

# Support and advice for Parents/Carers and Young People

## INTRODUCTION

This brief guide, developed using Bradford Early Help Toolkit, is designed to offer practical information, knowledge and guidance in some of the key areas which can affect families and young people and cause stress and worry.

Within the guide you will find national organisations, as well as local services and useful details of how to access them. School can support with further signposting to organisations, both local and national.

The key areas the guide covers are:

- Mental Health and Family Support
- Drug and Alcohol Problems
- Benefits
- Money Worries and Debt
- Food Banks
- Dentists
- Disability Support

## **Mental Health**

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

### **Child/Under 18'S**

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

<https://www.kooth.com/>

**CAMHS**- The school nursing team are able to refer to CAMHS, when a young person is thought to have mental health concerns. However, prior to this, a nursing tier 1 assessment which consists of simple strategies/signposting and a range of support interventions (in collaboration), will need to have been tried before a referral is accepted. In more urgent cases, **Parents/Carers can also speak to their GP and request a CAMHS referral.**

**Step2 Counselling** service is free to young people aged between 11 and 18 years. They take referrals from young people directly, parents/carers and any agencies that are involved in working with young people, for example GP surgeries, youth and community workers, social workers and school nurses. Contact: 01274 683118

<http://www.step2.org.uk/counsellingandhelpforyoungpeople>

**ESCAYP** – Emotional Support for Children and Young People. Counselling and therapeutic play for 3-21 year olds throughout West Yorkshire. Contact on 01274 878117 or make online referral at [escayp.org.uk](http://escayp.org.uk).

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

**WRAP**- Wellness, recovery action plan- offers a 10 week support group to young people who are struggling with their emotional health. Contact on 01274 513300

**MENTAL HEALTH CHAMPIONS**- school based approach to Young people's mental health.

<https://mentalhealthmattersinschools.org.uk/for-parents>

### **Adults**

**GP**- As obvious as this sounds, a parent should always make an appointment to see their own GP if they are experiencing any form of mental health issue or if they think they may be- this can be difficult for some, and so they may need a friend, colleague or family member to attend with them.

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

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

<http://bmywellbeingcollege.nhs.uk/>

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

<https://bradfordcounsellingservices.org.uk/>

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

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

**Relationship Matters** – Supporting communication and relationships in families.

<https://relationshipmatters.org.uk/>

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

## **Drug and Alcohol Problems**

### **Young People**

**BRIDGE ONE80** - works with 12-21 year olds, who are struggling with drug or alcohol issues. They will see the young person at school or a local venue.

A young person, parent or professional can call to make a referral. Call 01274 745636.

### **Adults**

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

Telephone number: 01274 296023 Email: [Bradford.Info@cgl.org.uk](mailto:Bradford.Info@cgl.org.uk)

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

**Bradford community drug and alcohol service (BCDAS)**- We treat adults over 18 living in Bradford with dual diagnosis and complex alcohol issues. You can contact Fresh Start Airedale, who are based at Salem Street, Bradford, on: 01274 758093

<https://project6.org.uk/>

## **Benefits**

For families, a problem with benefit payments can have a very stressful impact.

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

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

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

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

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

### **Other benefits include:**

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

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

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

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

**Housing Benefit** - Paid via the local council and is paid monthly- direct to the adult if private rented or direct to social landlord e.g. Incommunities/Yorkshire Housing.

**DWP Benefit Delivery Centre – 0800 169 0310-** For anything to do with a current claim to JSA, ESA or Income Support including payments, changes in circumstances, queries etc.:

UNIVERSAL CREDIT HELPLINE: 0800 328 5644

HMRC CHILD BENEFIT HELPLINE – 0300 200 3100

TAX CREDIT HELPLINE – 0345 300 3900

PERSONAL INDEPENDENCE PAYMENT (PIP) – 0800 121 4433

P.I.P. NEW CLAIM HELPLINE - 0800 917 2222

DISABILITY LIVING ALLOWANCE – 0800 121 4600

JOBCENTRE ENQUIRY HELPLINE – 0800 169 0190

### **Money Worries and Debt**

#### **Useful numbers:**

**Citizens Advice 0344 2451282**

**Bradford Debt 0800 1691536**

**Step Change 0800 1381111**

**Christians against Poverty: 01274 760761-** based in the city centre so easy to access.

**Housing options 01274 435999** – General advice and to register for social housing.

### **Food Banks**

Bradford Food Bank- run by the Trussel Trust is the largest within Bradford and is based centrally- they can be contacted on 01274 734314. They are open Mondays, Wednesdays or Friday between 11.00 and 1.30.

### **Dentists**

Children who are not registered with a dentist, can access the salaried dental service.

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

<https://www.nhs.uk/using-the-nhs/nhs-services/dentists/how-to-find-an-nhs-dentist/>

### **Disability Support**

**Specialist Inclusion Project** – Short Breaks for 8 – 18 year olds with disabilities.  
Parents and professionals can telephone 01274 438744 to discuss eligibility.

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

<https://aware-uk.org/>