

Gloucestershire County Council

Access to food, activities and wellbeing during the school holidays

Information for families

Issue 5: July 2021



Gloucestershire
COUNTY COUNCIL

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Introduction

We have produced this helpful booklet to guide and signpost you to access available food, activities and wellbeing during the school holidays.

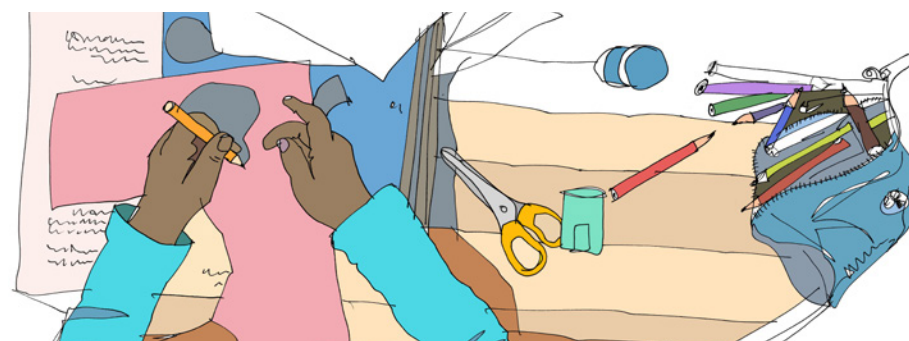
Gloucestershire's Community Help Hub has developed an online space for finding assistance across the county and within your local area for support with food, utilities, looking after your wellbeing and COVID-19 testing sites.

<https://www.gloucestershire.gov.uk/gloucestershires-community-help-hub/>



Advice from the Government

For general COVID information advice refer to the central government website. <https://www.gov.uk/coronavirus>



Free and low-cost food

Food banks

There are seven Trussell Trust Food banks in the county, some are now offering home delivery options and are operating an electronic referral systems.

If you feel you are struggling to put food on the table, agencies can work with and support you by issuing you with a foodbank voucher which is the most important step to getting access to the food bank. Agencies that can issue food bank vouchers will include: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities.

There are also independent food banks which you can find out about at:
<https://www.foodaidnetwork.org.uk/independent-food-banks-map>

Cheltenham Food Bank Main Centre

Cheltenham Elim Church, 115- 117 St George's Road, Cheltenham, GL50 3ED

Open Wednesdays 11am - 3pm

St Paul's Distribution Centre

St Paul's Church, St Paul's Road, Cheltenham, GL50 4EZ

Open Fridays 11am - 3pm

Website: <https://cheltenham.foodbank.org.uk/>

Facebook: <https://www.facebook.com/cheltenhamfoodbank/>

Salvation Army Church

Bath Road, Cheltenham, GL53 7HG
Open Mondays 11am - 3pm

C3 Church The Pavillion
Hatherley Lane, GL51 6PN

Open Fridays 10am-12pm

If you do not have enough money for food, you can call free on **0808 2082138** to speak to a trained and independent Citizen's Advice agent.

Alternatively, speak to Cheltenham Citizen Advice on **01452 327202**, a referral agency partner of Cheltenham foodbank about getting a foodbank voucher.

Gloucester Food Bank

107 Great Western Road,
Gloucester GL1 3NF

Phone: **01452 309683**

Website: <https://www.facebook.com/GloucesterFoodbank/>

This service is currently offering a delivery only service.

Providing 7 day emergency food parcels (providing 21 meals per person) rather than the normal 3 day's parcels.

If you do not have enough for food, you can call free on **0808 2082138** to speak to a trained and independent Citizen's Advice agent.



Alternatively, speak to **GL Communities** on **01452 5055444** will be able to issue a food bank voucher to you or contact **Gloucester City Council Customer Services** on **01452 396396** or email heretohelp@gloucester.gov.uk

Forest of Dean: The Forest Food Bank

Newland Street, Coleford GL16 8AN

Phone: **07775 265263**

Website: <https://theforest.foodbank.org.uk/>

Facebook: <https://en-gb.facebook.com/theforestfoodbank1/>

To access a food parcel from the Forest Food Bank you will need to be referred by an approved agency. This could be either your child(s) school or your local church. Referrals are easy and confidential.

Some of the other referring agencies may require you to be registered with them to access a referral to the Food Bank. To find out which agencies who can refer you to The Forest Food Bank head to the website <https://theforest.foodbank.org.uk/get-help/how-to-get-help/>. If you live in Newent you will need to contact The Lord's Larder on **07944 590520** and for NP postcodes (i.e. Chepstow, Sedbury, Beachley, Tutshill and Tidenham) you will need to contact the Chepstow Foodbank **07931 911869**.

If you require help with your gas or electricity please tell the agency so that they can inform the Forest Foodbank.

Free and low – cost food (contd)

Tewkesbury Food Bank

Address: 76 Church Street,
Tewkesbury GL20 5RX

Phone: **01684 296824**

Website: <https://tewkesbury.foodbank.org.uk/>

This service uses an e-referral voucher – which means that anyone can contact one of the agencies to receive a referral code. Identification will be needed to collect a parcel from the centre.



If you do not have enough money for food, you can call free **0808 2082138** to speak to a trained and independent Citizen's Advice agent. Alternatively, call **01452 527202** to speak to North and East Gloucestershire Citizen's Advice service.

Full list of other partners who can issue vouchers can be found here: <https://tewkesbury.foodbank.org.uk/get-help/how-to-get-help/>

Cirencester Food Bank with Fairford and Tetbury

Cirencester Ashcroft Church, Ashcroft Road, Cirencester GL7 1RA

Phone: **07762 168297**

Website: <https://cirencester.foodbank.org.uk/>

Facebook: <https://www.facebook.com/cirenfoodbank/>

Email: info@cirencester.foodbank.org.uk

You will need a Foodbank Voucher to access this support. By contacting the telephone number above the Foodbank can help you find local agencies to provide this to you.

If you do not have enough food, you can call free on **0808 2082138** to speak to a trained and independent Citizen's Advice agent.



North Cotswolds Food Bank

Unit 2, Glebe Farm Buildings, Guiting Power, Cheltenham
GL54 1JB

Phone: **07879 375562**

Website: <https://northcotswold.foodbank.org.uk/>

Facebook: <https://www.facebook.com/NorthCotswoldFoodbank/>

Email: info@northcotswolds.foodbank.org.uk

You will need to be given a Foodbank Voucher by a referring agency in order to access this support. Your child's school or your doctor's surgery will be able to help with this. Alternatively P3 Charity or Citizen's Advice can refer.

If you do not have enough food, you can call free on the national helpline number **0808 2082138** or the local free helpline number **0808 800 0511** to speak to a trained and independent Citizen's Advice agent. Call or email the foodbank – they can talk through your situation and put you in touch with a relevant agency.

Stroud Food Bank

Unit 2A, Brimscombe Port,
Brimscombe, Stroud GL5 2QQ

Phone: **01453 367077**

Website: <https://strouddistrict.foodbank.org.uk/>

Facebook: <https://en-gb.facebook.com/StroudDistrictFoodbank>

You will need to be given a Foodbank Voucher by a referring agency in order to access this support. Your child's school or your doctor's surgery will be able to help with this. Alternatively P3 Charity or Citizen's Advice can refer.

If you do not have enough food, you can call free **0800 8000 510** (Citizen's Advice) or **0808 168 2443** (P3 Charity) to speak to someone who will be able to issue you with a food bank voucher if necessary.



Cheltenham CCP Pantry Project

The pantry project is an alternative to the standard food panels. Members can choose from fresh meat, dairy, fruit and vegetables, to the value of approximately £15, for £3.50 a week.

By visiting the Pantry each week, CCP support workers can work with clients and signpost them to other services that can provide debt, housing, mental health and family support.

The Pantry is open Wednesdays - Fridays. To apply for the Pantry Project complete the application form: <https://www.ccp.org.uk/pantry>



Food support for families who have children under the age of 4

The Healthy Start scheme can help you get free vouchers every week to spend on plain cow's milk, infant formula, fresh, frozen or tinned fruit and vegetables and fresh, dried or tinned pulses, that are free from added fat, salt, sugar or flavourings. You will also receive a voucher to exchange for free Healthy Start vitamins. The vouchers can be used at retail outlets registered with the Healthy Start scheme which includes many supermarkets, independent local shops and pharmacies.

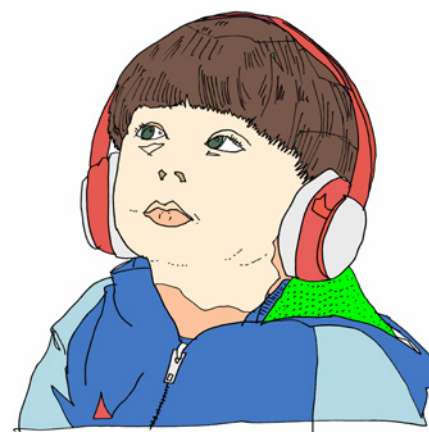
How to apply?

Applying for Healthy Start Scheme is easy. All you need to do is complete the application form. You can get the application by:

- » Asking your midwife or health visitor for one
- » Calling the Healthy Start helpline **0345 607 6823** and asking them to send one to you by post
- » Downloading it directly from the website: <https://www.healthystart.nhs.uk/healthy-start-vouchers/how-to-apply/>

A GP, midwife or health visitor no longer needs to sign this form. Healthy Start use information from your tax credits and benefits claims to check you qualify so make sure all your details (including your address) are up to date with Tax Credits and Job Centre Plus as this will help them process your application quickly.

You can update your Universal Credit information online under the change of circumstances section.



Food waste and donations

- » Individuals with excess food can use the food sharing app Olio (<https://olioex.com/>) (please follow their safety advice closely)
- » Try to prevent food waste from happening, follows these practical tips (<https://www.bbcgoodfood.com/howto/guide/how-reduce-food-waste>)
- » If you want to donate to food banks and other emergency providers use the donations at some supermarkets or donate directly to a local food bank <https://www.trusselltrust.org/get-involved/ways-to-give/donate-food/>



COVID-19 Mutual Aid Local Groups

Mutual aids groups have been set up across Gloucestershire. The local groups are run by local people living in the community they aim to connect residents and neighbours together so they can support each other in whatever way possible during this time. The groups are generally on either Facebook or online; you can use the interactive map to find your local group.

- » Type your local area onto the Interactive map and it will signpost to the other groups <https://covidmutualaid.org/local-groups/?place=gloucestershire>

Feeding the Family

Providing a healthy, nutritious meal for your child(ren) on a tight budget can be a challenge for anyone. We have provided some helpful resources below to help with this. Here are some suggestions to help you.

- » [Food Active](#) has produced a top tip guide for meal ideas for a 3 day parcel and 7 day parcel
- » [BBC Good Food](#) has 36 recipes that are cheap and wholesome meals for the whole family including step - by - step videos.
- » Download the Change4Life Food Scanner app to bring labels to life and find out what's really in the food and drink you're buying and eating. Available on the Google Play Store: https://play.google.com/store/apps/details?id=com.phe.c4lifefoodsmart&hl=en_GB or on the Apple Store: <https://apps.apple.com/gb/app/change4life-food-scanner/id1182946415>
- » The [Change 4 Life](#) Smart Recipes app has 160 recipes that are simple and easy to prepare and cook which you can get the children involved. Download for free on the Google Play Store or Apple IOS Store.
- » [Newcastle City Council](#) Public Health Team has compiled tips for feeding children on a budget and how best to make your food shop stretches further.



Holiday Activities and Food programme (HAF) 2021

Commissioned by Gloucestershire County Council and funded by the DfE

As part of the HAF Programme rollout, we at Gloucestershire County Council are putting together a series of events to ensure that children who are eligible for Free School Meals in Gloucestershire have access to activities and nutritious food during the school holidays.

Additionally, the County Council has agreed to extend the food and activities offer to all children and families in Gloucestershire over the summer holidays.

The programme is funded by the Department for Education and we are committed to offering activities for at least 4 hours a day, 4 days a week for 6 weeks of the year, to include food and cook-along videos.

During the Summer Holidays there will be a variety of online and face-to-face activities available for children and families to take part in. These will be suitable for ages 5 to 16, and will be running for 4 weeks of the holidays. To find out more about the HAF programme and accessing support visit the Gloucestershire County Council website: <https://www.gloucestershire.gov.uk/education-and-learning/school-transport-and-free-school-meals/meals-during-school-holidays/holiday-activities-and-food-programme-haf/>

Technology support

Using Video Game Consoles for Online Learning

There is useful guidance available online on how to access online learning portals using various games consoles for families who do not have access to a laptop or tablet.

Increasing data allowances on mobile devices to support disadvantaged children*

Source: <https://get-help-with-tech.education.gov.uk/about-increasing-mobile-data#:~:text=Increasing data allowances on mobile devices to support,do not have access to broadband at home>

This scheme temporarily increases data allowances for mobile phone users on certain networks. This is so that disadvantaged children and young people can access remote education if their face-to-face education is disrupted, and they do not have access to broadband at home.

Who can get help

Schools, trusts and local authorities (ordering for maintained schools) in England can request mobile data increases for disadvantaged children and young people in years 3 to 11 who are not able to attend school due to national lockdown restrictions. They must meet all 3 of these criteria:

- » do not have fixed broadband at home
- » cannot afford additional data for their devices
- » are experiencing disruption to their face-to-face education

Schools, trusts and local authorities can also make requests for children and young people who meet the criteria above, and are:

- » in any year group up to year 11 and have been advised to shield because they (or someone they live with) are clinically extremely vulnerable

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- » in any year group up to year 11 and have been advised to isolate
- » in any year group up to year 11 attending a hospital school
- » Mobile data increases are currently not available for:
- » children who typically receive home education (also known as 'elective home education' or 'home schooling')
- » care leavers who are not attending school or further education
- » students in further education

Which mobile networks can increase data

Children with access to a mobile phone on one of the following networks might be able to benefit:

- » BT Mobile
- » EE
- » giffgaff
- » iD Mobile
- » Lycamobile
- » O2
- » Sky Mobile
- » SMARTY
- » Tesco Mobile
- » Three
- » Virgin Mobile
- » Vodafone

Other providers will join the scheme at a later stage.



How to request a mobile data increase

Requests can only be made by someone who's been [nominated to order devices through the Get help with technology service](#).

For each request, we need to know:

- » the name of the mobile phone account holder
- » the number of the mobile device
- » the mobile network of that device (for example Three)
- » whether they pay monthly or pay as they go

There's an [online guide to help you gather mobile information](#).

Schools, trusts and local authorities need to [submit mobile information through our online service](#). Each provider will vary in how quickly they process requests.

Once a network provider has completed a data increase, they'll send a text message to the account holder. It's also possible to check the status of requests through our online service.

Another option for increasing internet access

If increasing mobile data is not a suitable option for some children, or if a request for additional data is unsuccessful, schools can also [request 4G wireless routers](#). Find out more about [choosing help with internet access](#).

If you have questions

If you have any questions, email COVID.TECHNOLOGY@education.gov.uk using the subject line 'Increasing data allowances'.



Wellbeing

Multi Agency Safeguarding Hub (MASH)

The Multi Agency Safeguarding Hub (MASH) is a partnership between Gloucestershire County Council, Gloucestershire Constabulary, Gloucestershire Domestic Abuse Support Service (GDASS), Gloucestershire Schools and Gloucestershire Health Services working together to safeguard children, young people and vulnerable adults. Safeguarding concerns raised by professionals, or members of the public are reviewed by the MASH. More information about the MASH can be found at www.gscb.org.uk

The Family Front Door should be contacted if you have a concern about a child or young person. You can contact the helpdesk at:

Email: childrenshelpdesk@gloucestershire.gov.uk

Telephone: **01452 426565**

The Children and Families Front Door is open office hours, between 9am-5pm, Monday-Friday.

Outside of office hours families' can contact the Children & Families Services Emergency Duty Team on **01452 614194**. This is an answering machine so you will need to leave a message and your telephone number. Someone will then call you back. Please remember that this number is only for situations that cannot wait until the next working day.



Keeping Children Safe during Community activities, after-school clubs and tuition*

For the full details please visit:

https://www.gov.uk/government/publications/guidance-for-parents-and-carers-on-safeguarding-children-in-out-of-school-settings?utm_medium=email&utm_campaign=govuk-notifications&utm_source=fbf722d5-d543-45a4-b56e-70168bd10737&utm_content=daily

The guidance is intended to help parents and carers choose a safer out-of-school setting for their child. The guidance covers provisions such as:

- » community activities
- » after-school clubs
- » supplementary schools
- » tuition
- » music lessons
- » sports training

- » other activities for children that take place without their parents' or carers' supervision, that are not a school, college, 16 to 19 college or provider caring for children under 8 years old registered with Ofsted or a childminder agency

The way these settings operate is not governed by a single framework and they are not inspected or assessed by a single regulator; therefore there is no single responsible body with complete oversight of these settings or the quality and safety of their provision.

These providers should have policies on health and safety, safeguarding and child protection (including online and digital safety), and suitability of staff.

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<https://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Parents or carers should feel able to ask questions about the provider's activities and policies. A well-run and trustworthy provider will welcome questions. They should be willing to give this kind of information to anyone who leaves a child in their care.

If a provider is reluctant to answer, or cannot answer, your questions, or you are not satisfied with their answers, you may wish to consider sending your child elsewhere.

To satisfy yourself that it is a safe environment, you may wish to meet with the providers before your child attends a first session, or ask providers if you are able to meet with them during a session, before deciding whether to send your child to a particular provider.

If a provider is going to be working on a one-to-one basis with your child (such as in the case of a private tutor), you may wish to supervise sessions.

Below are some of the questions which you should ask these providers before sending your child to them:

- » May I have a copy of your child protection policy?
- » Who is the lead person responsible for safeguarding children and what training have they had? How recently were they trained?
- » Do you have a complaints policy?
- » What training have staff had?
- » Who is in charge of first aid?
- » Do you have a parental consent and emergency details form that I need to return to you?
- » How will you securely store the information you hold on my child? Who has access to it and will you give it to anyone else?
- » If a large or small provider, how are staff and volunteers recruited? What checks do you undertake to ensure that they are suitable to work with children? How recent were the checks?

- » For lone providers: What checks have you undertaken that show you are suitable to work with children?
- » Will any adults besides yourself (if a lone provider), and staff or volunteers, be present while my child is there? If so, will they be there regularly?
- » Is my child allowed unsupervised access to the internet?
- » What filtering and monitoring systems do you have for managing internet access?
- » My child has special educational needs (SEN) or a disability or both. How will you cope with this?
- » My child needs help with using the toilet, changing, feeding, their medication, or other needs. How will you cope with these personal care needs?

What to do if you have concerns

If you have concerns about a setting your child attends, first raise concerns with the provider. If the situation is not resolved, please escalate the issue by calling the NSPCC helpline on **0800 800 5000** or contacting the local authority designated officer – Gloucestershire Multi Agency Safeguarding Hub (MASH) on **01452 426565** or via e-mail: childrenshelpdesk@gloucestershire.gov.uk

If you believe a child is in immediate danger of harm, please call the police on **999**.



Welfare Advice

Citizens Advice

North and West Gloucestershire Citizens Advice

We are now receiving over 5 times as many calls as we usually do, and people may have to be called back. Where that is necessary we are aiming to call people back within 2 working days. Where a person is calling about a food voucher, we will respond to that enquiry on the same day.

North and West Gloucestershire Citizens Advice continues to provide all advice services by telephone and email. Our face to face services across Gloucester, Tewkesbury, Forest of Dean and Cheltenham districts remain suspended until further notice. For information about our services visit www.gloscab.org.uk or see us on Twitter @gloscab

For telephone advice people should contact **01452 527202** or **01594 823937**. For email advice, visit our website www.gloscab.org.uk and complete the email enquiry form. Our website also provides online advice.

Citizens Advice Stroud & Cotswold Districts

We are following official advice to minimise the risk of coronavirus (COVID-19) infection to our clients, volunteers and staff. If you need our support, please contact us by telephone on one of our freephone numbers: **0808 800 0510** or **0808 800 0511** (Monday to Friday 10am to 4pm). You can also contact us by email using the Email Advice page: <https://www.citizensadvicestroudandcotswold.org.uk/>

If you are unable to contact us or need urgent advice out of our office hours, you can contact an adviser through our national phone service: **03444 111 444**. If you need further information about coronavirus, visit <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>.

Stroud District Furniture Bank

The Furniture Bank provide second hand furniture at their shop in Stroud. Open: Friday and Saturday, 10am-4pm. For those who cannot afford to purchase items at the full price, the Furniture Bank also offer items at subsidised prices, you will require a referral from an authorised referrer.

Health

If you think you have symptoms of COVID-19, which include the following:

- » a high temperature
- » a new, continuous cough
- » you've lost your sense of smell or taste or it's changed

You should order a home-testing PCR test or book an appointment at the walk-in / drive in clinics. You can do this here: <https://self-referral.test-for-coronavirus.service.gov.uk/antigen/essential-worker>

You should self-isolate immediately along with family members until you receive the results.



If you do not have symptoms of COVID-19 it is still sensible to take regular lateral flow tests, as 1 in 3 people do not show symptoms of the virus. You can order these here: <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

If family is known to social care, advise they speak to their social worker, lead professional – or direct to the Family Front Door - childrenshelpdesk@gloucestershire.gov.uk

Telephone: **01452 426565**

The Children and Families Front Door is open office hours, between 9am-5pm, Monday-Friday. Outside of office hours families' can contact the Children & Families Services Emergency Duty Team on **01452 614194**. This is an answering machine and you will need to leave a message and your telephone number. Someone will then call you back. Please remember that this number is only for situations that cannot wait until the next working day.

Children open to Disabled Children and Young People's Service (DCYPS)

If child is open to DCYPS – Contact DCYPS (Disabled Children and Young Peoples Service) Duty on **01452 328069**, Social Worker or Lead Professional.

Children with a continuing health care package

If family have a children's continuing health care package contact glccg.childrenscomplexcare@nhs.net

Children that are not open to DCYPS or have a continuing health care package

If they don't have a package in place and need support, ring the Family Information Service on **0800 542 0202**.

In Emergencies

If they have an emergency out of hours contact Emergency Duty Team on: **01452 614194**. Email: edt@gloucestershire.gov.uk

Health issues for 11 – 19 year olds

School Nurses prioritise support for vulnerable children as well as

safeguarding families. Referrals are received in the same way; email, telephone or electronic referrals using the web based referral form found here <https://www.ghc.nhs.uk/our-teams-and-services/school-nursing/school-nurse-referral-form/>. All referrals are reviewed by a senior School Nurse (SN), triaged and actioned accordingly on a daily basis. A digital appointment will be offered using Attend Anywhere (a video platform system) unless indicated that a face to face is needed, then the SN will arrange to meet the child/family and use appropriate PPE to protect the child and family and prevent spread of COVID-19.

Contact details can be found on our website. <https://www.ghc.nhs.uk/our-teams-and-services/school-nursing/>

For Children and Young People the texting service ChatHealth (**07507 333351**) is open Monday to Friday from 9am to 4.30pm for 11-19 year olds who may want to discuss a health issue, worry or concern with a school nurse.

Mental health and Wellbeing

Support for Children and Young People

The Children and Adolescent Mental Health Service (CAMHS)

The Children and Adolescent Mental Health Service (CAMHS) has a centralised referral and advice line where the service will review self-referrals for children and young people who require additional support. CAMHS offer specialist mental health services for children and young people (and their families/carers), who are experiencing moderate to severe mental health difficulties. Services are also provided for children and young people who have health issues related to a learning disability. In addition, CAMHS provides a range of options so children and young people can access early help, support and advice within their schools and local communities to help improve their mental health and emotional wellbeing.

Young Gloucestershire

Young Gloucestershire are open 9 – 4 most days and have redesigned their services and are offering the following support for young people

- » Counselling (Online and face-to-face)
- » Youth work one-to-one sessions and support (Online or face-to-face)
- » Online mindfulness sessions
- » All of our normal services that can be seen on our website are being delivered

<https://www.youngglos.org.uk/>

Tel: **01452 501008**

Email: hello@youngglos.org.uk

Young Gloucestershire is a countywide charity that supports disadvantaged young people who are facing challenges in their lives.

YG supports young people who are facing some very difficult times; whether it be a disruptive home life, caring for a family member or coping with a mental health issue. Young people turn to us for help and we offer them practical ways to find confidence and develop the skills they need to get on track and to move into a job, education or training. YG's vision is for young people to have the confidence, motivation and skills to improve their lives. We work to achieve this vision by creating opportunities that educate, inform and inspire.

ThinkNinja app

ThinkNinja is an App created for young people to allow them to learn about their mental health and develop skills helping them to stay well. You can find out more about the app before downloading it here: <https://www.nhs.uk/apps-library/thinkninja/>

What Think Ninja support brings to 10-18 year olds

The new COVID-19 content provides an opportunity for children and young people to understand the following:

1. Fears relating to the virus
2. Isolation struggles and how to stay connected to family and friends
3. Worries about personal health and health of family members
4. Coping techniques to use during the crisis
5. Plus many other helpful tips

The new content was created by specialist child psychologists and is now available when chatting to the WiseNinja within the app.

How to access ThinkNinja...

It's really easy to download and install ThinkNinja. Just search "ThinkNinja" in Apple App Store or Google Play Store and install and then enter a few registration details.

Teens in Crisis TiC+

TiC+ offer counselling sessions face-to-face, online, via telephone or via video to suit the needs of each individual.

TiC+ also have TiC+chat, which is an anonymous drop in service - TiC+chat that runs Sunday through to Thursday 5pm – 9pm. Young people can phone or use the online chat to talk to a Mental Health Practitioner.

TiC+ provides counselling services for young people and parent support during COVID-19. They aim to improve, preserve and promote good mental health & well-being among young people and their families'.

Unfortunately, they are currently unable to offer Family Counselling.

TiC+ have a parent support line and online counselling via <https://ticplus.org.uk/>

CAMHS LD

Team are still taking calls and are on hand to give advice to families regularly supported by them. The team would like to direct parents and carers to access the **Challenging Behaviour Foundation** www.challengingbehaviour.org.uk and **National Autistic Society (NAS)** www.autism.org.uk/ websites in the first instance, where applicable. If parents and carers have any urgent queries or concerns then they can ring the Cheltenham office on **01242 634050**, where a Nurse will be able to offer advice and guidance.

Infobuzz Contact

They have remodelled their services and are offering the following

- » Counselling – (Online or face-to-face)
- » Telephone or online support for vulnerable families who have a loved one in prison
- » All our normal services with adaptations please see website for more information

Contact details

<https://www.infobuzz.co.uk>

T: **01452 501 008**

E: admin@infobuzz.co.uk

Infobuzz offers therapeutic and practical support for families and young people with complex needs.

Gloucestershire Young Carers

Support for young carers and young adult carers aged 8 to 24 years. Update on service provision during Covid 19:

- » Assessments and individual support plans continue to be undertaken remotely
- » Online interactive sessions for junior and senior young carers
- » Online participation opportunities for young carers, locally and nationally
- » Socially distanced, goal-led one-to-one support addressing individual issues
- » Private Facebook Group with advice, information, and activities
- » Specialist targeted services for young people caring for someone with addiction problems and/or mental illness – online and face-to-face in small groups

- » Young Adult Carer Service (for young adult carers (16 – 24 years): one to one socially distance support; interactive support, advice and activities through a private Facebook group.

- » Advice and support to professionals to improve their response to young carers

www.glosyoungcarers.org.uk

Tel: **01452 733060** (Monday –

Thursday 9am – 1pm)

(Additional contact numbers during the pandemic: **07592 794504;**
07773 331889; 07773 331654)



For people in a high level of emotional distress or mental health crisis

Local

Crisis Resolution and Home Treatment Team

0800 169 0398 or 0300 421 8100

ghccomms@ghc.nhs.uk

If immediate danger to life call **999**

www.ghc.nhs.uk/our-teams-and-services/crhtt/

- » Suitable for ages 11+
- » 24 hours a day, 7 days a week
- » An increased level of care for those with mental health conditions or experiencing emotional and psychological distress
- » Minimised face-to-face contact – use of telephone, text and video-based technology

Winston's Wish

Providing support and therapeutic interventions for children and young people who have been affected by bereavement

Tel **01242 515157**

<https://www.winstonswish.org/>

STREET

A county wide service for young people aged 13-19 who have experienced or are experiencing teenage relationship abuse, affected by domestic abuse in the home or are displaying harmful behaviour in their relationships. [https:// www.gdass.org.uk/support-for-young-people/](https://www.gdass.org.uk/support-for-young-people/)

On Your Mind local

A local resource for young people to explore different aspects of mental health and find local and national services available to them, produced with partners Gloucestershire Clinical Commissioning Group
<https://www.onyourmindglos.nhs.uk/>

Gloucestershire Telephone Wellbeing Support

Weekly telephone calls plus safety and support planning using the Five Ways to Wellbeing. Accepting new referrals from NHS teams and voluntary sector organisations.

For children and young people seeking help with low mood, anxiety or depression (NOT in immediate crisis)

Local

School Nurse

They assess and identify community health needs in school settings, offering support and advice on a range of health issues such as emotional health, obesity, sexual health, smoking and substance misuse.

<https://www.ghc.nhs.uk/our-teams-and-services/school-nursing/>

Young Gloucestershire 01452 501008

<https://www.youngglos.org.uk/young-people/mental-health>

TIC+ (Teens in Crisis)

Call: **01594 372777**

Text: **07520 634063**

www.ticplus.org.uk

National

Childline 0800 1111

www.childline.org.uk

Childline counsellors available online or on the phone from 9am – midnight

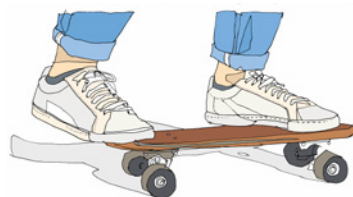
Mix 0808 808 4994

www.themix.org.uk

- » UK's leading support service for young people under 25 years old.
- » Provides support with mental health, money, homelessness, finding a job, relationships and drugs.

Young Minds 0808 802 5544 – parents' helpline www.youngminds.org.uk

Online information and advice to support children, young people and their parents



Support for Parents and Carers

National

Samaritans 116 123

jo@samaritans.org

www.samaritans.org

- » 24/7 listening support via email and phone call

Campaign Against Living Miserably (CALM) 0800 58 58 58

www.thecalmzone.net

- » A leading movement against suicide
- » Helpline and webchat – 5pm–midnight, 365 days a year

Stay Alive App

<https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>

- » An app for those at risk of suicide or those worried about someone else

Local

IAPT (Improving Access to Psychological Therapies) – Let's Talk 0800 073 2200

www.talk2gether.nhs.uk

The service provides support for mental health conditions, such as depression, anxiety, PTSD, OCD and phobias.

Qwell www.qwell.io

Free, anonymous online counselling and self-help resources

**Community Advice, Links,
Mental Health Support
(CALMHS)**

0345 8638323 or 01452 317460

Text: 07812 067087

[www.independencetrust.co.uk/
CALMHS/about](http://www.independencetrust.co.uk/CALMHS/about)

Offering those with moderate to severe mental ill health one-to-one support, personal support plans and signposting to other services.

Community Wellbeing Service

Connecting people to local services, organisations and groups that can help improve general wellbeing and meet wider social needs.

- » **Cheltenham**
glccg.ccpcommunitywellbeing@nhs.net
0300 365 6463
- » **Cotswolds**
cws.grcc@nhs.net
07738 106384
- » **FOD District Council**
community.wellbeing@fdean.gov.uk
01594 812447/01594 810000

- » **Gloucester City**
[ggl.communitywellbeing.
gloucester@nhs.net](http://ggl.communitywellbeing.gloucester@nhs.net)
0300 131 0024
- » **Stroud and Berkeley Vale**
[communitywellbeing.stroud@nhs.
net](mailto:communitywellbeing.stroud@nhs.net)
0345 863 8323 – option 3
- » **Tewkesbury/Newent/Staunton
& Corse/Mythe**
[glccg.ccpcommunitywellbeing@
nhs.net](mailto:glccg.ccpcommunitywellbeing@nhs.net)
0300 3656463 or
- » [community.wellbeing@fdean.gov.
uk](mailto:community.wellbeing@fdean.gov.uk)
01594 812447/01594 810000



**Mental Health Matters
0808 145 4507**

www.mhm.org.uk

For adults 18 and over. 24 hour phone and web chat for emotional support and signposting to services.

Alexandra Wellbeing House

admin@sgmind.org.uk

www.sgmind.org.uk/the-alexandra/

Facts4Life

During the pandemic Facts4Life have not been able to carry out face-to-face work and so have therefore developed a range of materials for family use. The website includes ideas for parents to help support young people with their health and wellbeing <https://facts4life.org/for-parents-carers-2/>

Support for victims of sexual assault

Gloucestershire Rape And Sexual Abuse Centre

Provides support for any individual affected by rape, sexual assault or abuse at any time in their lives.

Tel: 01452 526770

Open: Monday 12.00pm – 2.00pm
Tuesday & Wednesday 6.30pm – 8.30pm

<http://www.glosrasac.org>
support@glosrasac.org.uk

Gloucestershire Counselling Services

Provides emotional support and counselling to victims of sexual violence.

01453 766310

[https://gloscounselling.org.uk/
contact-us/](https://gloscounselling.org.uk/contact-us/)

Support in the community

Change, Grow, Live (CGL) 01452 223 014

https://changegrowlive.org/service-search-results?postal_code=gloucester&distance=10&service_type%5B9%5D=9

- » Drug and alcohol recovery service
- » Appointments by phone & email

Gloucestershire Carers Hub

The Gloucestershire Carers Hub provide information, advice and guidance for unpaid carers over the age of 18.

Services available include:

- » advice on benefits
- » emotional and wellbeing support
- » access to carer support groups
- » statutory carers assessments
- » training and contingency planning.

Carers can sign up to receive regular postal or e-newsletters.

0300 111 9000

carers@peopleplus.co.uk

www.gloucestershirecarershub.co.uk

Facebook:

Gloucestershirecarershub

Twitter: @GCarersHub

Instagram: Gloucestershire_Carers_Hub



Your Circle

A directory to help you find your way around care and support, and connect with people, places and activities in Gloucestershire

www.yourcircle.org.uk

Covers:

- » Home & Housing
- » Travel & Transport
- » Work, Learning & Volunteering
- » Things to do
- » Money Matters & Benefits
- » Health & Wellbeing
- » Care & Support
- » Looking after someone
- » Keeping Safe
- » Information & Advice

Gloucestershire Domestic Abuse Support Service

GDASS

www.gdass.org.uk

A service to reduce the level of domestic abuse and improve the safety of victims and their families. Contact should be made using the online referral form.

PRG

A service for men and women aged 18 and over, living in Gloucestershire, who want to make positive changes to improve relationships with their partner, ex-partner or future partners. <https://www.splitz.org/gloucestershire.html>

GDASS helpdesk: **01452 726 570**

email support@gdass.org.uk

STREET: 01452 726 584

email rebecca.twydel@wmwa.org.uk

PRG: 01452 529866

email PRGGloucester@splitz.org

Gloucestershire Self Harm Helpline

0808 801 0606

Text: 07537 410 022

You can also web chat through the following link:

www.gloucestershireselfharm.org

For people who self harm, their families and carers Phone, web chat and text support 5pm-10pm daily

**MHELO (Mental Health
Experience Led Opportunities)**
01452 234003

<https://www.facebook.com/mhelogloucestershire/>

Mental health user led support on Facebook.

The Cavern
01452 307201

www.kftseekers.org.uk/cavern

Support and advice available everyday 6pm-11pm or a live chat is available on the website

GloSFamilies Directory

A directory to give support and advice to families.

<https://www.gloSFamiliesdirectory.org.uk>

**Targeted Family Support
Services**

Gloucester City, Forest and Stroud Targeted Family Support Services are an organisation dedicated to the support of vulnerable children from pre-birth to 11yrs and their families, providing solution and outcome focused targeted intervention services for families who may be experiencing issues.

<https://www.tfsservices.org.uk/>

Home-Start in Gloucestershire

Home-Start Stroud and Gloucester is a local charity which supports parents who are going through challenging times located in the Stroud District of Gloucestershire and we are currently developing our service in Gloucester.

Contact details can be found at:
www.homestartsd.org

Dental and Oral Health

Tooth decay is the most common oral disease affecting children and young people in England, yet it is largely preventable. With dentists now safely open, there are some suggestions to help your children take care of your teeth and develop healthy habits early.

- » Children and young people under 18, or under 19 and in qualifying full – time education are entitled to free dental treatment. To find out if you are eligible for free NHS dental care, read more <https://www.nhs.uk/using-the-nhs/help-with-health-costs/get-help-with-dental-costs/>
- » Download Brush DJ App to plays two minutes of your music so you brush your teeth for the right amount of time. The app has short videos and can help make brushing teeth fun!
<https://www.brushdj.com/>

- » Advice and information on how to take care of children's teeth
<https://www.nhs.uk/live-well/healthy-body/taking-care-of-childrens-teeth/>
- » Change for Life Sugar Calculator. See what sugar swaps you can make! <https://www.nhs.uk/change4life/food-facts/sugar/sugar-calculator>

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