

Safeguarding is everyone's Concern:

Anyone can make a referral to Children services for support should you feel a young person is at imminent risk of Harm. Working together we can protect young people from these risks.

There are also other support agencies that can help support you and your family in all aspects of safeguarding and with many other aspects of family support.

We have put together some useful links and contacts that you can refer too should you feel that you need extra help and support for any young person, yourself or your family.

Please see below links and telephone numbers:

Where you are concerned that a young person may be **at imminent risk of significant harm, please call 999 for Police or make a Child Protection Contact Referral** by calling the Customer Service Centre on **0300 123 4043**

<http://www.hertfordshire.gov.uk/childprotection>

Early Help Services

These links will take you to a wealth of support for you and your family

Families first: For support with all family matters:

<https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx>

<https://directory.hertfordshire.gov.uk/categories/29>

What is Families First

Families First is the term used in Hertfordshire for services that work together to support families who need extra help. These are also known as early help services.

We all experience difficulties at some point. Families First can help you find early help and information to prevent issues from getting worse.

If you need more help than your usual support network - for example your health visitor, school, doctor or family centre - we can work with you and your family to create a package of support.

Who is it for?

Families First is available to all Hertfordshire families with children under 18 (25 if they have a learning need or disability).

What help is available?

We can help with issues such as:

- parenting
- mental and physical health problems
- drug or alcohol dependency
- domestic abuse
- school related concerns – such as your child is not attending school
- debt problems
- risk of becoming homeless.

There are two types of help available:

[Self-help](#) - our website can signpost you to local services and online advice to meet your needs.

[Families First assessment](#) - a professional can refer you for an assessment, to see if your family might benefit from more intensive support, based on your family's individual needs.

Are you worried about online sexual abuse or the way someone has been communicating with you or a young person online?

[Make a report](#) to one of CEOP's Child Protection Advisors
<https://www.ceop.police.uk/safety-centre/>

The NSPCC website can help along with many other aspects of safeguarding young people.

If you're unsure about how to talk to your child about online safety, NSPCC can help you understand the risks and keep your child safe.

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

Parent and carer online safety training is available:

Promoting healthy and safe online activity this session recognises the benefits of the internet for young people alongside the sources of online risks. Strategies are shared to assist parents in supporting their child's online activity without limiting their learning opportunities and experiences.

Please contact us for further information and details on 01438 544464 or email info@hertsforlearning.co.uk

Domestic Abuse Support:

The first Step is to Talk:

Sunflower: Herts Domestic Abuse Helpline is a confidential, free, support and signposting service for anyone affected by Domestic Abuse:

They are there to listen:

08 088 088 088

9am -9pm Monday to Friday

9am-4pm weekends

Confidential email: Kim@mailpurple.org

Cont..

Refuge <https://www.nationaldahelpline.org.uk/>

Freephone National Domestic abuse helpline call 0808 2000 247

Child Sexual Exploitation (CSE)

<https://www.herts.police.uk/Information-and-services/Advice/Child-sexual-exploitation/Child-Sexual-Exploitation-CSE>

This site provides help and support with regards to CSE for parents and carers. It also has links to report your concerns.

It gives advice around warning signs to look out for with regards to Grooming and other advice for parents and carers around CSE.

The say something if you see something campaign is to encourage people across Hertfordshire to tackle CSE by knowing the signs and reporting their concerns.

Mediation services:

Herts Young Homeless services include mediation support along with much more:

Homelessness can be defined as being without permanent, stable or suitable accommodation. Besides rough sleepers, this includes those who are 'sofa surfing' with friends and extended family or living in hostels.

hyh has a variety of FREE services open to all 16 – 24 year olds who are homeless or threatened with homelessness. We also have a Health Service which has no upper age limit.

hyh is an independent charity and has been supporting vulnerable people in Hertfordshire since 1998.

Our experience has enabled us to develop mediation, education and other specialist prevention services with the purpose of avoiding the misery of a breakdown in family relationships.

Of course, this is not always possible and in those cases we aim to help the young people affected through advice, support and other associated services.

Homelessness can lead to, and indeed result from, issues of drug and alcohol dependency and poor mental health. Our experts in these areas work with people of all ages to support them in overcoming these challenges.

We work closely with Herts County Council, local district councils and other agencies to improve local provision and prevent youth homelessness.

<https://www.hyh.org.uk/about-us>

Info@hyh.org.uk email

16 - 17 years Call

Freephone **03003 230130** or visit **homeless hub**

18 - 24 years

Freephone **08000 355 775**

For all other enquiries

03333 202 384 (local rate)

Mental Health Support.

January 2021

If you're child or young person in a mental health crisis

The NHS and our local hospitals are really busy at the moment, so if you're experiencing a mental health crisis, ***the quickest way to get help at any time of the day or night is to call our freephone number: 0800 6444 101, or call NHS 111 and select option 2 for mental health services.***

In the case of **serious illness or injury**, dial **999** for emergency services

If you are already using our services

If you are already receiving support from us and need help please contact:

Your care co-ordinator on the number provided to you or if you need help in the evening, weekend or bank holiday call **0800 6444 101**.

Email: hpft.spa@nhs.net for non-urgent enquiries

For a range of self-help information please click [here](#)

Live webchat service

If you'd prefer to speak online, click on the SPA red button [here](#). This service is available Monday-Friday, 7am-7pm.

Alternative Contacts

[Samaritans](#) Tel: 116 123, 24 hours a day, every day

[Childline](#) Tel: 0800 1111 via [1-2-1 chat](#) between **7.30am and 3.30am every day**.

[HOPELINEUK \(papyrus\)](#): Tel: 0800 0684141 Text: 07786209697 Email: pat@papyrus-uk.org, 10am-10pm weekdays, 2pm-10pm weekends and bank holidays.

Most referrals to our services are made by GPs

If you are experiencing mental health problems and need help please speak to your GP (family doctor). They will discuss the issues you are facing and refer you to our services, if appropriate. To register with a GP in your area go to www.nhs.uk

