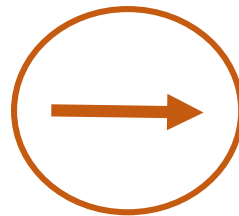




# Telford & Wrekin Mental Health Service Directory 2020

## Children & Young People 0-25





## **Mental Health Service Directory Children and Young People aged 0-25**

This directory has brought together services in Telford & Wrekin that are available to support children and young people aged 0-25 with their mental health and wellbeing.

The provisions vary from drop in support services that can be accessed directly by families, community support via charities and organisations through to training courses that are available for professionals working in schools. Some services listed are highly specialised.

The directory is broken down into two sections. The first section details services that can be accessed directly by families, young people and schools. The second section provides information about provision available to schools only.

If you would like any information on any of the services detailed in the directory, please use the contact details that are provided.

**How to be included in the Service Directory:**

Any services that are focused at helping children and young people with their mental health who would like to be included in this directory can fill out the Form provided at the [end of this booklet](#) and return by email: [SENDandinclusion@telford.gov.uk](mailto:SENDandinclusion@telford.gov.uk).



**Services for Families & Schools**

[Page 1:](#) Axis Counselling

[Page 2:](#) Axis: IVSA Services

[Page 3:](#) BeeU Emotional Health & Wellbeing Service  
BEAM (The Children's Society)

[Page 4:](#) BeeU Emotional Health & Wellbeing Service  
Helios

[Page 5:](#) BeeU Emotional Health & Wellbeing Service  
Kooth

[Page 6:](#) Challenging Perceptions

[Page 7:](#) Healthy Child Programme

[Page 8:](#) Healthy Lifestyles Service

[Page 9:](#) Holly Project

[Page 10:](#) Home-Start Telford & Wrekin

[Page 11:](#) Impact Telford

[Page 12:](#) PODs

(Parents Opening Door Parent Carer Forum)

[Page 13:](#) PRISM Community Bereavement Support

[Page 14:](#) Recharge Telford

[Page 15:](#) Samaritans

[Page 16:](#) Strengthening Families  
Telford & Wrekin

[Page 17:](#) Telford & Wrekin Domestic Abuse

[Page 18:](#) Telford & Wrekin Library Service: Reading Well

[Page 18:](#) Thrive Telford

[Page 19:](#) Young Carers Service  
(Telford & Wrekin All Ages Carers Centre)



**Services for Schools**

[Page 20:](#) Attachment Awareness Training

[Page 21:](#) Autism Awareness Trust

[Page 22:](#) BeeU Emotional Health & Wellbeing Service Young People and Families

[Page 23:](#) Behaviour Support Advisory Team (BSAT)

[Page 24:](#) Education for Young People in Tier 4 Beds

[Page 25:](#) ELSA Emotional Literacy Support Assistant

[Page 26:](#) E20 Emotional Health to Outcomes

[Page 27:](#) Future in Mind

[Page 28:](#) House 1

[Page 29:](#) Youth Mental Health First Aid



**Introduction**

**Families**

**Schools**

## Axis Counselling

### Service Description

Axis understands how difficult it is for survivors to make difficult and courageous decisions to seek help, they offer individualised specialist support to children, young people and adults who have experienced any kind of sexual abuse.

**Service Commissioned by:**  
CCG

### Type of Service and/or Provision

Axis offer a range of specialist support options for children, young people and adults who have experienced any kind of sexual abuse for example:

- Childhood Sexual Abuse
- Childhood Sexual Exploitation
- Rape
- Sexual Assault

Axis Counselling Service offers a range of talking therapies, workshops and group support for children, young people and adults aged 11+. They also support people who have been affected by someone else's experience of sexual abuse; parents, partners, friends etc.

Axis Crisis Counselling Adult Services (ages 18+)

Is a free confidential and independent service for anyone who has experienced any form of sexual violence, sexual abuse, sexual assault, rape. [Information leaflet](#)

**Age Range**  
Ages 11

### Contact Details

[www.axiscounselling.org.uk](http://www.axiscounselling.org.uk)  
[info@axiscounselling.org.uk](mailto:info@axiscounselling.org.uk)

01952 278000  
Axis Counselling  
The Glebe Centre  
Glebe Street  
Wellington  
Telford  
TF1 1JP

### Who the Service is for and how to access it

Parents can access the service directly.

Schools can use the [referral form](#).

This is a free service.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Axis: Independent Sexual Violence Advisor (IVSA)

### Service Description

ISVA is part of the AXIS provision. The Independent Sexual Violence Advisor team are trained to help and provide support following rape or sexual assault. The advisors will respect the persons wishes and provide impartial advice and guidance to ensure that they are able to access the most appropriate support and information to allow the person to make an informed choice which is right for them.

### Service Commissioned by:

PCC

### Type of Service and/or Provision

Axis ISVA (Independent Sexual Violence Advisor) Service provides practical support, including support through the criminal justice system (if needed) for children, young people and adults.

[Information Leaflet](#)

### Age Range

Ages 5+

### Contact Details

[www.axiscounselling.org.uk](http://www.axiscounselling.org.uk)

[isva@axiscounselling.org.uk](mailto:isva@axiscounselling.org.uk)

01952 586790

Axis Counselling

The Glebe Centre

Glebe Street

Wellington

Telford

TF1 1JP

### Who the Service is for and how to access it

Parents can access the service directly.

Schools can use the [referral form](#).

This is a free service.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## BeeU: Emotional Health & Wellbeing Service BEAM

### Service Description

BeeU is the Emotional Health and Wellbeing service for children and young people up to the age of 25 living in Telford & Wrekin. It sees young people who are worried, sad, angry and stressed. Specialist organisations manage different parts of the service; the Children's Society runs a drop in service called BEAM.

### Service Commissioned by:

Telford & Wrekin CCG, Telford & Wrekin Council, Shropshire CCG and Shropshire Council

### Type of Service and/or Provision

BEAM works with young people by:

- Listening and working with them to help them understand their feelings and emotions;
- Giving helpful, relevant advice, information and signposting;
- Promoting emotional wellbeing, helping young people develop new ways to cope with life's challenges;
- Providing workshops where young people can receive support in a group setting.

Drop in sessions are available in Shrewsbury & Telford.

You don't need to be referred or have an appointment, just drop-in!

### Age Range

Ages 0-25

### Contact Details

<https://camhs.mpft.nhs.uk/beeU>

[AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk)

#### Drop ins are held at:

9 Market Street  
Wellington  
Telford  
TF1 1BP

Mondays and Tuesdays 12-7pm  
(no sessions started after 6pm)  
Saturdays 11am-4pm  
(no sessions started after 3pm)

Palmers Café  
Claremont Street  
Shrewsbury  
SY1 1QG

Thursdays 2-7pm  
(no sessions started after 6pm)

### Who the Service is for and how to access it

The service is for Children and Young People under 25, and support can be given to parents/carers and professionals (including school) in conjunction with a young person.

This is a free service.



Families  
&  
Schools



**Introduction**

**Families**

**Schools**

## BeeU: Emotional Health and Wellbeing Service Helios

### Service Description

Healios is a specialist online provider of mental health and neurodevelopmental services to enhance the way in which children, young people, adults and their families access the right support, when and where they need it. Healios blends the best of technology with clinical evidence-based techniques and trained clinicians to deliver assessments, evidence-based psychological therapies, and earlier intervention in a unique online experience on any device connected to the internet.

### Type of Service and/or Provision

Healios provide psychological therapies online which are delivered by qualified practitioners (the same kind as those based in the Young People and Families Mental Health Service).

Healios' approach has been established on evidence based best practice (evidence-based is the integration of best research evidence with clinical expertise and patient values) and is endorsed by the National Institute of Clinical Excellence.

Healios work as part of the Young People and Families Mental Health Team to offer online, Cognitive Behavioural Therapy (CBT), Family Based Therapy (FBT) for eating disorders and specific post diagnostic interventions following a diagnosis of Autism Spectrum Condition (ASC) or Attention Deficit Hyperactivity Disorder (ADHD).

### Ages

Up to the age of 25

### Contact Details

<https://camhs.mpft.nhs.uk/beeU>

0300 124 0093

### Who the Service is for and how to access it

This service cannot be referred into directly, it can only be accessed via MPFT's specialist team.

To refer to MPFT specialist team: Schools and/or GPs are able to contact the service via the phone number above to request a referral form or email a letter to [025SPA@mpft.nhs.uk](mailto:025SPA@mpft.nhs.uk). All referrals will be triaged by an NHS practitioner.

This is a free service.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## BeeU: Emotional Health & Wellbeing Service Kooth

### Service Description

BeeU is the Emotional Health and Wellbeing Service for children and young people up to the age of 25 living in Telford & Wrekin. It sees young people who are worried, sad, angry and stressed. Specialist organisations manage different parts of the service; Kooth is an online service.

### Service Commissioned by:

Telford & Wrekin CCG, Telford & Wrekin Council, Shropshire CCG and Shropshire Council

### Type of Service and/or Provision

Kooth provides an anonymous 24-hour online service offering peer support and self-help. Trained counsellors are available to talk to. Anyone aged 11-25, living in Shropshire and Telford & Wrekin, can register to access this service, they don't need to be referred or have an appointment.

### Age Range

Ages 11-25

### Contact Details

[www.kooth.com](http://www.kooth.com)

Online service only.

### Who the Service is for and how to access it

Parents and school can access the service through the website.

This is a free service.



Families  
&  
Schools

## Challenging Perceptions

### Service Description

Challenging Perceptions aim to empower young adults to explore and address mental health issues and wellbeing. To do so, they enable members of our communities to improve their lives by coming together and supporting each other to grow in confidence and engage in opportunities. They help to reduce stigma and discrimination by providing information, advice and support and promoting understanding and awareness of mental health issues and wellbeing young adults face. Challenging Perceptions is a user-led organization. Therefore, they are run and controlled by people who use there services and other mental health and wellbeing services. The choices that are made be people who use there services, and the outcomes they are helped to attain, are ones we want for ourselves. The future we strive for is where minds and opportunities are open and we all grow mentally stronger together.

### Service Commissioned by:

Independent Service

### Type of Service and/or Provision

Youth Wellbeing Group - this group is for young people aged 11-18 years, it can help to:

- Reduce isolation, which can cause mental health and wellbeing issues.
- Make new friends in a welcoming environment
- Encourage peers to share their experience and support each other as volunteers

Other groups include:

- Arts & Crafts 18+
- Unleash your creative side—Art Therapy
- Unleash your creative side—Virtual Reality
- Unleash your creative side—Lego Therapy
- Advocacy
- Service Used Forum
- Young Peoples Mental Health Working Group

### Age Range

Ages 11+

Unleash your creative side—Art Therapy 18+

### Contact Details

[www.cptelford.co.uk](http://www.cptelford.co.uk)

[info@cptelford.co.uk](mailto:info@cptelford.co.uk)

01952 897333

Challenging Perceptions  
Park Lane Centre  
Park Lane  
Woodside  
Telford  
TF7 5QZ

### Who the Service is for and how to access it

Parents and Schools can find out more about this service by email.

This is a free service



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Healthy Child Programme

### Service Description

The Healthy Child Programme for ages 0-19 is an NHS service that offers interventions for children and young people from an early age. This service covers a wide area of provision including Health Visiting, School Nursing, provision for families who may need intensive support and an integrated model of public nursing from pre-birth to 19 years.

### Service Commissioned by:

Telford & Wrekin Public Health

### Type of Service and/or Provision

The Healthy Child Programme works to improve health and wellbeing outcomes and reduce inequalities for children, young people and families. They work in partnership with other agencies and the community to respond to varying needs, this aids them in identifying needs early to provide tailored support in order to prevent needs from escalating and therefore reducing the demand on specialist provision. They provide expert advice, guidance and support through their network of professionals including Health Visitors and School Nurses to ensure that every child gets the best start they can to lay the foundations for a healthy life.

### Age Range

Ages 0-19

### Contact Details

[www.shropscommunityhealth.nhs.uk/](http://www.shropscommunityhealth.nhs.uk/)

Tel: 0333 358 3328 (General enquiries and appointments)

Text: (Health Advice)

Health Visitor Team - 0752 0619 053

School Nurse Team - 0752 0619 051

### Who the Service is for and how to access it

Self referrals can be made by families.

Referrals can be made by professionals including schools.

This is a free service



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Healthy Lifestyles Service

### Service Description

The Healthy Lifestyle Service provides a personal service to motivate, encourage and support people to make changes to improve their health and wellbeing. It is a behaviour change support programme for people who would like to make a positive change to improve their health outcomes and their health and wellbeing.

### Service Commissioned by:

Telford & Wrekin Public Health

### Type of Service and/or Provision

The service offers health checks and 6 one to one sessions supporting the areas of healthy eating, weight management, physical activity, alcohol, smoking cessation and emotional health and wellbeing. Advisors work closely with the community and to connect clients with a variety of ongoing support in the area where they live.

The programmes include:

- Healthy Families Programme (Age 0-16) one to one behaviour change support to families and young people to make long term healthy lifestyle changes.
- Stop Smoking Service (Age 12+) a 12 week stop smoking service offering licenced medication and behavioural change support.

Alongside behaviour change support Advisors will link individuals with social prescribing programmes in their area which can help, support and make their changes sustainable.

### Age Range

All ages

### Contact Details

[www.telford.gov.uk/info/20087/healthy\\_telford/687/healthy\\_lifestyles](http://www.telford.gov.uk/info/20087/healthy_telford/687/healthy_lifestyles)

[healthylifestyles@telford.gov.uk](mailto:healthylifestyles@telford.gov.uk)

01952 382582

Southwater One

Southwater Square

Telford

TF3 4JT

### Who the Service is for and how to access it

Parents can access the service through the drop in service, website or [contact form](#).

This is a free service.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

**Holly Project**

**Service Description**

The Holly Project is a free, independent support service for the survivors of child sexual exploitation (CSE) and their families, which is run by survivors. It is a safe place for those affected by child sexual exploitation to get support and advice from people who have experienced the trauma and impact of child sexual exploitation. They aim to help survivors rebuild their lives and offer them hope for the future. The Holly Project is born out of need and is a safe place for survivors and their families to go to. There are people to talk to who really understand their experiences

**Service Commissioned by:**

Telford & Wrekin Council

**Type of Service and/or Provision**

They offer free support for survivors and victims, wellbeing sessions and can provide access to counselling services to help overcome the trauma of child sexual exploitation.

Services available include:

- one to one sessions – planned and drop in service available
- Group sessions for parents of child sexual exploitation survivors and victims
- Group sessions including women’s boxing in conjunction with Bright Star academy
- Professional advice and guidance including CSE Awareness training delivered with West Mercia Police

**Age Range**

Ages 18+

**Contact Details**

[www.hollyproject.org](http://www.hollyproject.org)  
[hollyproject@ymcawellington.co.uk](mailto:hollyproject@ymcawellington.co.uk)  
01952 947381

YMCA  
Wellington  
Tan Bank  
Wellington  
Telford  
TF1 1HJ

**Who the Service is for and how to access it**

Young people can access the service by registering on the website or visiting the drop in sessions, information about opening hours can be found [HERE](#).

This is a free service.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Home-Start Telford & Wrekin

### Service Description

Home-Start is a local community network of trained volunteers and expert support helping families with young children through challenging times. Starting in the home, the approach is as individual as the people that they are helping. There is no judgment, just compassionate, confidential help and support. Support is provided for families struggling with post-natal depression, isolation, physical health problems, bereavement and many other issues. Each family receive the support of a volunteer who will spend around two hours a week in the families home supporting them in ways they need.

### Service Commissioned by:

Charity

### Type of Service and/or Provision

Mental Health support provided includes:

- 'Something More' – this is a 10-week self-esteem and confidence building course
- 'Me Time' drop-in group – a term-time weekly drop-in with crèche to support parents with mental health issues/low mood
- Home-visiting: weekly peer support visits in families' own homes by parent-volunteers to support with a range of issues including mental health

### Age Range

Ages 0-5

### Contact Details

[www.homestarttelfordandwrekin.co.uk](http://www.homestarttelfordandwrekin.co.uk)  
[homestarttelfordandwrekin1@gmail.com](mailto:homestarttelfordandwrekin1@gmail.com)  
 01952 872280  
 The Glebe Centre  
 Glebe Street  
 Wellington  
 Telford  
 TF1 1JP

### Who the Service is for and how to access it

Parents and Schools can access the service using the contact details provided or through Facebook.

This is a free service



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

**Impact Telford**

**Service Description**

Impact offer a core service of counselling for children aged 5 and upwards, adults and couples. In addition they offer a range of workshops, training and support aimed at a variety of audiences; teachers, school staff, children as well as parents/carers. Packages can be combined to tailor support to the needs of a school community.

**Service Commissioned by:**

Charity

**Type of Service and/or Provision**

Services for Children and Young People:

- Counselling for children aged 5 and upwards with qualified and experienced counsellors using play and talking therapy
- Age appropriate assemblies and workshops. Workshops include: “Having difficult conversations”, “Understanding your emotions”, “What is normal” and “Anxiety” all tailored to the age group and pupil profile of your school

Services for School Staff:

- Workshops: include “Managing stress”, “Tackling anxiety”, “Introducing mindfulness” as well as other topics on improving mental health and emotional wellbeing
- Training as part of a CPD programme: for example ‘Understanding children's behaviour’, ‘Self-harm Awareness’, ‘Eating disorders’
- Counselling & Psychotherapy
- Ad hoc mental health support for example a drop in listening service or crisis support line

**Age Range**

Ages 5+

**Contact Details**

[www.impacttelford.co.uk](http://www.impacttelford.co.uk)

[info@impacttelford.co.uk](mailto:info@impacttelford.co.uk)

Facebook: @impacttelford

01952 223165

The People’s Centre,  
High Street,  
Madeley,  
Telford  
TF7 5AS

**Who the Service is for and how to access it**

Parents can access the service by phone, email or through Facebook.

This service is means tested with sessions starting from £20

Schools can access by phone or email.

Service Costs: Counselling & Psychotherapy – £40 per session

Consultancy / Training – all work is bespoke so the cost is dependent on individual need.



Families  
&  
Schools



**Introduction**

**Families**

**Schools**

## PODS (Parents Opening Doors) Parent Carer Forum

### Service Description

PODs core work is around Parent Participation this is when parent carers and professionals work together, recognising each other's knowledge, to make informed decisions about services that make the best use of resources. They work with all key areas, across Health, Social Care and Education – with health and LA partners, and also the voluntary sector partners. This means that services can better meet the needs of families with children & young people with disabilities and additional needs so resources are not wasted on services which parents and families do not take up. PODs is a peer led service involving and supporting parent carers who have a child or young person with an additional need, SEN, or Disability.

### Type of Service and/or Provision

Our core work supports a range of provisions including the following (anyone involved is asked to become a PODS member):

- Befriending Service (1:1 support from a trained befriender);
- Family Groups in a range of community settings, offering mutual support and information sharing, plus speakers on key subjects.
- Specific workshops and conferences based on family needs, and also have a drop in session at Stepping Stones Hub every Tuesday.
- Inclusive Trips & Events throughout the year, giving families an opportunity to access social events and activities.
- To help support our family-based activities we hold Fundraising Events in the community.

### Age Range

PODS is for parent carers of young people aged 0 – 25 years with special educational needs, additional needs and disabilities (SEND)

### Contact Details

[www.podstelford.org](http://www.podstelford.org)

[Info@podstelford.org](mailto:Info@podstelford.org)

01952 458047

0777 534 2092

The Glebe Centre  
Glebe Street  
Wellington  
Telford  
TF1 1JP

### Who the Service is for and how to access it

Parents and schools can access the service by contacting PODS through their [Facebook page](#), by email: [info@podstelford.org](mailto:info@podstelford.org) through the [Contact Us](#) page and signing up to [Become a Member](#)



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## PRISM Community Bereavement Support Service

### Service Description

PRISM is a community support service providing peer led emotional support and listening service for bereaved adults, children and young people. Activities for children and young people are based around play including making memory boxes/jars, games, arts including scrap books, sand tray play, making a memory garden and more. Ideally they like to see children in a school environment. Services for adults include walking football, carpet bowls, craft works including knitting and crochet, chess, walk and talk, making memory/emotional boxes/jars and more.

### Type of Service and/or Provision

Group support for adults and 1:1 listening service.

1-1 support for children in a school environment with occasional outside activities for all children the services sees.

Support groups available:

**Bereaved Sibling Support service for children** - For children aged 5 -10 years old and 11 - 18 years old. A bi-monthly peer support activity takes place with other children and their parents who are in a similar situation. Please contact to us make a referral.

**Child Bereaved of a Parent or a Carer** - One to one support service through the school with a bi-monthly peer support session with other children and their parents in a similar situation. Please contact us to make a referral.

**School Grief and Loss Support** - Provision of one to one grief and loss support in the school environment, referrals are required from a school professional/member of staff.

### Age Range

Ages 5+

### Contact Details

Facebook: PRISM Community Support

prismtelford@gmail.com

01952 872858

C/o Telford Elim Community Church

Brookdale

Hadley

Telford

TF1 6LP

### Who the Service is for and how to access it

Schools can request a referral form from

[prismtelford@gmail.com](mailto:prismtelford@gmail.com).

Parents need to agree to the child receiving support

Parents can send an email to [prismtelford@gmail.com](mailto:prismtelford@gmail.com)

asking for a referral form or request a referral form by phone.

This is a free service, donations are welcome.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Recharge Telford

### Service Description

A trauma informed support service for 12 to 21 year olds who are overcoming issues involving addiction & those living in a household with a family member with an addiction. They give support to young people for who substance use and or any addiction has become unmanageable and creating problems in their life. They are a recovery based service who's staff and volunteers have come through similar struggles themselves. If a young person is ready to talk about their issues then Recharge can offer them support.

### Service Commissioned by:

Telford & Wrekin Public Health

### Type of Service and/or Provision

They offer a timetable of activities including

- Recovery support mutual aid group,
- Therapeutic art
- One to one counselling
- A variety of activities such as fishing and music
- A volunteer pathway for group members wanting to give back to the community

### Contact Details

[www.rechargetelford.org.uk](http://www.rechargetelford.org.uk)  
[info@rechargetelford.org.uk](mailto:info@rechargetelford.org.uk)

01952660000  
07486682606  
c/o Brookside Community Centre  
Burford  
Brookside  
Telford  
TF31LP

### Age Range

Ages 12-21

### Who the Service is for and how to access it

Service can be accessed directly by young people and parents. This is a free service for young people and parents

Schools can find out more information by email, counselling services and group work within schools would have a cost.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Samaritans

### Service Description

Samaritans provide emotional support to anyone who is struggling with difficult thoughts or emotions. They are available 24 hours a day, 365 days a year. Samaritans are a national service that is available to anyone who needs to talk. They are available no matter how large or small the issue feels. They are there to listen, with no judgment.

### Service Commissioned by:

Samaritans

### Type of Service and/or Provision

Samaritans support schools by providing educational speakers to give free talks on emotional health to students and staff. They have a team of trained volunteers who will visit the school to discuss the value of listening, coping strategies (including self-harm), provide information about Samaritans, the importance of accessing support and where support can be found.

### Age Range

For all ages, but Samaritans encourage very young children to contact Childline for support

Telephone: 0800 1111.

[www.childline.org.uk](http://www.childline.org.uk)

### Contact Details

[www.samaritans.org](http://www.samaritans.org)

[jo@samaritans.org](mailto:jo@samaritans.org)

Call 116123

115 King Street  
Wellington  
Telford  
TF11NU

Samaritans are available 24 hours per day, 365 days per year.

### Who the Service is for and how to access it

Parents can access through the telephone number, email address and website provided.

Schools can access the educational speakers via the [contact form](#) on their website.

This is a free service



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

**Strengthening Families Telford & Wrekin**

**Service Description**

Strengthening Families have a primary focus to ensure that wherever possible children and young people have the chance to grow up in their family environment by offering a family based intervention that is timely and effective at keeping families together where it is safe and reasonable to do so. The service delivers a whole family working approach ensuring multi-agency integrated working practices are at the heart of everything they do. This supportive work with children and families will help prevent family breakdown and reduce the need for more intrusive and costly interventions in the lives of children, young people and families.

**Service Commissioned by:**

Telford & Wrekin Core Service

**Type of Service and/or Provision**

Various services are offered:

- Family Support—referral is through a multi agency assessment, Early Help Assessment
- Domestic Abuse Programmes
  - Freedom Online or Group programme
  - Power to Change
  - Me, My Child and Domestic Abuse
  - Crush (for young people aged 13-18)
- Incredible Years is a parenting programme for children aged 0-10 years
- Playing Together is a 13 week group for families with children aged 0-5
- Online Parenting course

**Age Range**

Strengthening Families offer services for families and with children and young people aged 0-18 and up to 25 if they have a special educational need or disability

**Contact Details**

**Family Connect**

[www.telford.gov.uk/info/20223/family\\_connect](http://www.telford.gov.uk/info/20223/family_connect)

01952 385385

**Hadley Castle**

[hadleycastlelocalityadmin@telford.gov.uk](mailto:hadleycastlelocalityadmin@telford.gov.uk)

01952 387183

**Lakeside South**

[lakesidesouthlocalityadmin@telford.gov.uk](mailto:lakesidesouthlocalityadmin@telford.gov.uk)

01952 385465

**The Wrekin**

[wrekinlocalityadmin@telford.gov.uk](mailto:wrekinlocalityadmin@telford.gov.uk)

01952 385577

**Who the Service is for and how to access it**

Parents can access universal services by calling Family Connect.

Targeted services are accessed via an assessment, to request an assessment or to make a referral contact the localities provided.

This is a free service, there is a criteria for support.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Telford & Wrekin Domestic Abuse

### Service Description

This service helps survivors of domestic abuse to gain confidence and knowledge, it looks at the effects of domestic abuse on children. CRUSH is an awareness raising and support programme that helps young people to make safe and healthy relationship choices.

### Service Commissioned by:

Public Health & Children's Safeguarding

### Type of Service and/or Provision

There are four programmes available that provide targeted support:

- CRUSH (Children & Young People 11-18)
- Freedom (18+)
- Power to Change (18+)
- Me, my child and domestic abuse (18+)

### Contact Details

[www.telford.gov.uk/info/20291/domestic\\_abuse](http://www.telford.gov.uk/info/20291/domestic_abuse)  
[lakesidesouthlocalityadmin@telford.gov.uk](mailto:lakesidesouthlocalityadmin@telford.gov.uk)  
01952 385465

Community Early Help  
103 Southgate  
Sutton Hill  
Telford  
TF7 45G

### Who the Service is for and how to access it

This service can be accessed by parents through Family Connect 01952 385385 or using the contact details above.

Schools can access the service using the [Early Help Assessment](#).



Families  
&  
Schools

**Introduction****Families****Schools****Telford & Wrekin Library Service: Reading Well, The Blinks & Books Beyond Words****Service Description**

Telford & Wrekin Library Service provides free access to books and resources to help Mental Health and Wellbeing. The Reading Well schemes help to support people to understand their health and wellbeing by using helpful reading. The books are all recommended by health experts, along with people living with the conditions covered and their relatives and parents. Books can be recommended by Health professionals or can be used independently.

**Type of Service and/or Provision**

Reading Well recommends reading to help children and young people understand their feelings and worries and cope with tough times.

- Reading Well for Children is targeted at children in Key Stage 2 (aged 7-11) and includes a wide range of reading levels to support less confident readers and to encourage children to read together with their siblings and carers.
- Reading Well Shelf Help is aimed at teenagers and the books have information and advice as well as personal stories about dealing with feelings such as anxiety, depression or stress and experiences such as bullying.

Other booklists available:

- The Blinks are for children aged 7 and over, they are focused on helping to improve wellbeing and development. The books cover six different emotions including worry, self-esteem, anger, love, sadness and shyness. They help children to develop strategies to aid their emotional and behavioural developments.
- Books Beyond Words use pictures to tell stories that engage with people who find pictures easier than words. They cover themes such as relationships and health.

**Contact Details**

[www.telford.gov.uk/libraries](http://www.telford.gov.uk/libraries)

libraryenquiries@telford.gov.uk

01952 382915

[Search the Library Catalogue](#)

**Who the Service is for and how to access it**

Parents and schools can access this free service by visiting their local library.



Families  
&  
Schools



**Introduction**

**Families**

**Schools**

**Thrive Telford**

**Service Description**

Inspire2Thrive Telford is a group of organisations that work together to provide support to individuals, families and communities. They aim to encourage independence and maximise choice and control for overall health and emotional well-being.

**Service Commissioned by:**

Telford & Wrekin Council

**Type of Service and/or Provision**

Support offered depends on customers needs, floating support services offers tailored support to meet needs in the customers home as well as in the community, accommodation based services offer accommodation combined with support. Drop-in hubs are available around the borough, these can be used to meet immediate needs and can act as a referral pathway into other support services that are offered.

Floating Support is a personally tailored service to customers across Telford & Wrekin in need of support to manage homelessness and those in any type of tenure with an asessed need.

Accommodation based support is provided by partners to support young persons/ family accommodation, accommodation for those experiencing homelessness, to accommodation for those with mental health needs or learning difficulties.

Support Hubs/Drop Ins provide one off guidance and a pathway to floating support.

Information about the Drop Ins <http://www.inspire2thrive.co.uk/thrive-support-hubs>

**Contact Details**

<http://www.inspire2thrive.co.uk/access-support>

[Short Term Supported Accommodation](#)

01952 400401

[thrive@ymcawellington.co.uk](mailto:thrive@ymcawellington.co.uk)

[Floating Support](#)

01952 504325

[thrive@staytelford.co.uk](mailto:thrive@staytelford.co.uk)

**Who the Service is for and how to access it**

Families and school can use the [Referral Forms](#)

This is a free service



Families  
&  
Schools



**Introduction**

**Families**

**Schools**

## Young Carers Service (Telford & Wrekin All Age Carers Centre)

### Service Description

The Telford and Wrekin the All Age Carers Centre supports family/friend carers in the borough. Children and young people usually care for mum, dad, brother, sister or grandparent. The person they care for may have a chronic illness, physical or learning disability, mental health issue or substance and alcohol abuse. Young carers may do cooking, cleaning, looking after brothers and sisters, bathing dressing, laundry, toileting, collecting/giving medication, lifting, emotional support and lots more. Common issues surrounding the young carer role are tiredness, anxiety, isolation, time to do school work, bullying at school, time for themselves.

### Service Commissioned by:

Local Authority & CCG

### Type of Service and/or Provision

- Information, advice and guidance around every part of their caring role
- One-to-one support – listening, chatting, trying to resolve issues
- Regular school drop-ins where young carers can pop and see us for a chat
- Fortnightly Young Carers Youth Club with sports/crafts/games/special visits and projects
- Holiday and half term activities, with trips/events/sports/picnics/walks
- Befriending – volunteers who are matched with young carers to give regular support on a one to one basis.
- For those 16-18 additional age appropriate information, advice, activities, events and training for those young carers who are transitioning to adult services

### Age Range

Young Carers ages 5-18

Transition to Adult Service ages 16-18

### Contact Details

[www.telfordcarers.org.uk/young-carers](http://www.telfordcarers.org.uk/young-carers)  
[info@telfordwrekinyoungcarers.org.uk](mailto:info@telfordwrekinyoungcarers.org.uk)

01952 458044  
01952 240209

The Glebe Centre  
Glebe Street  
Wellington  
Telford  
TF1 1 JP

### Who the Service is for and how to access it

Parents can make a self referral by phone/email. Young Carers team will take details and arrange a meet up with both parent and child/young person for young carers assessment to confirm eligibility for registration.

Schools can access the service in line with all GDPR requirements, by phone/email.

This is a free service, some contributions may be required for activities.



Families  
&  
Schools

**Introduction**

**Families**

**Schools**

## Attachment Awareness Training

### Service Description

Provided by the Behaviour Support and Advisory Team who are part of Education and Corporate Parenting. They offer an outreach team who are traded, this work can be to support children and young people or to deliver specific / bespoke training.

### Service Commissioned by:

Telford & Wrekin Council  
Pupil Support Services, Behaviour Support Advisory Team (BSAT)

### Type of Service and/or Provision

Courses provided by the Behaviour Support and Advisory Team include Attachment and Trauma and Emotion Coaching Level 1, 2 and 3.

The courses are available to anybody working with or supporting young people aged 0-18.

Courses can be bespoke for schools or central training options or 1:1 support for children to embed emotion coaching.

### Age Range

Courses are available for anyone working with children to attend. Service support is open to any child aged 0-18.

### Contact Details

[Darren.Lennon@telford.gov.uk](mailto:Darren.Lennon@telford.gov.uk)  
[CPDSchoolImprovement@telford.gov.uk](mailto:CPDSchoolImprovement@telford.gov.uk)  
01952 381698  
BSAT Team  
Education & Corporate Parenting  
Telford & Wrekin Council  
6B/C Darby House  
Lawn Central  
Telford,  
TF3 4JA

### Who the Service is for and how to access it

Schools can book through the [CPD booklet](#) or direct approach to the BSAT Team, course costs listed below.  
Attachment and Trauma Course: £90.00 (1.5hrs)  
Emotion Coaching Level 1: £90.00 (1.5hrs)  
Emotion Coaching Level 2: £120.00 (half day)



Schools

**Introduction**

**Families**

**Schools**

## Autism Awareness Trust

### Service Description

The AET programme offers high quality modular training and resources for education personnel to help ensure that autistic children and young people receive an education that enables them to fulfil their aspirations and engage in society as active citizens.

Telford and Wrekin Council holds licences to deliver the Early Years and School programmes.

### Service Commissioned by:

Telford & Wrekin Council SEND 0-25

### Type of Service and/or Provision

AET training is aimed at practitioners working in mainstream and special schools. It is delivered by local trainers from the Early Years Advisory Teachers, Learning Support Advisory Team and Educational Psychology Service.

- Making Sense of Autism is targeted at staff including, administration colleagues, school governors and caretakers etc.
- Good Autism Practice/ Extending and Enhancing Good Autism Practice is targeted at teachers and support staff who work directly with children and young people on the autism spectrum.
- Leading Good Autism Practice is targeted at early years and school leaders who can influence whole school development.

Free materials are available on the AET website.

### Age Range

Training course for Adults working in mainstream and special schools.

### Contact Details

[www.telfordsend.org.uk](http://www.telfordsend.org.uk)  
[SENDandinclusion@telford.gov.uk](mailto:SENDandinclusion@telford.gov.uk)  
 01952 381045  
 SEND 0-25  
 Education & Corporate Parenting  
 Telford & Wrekin Council  
 6B/C Darby House  
 Lawn Central  
 Telford,  
 TF3 4JA

### Who the Service is for and how to access it

Schools can commission the training from the SEND 0-25 team, please enquire for costs.  
 Early Years Settings can commission training from the [Early Years Advisory Teachers](#), please enquire for costs.



Schools

**Introduction**

**Families**

**Schools**

**BeeU: Emotional Health and Wellbeing Service Young People and Families Mental Health**

**Service Description**

This is a specialist service that provides a broad spectrum of community-based mental health services, ranging from early intervention through to specialist treatment and crisis resolution for young people with mental health problems.

**Service Commissioned by:**

Telford & Wrekin GGC, Telford & Wrekin Council, Shropshire CCG and Shropshire Council

**Type of Service and/or Provision**

A multi-disciplinary team of professionals deliver a range of therapeutic support, working together as a team to understand and support the needs of individual children and families.

For example:

- Mental Health Worker
- Psychologist
- Therapist
- Psychiatrist
- Nurse Specialist
- You may also be supported to access online therapy from Healios

**Age Range**

Ages 0-25

**Contact Details**

<https://camhs.mpft.nhs.uk/beeU>

0300 124 0093

**Who the Service is for and how to access it**

Schools and/or GPs are able to contact the service via the phone number above to request a referral form or email a letter to [025SPA@mpft.nhs.uk](mailto:025SPA@mpft.nhs.uk). All referrals will be triaged by an NHS practitioner.

This is a free service.



Schools

**Introduction**

**Families**

**Schools**

## Behaviour Support Advisory Team (BSAT)

### Service Description

Behaviour Support Advisory Team offer advice and guidance for pupils and those working with pupils to identify areas of possible intervention and support available. BSAT can offer individual and group work for individuals. Education colleagues can access the team for professional development, training courses and bespoke support.

### Service Commissioned by:

Telford & Wrekin Council: Education and Corporate Parenting  
Pupil Support Services

### Type of Service and/or Provision

Colleagues from the education sector are able to access the support from Behaviour Support Advisory Team.

Support is primarily for individual children, group work, individual teacher or support staff development and or whole school support with regards to initiatives or strategies.

Whole school support also available

### Age Range

Support is available for students aged 0-18.

### Contact Details

[https://www.twccommercial.co.uk/site/scripts/home\\_info.php?homepageID=73](https://www.twccommercial.co.uk/site/scripts/home_info.php?homepageID=73)

[Darren.Lennon@telford.gov.uk](mailto:Darren.Lennon@telford.gov.uk)

01952 381045

### Who the Service is for and how to access it

This service is available for schools.

Inclusion mentors £80 per session

Team Leader £249 per am/pm

Training courses are in line with T&W CPD costs.



Schools

**Introduction**

**Families**

**Schools**

## Education for Young People in Tier 4 Beds

### Service Description

NHS England commission Tier 4 beds from independent hospital providers such as Huntercombe, Priory and Cygnet. Each of these hospitals has education attached and whilst this isn't commissioned directly by the council, there is an expectation that they pay for it.

### Service Commissioned by:

NHS England

### Type of Service and/or Provision

This is targeted/specialised provision only available to those young people who are hospitalised in Tier 4 beds. There is a West Midlands regionally agreed quality check. Each of these hospital schools needs to provide evidence against an agreed checklist before this provision is funded.

### Age Range

Ages 11-18

### Contact Details

Please see information below.

### Who the Service is for and how to access it

Schools cannot access this service directly but need to be aware that young people on their roll might be admitted to these hospitals. If this is the case they should liaise directly with the hospital education to ensure continuity of education as far as possible



Schools

**Introduction**

**Families**

**Schools**

## ELSA Emotional Literacy Support Assistant

### Service Description

ELSA is an initiative that offers in depth training and ongoing supervision to teaching assistants. The training focuses on developing the social and well-being of children and young people.

### Service Commissioned by:

Telford & Wrekin Council  
SEND 0-25, Educational Psychology Service

### Type of Service and/or Provision

The ELSA training is for teaching assistants/learning support assistants who have personal qualities that enable them to work as ELSAs. ELSAs are trained to plan and deliver programmes of support to pupils who are experiencing temporary or longer term additional emotional needs.

Cross phase from pre-school through to post 16

### Age Range

Training course for teaching assistants/learning support assistants working in schools.

### Contact Details

[www.telfordsend.org.uk](http://www.telfordsend.org.uk)  
[SENDandinclusion@telford.gov.uk](mailto:SENDandinclusion@telford.gov.uk)  
01952 381045  
SEND 0-25  
Education & Corporate Parenting  
Telford & Wrekin Council  
6B/C Darby House  
Lawn Central  
Telford,  
TF3 4JA

### Who the Service is for and how to access it

Schools can commission places on the ELSA training course which includes ongoing supervision, the current cost is £600 to train an ELSA and provides 4 supervision sessions. Ongoing supervision is required and supervision packages can be purchased.



Schools

**Introduction**

**Families**

**Schools**

## E2O: Emotional Health to Outcomes

### Service Description

The provision is targeted at front line school staff who have a responsibility around supporting children with mental health related issues. It is designed to support universal and targeted provision.

### Service Commissioned by:

Schools

### Type of Service and/or Provision

E2O is for frontline school staff (Primary, Secondary and Special) who are responsible for supporting social and emotional aspects of learning.

The sessions are mapped out by the attendees, with outside agency speakers and plenty of time for problem solving around real life school scenarios.

### Age Range

For frontline school staff working in Primary, Secondary and Specialist provision.

### Contact Details

[john.griffiths@taw.org.uk](mailto:john.griffiths@taw.org.uk)

School Business Manager, Newdale Primary School  
01952 387720

Newdale Primary School,  
Marlborough Way,  
Telford,  
TF3 5HA.

### Who the Service is for and how to access it

Schools can access this service by contacting the Newdale Primary School Business Manager.

This is a free service.



Schools



**Introduction**

**Families**

**Schools**

## Future in Mind

### Service Description

Future in Mind is high quality professional development training for professionals working with pupils aged 3-18. The service is available for education and non-education colleagues, including the private and voluntary sector. The professional development includes all the slides used during the training and any associated resources are provided.

### Service Commissioned by:

Public Health & Schools

### Type of Service and/or Provision

Future in Mind Telford is a partnership between Public Health and The Severn Teaching School Alliance. The programme's partners are professionals working in infant, junior, primary and special schools, health, LA services such as Children in Care and Strengthening Families, alternative provision and the private and voluntary sector. Colleagues meet three times a year for a full day of high quality professional development linked to the emotional health and wellbeing of school-aged children. The intelligence for the professional development comes from Public Health, BeeU service and the delegates involved. The identified professional development is aligned with this to meet local need.

The professional development supports non-clinical intervention to ensure the right help at the right time and preventative work. All the resources and slides are provided so that the Mental Health Lead for each setting can cascade the information and embed the learning.

### Age Range

For professionals working with ages 3-18.

### Contact Details

[Sian.deane1@taw.org.uk](mailto:Sian.deane1@taw.org.uk)

[Sue.stoddart@taw.org.uk](mailto:Sue.stoddart@taw.org.uk)

01952 387237

Severn Teaching School Alliance  
Park Lane Centre  
Park Lane  
Woodside  
Telford TF7 5QZ

### Who the Service is for and how to access it

Schools can access the service by purchasing a service level agreement of £300 per year.



Schools

**Introduction**

**Families**

**Schools**

## House 1

### Service Description

House 1 offers support for students suffering from anxiety, SEMH and school phobia. It is a provision based on the nurture principles of support and engagement in learning.  
The outcome of attending House 1 is to support students back into education or onto Post 16 provision.

### Service Commissioned by:

Telford & Wrekin Council  
Pupil Support Services

### Type of Service and/or Provision

There are two types of sessions available to students within House 1. They have a curriculum focus in the mornings with Functional Skills English and Maths and in the afternoons of nurture and practical vocational activities.  
Students who attend are allocated two sessions a week along with support in their school and other agencies.

### Age Range

Generally a suitable provision for Key Stage 3 and 4 pupils.

### Contact Details

[louise.bartholomew@telford.gov.uk](mailto:louise.bartholomew@telford.gov.uk)  
[sue.trinder1@taw.org.uk](mailto:sue.trinder1@taw.org.uk)  
01952 567542

Student Engagement Programme,  
House 1  
Queensway HLC site  
Hadley  
Telford  
TF1 6AJ

### Who the Service is for and how to access it

Schools can access the service by presenting a case at the Telford & Wrekin Fair Access Panel.  
Service Costs are £77.00 for 1/2 day.



Schools

**Introduction**

**Families**

**Schools**

## Youth Mental Health First Aid

### Service Description

A training course for any adult who has contact with a child/young person who is aged 8-18. It will teach the skills and confidence to spot the signs of mental health issues in a young person, offer first aid and guide them towards the support they need. In doing so, they can speed up a young person's recovery and help prevent a mental health issue from getting worse.

### Service Commissioned by:

Telford & Wrekin Council  
Pupil Support Services, Behaviour Support Advisory Team (BSAT)

### Type of Service and/or Provision

The Youth Mental Health First Aid course is developed for practitioners working with children aged 8-18 years of age to develop their understanding of mental health needs and empower them with the skills to support. The course won't teach the delegate to be a therapist, but it will teach them to listen, reassure and respond, even in a crisis - and even potentially stop a crisis from happening. But more than that, it aims to give information and skills to look after the delegates personal mental health so that they can set an example for young people. By giving the tools to have these conversations, it will empower them to create a mentally healthy, supportive environment in their family, school, peer group or community.

### Age Range

Adults working with children aged 8-18

### Contact Details

[Darren.Lennon@telford.gov.uk](mailto:Darren.Lennon@telford.gov.uk)  
[Claire.Pryce@telford.gov.uk](mailto:Claire.Pryce@telford.gov.uk)  
[CPDSchoolImprovement@telford.gov.uk](mailto:CPDSchoolImprovement@telford.gov.uk)  
01952 381698  
BSAT Team  
Education & Corporate Parenting  
Telford & Wrekin Council  
6B/C Darby House  
Lawn Central  
Telford, TF3 4JA

### Who the Service is for and how to access it

Schools can book through the [CPD booklet](#) or via a direct approach to the BSAT Team, the cost is £250.00 per delegate for two days.



Schools

**Introduction**

**Families**

**Schools**

**Request to be included in this directory:**

**Mental Health Support for Children & Young People in Telford & Wrekin.**

Please complete and return this form.



<p><b>Service Title</b> Name of the service to be published in the directory.</p>	
<p><b>Who the Service Commissioned by:</b> Is the service commissioned by Local Authority/CCG/School And which team commissions the service eg. Public Health, SEND, Social Care.</p>	
<p><b>Service Description</b> Please provide a brief but informative description of who the service is for &amp; what support, information or advice it provides.</p>	
<p><b>What type of provision is available?</b> Please give an explanation of who the provision is targeted at and what type of provision is available. For example whether it's a universal provision, training, targeted workshops, specialist individual support.</p>	

**Introduction**

**Families**

**Schools**

**Request to be included in this directory continued:**



<p><b>Age range the service is for?</b> Please give details of the age range for the service.</p>	
<p><b>How to access the service</b> Please provide a brief description of how schools and parents are able to access the service and any links to relevant forms.</p>	
<p><b>Service Contact Information</b> Website, email address, phone number and address.</p>	
<p><b>Cost to access the service</b> Please give information about the cost to access the service, is this free service or would there be a cost involved for schools or parents to access the service.</p>	<p><i>The cost for schools is</i></p> <p><i>The cost for parents is:</i></p>
<p><b>Who completed this form</b> <b>Contact Name &amp; Details</b> Email address, phone number, job role. <i>This information will be used to request service updates and will not be published in the directory.</i></p>	
<p><b>Please return to:</b> <a href="mailto:SENDandInclusion@telford.gov.uk">SENDandInclusion@telford.gov.uk</a> A word version of this form is available to download from the <b>Local Offer</b> Website.</p>	



# Local Offer for Special Educational Needs and Disability



Discover everything you need to know about education, health and care services in your local area for children and young people with SEND 0-25yrs at...

[www.telfordsend.org.uk](http://www.telfordsend.org.uk)

#### Key features...

- Search for clear and accessible information, advice and sources of support.
- Explore leisure, fun and short breaks activities.
- Find out about specialist services and education health and care plans.
- Learn how schools support special educational needs.
- Use the interactive map showing what is available near to where you live.
- Have your say through our online feedback form.