

# North Somerset Early Help Offer Directory

Early Help Advice Line:

Tel: 01934 426329

[EarlyHelp.AssesmentFeedback@n-somerset.gov.uk](mailto:EarlyHelp.AssesmentFeedback@n-somerset.gov.uk)

Website:

<http://www.northsomersetlscb.org.uk>

Agency name	Contact details	Service users group	Needs	List of services	How services can be accessed
Addaction	35 Boulevard Weston-Super-Mare BS23 1PE  01934 427940  Jill Foulds 01934 427940  j.foulds@addaction.org.uk  <a href="http://www.addaction.org.uk/">http://www.addaction.org.uk/</a>	Pre-Birth  Parents / Adults	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Parental or child isolation</li> <li>• Low level parental mental health</li> <li>• Low level parental physical ill health</li> <li>• Bereavement</li> <li>• Parental substance misuse</li> <li>• Parental learning difficulties</li> <li>• Antisocial/criminal behaviour parental or children</li> <li>• Poor parenting skills</li> </ul>	<ul style="list-style-type: none"> <li>• City and Guilds parenting Programmes</li> <li>• Moving forward</li> <li>• programmes for parents and children 10-18 affected by substance misuse</li> <li>• Breaking the cycle service for 1-1 support, home units, intensive work, maternity clinic</li> </ul>	Referral by phone or fax – seen writing 7-10 days or if urgent writing within a few days
Alliance Homes	5/6 St. Andrews Parade W-S-M 03000120120	Parents / Adults	<ul style="list-style-type: none"> <li>• Financial difficulties</li> <li>• Housing difficulties</li> <li>• Antisocial/criminal behaviour</li> <li>• Unemployment</li> <li>• Domestic violence</li> <li>• Early signs of neglect</li> <li>• Poor parenting skills</li> </ul>	<ul style="list-style-type: none"> <li>• Housing related support</li> <li>• Support workers</li> <li>• Home visit</li> <li>• Financial inclusion and support to get back into work</li> </ul>	<ul style="list-style-type: none"> <li>• Website</li> <li>• Phone the office</li> </ul>
Alliance Homes	40 Martingale Way Portishead North Somerset BS20 7AW  0300 012 0120	Pre-birth  Early Years  Primary school age  Secondary school age  Teenagers  Parents / adults	<ul style="list-style-type: none"> <li>• Parental or child isolation</li> <li>• Vulnerable young parents</li> <li>• Financial difficulties</li> <li>• Housing difficulties</li> <li>• Antisocial/criminal behaviour parental or children</li> <li>• Domestic violence</li> <li>• Disabled children</li> </ul>	<ul style="list-style-type: none"> <li>• Support Alliance referrals</li> <li>• Tendency support worker referrals</li> <li>• Tendency management</li> <li>• Home visits</li> <li>• Referrals &amp; signposting</li> <li>• Community engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email / website</li> <li>• Home visits</li> <li>• Referrals</li> </ul>
Avon and Somerset Constabulary	101 Express Park Bristol Road Bridgwater Somerset TA6 4RR	Pre-birth  Early Years  Primary school age  Secondary school age  Teenagers  Parents / adults	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Parental or child isolation</li> <li>• Risk of school exclusion</li> <li>• Antisocial/criminal behaviour parental or children</li> <li>• Domestic violence</li> <li>• Early sings of neglect</li> </ul>	<ul style="list-style-type: none"> <li>• Investigative role in prosecuting</li> <li>• Safeguarding – strategy meeting attendance</li> <li>• Neighbourhood teams – High impact families, antisocial behaviour</li> </ul>	

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Avon Fire and Rescue service	Temple Back Bristol BS1 6EU 0117 926 2061				
CAFCASS	Unit 9 York Court Wilder Street Bristol BS2 8QH  0300 345 400	Pre-birth  Early Years  Primary school age  Secondary school age  Teenagers  Parents / adults	<ul style="list-style-type: none"> <li>Parents struggling to manage their child's behaviour</li> <li>Vulnerable young parents</li> </ul>	<ul style="list-style-type: none"> <li>Telephone helpline</li> <li>Sign posting Advice, guidance</li> </ul>	<ul style="list-style-type: none"> <li>Supporting separated parents in dispute (SSPID) telephone</li> <li>Helping + webpage info + advice</li> </ul>
Child and Adolescent Mental health Services and Learning Disabilities	Drove House Drove Road Weston- Super-Mare BS23 3NT 01934 881262	Early Years  Primary school age  Secondary school age			
Children Centre's		Pre-birth  Early Years  Primary school  Parents / Adults	<ul style="list-style-type: none"> <li>Children Health Needs</li> <li>Parents struggling to manage their child's behaviour</li> <li>Children with learning difficulties</li> <li>Parental or child isolation</li> <li>Low level parental mental health</li> <li>Low level parental physical ill health</li> <li>Vulnerable young parents</li> <li>Financial difficulties / debts</li> <li>Parental learning difficulties</li> <li>Housing difficulties</li> <li>Poor attachment between child and parent</li> <li>Child's low self-esteem</li> <li>Unemployment</li> <li>Young carers</li> <li>Domestic Violence</li> </ul>	<ul style="list-style-type: none"> <li>121 Family Support Work</li> <li>Universal stay and plays and targeted stay and plays</li> <li>Host Domestic Abuse Support programmes and complete CARDA DASH forms and safety plans for parents victim of DA</li> <li>ESOL groups</li> <li>Range of adult learning groups</li> <li>Baby Clinics</li> <li>Speech and Language groups and 121 support for families living in South ward</li> <li>Parenting groups, including PEEP and Incredible Years</li> <li>Wellbeing Group to support peri natal pathways</li> </ul>	<p><b>For 121 CC FSW</b></p> <ul style="list-style-type: none"> <li>Professional can complete and Early Help assessment / forward up-to-date single assessment to Children Centre Leader</li> <li>Parent/carer can self-refer by contacting children centre by phone/email or drop in</li> </ul> <p><b>To access target groups</b></p> <ul style="list-style-type: none"> <li>Professional can email children centre requesting place on targeted group</li> <li>For Incredible Years, referral form to be</li> </ul>

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			<ul style="list-style-type: none"> <li>• Early signs of neglect</li> <li>• Poor parenting skills</li> <li>• English as an additional language families</li> <li>• Disabled children.</li> </ul>	<ul style="list-style-type: none"> <li>• Healthy lifestyle groups</li> <li>• Closed groups to target families – including young parents, GRT.</li> </ul>	<p>completed and forwarded to SPA</p> <p><b>Universal Services</b></p> <ul style="list-style-type: none"> <li>• Drop in sessions for all (nb, sometimes there are maximum numbers in order to meet health and safety requirements).</li> </ul>
Children's Social care Weston East	The Campus Bs24 7dx 01934 426760	Secondary School age	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children displaying inappropriate sexualised behaviour</li> </ul>	<p>25% OF CSC family workers-preventative work. – Consultation with EH Advisor, CSC team leaders will allocate if criteria have been met after a consultation with EH advisor, cases will be allocated during allocation meetings.</p> <p>Parenting groups- Incredible Years 6-11 yrs, - referral care connect to access support groups, consultation with Early Help Advisor and SC team leader</p> <p>SFSC (Strengthening Families, Strengthening Communities 11+ yrs- - referral care connect to access support groups, consultation with Early Help Advisor and SC team leader</p> <p>YPSW –young person support worker – 1-1 support around safety e.g. Sexual exploitation, drugs, gangs, violence, abusive relationships – Consultation with EH Advisor, CSC team leaders will allocate if criteria have been met after a consultation with EH advisor, cases will be allocated during allocation meetings.</p>	

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Community Paediatric Service	Drove House Drove Road Weston-super-Mare BS23 3NT  Community Paediatrics - 01934 881340	Pre-birth  Primary School  Parents / Adults			
Fairfield school	Fairfield School Fairfield Way Backwell BRISTOL BS48 3PD 01275 462743 <a href="mailto:bursar@fairfield.school.org.uk">bursar@fairfield.school.org.uk</a>  <a href="http://fairfield.school/index.php">http://fairfield.school/index.php</a>	Early Years  Primary school age	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Parental or child isolation</li> <li>• Bereavement</li> <li>• Childs low self esteem</li> </ul> <p>English as an additional language</p>	<ul style="list-style-type: none"> <li>• 1-1 support for learning difficulties</li> <li>• Self-esteem programmes</li> <li>• School counsellor service</li> </ul> <p>Behaviour management support</p>	
Hérons Moor Academy	Hérons Moor Academy Highlands Lane Locking Castle Weston-Super-Mare Somerset BS24 7DX  01934 427373	Primary school age	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Bereavement</li> <li>• Risk of school exclusion</li> <li>• Child's low self-esteem</li> <li>• Antisocial/criminal</li> </ul>	<ul style="list-style-type: none"> <li>• Social / emotional support for children in school</li> <li>• Family programmes</li> <li>• Bereavement groups for children</li> <li>• Learning support for 1.1 or small groups</li> </ul>	<ul style="list-style-type: none"> <li>• Provide info about individual children</li> </ul>
High Impact families	Central Chambers 24-26 Walliscote road Weston-Super-Mare BS23 1UP  01934 426116	Primary school age  Secondary School age  Teenagers  Parents / adults	<ul style="list-style-type: none"> <li>• Childs Health needs</li> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Parental or child isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Case Co-ordination – Bring in multi agencies together in a TAF</li> <li>• Family intervention re complex needs</li> <li>• Employment + web support coach</li> <li>• Financial debt support</li> </ul>	By referral from schools, social care, police, health visitors

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	<p>Dave Slack 01934 426512 <a href="mailto:Dave.slack@n-somerset.gov.uk">Dave.slack@n-somerset.gov.uk</a></p> <p>Ruth Staples 01934 426511 <a href="mailto:Ruth.staples@n-somerset.gov.uk">Ruth.staples@n-somerset.gov.uk</a></p>		<ul style="list-style-type: none"> <li>• Low level parental mental health</li> <li>• Low level parental physical ill health</li> <li>• Vulnerable young parents</li> <li>• Parental substance misuse</li> <li>• Child's substance misuse</li> <li>• Financial difficulties/debts</li> <li>• Parental learning difficulties</li> <li>• Housing difficulties</li> <li>• Risk of school exclusion</li> <li>• Poor attachment between child and parent</li> <li>• Child's low self-esteem</li> <li>• Antisocial/criminal behaviour parental or children</li> <li>• Unemployment</li> <li>• Young carers</li> <li>• Domestic violence</li> <li>• Early signs of neglect</li> <li>• Poor parenting skills</li> <li>• Disabled children</li> </ul>	<ul style="list-style-type: none"> <li>• Child behaviour management</li> <li>• Sign posting to other services</li> <li>• Work with families with children's low school attendance</li> </ul>	
Home – Start North Somerset	<p>Office B Locking Road Industrial Estate Weston-Super-Mare BS23 9UE 01934 419496 <a href="mailto:Homestart.nhs@googlemail.com">Homestart.nhs@googlemail.com</a></p> <p><a href="http://home-startnorthsomerset.org.uk/">http://home-startnorthsomerset.org.uk/</a></p>	Early Years  Parents / Adults	<ul style="list-style-type: none"> <li>• Childs Health needs</li> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Parental or child isolation</li> <li>• Low level parental mental health</li> <li>• Low level parental physical ill health</li> <li>• Vulnerable young parents</li> <li>• Bereavement</li> <li>• Financial difficulties/debts</li> <li>• Parental learning difficulties</li> <li>• Housing difficulties</li> <li>• Poor attachment between child and parent</li> </ul>	<ul style="list-style-type: none"> <li>• Home visits</li> <li>• 121 support</li> <li>• Referral to be completed and submitted</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Unemployment</li> <li>• Domestic violence</li> <li>• Poor parenting skills</li> <li>• Disabled children</li> </ul>		
Kingshill Church School	Pound Lane Nailsea North Somerset BS48 2NP 01275 852720 Jan Thomson, Alison Cleeves - <a href="mailto:Office@kingshillbwm.org">Office@kingshillbwm.org</a> <a href="http://kingshillbwm.org/">http://kingshillbwm.org/</a>	Primary School age	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Parental or child isolation</li> <li>• Vulnerable young parents</li> <li>• Bereavement</li> <li>• Parental learning difficulties</li> <li>• Risk of exclusion</li> <li>• Poor attachment between child and parent</li> <li>• child's low self-esteem</li> <li>• Domestic Violence</li> <li>• Poor Parenting skills</li> </ul>	<ul style="list-style-type: none"> <li>• Parent Support Worker</li> <li>• Learning Mentor</li> <li>• Clergy Support</li> <li>• Behaviour Programme</li> </ul>	At school / email
Little Waves community Nursery	South Weston Children's Centre, Windwhistle Primary School, Kingsley Road, Weston-Super-Mare BS23 3TZ  01934 427450	Early Years	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Low level parental mental health</li> <li>• Child's low self-esteem</li> <li>• Early signs of neglect</li> <li>• Poor parenting skills</li> </ul>	Supporting parents through referrals , structured 1:1 sessions at nursery , 'posture play' sessions	Children enrol at nursery – then access services (childcare)
Locking castle and Locking Children centre	Locking Castle and Locking Children's Centre The Campus Highlands Lane Worle Weston-Super-Mare BS24 7DX  Vicky Lawton 01275 888981	Pre-birth  Early Years  Parents / adults	<ul style="list-style-type: none"> <li>• Child's Health needs</li> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Parental or child isolation</li> <li>• Low level parental mental health</li> <li>• Low level parental physical ill health</li> <li>• Vulnerable young parents</li> <li>• Parental substance misuse</li> </ul>	<ul style="list-style-type: none"> <li>• Referral to groups / courses</li> <li>• Coaching to support parenting skills</li> <li>• One to one support at home</li> <li>• Making links in the community is socially isolated</li> <li>• Home visits</li> <li>• Supporting families in meeting at appropriate places e.g. nursery, school, court, social workers</li> </ul>	<ul style="list-style-type: none"> <li>• In the children centre to write case notes , make meetings form the TAC</li> <li>• Track families improvement using Tracking Star</li> <li>• Write plans that have been discussed / agreed with the family</li> </ul>

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<p>North Somerset social work student working on placement at Clevedon's Children's centre</p>	<p>The Barn Great Western Road Clevedon BS21 6HB</p> <p>01275 426440</p> <p>Michelle Fletcher</p> <p>clevedonchildrenscentre@n-somerset.gov.uk</p> <p><a href="http://www.thebarnclevedon.org/">http://www.thebarnclevedon.org/</a></p>	<p>Pre-birth</p> <p>Early Years</p>	<ul style="list-style-type: none"> <li>• Child's Health needs</li> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Parental or child isolation</li> <li>• Low level parental mental health</li> <li>• Vulnerable young parents</li> <li>• Financial difficulties/debts</li> <li>• Parental learning difficulties</li> <li>• Housing difficulties</li> <li>• Poor attachment between child and parent</li> <li>• Child's low self-esteem</li> <li>• Unemployment</li> <li>• Domestic violence</li> <li>• Early signs of neglect</li> <li>• Poor parenting skills</li> </ul>	<ul style="list-style-type: none"> <li>• 1 -1</li> <li>• Home visits</li> <li>• Group Work</li> </ul>	<p>Via the family support and sessional workers</p>
<p>South Weston's Children Centre</p>	<p>Monkton Avenue Weston-Super-Mare BS23 9DA</p> <p>01934 426881</p>	<p>Pre-birth</p> <p>Early Years</p>	<ul style="list-style-type: none"> <li>• Child's Health needs</li> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Parental or child isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Home Visits</li> <li>• Creating programs / courses</li> <li>• Outreach community work</li> </ul> <p>Groups</p>	<ul style="list-style-type: none"> <li>• Walk into the children's centre and collect what on guide</li> <li>• Family support through referrals – early help assessment</li> </ul> <p>Referral to SPA for parental groups</p>



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Supportive Parents	Supportive Parents 3rd floor Royal Oak House Royal Oak Avenue Bristol BS1 4GB  0117 989 7724 mail@supportiveparents.org.uk		<ul style="list-style-type: none"> <li>• Children with learning difficulties</li> <li>• Disabled Children</li> </ul>		
Trinity Primary School	Marjoram Way Portishead Bristol BS20 7JF 01275 397710 <a href="mailto:trinity.pri@n-somerset.gov.uk">trinity.pri@n-somerset.gov.uk</a>  <a href="mailto:trinityschool@n-somerset.gov.uk">trinityschool@n-somerset.gov.uk</a>	Early Years  Primary school age Parents / adults	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children with learning difficulties</li> <li>• Parental or child isolation</li> <li>• Risk of school exclusion</li> <li>• Poor attachment between child and parent</li> <li>• Childs low self-esteem</li> <li>• Poor parenting skills</li> <li>• English as an additional language families</li> </ul>	<ul style="list-style-type: none"> <li>• Learning</li> <li>• Emotional well-being</li> <li>• Family dynamics</li> <li>• Home visits – at times</li> <li>• Behaviour management</li> <li>• Early years links – Nursery</li> </ul>	

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Walliscote Primary School	Walliscote Road Weston-Super-Mare BS23 1UY  01934 621954  <a href="http://www.walliscote.n-somerset.sch.uk/">http://www.walliscote.n-somerset.sch.uk/</a>	Early Years  Primary school age	<ul style="list-style-type: none"> <li>• Disabled Children</li> <li>• Childs Health needs</li> <li>• Parents struggling to manage their child’s behaviour</li> <li>• Children with learning difficulties</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Parental or child isolation</li> <li>• Bereavement</li> <li>• Child’s substance misuse</li> <li>• Risk of school exclusion</li> <li>• Poor attachment between child and parent</li> <li>• Child’s low self-esteem</li> <li>• Antisocial/criminal behaviour parental or children</li> <li>• Young carers</li> <li>• Early sings of neglect</li> <li>• Poor parenting skills</li> <li>• Disabled children</li> </ul>	<ul style="list-style-type: none"> <li>• School Nurse</li> <li>• SS4L</li> <li>• Young Carers referral</li> <li>• Family links (previously)</li> <li>• 1:1 Support</li> <li>• Small group work</li> <li>• Nurture groups</li> <li>• Early Help</li> <li>• HIF</li> <li>• Social Care</li> <li>• Community police</li> <li>• Learning mentor support</li> <li>• Open door policy</li> </ul>	<ul style="list-style-type: none"> <li>• Through the school Most child/adult problems related to us can either be supported through school or we can find an outside agency to support</li> </ul>
Wanted Not wasted	35 Totterdam Road W-S-M BS23 4LH 0758851262 1	Secondary School age  Primary School age  Teenagers	<ul style="list-style-type: none"> <li>• Children’s Mental Health</li> <li>• Children with learning difficulties</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Parental or child isolation</li> <li>• Parental mental health</li> <li>• Parental/ child’s substance misuse</li> <li>• Risk of exclusion</li> <li>• Child’s low self-esteem</li> <li>• Antisocial/criminal behaviour</li> <li>• Domestic violence</li> <li>• Early signs of neglect</li> <li>• Vulnerable young parents</li> <li>• Bereavement</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling (free) children South Weston age 5-18</li> <li>• Counselling for young people age 18-25</li> <li>• Mentoring service ages 5-16</li> <li>• Group work ages 5-16</li> <li>• Drop in sessions</li> <li>• Stop smoking services</li> <li>• Sexual education</li> </ul>	<ul style="list-style-type: none"> <li>• Practitioner can refer</li> <li>• Self-referral</li> </ul>

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Young victims service	Central Chambers 24-26 Walliscote Road Weston-Super-Mare, BS23 1UP  01275 884488  <a href="mailto:Help@youngvictimes.org.uk">Help@youngvictimes.org.uk</a>	Primary school age  Secondary school age  Teenagers		<ul style="list-style-type: none"> <li>• Bespoke support for young victims of crime and antisocial behaviour in Avon and North Somerset</li> <li>• 1-2-1 support</li> <li>• Home visits</li> </ul>	<ul style="list-style-type: none"> <li>• Self-referral</li> <li>• Parental referral</li> <li>• Professional referral</li> <li>• Referral via lighthouse victim and witness cane</li> </ul>
Youth offending and prevention service	Central Chambers 24-26 Walliscote Road Weston-Super-Mare, BS23 1UP  01275 888360  Duty Manager 01275 888360	Primary School age  Secondary school age  Teenagers  Parents / adults	<ul style="list-style-type: none"> <li>• Parents struggling to manage their child's behaviour</li> <li>• Children displaying inappropriate sexualised behaviour</li> <li>• Child substance misuse</li> <li>• Antisocial / criminal behaviour parental or children</li> <li>• Poor parenting skills</li> </ul>	<ul style="list-style-type: none"> <li>• Mention for YP at risk of antisocial / criminal behaviours</li> <li>• PRE – Court programmes with pounce ( Youth Cautions / youth conditional cautions )</li> <li>• Delivery of court ordered criminal interventions ( referral order, youth rehabilitation order )</li> <li>• Support for YP with substance issues</li> <li>• Alternative education provision for hardest to engage YP</li> <li>• Parenting support ( voluntary / court ordered )</li> <li>• Work with YP exhibiting harm for sexual behaviours ( voluntary / court ordered )</li> <li>• Support for young people in custody and planning for release / community license</li> <li>• Diversity programmes (YISP) for YP at risk of offending</li> </ul>	<ul style="list-style-type: none"> <li>• Access VIA Police / cooms</li> <li>• Self-referrals for substance use, diversion support, mentoring and parenting</li> <li>• Telephone and discuss with Duty Manager</li> </ul>