building confidence in parenting and gives Dads the opportunity to share their experiences in a supportive and encouraging environment.

**DICE** – suitable for parents/carers where their children may be at risk of exploitation. The course is aimed at raising awareness of potential risks.

**STAY AND PLAY SESSIONS –** are organised throughout the family hubs check the webpages or contact details below;

**familyhubsouth@bradford.gov.uk****/ 01274 434940**

**familyhubwest@bradford.gov.uk****/ 01274 436700**

**familyhubkeighleyshipley@bradford.gov.uk****/ 01535 618005**

**familyhubeast@bradford.gov.uk****/ 01274 437523**

**WELCOME TO THE WORLD** – an 8 week group course for parents expecting a baby which aims to prevent some of the difficulties that many new parents can experience.

\*\*The timetables can vary term to term - please find attached a copy of your local Family Hub timetable. You will find a referral form for the groups in the Parenting Guide which you will have also received and which gives more information about all the groups available\*\*

Links to up to date parenting programmes are provided by the Early Help Coordinator.

Mental Health

(Both adult and child) - ranging from low mood/stress to those with a diagnosis

GP- As obvious as this sounds, a parent should always make an appointment to see their own GP if they are experiencing any form of Mental Health or if you think they may be. This can be difficult for some, and so they may need a friend/family member or staff (where possible) to attend with them.

First Response - (24hr line) Use this service if a parent is suffering from an immediate mental health concern/ threatening to harm themselves or need immediate support regarding their mental health. Can be contacted directly by the parent, family/friends or professionals - 01274 221181.

My Well Being College Bradford is a free service to help people manage everyday problems such as low mood, anxiety, sleep problems and stress - 0300 555 5551.

​QWELL ​([www.qwell.io](http://www.qwell.io)) - a digital counselling support service commissioned by Bradford Metropolitan District Council and NHS Bradford & Craven. Following the COVID-19 lockdown many adults have experienced lots of changes and challenges in their lives and environments and it is important that they have access to the relevant support services. QWELL provides a safe, confidential way for anyone over the age of 19 to access emotional wellbeing and early intervention support that looks to cover a range of mental health issues

Bradford Counselling Services is a professional voluntary sector organisation offering confidential counselling for people aged 16 years and over. They provide a confidential, friendly and safe environment - 01274 733080.

Relate offers counselling services for every type of relationship nationwide. They provide advice on marriage, LGBT issues, divorce and parenting - 01274 726096.

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SURVIVE & THRIVE – Support and counselling for adults and children who are or have been the victim of (or witnessed) domestic abuse or sexual abuse - 0808 2800999.

The Cellar Trust – Based in Shipley but provides mental health support to adults across the Bradford district and into Airedale /Wharfedale and Craven - 01274 586474.

Health Action Local Engagement (HALE) –based in Shipley supporting people of all ages to improve their health and wellbeing - 01274 271088.

CHILD/UNDER 18’S:

Kooth- is a provider of online mental health services for children, young people and adults, offering an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop, and free at the point of use.

Child & Adolescent Mental Health Service (CAMHS) - the School Nursing team are able to refer to CAMHS when a young person is thought to have mental health concerns.  However, prior to this a Nursing Tier 1 assessment, simple strategies/signposting and a range of support interventions (in collaboration) will need to have been tried before a referral is accepted.  In more urgent cases, parents/carers can also speak to their GP and request a CAMHS referral.

Step2 Counselling - service is free to young people aged between 11 and 18 years. Sessions are held in the evenings between 3pm and 8pm and take place at a number of settings including Sunnybank Medical Centre in Wyke and the Step 2 premises in Tong Street. They take referrals from young people directly, parents, and any agencies that are involved in working with young people, for example GP surgeries, youth and community workers, social workers and school nurses - 01274 683118.

Emotional Support for Children and Young People (ESCAYP) –this service offers counselling and therapeutic play for 3-21 year olds throughout West Yorkshire - 01274 878117 or make an online referral at escayp.org.uk.

Wellness Recovery Action Plan (WRAP) - offers a 10 week support group to young people 10-14 years who are struggling with their emotional health - 01274 513300.

Mental Health Champions - School based approach to young people’s mental health www.mentalhealthmattersinschools.co.uk.

Early Intervention in Psychosis - offers support to people aged from 14 years old who may be experiencing issues with their mental health relating to psychosis such as; unusual or distressing beliefs, hearing, seeing, sensing or feeling things that no one else can (e.g. hearing voices), feeling suspicious or paranoid, jumbled up or confused thinking. You can get in touch for advice and to refer by calling 01274 221021 or drop in to Culture Fusion (ask for them at the main desk). They are open Monday- Friday 9am-5pm.

**NSPCC** [**https://localoffer.bradford.gov.uk/post/nspcc--still-here-for-children**](https://localoffer.bradford.gov.uk/post/nspcc--still-here-for-children)Offers a range of programmes aimed at children/young people and their families and pregnant women. All programmes are free. Enquiries and referrals can be made via telephone on **01724 381440**

Seeking Solutions – a solution focused 1 to 1 service aimed at enabling children from 7 -18 years consider goals they may have and how to achieve them. (Eg. Regulating behaviour, anger, getting on better with friends)

In CTRL – a preventative programme for children between the ages of 9 and 13 years (Y6 to Y8). Provides support to help keep children safe online and includes work on boundaries, online bullying & healthy relationships. Parents are included to raise their awareness and develop a safety plan.

Pregnancy in Mind – for pregnant women (including teenagers) who are presenting with low to moderate anxiety or depression. Programme offers mindfulness, relaxation, ‘seeing’ baby, planning for birth, bonding with baby. Partners are encouraged to attend.

Turn the Page – for children/young people up to the age of 18. Explores harmful sexual behaviour. Child must have a social worker but with no ongoing police investigation.

Safe Home - an intervention to support parents and carers of young people who have displayed Harmful Sexual Behaviour. Child must have a social worker but with no ongoing police investigation.

**See Hear Respond (Barnardos)** [www.barnardos.org.uk/see-hear-respond](http://www.barnardos.org.uk/see-hear-respond)

Enquiries and referrals can be made via telephone on **01274 381440**

The service focuses on identifying the most vulnerable children and young people who are hidden from view; who are not receiving support currently from statutory organisations and those who are at risk and/or experiencing adverse impact to their health and wellbeing. The service then offers interventions including:

* Under 5s with a specific focus on under 2s
* Those with SEND who have other associated harms such as exploitation
* Children out of the home at risk of criminal and sexual exploitation (working in outreach detached settings)
* BAMER children (who are not being seen or reached)
* Young carers

**Family Action:** <https://www.family-action.org.uk/what-we-do/children-families/bradford/>

Telephone: 01274 651652

The Children’s Trauma Therapy Service, at Bradford Family Action, is a specialist therapy service providing trauma and attachment focussed therapy for children and their families. CTTS@family-action.org.uk

 LGBTQIA

**Support services for children, young people and adults who identify as** **lesbian, gay, bi sexual , transgender, questioning, intersex and asexual:**

**Mesmac**:

Yorkshire MESMAC provides free, rapid and confidential HIV testing, counselling, information and resources, and support for individuals and community groups. They also work with and support African and other BAME Communities, Gay, LGBT+ Young People and Trans Communities.

Website: <https://www.mesmac.co.uk/find-help/support-groups>

Email: bradford@mesmac.co.uk

Yorkshire MESMAC Bradford office:

Address: 28 Chapel Street, Little Germany, Bradford, BD1 5DN

Telephone: 01274 395815

Fax: 01274 306815

**Mermaids:**

Mermaids support gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

Email: info@mermaidsuk.org.uk

Website: <https://mermaidsuk.org.uk/>

Telephone: 0808 801 0400

**Phoenix Trans Youth Group**

**Equity Partnership** provides a wide range of support services to young people who identify as Lesbian, Gay, Bisexual and Trans, offering support from peer-led support groups, sign-posting, issue based and themed activities along with reporting a hate crime. They support young people aged between 11-21 (or up to 25 if they have learning difficulties) To join a group please call Finn on 01274 727759 or email him: finn@equitypartnership.org.uk.

Website: <https://www.equitypartnership.org.uk/lgbt-groups/phoenix-trans-youth-group/>

Email: admin@equitypartnership.org.uk

Address: The Equity Partnership, Equity Centre

1 Longlands Street, Bradford, West Yorkshire, BD1 2TP

Telephone: 01274 727759

 DRUG AND ALCOHOL PROBLEMS

**YOUNG PEOPLE:**

BRIDGE ONE80- work with 12-21 year olds who are struggling with drug or alcohol issues. They will see the young person at school or a local venue. Call **01274 745636.** The young person, parent or a professional can call to make a referral.

**ADULTS:**

NEW DIRECTIONS - New Directions is a free and confidential drug and alcohol recovery service for adults 18 years and over (including offenders), families and concerned others in Bradford. The service can offer support with any questions or concerns you might have about prescription medications, alcohol, illegal drugs, 'dual diagnosis' and mental health, steroid use and more. The service provides information, advice, treatment and support and can meet you in a range of different venues including GP surgeries, pharmacies and other local community venues.

Website: <https://www.changegrowlive.org/content/new-directions-bradford>

Telephone number: 01274 296023

Email: Bradford.Info@cgl.org.uk

Bradford Community Drug and Alcohol Service (BCDAS) **-** they treat adults over 18 years living in Bradford with dual diagnosis and complex alcohol issues.

Contact Fresh Start Airedale, who are based at Salem Street, Bradford - 01274 758093.
Web: [www.project6.org.uk](http://www.project6.org.uk/)

 DENTISTS

Children who are not registered with a dentist can access the Salaried Dental Service if a referral is made via a professional - please see attached referral form.

**NHS Choices** - a search of all local dentists can be located and printed for each Family Hub.

 **DISABILITY SUPPORT**

Specialist Inclusion Project (BMDC Children’s Services) – Short Breaks for 8 – 18 year olds with disabilities.

Parents and professionals can telephone 01274 438744 to discuss eligibility.

Airedale and Wharfedale Autism Resource (AWARE) – Support for families with children and young adults on the autistic spectrum. Formal diagnosis is NOT required. Also covers Bradford and Craven areas and beyond - 01535 661275.

The Parents Forum Bradford & Airedale (PFBA) – part of the Bradford and District Local Offer. They support parents and carers of children and young people up to 25 years who have disabilities/additional needs in the Bradford and Airedale district. They are based at the Carlisle Business Centre in Bradford: 01274 397396 or email info@pfba.org.uk

Bradford Local Offer – provides information about services, activities and provisions for children and young people with a special educational need or who are disabled.

Contact 01274 439261 or email localoffer@bradford.gov.uk

Website <https://localoffer.bradford.gov.uk>

The LS29 Special Needs Support Group – provide a social network of support for parents and activities for children and their siblings. Families do not need to live in the LS29 postcode area (Addingham, Ilkley, Burley-in-Wharfedale or Menston) to access the group but most of the events are around that area so families would need to travel there. Contact 01943 609861 or 07976 015134.

Down Syndrome Training & Support – provides education, support and training to children and young people with Down syndrome from birth to 25 years. Contact 01274 561308.

Website [www.downsyndromebradford.com](http://www.downsyndromebradford.com)

Children’s Complex Health & Disabilities Team (CCHDT)

BMDC Children’s Services - to be eligible for CCHDT Social Work assessment, the child’s health needs/disabilities (physical and learning) need to be “complex”. Usually this means children with severe or profound conditions or a range of health issues/disabilities. A diagnosis of autism for example, without also a diagnosed disability/health condition would not meet the threshold and neither would attending a special school, being diagnosed with developmental delay or a mental health condition (again, without further needs). To discuss eligibility, speak to CCHDT via the switchboard: **01274 435600.**

Asperger’s Community Support Team (ACST) **01274 436684**

BMDC Children’s Services - Behaviour support. The child/young person concerned must have a multi-agency diagnosis of High Functioning Autism or Asperger Syndrome (with no additional learning needs) and display complex behaviour.

Cygnet Parenting Group- for parents of children on the autism spectrum. Diagnosis required.

**See Quick Guide to Parenting for more details and referral.**

SENDIASS(Special Educational Needs and Disability Advice and Support Service)support families of school aged children with the EHCP process or other meetings regarding their child’s disability/SEND. Parents ring **Barnardos on 01274 513300** and ask for that service.

Riding For The Disabled St Ives, Bingley. Horse riding for children and adults with recognised physical or learning disabilities including autism. stives-bingley-rda@outlook.com

Bradford Toy library now called **Bradford Inclusive Disablity Service** (BIDS) run groups for different age groups term time and have family fun days during the holidays**. Open to most families who have extra support needs, not just those with disabilities** [www.bradfordinclusivedisabilityservice.co.uk](http://www.bradfordinclusivedisabilityservice.co.uk)

**Tel: 01274 365463**

SCOPE Online Parent’s Forum for advice about caring for disabled children or adults [www.scope.org.uk](http://www.scope.org.uk)

Contact a Family UK **-** a national service that supports families with disabled children across the UK. They support families whatever their child's disability or health condition with a wide range services. **No diagnosis necessary.** Services offered include the Contact a Family Helpline, local support, advice and information across the UK, a countrywide advice service for parents with, or who suspect their child may have, special educational needs (SEN), resource library, medical information, and support for professionals.

To help with reducing isolation they offer a special linking website [www.makingcontact.org](http://www.makingcontact.org/) which connects families who are going through similar experiences, and parent support groups are available which can be searched for on the Contact a Family website.

They also provide information and advice on benefits and tax credits, short breaks, children’s services, and aids and equipment,

For information or advice on any aspect of caring for a disabled child contact their **national freephone helpline on 0808 808 3555,** Monday to Friday, 9.30am to 5pm, or email the helpline.

Website: [http://www.cafamily.org.uk](http://www.cafamily.org.uk/)

CEREBRA - National charity supporting families with children who have brain conditions. Wide range of advice including the Sleep Advice Service.

Cerebra.org.uk enquiries@cerebra.org.uk

**Helpline 0800 328 1159**

My Wellbeing College– not a disability service but caring for a child with additional needs can be stressful and impact on parent/carer’s mental wellbeing. As well as accessing services above, parents/carers may benefit from getting some support for themselves. MWC is a free service to help people manage problems such as low mood, anxiety, sleep problems and stress. **Tel: 0300 555 5551.**

Young Carers Service run by Carer’s Resource - support for under 18s who help to look after a relative who has a condition such as a disability, illness, mental health condition or who misuse drugs or alcohol **Tel: 01274 449660**

The special educational needs and disability (SEND) specialist assessment and support service This service covers specialist assessment and support when it appears that a child may require individual special educational, social care and/or continuing health care provision. This happens if their needs cannot be met by mainstream services even with additional support from within those services.

This service includes the following teams:

Special educational needs (SEN) assessment

Children with Complex Health or Disabilities Team (Social Care)

Children's continuing health care

Specialist Personal Advisors for education, employment and training

**01274 435750 (SEND Services).**

<https://www.bradford.gov.uk/children-young-people-and-families/does-your-child-have-special-educational-needs-or-disabilities/special-educational-needs-and-disability-send-specialist-assessment-and-support-service/>

Useful contacts

Barnardo's

01274 481183

The Family Fund

For grants for severely disabled children
Write to: The Family Fund, PO Box 50, York YO1 2ZX

Disability Advice Bureau

General benefits advice for disabled people. Telephone: 01274 594173

Recreation - Bradford Sport and Recreation Association for People with Disabilities

Telephone: 01274 437093