## Fylde Parent/Family Services Matrix

This document aims to provide information, contact details etc about services available for different levels of support to those living in Fylde. This information is to enable agencies to appropriately refer or signpost parents and families they work with.

### Lancashire Model of Parent and Family Support

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Universal services for all parents &amp; Families</td>
</tr>
<tr>
<td>2</td>
<td>Services which can offer additional support for those parents &amp; families who may need a little extra help</td>
</tr>
<tr>
<td>3</td>
<td>Services for parents &amp; families who need more intensive specialist support</td>
</tr>
<tr>
<td>4</td>
<td>Services for parents &amp; families in crisis and in need of urgent support</td>
</tr>
</tbody>
</table>

### Information, Signposting, Support, Community

<table>
<thead>
<tr>
<th>Organisation Details</th>
<th>Description of Service</th>
<th>Where Delivered</th>
<th>Professionals Involved</th>
<th>Referral Criteria</th>
<th>Referral Methods</th>
<th>Waiting List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Help Direct</strong></td>
<td>Confidential service working with a large number of organisations &amp; community groups to provide &amp; develop support in these areas: - Health &amp; Fitness - Home &amp; Garden - Home &amp; Community Safety - Learning &amp; leisure - Managing Finances - Mobility &amp; Transport - Community Groups - Getting the right Help - Relationships &amp; Families - Employment, volunteering &amp; training. <strong>Health &amp; Wellbeing Counselling</strong> Confidential short term counselling (6-8 sessions). Mild to Moderate mental &amp; emotional distress. <strong>Solution Social Prescribing</strong> Confidential short term support to access activities in the community (6-8 sessions). To improve mental health &amp; well being. Mild to Moderate mental &amp; emotional distress</td>
<td>County wide (delivered from local Centres)</td>
<td>Range of agencies throughout Lancashire</td>
<td>Age 18+</td>
<td>Self-referral by telephone/ in person</td>
<td>3-4 days call back</td>
</tr>
<tr>
<td>Head Office: 3 Errigal House, Avroe Crescent, Blackpool Business Park, Blackpool, FY4 2DP</td>
<td></td>
<td>Community Settings</td>
<td>Counsellors</td>
<td>Age 18+ Levels 2,3</td>
<td>Self referral by telephone/ in person.</td>
<td>May vary. Up to 8 weeks</td>
</tr>
<tr>
<td>Wyre: 37 Breck Road, Poulton le Fylde, FY6 7AA</td>
<td></td>
<td>Community Settings</td>
<td></td>
<td>Age 16+ Levels 2,3</td>
<td>Self referral by telephone/ in person.</td>
<td>May vary. Urgent requests prioritised</td>
</tr>
</tbody>
</table>

Note: Parent means anyone responsible for taking care of a child.
## Universal Support/ Parenting – Preschool

<table>
<thead>
<tr>
<th>Organisation Details</th>
<th>Description of Service</th>
<th>Where Delivered</th>
<th>Professionals Involved</th>
<th>Referral Criteria</th>
<th>Referral Methods</th>
<th>Waiting List</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Visiting Service</strong>&lt;br&gt;Freckleton Health Centre&lt;br&gt;Douglas Drive, Freckleton&lt;br&gt;Denise Lightley Lyn Houten &amp; Dee Parker 01253 657 230&lt;br&gt;St Annes Primary Care Centre, Durham Avenue, Lynne Bentham, Joanne Dobson, Christina Lavin Justine Murray 01253 953 920</td>
<td>- Child &amp; Family Centred Public Health Specialist.&lt;br&gt;  - Assess, protect &amp; promote the health &amp; well being of children &amp; their families working holistically.&lt;br&gt;  - Work in partnership with other agencies to improve the health &amp; wellbeing of children.&lt;br&gt;  - Provide universal &amp; preventative support/visiting in line with the Healthy Child Programme&lt;br&gt;  - Support, advice (individual &amp; group) Areas including : routines, behaviour, boundaries, relationships, parenting strategies, special needs, breast feeding, diet, etc&lt;br&gt;  - Improve health &amp; wellbeing of children &amp; referral/signposting to other services</td>
<td>Family home&lt;br&gt;Well baby clinics&lt;br&gt;Immunisation clinics&lt;br&gt;Children Centres</td>
<td>Registered nurses with a Specialist Practitioner Qualification in Public Health Nursery Nurses, Health Care Assistants</td>
<td>Age 0-4&lt;br&gt;Levels 1,2,3,4</td>
<td>Parent&lt;br&gt;GP&lt;br&gt;Children centre&lt;br&gt;School nurse&lt;br&gt;Midwife</td>
<td>Varies&lt;br&gt;Urgent referrals prioritised.</td>
</tr>
<tr>
<td><strong>Children’s Centres</strong>&lt;br&gt;<strong>Oak Tree</strong>, Sydney St, St Annes&lt;br&gt;Sharon Sherrington 01253 781571&lt;br&gt;<a href="mailto:sharon.sherrington@lancashire.gov.uk">sharon.sherrington@lancashire.gov.uk</a></td>
<td>Multi-agency delivery of: Universal &amp; Targeted parenting support. Information and advice (individual &amp; groups). Areas including: routines, behaviour, boundaries, relationships, parenting strategies, special needs, diet.&lt;br&gt;Parenting groups &amp; courses covering: post &amp; antenatal, breast feeding, young parents, speech &amp; language, dance &amp; movement, additional needs, mental wellbeing, play &amp; childminders groups. Adult Learning, Sensory Room and Toy sacks</td>
<td>Fylde Children’s Centre’s&lt;br&gt;Community&lt;br&gt;Family home</td>
<td>Extended Service Manager&lt;br&gt;Extended Services Coordinator&lt;br&gt;Children &amp; Young People's Support Workers, Outreach Workers</td>
<td>Age Pre-birth - 5 years&lt;br&gt;Levels 1,2,3,4</td>
<td>Children’s Centre Request for Support Form&lt;br&gt;CAF&lt;br&gt;WTWF&lt;br&gt;Client self-referral.</td>
<td>Varies&lt;br&gt;Urgent referrals prioritised.</td>
</tr>
<tr>
<td><strong>Pear Tree</strong>, Station Rd, Kirkham&lt;br&gt;Janet Lawrenson 01772 687629&lt;br&gt;<a href="mailto:peartreechildrenscentre@lancashire.gov.uk">peartreechildrenscentre@lancashire.gov.uk</a>&lt;</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
### Universal Support/ Parenting – School Age

| School Nursing Service | - Child centred Public Health Role.  
- Assess protect & promote the health and well being of children, young people and their families in line with the Healthy Child Programme.  
- Work in partnership with other agencies to improve the health & wellbeing of children.  
- Provide parenting support.  
- Work in partnership with healthy schools to integrate health care and education to tackle the needs of school age children.  
- Support children & young people with ongoing specific health needs | Primary schools  
High schools  
School clinics  
Family home | Registered nurses with a Specialist Practitioner Qualification in Public Health  
School Staff Nurses  
Health Care Assistants | School Age  
4 – 16  
Levels 1,2,3,4 | Pupil may self referral via ‘Drop In’ in high school  
Parent can refer Referral through school via referral form  
Health visitor GP’s CAF | Varies Urgent referrals prioritised |
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kirkham Clinic</td>
<td>Moor Street, Kirkham 01253 657 960</td>
<td>Margaret Wilcox (Carr Hill)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freckleton Clinic</td>
<td>Douglas Drive, Freckleton 01253 657 230</td>
<td>Jill Cullen (St Bede’s)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ansdell Clinic</td>
<td>Albany Road, Ansdell 01253 657 330</td>
<td>Sheila Stevens (LSA High)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St Annes Clinic</td>
<td>Durham Avenue, St Annes 01253 953 920</td>
<td>Anne Godwin, Sue Davies, Sandra</td>
<td>Johnson 01253 953 920</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Teen Parent Co-ordinator and Young Person’s PA (Lancashire County Council & NHS)** | Provide care and support to all teen parents (under 18) regarding options around keeping the baby, antenatal care, postnatal care and signposting to relevant agencies. The focus is on the pregnant girl, coordinating pregnancy and giving advice about education, work, college, school, housing and benefits. Work individually & in groups | School Health Centre  
Community Setting  
Children’s Centre  
Family Home  
Connexions Office | Teen Parent Midwifery Co-ordinator  
Young People’s Worker | Age 0-1 (children)  
Ages -18 (teenage parents)  
Levels 1, 2 | GPs Connect  
Generic Midwives  
Self-referral | Never |
| Based at:             | Blackpool Victoria Hospital                     | Margot Roe 07766 137 172          | margot.roe@bfwhospitals.nhs.uk    |                              |                                  |                                  |

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Note: Parent means anyone responsible for taking care of a child.
**Fylde Parent/ Family Services**

<table>
<thead>
<tr>
<th>Provision of Impartial &amp; unbiased Information, Advice &amp; Guidance</th>
<th>Key Centres</th>
<th>Age 13-19</th>
<th>Self-referral by telephone, email or in person</th>
<th>Urgent referrals prioritised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young People can talk about anything, including options at school, coping with exams, careers, personal issues like health, sex &amp; relationships. Call 0800 51 11 11</td>
<td>St Annes Centre, 11/12 Back St Annes Rd West, St Annes FY8 1RD 01253 783 939</td>
<td>Young Peoples Workers, qualified in: Information, advice &amp; guidance, Youth Work and Targeted Youth Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publicising and delivering Positive Activities – including Duke of Edinburgh award, part time learning, Youth Clubs, youth action groups, youth council &amp; more.</td>
<td>Kirkham Youthbase Chapel Walks, Kirkham, PR4 2TA 01772 682548</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For information on What’s on &amp; Where it’s on &amp; What it costs &amp; How to get there visit the website <a href="http://www.lancashire.gov.uk/yps">www.lancashire.gov.uk/yps</a> &amp; click on Go4it</td>
<td>Satellite Centres across Fylde</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivering and Commissioning Targeted Youth Support</td>
<td>The service commissions work from the VCFS organisations to complement the range of services provided directly. The aim of targeted youth support is to help vulnerable young people early, to address their difficulties as soon as possible and prevent their problems escalating. This often means working with young people who may not meet traditional thresholds for statutory or specialist services, but who, without help, are at future risk of further problems such as substance misuse, youth offending, teenage pregnancy, unemployment and homelessness</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Lancashire Young Carers Service – Fylde & Wyre
Based at Barnardo’s Blackpool & North Lancashire Project

Unit 12, Blackpool Technology Management Centre, Faraday Way
Blackpool, FY2 0JW

[Email]
[Phone]

Supporting children and young people who are looking after someone who is ill, disabled, has mental health problems or is misusing drugs or alcohol by providing individual support and group activities in order to reduce the impact of caring.

<table>
<thead>
<tr>
<th>Schools, Family Centres, Public spaces, Community, Family Homes</th>
<th>Outreach Workers Partner agencies</th>
<th>Age 0-18</th>
<th>Referral Form</th>
<th>None</th>
</tr>
</thead>
</table>

## Ripples & Resilience CIC
Palliative Care Building
Low Moor Road
Blackpool
FY2 0BG

Sarah Giannone
[Phone]

In-school support offered through link worker for bereavement, pre-bereavement and significant loss.

Ways of working:
- School staff support
- Advice on individual pupils
- Group work
- 1 – 1 counselling
- Play Therapy
- In-school staff training

In schools at a time that fits in with the school day

| Counsellors
Play Therapist
Group Listeners
Family Support
Group Facilitators | School age Age 4 upwards | Referral form Group order form Walk-in | Varies but initial contact made within 24 hours |
|---|---|---|---|

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### Parenting Websites

Parenting - [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)
24 Hr Helpline Free phone **0808 800 2222**
[www.parenting.org](http://www.parenting.org)
[www.parents.net](http://www.parents.net)
[www.parentchannel.tv/home](http://www.parentchannel.tv/home)

Parenting Teenagers - [www.gotateenager.co.uk](http://www.gotateenager.co.uk)

Babies
Pregnancy & Birth, Mother & Baby - [www.askamum.co.uk](http://www.askamum.co.uk)
Web based Helpline, run by Health Visitors [www.netmums.com](http://www.netmums.com)

Crying Baby - [www.cry-sis.org.uk](http://www.cry-sis.org.uk)

Lone Parent Helpline
**0800 018 5026**
[www.oneparentfamilies.org.uk](http://www.oneparentfamilies.org.uk)

Dads
[www.dads-space.com](http://www.dads-space.com)
[www.dadtalk.co.uk](http://www.dadtalk.co.uk)
[www.youngfathers.net](http://www.youngfathers.net)

Gay/Lesbian Parenting [www.pinkparents.org.uk](http://www.pinkparents.org.uk)

### Health Websites

GP or Dentist Information – [www.nhs.uk](http://www.nhs.uk)

NHS Direct – [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) Freephone: **0845 4647**

Healthy Living - [www.nhs.uk/change4life](http://www.nhs.uk/change4life) [www.kidshealth.org](http://www.kidshealth.org)

Young People’s Sexual Health [www.nhs.uk/worthtalkingabout](http://www.nhs.uk/worthtalkingabout)
For those with hearing disability [www.deallizards.co.uk](http://www.deallizards.co.uk)

Stop Smoking **01524 845 145**

CHICKS – respite breaks for disadvantaged children (8-15) [www.chicks.org.uk](http://www.chicks.org.uk) 01822 811111 or 01822 811112

Wide ranging advice - [www.askmumnow.com](http://www.askmumnow.com)

Patient Advice Service **01253 655589**

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### Universal – Information & Literacy

<table>
<thead>
<tr>
<th>Lancashire Libraries</th>
<th>Books, CDs and DVDs. PC/ Internet access Activities include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Annes 0845 053 0005 <a href="mailto:stannes.library@lancashire.gov.uk">stannes.library@lancashire.gov.uk</a></td>
<td>- Baby Bounce and Rhyme Times, Toddler Rhyme Time &amp; Storytime</td>
</tr>
<tr>
<td>Ansdell 0845 053 0005 <a href="mailto:ansdell.library@lancashire.gov.uk">ansdell.library@lancashire.gov.uk</a></td>
<td>- Chatterbooks Book Club</td>
</tr>
<tr>
<td>Lytham 0845 053 0005 <a href="mailto:lytham.library@lancashire.gov.uk">lytham.library@lancashire.gov.uk</a></td>
<td>- Homework support &amp; activities for children</td>
</tr>
<tr>
<td>Freckleton 0845 053 0005 <a href="mailto:freckleton.library@lancashire.gov.uk">freckleton.library@lancashire.gov.uk</a></td>
<td>- Teenage Reading Group</td>
</tr>
<tr>
<td>Kirkham 0845 053 0005 <a href="mailto:kirkham.library@lancashire.gov.uk">kirkham.library@lancashire.gov.uk</a></td>
<td>- Lancashire Reading Trail, - Bookstart Bear Club</td>
</tr>
</tbody>
</table>

We invite schools & nurseries to library events Staff offer talks.

<table>
<thead>
<tr>
<th>Libraries:</th>
<th>Librarians</th>
<th>Level 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Annes, Lytham, Freckleton, Ansdell Kirkham</td>
<td>St Annes, Freckleton Ansdell</td>
<td>0-12mnths</td>
</tr>
<tr>
<td>All Libraries</td>
<td>St Annes (Monthly)</td>
<td>Preschool</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Self-referral</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 5's</td>
<td></td>
</tr>
<tr>
<td>Junior Children</td>
<td></td>
</tr>
<tr>
<td>All ages</td>
<td></td>
</tr>
<tr>
<td>Teenage</td>
<td></td>
</tr>
<tr>
<td>Primary Children</td>
<td></td>
</tr>
<tr>
<td>0-12mnths</td>
<td></td>
</tr>
</tbody>
</table>

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# Fylde Parent/ Family Services

## Intervention & Addiction

### Fylde Coast Women’s Aid

37 Springfield Rd, Blackpool. FY3 9GZ  
[www.womensaid.org.uk](http://www.womensaid.org.uk)

Jill Charnock – Adult Outreach Worker  
jill.charnock@homegroup.org.uk  
07988 618 755

Rachel Tobin – Children’s Outreach Worker  
info@fcwa.co.uk  
01253 789 337


### Family Centre, Health Centre, Community, School, Family Home

### Outreach Workers:
- Adult
- Child

### Domestic Violence
- Level 2, 3, 4

### CAF
- Telephone Call/ Helpline
  - Client self-referral.

### Home-Start Fylde

St Thomas’ Church Community Centre  
St Thomas’ Road, St Annes on Sea  
Lancs. FY8 1JL  
01253 728 615

Email:  
[homestartfylde@btconnect.com](mailto:homestartfylde@btconnect.com)

Long term, home visiting family support to parents with at least one child under 5 years of age. We recruit and prepare volunteers to befriend and work alongside families who are experiencing difficulties with day to day life and who ask for our input. Volunteers will visit for a couple of hours a week for as long as the families request support.  

### Family Home

### Trained Volunteers
- 3 paid members of staff
- Managed by a group of 8 trustees.

### At least one child under age 5
- Level 2, 3, 4

### Written referrals from professionals.
- CAF
- Client self-referral.

### Lancashire Fire and Rescue Service

Blackpool Fire Station  
62 Forest Gate  
FY3 9RA  
01253 302 522

[blackpooldistrictcfs@lancsfirerescue.org.uk](mailto:blackpooldistrictcfs@lancsfirerescue.org.uk)

Helpline 0800 169 1125

Dawn Gough:  
dawngough@lancsfirerescue.org.uk  
01253 302 522

or 0792 000 8524 (Blackpool Fire Station)  
[www.lancashire.gov.uk/yps](http://www.lancashire.gov.uk/yps)

- Provide and install FREE smoke alarms
- Give life saving advice in the event of a fire at home
- Give advice on how to make a fire escape plan

### Education

Deliver education packages to young people displaying fire-setting tendencies

### Youth Engagement Scheme (YES)

12 hours course held over five weekly sessions Demanding & challenging Fire Service work experience course designed to develop personal skills & qualities.

### Family Home

### Community Fire Safety Officer
- Open referral.
- Level 1, 2

### Self-referral.
- Call Helpline

### Contact Dawn

- Contact Dawn. Referral Form & further details on website.

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## Fylde Parent/ Family Services

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Description</th>
<th>Contact</th>
<th>Note</th>
</tr>
</thead>
</table>
| **British Red Cross** | Offer a range of services, including support & teaching life skills:  
- Emergency Response  
- First Aid Training  
- Group sessions on different subjects, including bullying, breast feeding, young parents  
- Home from hospital support  
- Skin camouflage to cover scars  
- Medical Loans e.g. wheel chairs, shower chairs  
They are open to any ideas relating to working with the community. | Eric Lee elee@redcross.org.uk  
01253 750900 | Varies depending on request. |
| **SHIVER** | Providing support to people living with or affected by HIV.  
Counselling, complimentary therapies, befriending services and support identified bespoke to the needs of the individual  
Monday – Friday  
9am – 5pm  
Late evening by appointment |  
Corner House 102 Dickson Road  
Blackpool  
Also various outreach venues to ensure the most appropriate support for the individual e.g. various community venues, home visits etc | Age 18+ Living with or affected by HIV in Blackpool, Wyre or Fylde  
Self referral Agency by phone, email or website.  
No. All new clients are contacted within 48 hours of receiving the referral |
| **MEND Mind, Exercise, Nutrition... Do it!** | Healthy Life style programme, including weekly games & activities, fun interactive discussions that teach easy effective ways to improve health & self confidence. Practical demonstrations, games & tips about healthy foods, label reading & portion sizes.  
12 week Programme (two 2 hour sessions per week)  
Healthy Life style programme, providing sports & games to:  
- improve health  
- bring families together through sport activities  
10 week programme |  
School, Community, Children’s Centre  
Programme Co-ordinator, Fitness Trainers | Age 7-13 Above ideal weight, Unhealthy lifestyle  
Level 2,3  
Usually follow on from MEND |
| **Family Fit** | |  
School, Community, Children’s Centre  
Sports Centres | | |

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<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Contact Information</th>
<th>Age Range</th>
<th>Referral Form</th>
<th>Notes</th>
</tr>
</thead>
</table>
| **Y Intervention**                          | Family Mediation, 1 to 1 session’s that help rebuild family relationships that keep young people at home or return. Provide teenagers with Independent Living skills, anger management awareness. School programmes in Homelessness, Independent living, Financial awareness. Work Individually & with whole family | Face to Face YMCA  
Paterson Centre, 75 St Albans Rd, St Annes, FY8 1XD  
01253 720 270  
Adam Townsend – Intervention Worker  
01253 720 270  
adam.townsend@fyldecoastymca.org | 15 -19  
Levels 2,3,4 | CAF or Y Intervention Referral Form  
Client self-referral. | None Currently |
| **Young Addaction**                         | Support & advice around substance misuse proactive & reactive (drugs & alcohol). Education & knowledge around substances. | 6/8 Kensington Rd, Morecombe, LA4 5LX  
Simon Rothwell (Team Leader)  
01524 428 310 / 07771 655 482  
s.rothwell@addaction.org.uk | Up to Age 21  
Levels 2,3 | Addaction Referral Form  
CAF | None |
| **INSPIRE North Lancashire**                | Provider of inspirational Recovery from Drug and Alcohol dependency across North Lancashire. Harm Minimisation and Needle exchange program. Family parent carer support. Training Advice and Information | Paterson Centre  
St Albans Road  
St Annes  
FY8 1XD  
0845 894 1745  
Project Manager - Katie Egan  
kate.egan@cri.org.uk | 18+  
People with or effected by alcohol / drug related issues and problems. | Referral Form,  
CAF  
Website, Telephone.  
Self presenting.  
Client self-referral | None |
# Fylde Parent/ Family Services

## Intervention Websites
- **Police** - [www.lancashire.police.uk](http://www.lancashire.police.uk)
- **Police Non-emergency** 0845 125 3545
- **Victim Support** 0845 3732458
- **Legal Advice Line** 0845 1202 948 (4p min) - [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)
- **Courts Service** - [www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

### Rights of Women - Sexual violence legal advice phone: 020 7251 8887
- **Men's Aid** - [www.mensaid.com](http://www.mensaid.com)

### Domestic Violence 24hr Freephone 0808 2000 247
- [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

## Addiction Websites
- **Drugs** - [www.talktofrank.com](http://www.talktofrank.com)
- **Drugs Helpline** 0800 77 66 00
- **Crime Stoppers** 0800 555 111
- **Alcohol** - [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)
- **Drinkline Helpline** 0800 917 8282
- **Look Out Alcohol** - [www.lookoutalcohol.co.uk](http://www.lookoutalcohol.co.uk)

### Website for children of 7 – 11 years old, their parents/ carers and teachers.

## Missing People
- [www.runawayhelpline.org.uk](http://www.runawayhelpline.org.uk)

## Victim or Witness of crime
- [www.victimsupport.org](http://www.victimsupport.org)

## Bullying
- [www.bullying.co.uk](http://www.bullying.co.uk)

## Cyber Bullying
- [www.bullyingonline.org](http://www.bullyingonline.org)

## Child Exploitation & Online Protection
- [www.ceop.gov.uk](http://www.ceop.gov.uk)

## Child Abuse
- [www.childline.org.uk](http://www.childline.org.uk)

## Parents involved with social services / social care
- [www.frp.org.uk](http://www.frp.org.uk)

## Drug Related Sexual Abuse & Drink Spiking
- [www.roofie.com](http://www.roofie.com)

## Gambling
- [www.gamcare.org.uk](http://www.gamcare.org.uk)

## Stop Smoking
- [www.quit.org.uk](http://www.quit.org.uk)

## NHS
- 01524 845 145

## Note: Parent means anyone responsible for taking care of a child.
## Emotional Well Being / Mental Health

| Primary Care Mental Health Service (PCMHS) | Adult mental health team, who work with people with mild/moderate mental health issues. Offer short term intervention, 6-20 weeks depending on type of intervention. Services/ therapies include:  
- Solution based therapy  
- Person-centres therapy  
- Cognitive Behavioural Therapy  
- Facilitated Self-help  
- Information, health advice & access to local services  
- Workshops & support groups | Primary Care settings e.g. GP Surgery | Primary Care Nurses, Psychological Wellbeing Practitioner, Counsellors, High Intensity Worker CBT therapist | Age 16+  
Level 2 | Referral through GP.  
Primary Care Professionals | Varies for each service. |
|---|---|---|---|---|---|---|
| Admin base:  
Darwin Court, Blackpool  
FY2 0JN  
01253 655943 |  |  |  |  |  |  |
| Woodlands Community Mental Health Team | Adult mental health team, who work with people with complex/severe mental health issues.  
We are a secondary care service. | At the base  
Own homes, dependent on need.  
Kirkham | Psychiatrist,  
Psychologist,  
Community Mental Health Nurses,  
Social Workers,  
Approved Mental Health Professionals, Support, Time & Recovery Workers, Occupational Therapist | Age 16-65  
Levels 3,4 | Post /phone.  
Duty workers take telephone referrals & referrer answer questions or queries. CAF Client self-referral. | Routine assessment – approx. 3 weeks.  
Urgent referrals prioritised. |
| 155, St Andrews Road South,  
St Annes.  
01253 651 355  
2, Cedar Crescent, Kirkham  
Tel no 01772 671 949  
Rachael Willis |  |  |  |  |  |  |
| Creative Support, Solutions Plus Service | Confidential Service delivering a wellbeing and prevention service for people with mental health needs. Service delivered in three elements.  
**Step one** – an open access service to support people with or without mental health needs to access more social involvement.  
**Step two** – Referred in short term support service which helps people with defined mental health needs to achieve personal goals and be more socially included.  
**Step three** – long term support service which helps people with significant and clinical mental health needs to achieve personal goals.  
Fylde and Wyre,  
Lancaster  
Cyber café (to be opening soon)  
The Crescent West Cleveleys  
Lancashire  
Plus local centres and various community settings.  
Large range of agencies  
CMHT, GP’s.  
Large range of agencies  
CMHT,  
GP’s. |  |  |  |  |  |
| 07792 982 973  
Tracy.trickett@creativesupport.org.uk  
Temp office.  
Unit 28c  
Progress business park,  
Kirkham, Lancashire. |  |  |  |  |  |  |

Note: Parent means anyone responsible for taking care of a child.
Fylde Parent/ Family Services

Clinical Psychology Service
Children, Young People & their Families
Second floor, Whitegate Health Centre, Whitegate Drive, Blackpool, FY3 9ES
Tel: 01253 657148
Contact: Dr Janine Williams, Head of Service
Mary Owen, Service Administrator

Child Clinical Psychology Service operating across the Fylde Coast within the context of specialist CAMHS and Community Child Health.

Input for children with medical conditions, pervasive developmental disorders and learning disabilities are also provided.

Range of services includes:
- Assessment and psychological intervention with children, young people, and their families
- Family therapy
- Parenting groups
- Consultation and training to other professionals working in child services (e.g., GPs, Health Visitors, School Nurses, Hospital and Community Paediatricians, Social Services, and Education)

Ways of working:
- Individual
- Whole family
- Indirectly via consultation and liaison with involved professionals.

Various locations throughout Blackpool, Fylde & Wyre, including:
- Whitegate Health Centre,
- GP surgeries;
- Health Centres;
- Children’s Centres.

Qualified Clinical Psychologists, Trainee Clinical Psychologists, Psychology Assistants, Administrative staff.

Other qualified psychologists (e.g., Educational, Counselling, or Neuropsychologists) may be appointed as appropriate.

Level 3
Age - Up to 16 (18 if full time education)
Registered with local GP
Difficulties can help with:
- Emotional diffs
- Behavioural diffs
- Associated with emotional distress
- Psychological Adjustment to life events & illness/disability
- Complex psychological diffs resistant to previous intervention.

GPs, Hospital, Community Paediatricians, Healthcare professionals.
Referrals from Education, Children’s Social Care & other agencies only accepted following consultation with a member of the Child Clinical Psychology Service and with GP’s knowledge.

All referrals by post to Head of Service.

No formal waiting list. On referral family is contacted by letter & invited to phone service to make an appointment.

Families are offered an initial “Choice” appointment within 8 weeks following the date their referral is received.

---

Child & Adolescent Mental Health Service (CAMHS)
White Gate Drive Health Centre
White Gate Drive, Blackpool. FY3 9ES
01253 657 166
Frank Wood – Team Leader
frank.wood@blackpool.nhs.uk

Supporting children who have emotional or behaviour difficulties or mental health disorders. Also support their parents to cope with these difficulties and promote positive mental health through parenting work.

Ways of working:
- Individually
- Whole family

Contact the Duty Team Member to discuss case before referral - 01253 657 166

Health Centre, School, Family Home (exceptional circumstances)

Multi-disciplinary Approach:
- Various levels of CAMHS Practitioner, Psychologists, ADHD Nurse, Occupational Therapist.

Age 0-16
Level 3,4

Only through or health professional, or Social Care i.e. GP, Paediatrician, Health Visitor, School nurse. Using CAF & accompanying letter.

6-8 weeks for non-urgent. Urgent referrals prioritised

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<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
<th>Age</th>
<th>Referral Form</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCATS (Coastal Child and Adult Therapeutic Service)</td>
<td>Counselling and Psychological Therapy Service. Offer a range of therapeutic interventions, complemented by support and advice on a range of topics. Ways of working: - Individually - Whole family - Groups - Courses</td>
<td>5-13</td>
<td>CAF or CCATS Referral Form</td>
<td>Currently None</td>
</tr>
<tr>
<td></td>
<td>Family Centre, Health Centre, Community, School, Family Home</td>
<td>Psychologists, Psychological Therapists, Play therapists, Family Support Workers, Social Workers</td>
<td>13</td>
<td>Level 2</td>
</tr>
<tr>
<td>Connect</td>
<td>Person Centred Counselling with integration of other approaches. Ways of working: - Individually - Negotiable time limit.</td>
<td>11-25</td>
<td>Telephone call, Email, CAF</td>
<td>4 weeks</td>
</tr>
<tr>
<td></td>
<td>Community: Face to Face, St Annes</td>
<td>Counsellors</td>
<td>11-25</td>
<td>Levels 2,3,4</td>
</tr>
<tr>
<td>Butterfly Project (Female) Phoenix Project (Male)</td>
<td>Supports those engaged in self-harm or destructive behaviours. Including cutting skin, pulling out hair, head banging, biting &amp; burning oneself, mild eating disorders, minor alcohol/drug taking, self neglect, promiscuity, under/over dosing self medication, punching walls/furniture, risk taking behaviour. Offers one to one counselling, group work &amp; self-help/peer mentoring group. Usually 6-8 sessions but negotiated based on need, followed by group work</td>
<td>Male 11-18</td>
<td>Telephone Call, Text Message Email, CAF, Post, Fax</td>
<td>May vary. Urgent requests prioritised</td>
</tr>
<tr>
<td></td>
<td>Various venues.</td>
<td>Counsellors Support Workers</td>
<td>Male 11-18 Female 11-18</td>
<td>Levels 2,3,4</td>
</tr>
<tr>
<td>Fylde Counselling Service</td>
<td>Person Centred Counselling, safe confidential space for client to explore experiences &amp; issues. Client sets the agenda &amp; pace. Counsellor focuses on helping client to find their own answers. Work individually on 1 to 1 basis. Typically to upper limit 18 sessions.</td>
<td>16+</td>
<td>Telephone call, Email, CAF</td>
<td>Approx. 12 weeks</td>
</tr>
<tr>
<td></td>
<td>Community: Face to Face, St Annes, Clifton Hospital Lytham Primary Care Centre</td>
<td>Counsellors</td>
<td>Age 18+</td>
<td>Levels 2,3</td>
</tr>
</tbody>
</table>

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<table>
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<tr>
<th>Linden Centre &amp; CASCADE</th>
<th>Support to those who are:</th>
<th>Linden Centre</th>
<th>Counsellors, Child Counsellors, Companion Volunteers</th>
<th>16+ Dealing with life threatening illness, Levels 2,3,4 5+ Loss of any family member</th>
<th>Linden Referral Form CAF. Client self-referral.</th>
<th>Group – up to 3 m 1 to 1 – up to 2m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Moor Rd, Bispham Blackpool, FY2 0PE</td>
<td>- Facing a terminal illness - Caring for somebody with a terminal illness - Struggling to cope following bereavement. Offers a range of support including: companionship, counselling, group work. <strong>CASCADE</strong> - Child and Adolescent Support and Counselling Around Death Experience</td>
<td>In home if illness prevents access to Linden Centre</td>
<td>In School.</td>
<td></td>
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<tr>
<td>01253 595 552 Fax. 01253 595 654 <a href="mailto:trinity.enquiries@trinityhospice.co.uk">trinity.enquiries@trinityhospice.co.uk</a></td>
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<td><a href="http://www.trinityhospice.co.uk">www.trinityhospice.co.uk</a></td>
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<tr>
<td>Help Direct (see page 1)</td>
<td>Solution focused counselling (6-8 sessions)</td>
<td>NW Therapy Centre, Blackpool</td>
<td>Counsellors</td>
<td>Couples or individuals No set fee. Clients asked to make whatever contribution they can</td>
<td>Telephone 0800 389 3801</td>
<td>Approx. 1 month</td>
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<tr>
<td><strong>Marriage Care</strong></td>
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<tr>
<td>North West Therapy Centre 85 Abingdon Street Blackpool FY1 1PP 0800 389 3801</td>
<td>Relationship counselling supporting marriage, relationships and family life. Relationship education and marriage preparation. Relationship telephone help line 0845 660 6000</td>
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<tr>
<td><a href="http://www.marriagecare.org.uk">www.marriagecare.org.uk</a></td>
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<tr>
<td>MOSAC (Mothers &amp; Safe Carers of Sexually Abused Children)</td>
<td>Individual &amp; group support on a practical &amp; emotional level. Services provided: - Telephone Help line - Counselling (adults) - Courses - Information &amp; Advice - Drop-in service - Children’s activities - Day trips &amp; special events</td>
<td>Topping St Centre, Drop In Mondays 1st Wed of month Centre for Independent Living, Whitegate Dr</td>
<td>Counsellors Qualified Listeners</td>
<td>Sexual Abuse</td>
<td>Telephone, Fax Email In person.</td>
<td>Client self-referral 1 month for counselling</td>
</tr>
<tr>
<td>The Shirley Jordan Centre 1st Floor, 35 Topping St Blackpool Lancs. FY1 3AF 01253 628598 <a href="mailto:Mosac1995@live.com">Mosac1995@live.com</a></td>
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### Fylde Parent/ Family Services

<table>
<thead>
<tr>
<th><strong>Relate Relationship Counsellors</strong></th>
<th>Relationship counselling for couples, including LGBT couples and people on their own. Family counselling and psychosexual therapy. Relateen for clients between 9-25, and can deal with domestic violence clients.</th>
<th>Wood St, St Annes. FY8 1QG</th>
<th>Counsellors BACP accredited BASRT accredited AFT accredited</th>
<th>Age 9+</th>
<th>Self-referral By referral on recommendations from Agencies</th>
<th>2-8 weeks, dependant on client availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>160 Garstang Road Fulwood, Preston PR2 8NB 01772 717 597</td>
<td>Telephone and email counselling service. Telephone support Online support through: - Film dramas - Podcasts - Interesting articles - Personal help from live chat service</td>
<td>Preston Lancaster</td>
<td>Counsellors</td>
<td>Level 2,3</td>
<td>Open referral Free</td>
<td>Internet</td>
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<tr>
<td><a href="http://www.relatelancashirecumbria.org.uk">www.relatelancashirecumbria.org.uk</a></td>
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<td>Donation based on income.</td>
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<tr>
<th><strong>Relate For Parents</strong></th>
<th>Relationship counselling for couples, including LGBT couples and people on their own. Family counselling and psychosexual therapy. Relateen for clients between 9-25, and can deal with domestic violence clients.</th>
<th>Wood St, St Annes. FY8 1QG</th>
<th>Counsellors BACP accredited BASRT accredited AFT accredited</th>
<th>Age 9+</th>
<th>Self-referral By referral on recommendations from Agencies</th>
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<tbody>
<tr>
<td>Helpline : 0300 100 1234</td>
<td>Telephone and email counselling service. Telephone support Online support through: - Film dramas - Podcasts - Interesting articles - Personal help from live chat service</td>
<td>Preston Lancaster</td>
<td>Counsellors</td>
<td>Level 2,3</td>
<td>Open referral Free</td>
<td>Internet</td>
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<tr>
<td><a href="http://www.relateforparents.org.uk">www.relateforparents.org.uk</a></td>
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<tr>
<th><strong>Mental Health &amp; Well Being Websites</strong></th>
<th>Relationship counselling for couples, including LGBT couples and people on their own. Family counselling and psychosexual therapy. Relateen for clients between 9-25, and can deal with domestic violence clients.</th>
<th>Wood St, St Annes. FY8 1QG</th>
<th>Counsellors BACP accredited BASRT accredited AFT accredited</th>
<th>Age 9+</th>
<th>Self-referral By referral on recommendations from Agencies</th>
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<td>Mental Health Helpline Freephone: 0500639000</td>
<td>Telephone and email counselling service. Telephone support Online support through: - Film dramas - Podcasts - Interesting articles - Personal help from live chat service</td>
<td>Preston Lancaster</td>
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<tr>
<td><a href="http://www.lancs-mentalhealthhelpline.nhs.uk">www.lancs-mentalhealthhelpline.nhs.uk</a></td>
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<tr>
<td>Mental Health - <a href="http://www.sane.org.uk">www.sane.org.uk</a> or <a href="http://www.mind.org.uk">www.mind.org.uk</a></td>
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<td>Depression &amp; Anxiety – <a href="http://www.depressionalliance.org.uk">www.depressionalliance.org.uk</a></td>
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<td>Survivors of Male Sexual Abuse - <a href="http://www.survivorsuk.org">www.survivorsuk.org</a></td>
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<td>Bereavement - <a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a> or <a href="http://www.rd4u.org.uk">www.rd4u.org.uk</a></td>
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<td>Eating Disorders - <a href="http://www.nationaleatingdisorders.org">www.nationaleatingdisorders.org</a></td>
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<td>Emotional Support – <a href="http://www.samaritans.org">www.samaritans.org</a> 08457 90 90 90</td>
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<td>NSPCC Child Protection Advice 0808 800 5000 <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a></td>
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<td>Childline 0800 1111 <a href="http://www.childline.org.uk">www.childline.org.uk</a></td>
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## Housing

<table>
<thead>
<tr>
<th><strong>Fylde Borough Council</strong> Housing Advice &amp; Homelessness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fylde Direct One Stop Shop 292 Clifton Drive North St Annes FY8 1LH 01253 658 658 <a href="mailto:housing@fylde.gov.uk">housing@fylde.gov.uk</a> <a href="http://www.fylde.gov.uk/housing">www.fylde.gov.uk/housing</a></td>
</tr>
</tbody>
</table>
| Provides advice on:  
  - Looking for accommodation including private rented, social rented or sheltered housing.  
  - Housing Advice - your rights as a tenant.  
  - Homelessness  
  - Struggling with mortgage repayments  
  Out of hours homelessness service in partnership with New Fylde Housing. 01253 642111 |
| One Stop Shop  
  In home if mobility problems |
| Housing Advice Officer Homelessness Officer  
  None  
  Levels 2,3,4 |
| One Stop Shop  
  (no-appointment)  
  M – Th  9-5pm  
  (4.30 close on Fri)  
  Ring to make an appointment or drop in |
| Varies depending on issues |

| **Face to Face YMCA**  
  Paterson Centre, 75 St Albans Rd, St Annes, FY8 1XD |
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</thead>
<tbody>
<tr>
<td>01253 720270</td>
</tr>
<tr>
<td>Mark Moir - Bond Guarantee Officer 01253 720 270 <a href="mailto:admin.f2f@fyldecoastymca.org">admin.f2f@fyldecoastymca.org</a></td>
</tr>
</tbody>
</table>
| Bond Guarantee Scheme with some pre & post tenancy support.  
  Finding & securing private rented accommodation within Fylde Borough, using private landlords & selected lettings agencies,  
  The bond guarantee (£400 max) is used in lieu of the deposit required. |
| Face to Face, St Annes Other community locations on request, e.g. Pear Tree Children’s Centre |
| Rent Bond Guarantee Officer  
  Age: 16+  
  Local Fylde Connection e.g. lived in Fylde for 6 out of last 12 months.  
  Levels 2,3,4  
  Drop-in (no-appointment)  
  M - Fri  9.30-12  
  Call to make an appointment outside these hours |
| None |

| **New Fylde Housing**  
  Warwick house Kilnhouse Lane Lytham St Annes FY8 3DU |
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<tbody>
<tr>
<td>01253 642000 <a href="http://www.progressgroup.org.uk">www.progressgroup.org.uk</a> Email: <a href="http://www.progressgroup.org.uk/homes/newfylde/contact-nfh.htm">www.progressgroup.org.uk/homes/newfylde/contact-nfh.htm</a></td>
</tr>
</tbody>
</table>
| Registered Social Landlord.  
  Tenancy Support to vulnerable tenants and to homeless applicants in temporary accommodation |
| Fylde |
| Tenant Services Officer Homeless & Tenancy Support Officer  
  Tenants of New Fylde Housing & applicants in temporary accommodation |
| Social Services, Health, Education, FBC, F2F, Direct, Internal, Self Referral |
| No |

Note: Parent means anyone responsible for taking care of a child.
<table>
<thead>
<tr>
<th>DISC Lancashire Floating Support</th>
<th>Housing related support for individuals, who may have a variety of needs and/or issues, e.g. rent arrears, neglect of property, complaints anti-social behaviour, domestic violence, mental health issues, substance misuse.</th>
<th>Community settings e.g. Face to Face, Family home</th>
<th>DISC, Together, Richmond Fellowship, Lancaster District Women’s Aid, Inward House Barnardo’s</th>
<th>Age 16+ Risk of homelessness Levels 2,3,4</th>
<th>Telephone or email Client self-referral Referral Form (website download) CAF</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quayside Court Offices, Riversway, Preston. PR2 2YP 0800 107 5558 or 01772 723 061 <a href="mailto:compass@disc-vol.org.uk">compass@disc-vol.org.uk</a> <a href="http://www.disc-vol.org.uk">www.disc-vol.org.uk</a></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Richmond Fellowship</td>
<td>Various levels of supported housing for adults with mental health problems in the Fylde Coast area. Also Housing Floating support available via DISC</td>
<td>2 Blocks of flats in St Annes plus shared accommodation and flats in Blackpool. Additional support to service users from the Community Mental Health Teams</td>
<td>Must have a care co-ordinator &amp; Consultant Psychiatrist Level 3 Self-referral via DISC Levels 2,3</td>
<td>Apply directly to Locality office or download application form website. May vary. Urgent referrals prioritised.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Locality office 5 St. Andrews Rd South, St. Annes, Lancs. FY8 1SX 01253 780 952 Claire Dobson – Service manager Lancashire SHS &amp; FS <a href="http://www.richmondfellowship.org.uk">www.richmondfellowship.org.uk</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Harbour House (Part of Fylde Coast YMCA)</td>
<td>Supported accommodation for young people who are homeless. This comprises 12 individual units of accommodation with on site support to help YP to make the transition to independent living.</td>
<td>Harbour House</td>
<td>Support Worker</td>
<td>Level 4 Age 16-25</td>
<td>Telephone/ email</td>
<td>Varies</td>
</tr>
<tr>
<td>Harbour House, 4 Dock Rd, Lytham. FY8 5FG 01253 794 433 <a href="mailto:harbour.house@fyldecoastymca.org">harbour.house@fyldecoastymca.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Refurb

**Unit 2**
**Navigation Way**
**Fleetwood**
**FY7 6RS**

**01253 873371**  
donate@refurbproject.org  
www.refurbproject.org

**Fylde Coast furniture Project**  
Help families who are receiving benefits access furniture, electrical & other household items.  
Access through local referral agent. Proof of benefits needs to be provided. Referral is valid for 12 months.  
Service user chooses from items available & pays a service charge fee per item to cover running costs £10-£100 usually  
Donated items picked up from home.

**Based in Wyre.**
**Items collected & delivered to homes**

**Receiving benefits. i.e.**
**Job Seekers, Incapacity, Income Support, Carers, Housing**

**Referral Form from local agent:**  
**Face to Face YMCA**  
01253 720270  

**Fylde CAB**  
01772 682588  

**Oak Tree Children’s Centre**  
01253 781571

### Housing/Homelessness Websites

**Housing & Homelessness**  
[www.shelter.org.uk](http://www.shelter.org.uk)

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### Citizen’s Advice Bureau
Council Offices, Moor Street, Kirkham PR4 2AU

**Tel:** 01772 682 588
**Fax:** 01772 673014

**kirkhamcab@cabnet.org.uk**
www.fyldecab.org.uk

**Offer advice on:** debt management, benefit checking, housing, employment, consumer issues, relationships, family matters, health, education, discrimination, immigration & law.

Advisers look holistically at a client’s situation, so potential problems can be identified early or pre-empted, which prevents escalation.

- **Mon-Fri** Moor St, Kirkham
- **Tuesday** 9.30-12.30pm
- **St Annes Outreach at Age Concern**
- **Call for appointment 01253 783938**

- **CAB Manager**
- **Volunteer Advisors**

### Welfare Rights
Preston and Fylde Area Team
PO Box 162 East Cliff
Preston
Lancashire
PR1 3EA

**General Enquiries**
0845 053 0013
prestonwrs@lancashire.gov.uk

**Aims to ensure full entitlement to benefit, covering:** unemployment, sickness, disability, retirement, being a carer, on low wages, or finding it difficult to manage, Provides: - Information - Independent and confidential advice - Representation on benefits and tax credits.

Representation at Tribunals is also available.

- **Telephone:** Outposts in Preston and the Fylde.
- **Home visit if necessary.**

- **Welfare Rights Officer**
- **Lancashire resident.**
- **Levels 1,2,3**

### North Lancs Advocacy (NLA)
NCompass, Avroe Crescent,
Blackpool Business Park,
Blackpool FY4 2DP

**admin@nladvocacy.co.uk**
01253 362 140

www.ncompass1.org

**Support to ensure access to services & dealt with fairly by services.**

- Support to make decisions
- Independent advice
- Find out information & help client to understand their rights
- Support client to speak up for them self or speak with them or for them as requested
- Work with health & social care staff already supporting client
- Try to access Social Care or health Services

- **Health Centre,** Community, School, Family Home

- **Advocates**

### Note:
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## Fylde Parent/ Family Services

| Wysemoney – part of Blackpool Fylde and Wyre Credit Union | Offers easy savings and low cost, affordable loans service reducing dependency on door step lenders.  
Encourages a better understanding of budgeting and financial products among the young and wider community | Various venues throughout Blackpool Fylde and Wyre  
Schools, colleges & community centres | Operations Manager | Age 18 +  
Age 14 + | Self referral by telephone/ in person/ email | None |
| --- | --- | --- | --- | --- | --- | --- |
| Paterson Centre  
75 St Albans Rd,  
St Annes. FY8 1XD  
01253 720270 | Adam Townsend –Operations Manager  
adam.townsend@fyldecoastmyca.org | | | | | |

### Tax, Benefits, Debt Websites

| Income Tax, Tax Credit, Child Benefit - [www.hmrc.gov.uk](http://www.hmrc.gov.uk)  
Benefits helpline 0800 055 6688 | Debt - [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)  
National Debtsline 0808 808 4000  
Credit Crunch Stress Line – 0300 123 2000  
Money Made Clear 0845 437 9479  
Jobcentre Plus 0800 055 66 88  
Trading Standards (Consumer Direct) 0845 404 0506 |
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>DWP Benefits (current claims) 0845 608 85 24</td>
<td></td>
</tr>
</tbody>
</table>
| Child Benefit 0845 302 1444  
Child Support Agency 08457 133 133  
Disability Benefits 0800 882 200  
Disability & Attendance Allowance 08457 123 456  
Housing / Council Tax Benefit 01253 658658  
Tax Credit Helpline 0845 300 3900  
Revenue & Customs 0845 302 1478 | | | | | |

Note: Parent means anyone responsible for taking care of a child.
## Additional Needs

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Contact Information</th>
<th>Referral Form</th>
</tr>
</thead>
</table>
| **Portage Home Visiting Service**            | - Portage - educational service for pre-school children with additional support needs (in 2 or more areas) and their families.  
- Home Visiting Service – families that don’t qualify for Portage but need help or advice in the home. | Early Years Sen & Portage Service, Skerton Learning Centre, Mainway, Skerton, Lancaster. LA1 2AY 01524 847 140 www.portage.org.uk | Portage Referral Form CAF  
Client self-referral |
| **Parent Partnership Service (PPS)**         | Provides information, help & support to families of children with Special Educational Needs. Aiming to provide parents & with accurate & neutral information on all aspects of SEN | 0845 6014 284 information.lineteam@lancashire.gov.uk  
www.lancashire.gov.uk/pps | Telephone call M-F 8am-5pm PPS Referral Form School  
Local Authority  
Client self-referral. |
| **Carers Point! (Adult)**                    | Newsletters  
Carers Information Line  
1-1 support  
Support carers with Carers Assessments  
Social Activities, Trips & Events  
Drop ins  
The Peace Of Mind For Carers Service  
Time For Me & Small Group Funding Grants  
Facilitate & support carers & their views at Local and County Forums  
Refer carers into other appropriate voluntary, statutory, & public services  
Attend meetings & awareness raising events to identify hidden carers & promote the issues of carers  
Present presentations to community groups, carers groups & professional within the voluntary, statutory, & public sector | NCompass, Avroe Crescent, Blackpool Business Park, Blackpool FY4 2DP  
01253 362 145 www.ncompassnorthwest.co.uk | Information Line M-F 9-5  
Carers can self refer, referrals also received from: - Adult & Children’s Social Care  
GP’s Voluntary sector agencies CMHT |

### Note:
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| **Play Inclusion Project - PIP** | Supporting the inclusion of children and young people with additional needs. Support given in:
- Nurseries, pre schools
- After school & social/leisure activity clubs.
Ways of working:
- Individually (child & family respite)
- Signposting
- Holiday Activity Clubs & After School Clubs | Various venues. | Children with Disabilities Team, Early Years Professionals, Child has additional needs or SEN. | May vary. |
| --- | --- | --- | --- | --- |
| **153a Blackpool Old Road, Poulton le Fylde Lancs FY6 7RS**
**01253 899 883**
**Fax. 01253 899146**
**pip.bfw@ic24.net** | | | | Social Care referral required for severe/complex needs. |

**FIND Service**
LCC. Joint Divisional Office East Cliff Preston PR1 3JT
**01772 532 509**
**FIND@lancashire.gov.uk**
**www.lancashire.gov.uk/find**
Families can submit details about their child with disability or additional needs to a confidential database, which is used to develop an overview of the needs across the county to assist with planning services. They receive a free quarterly newsletter to help them keep informed about services and support which may be relevant. Families have access to a resource directory of local and national service providers.
<table>
<thead>
<tr>
<th>Internet, Post, Face to face at events</th>
<th>Database Co-ordinator</th>
<th>Age 0 – 18, Additional Need or disability (with or without diagnosis)</th>
<th>Register on line Call for information pack</th>
</tr>
</thead>
</table>

**Lancashire Break Time**
Address
LCC. Room B9b, County Hall, Preston, PR1 3JT
**01772 532509**
e-mail
**FIND@lancashire.gov.uk**
**LCC web site**
**www.lancashire.gov.uk**
**IDSS web site**
**http://www3.lancashire.gov.uk/corporate/web/?IDSS/29537**
Service for families with disabled children to have the support they need to live ordinary lives. Inclusion and Disability Support Service (IDSS) offer Lancashire Break Time. A Short break provision to enable the main carer to have a break from their caring role. The provision is for children and young people who have difficulty accessing universal services due to disability or additional need.
| Various venues (list on website) | Various support staff. | Age 0-18 | Contact individual providers listed on website. |
| | | | **Lancashire Break Time web pages**

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<table>
<thead>
<tr>
<th><strong>Fylde Parent/ Family Services</strong></th>
</tr>
</thead>
</table>

| **LCIL**  
Lancashire Centre for Independent Living  
Preston Technology Management Centre  
Marsh Lane, Preston.  
PR1 8UG  
01772 250300  
Sue Wilkinson  
Peer Support Co-ordinator  
[office@lcil.info](mailto:office@lcil.info)  
[www.lcil.info](http://www.lcil.info) |
|---|
| Provide support to help manage support packages, including: Self Directed Support, Direct Payments, and Individual Budgets.  
The service is run by and for disabled people, which provides independent living advice and support. Also offer socialising opportunities and training courses.  
Various support staff.  
Volunteers. |
| In receipt of support packages. |
| None |

| **Family Fund**  
4 Alpha Court  
Monks Cross Drive  
York. YO32 9WN  
0845 130 4542 or  
01904 621115  
info@familyfund.org.uk  
[www.familyfund.org.uk](http://www.familyfund.org.uk) |
|---|
| Grants to low-income families that relate to the additional needs of severely disabled children and young person, which help  
- relieve the stress of everyday life  
- make life more enjoyable for the disabled child and their family,  
  e.g. bedding, clothing, washing machine, freezer, fridge, driving lessons, hospital visiting costs, computers, outings and holiday vouchers.  
Via internet/ telephone  
Sometimes home visit.  
Family Fund Advisor  
Low income & child DLA.  
Grants are discretionary & subject to available funding.  
Can apply for up to 3 items once every 12 months.  
Application Form.  
Apply on line or download. |
| 2-4 months processing time. |

| **Contact a Family**  
Free Helpline  
0808 808 3556  
helpline@cafamily.org.uk |
|---|
| Advice, information, and support to parents of all disabled children no matter what disability or health condition.  
Home visiting service for families caring for a disabled child.  
Telephone contact  
Home visits  
Family Worker  
Age 0-19  
Self referral |
| None |

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## Ormerod Home Trust

2 Headroom Gate, St Annes, FY8 3BD  
01253 723 513  

Make all requests direct to Lorraine Scott.

### OK Club
Social, leisure and community activities for children with additional needs.  
**Sat 1.30 - 5.30pm**  
**Ok Club Sibling Group** – fun activity sessions for children to meet others in similar situation & share ideas, stories & information.  
**Sun 2 - 5pm**  
**Community Farm Group** – animal care, gardening, pony rides, animal therapy, pottery.  
**Chill Out Zone** – Information for parents & activities for children  
**Dance & Musical Theatre**

### Headroom Gate
Farmer Parrs  
Fleetwood  
St Annes

### Age 5-18
Priority to autism spectrum & behavioural challenged

### Telephone
Lorraine 07966623916

### Waiting List
None currently

## Breverton Group

Breverton Hotel, 64 Orchard Rd, St Annes. FY8 1PJ  
Anna:- 0779 3560398  
Krystal:- 0779 3560018  
info@thebrevertongroup.co.uk  
www.thebrevertongroup.co.uk

### Family/Carer Support Group
– families/carers who have children with varying additional/complex health needs, with/without educational statements. Relaxed & informal support.  
**Babble & Brew** – family/carer support group. Dates on website.  
**Breverton Breezy** – family/carers with additional/complex health needs children/young persons. Dates on website.  
**Breverton Buddies** – music/youth club. Dates on website.

### Family/Carer Support at Breverton Hotel,
Monthly on Thurs  
10:30-12:30

### Parents/Carers
Any age  

### Telephone
Anna or Krystal  
Email

### Numbers are limited

## Additional Needs Websites

**Autism** – [www.autisminitiatives.org](http://www.autisminitiatives.org) or [www.blackpooltiggers.co.uk](http://www.blackpooltiggers.co.uk)  
**PADD A** (Preston & District Dyslexia Association) – Helpline 01772 619640

**SCOPE** [www.scope.org.uk](http://www.scope.org.uk)

**FASawareUK (Foetal Alcohol Syndrome)** 01942 223780  
Host an active FASD forum on [www.fasaware.co.uk](http://www.fasaware.co.uk) for parents/carers to share and support each other  

FASawareUK launched the 1st accredited FASD training course  
[www.ncchomelearning.co.uk](http://www.ncchomelearning.co.uk)  
[www.fasaware.co.uk](http://www.fasaware.co.uk)  
fasawareuk@blueyonder.co.uk

**LGBT Carers Group** : information, news events, chat  
[www.lgf.org.uk/carers](http://www.lgf.org.uk/carers)  
0161 234 4254  
Dial A Bus, Dial A Ride & Community Car Schemes – 01253 293300  
[www.transportforlancashire.com](http://www.transportforlancashire.com)

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## Training

| **Blackpool & The Fylde College’s Employability Team**, Seasiders Learning Centre, Blackpool FC, Sands Way, Blackpool FY1 6JJ | Post 18 free courses for people who are not working and in receipt of Job Seekers Allowance or Work Related Employment and Support Allowance to help them gain sustainable employment. Courses available include Retail, Hospitality, Care and Construction, as well as Maths and English up to level 2 | Various venues | Job Centre Plus (JCP) Connexions | Employability programmes - 18 or over & - Receipt of Job Seekers Allowance or Work Related Employment and Support Allowance | Referrals to Seasiders for an initial interview by calling the Employability Team on 01253 402950 |
| Blackpool – Seasiders Learning Centre, Bispham Campus, Central Blackpool Campus, Kincaig Construction Centre | | | | |
| **Fleetwood – Lofthouses Building** | | | | |
| 01253 402 950 |abra@blackpool.ac.uk | | | |

| **Blackpool & The Fylde College Adult Community Learning** | Non-accredited courses on a range of subjects: some open to the general public, some discrete to individual client groups. Courses including aromatherapy, yoga, computer skills; confidence building; crafts; drawing and painting; singing and a host of other subjects. | Number of venues across Blackpool, Fylde & Wyre. | Adult 19+ | Self referral group/agency. |
| Base: Ansdell Campus 01253 504 620 adultcommunitylearning@blackpool.ac.uk General course enquiries number 01253 504 343 | | | | |

| **Education, Training Websites** | | | | |

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## UR Potential

**Head Office**  
Claremont First Step Centre  
Dickson Road  
Blackpool  
FY1 2AP

[www.urpotential.co.uk](http://www.urpotential.co.uk)  
Deborah Terras lead practitioner  
info@urpotential.co.uk  
Tel: 01253 292299/07989746673

Provide community based training for community members, volunteers and staff. Provide accredited and non-accredited training in confidence, youth work, volunteering, employability, peer mentoring, safeguarding, H&S, Food Hygiene, Team leadership and PTTLS (Teaching qualification). Specialise in **WOMEN ONLY COURSES**

Can design and deliver courses to suit individuals and communities.

*Training for 14 to 25 years old in accredited and non-accredited courses.*

*Covering employability, volunteering, sexual health, substance misuse, confidence, peer mentoring, media/film studies, basic IT, Youth work, leadership, peer mentoring and Team Leadership.*

*Training for 19 year old and over in: Employability Entry Level 3 to level 2 (with specific focus on women only) Image consultancy, youth and community work, health and safety, Teaching qualification, food hygiene, basic IT, volunteering, mentoring.*

<table>
<thead>
<tr>
<th>Community venues across Fylde</th>
<th>Community tutors</th>
<th>Aged</th>
<th>Telephone Call</th>
<th>Email</th>
<th>Self-referral</th>
<th>2 days to receive confirmation of course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged 14 -25 Youth and community workers</td>
<td></td>
<td>Age 19 plus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Volunteering

**UR Potential Fylde Coast**  
Be Involved Youth Volunteering Project

**Head Office**  
Claremont First Step Centre  
Dickson Road  
Blackpool  
FY1 2AP

- [www.urpotential.co.uk](http://www.urpotential.co.uk)
- [www.fyldecoastbeinvolved.co.uk](http://www.fyldecoastbeinvolved.co.uk)
- [www.do-it.org.uk/search/vc/935025](http://www.do-it.org.uk/search/vc/935025)

**Fylde Fieldworker**  
Tel: 01253 292299/07453959567

| Provide volunteering opportunities across the Fylde Coast to 14 to 25 year olds. Provide supported volunteering to those who require additional support. Provide trained and qualified peer mentors. Provide pre volunteering training and access to accreditation. Provide opportunities to gain work skills and social skills. | Schools, outreach. Across the Fylde coast Operate Drop Ins 1:meetings | Outreach Workers:  
- Adult  
- Child | Aged 14 to 25 | Telephone Call  
Self-referral  
Complete 1:1 self-assessment with fieldworker | 4-7 days |

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## Early Support Commissions

<table>
<thead>
<tr>
<th>Organisation Details</th>
<th>Category</th>
<th>Description of Service Available</th>
<th>Referral Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fylde Coast Women's Aid</strong></td>
<td>Domestic Abuse</td>
<td>This service is part of a wider strategy to prevent and minimise the effects of domestic abuse across Lancashire and will provide a range of interventions which are designed to improve the relationship between mother and child, whilst also helping children to overcome the effects of witnessing and/or experiencing domestic violence.</td>
<td>Via Request for Support Form or Contact FCWA on 01253 752014</td>
</tr>
<tr>
<td>Tina Hibbard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☎ 01253 752014</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:manager@fcwa.co.uk">manager@fcwa.co.uk</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicola Bonser</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>☎ 01253 752014</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domestic abuse early intervention officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:Nicola.bonser@fcwa.co.uk">Nicola.bonser@fcwa.co.uk</a></td>
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</tbody>
</table>

Note: Parent means anyone responsible for taking care of a child.
Fylde Parent/ Family Services

<table>
<thead>
<tr>
<th>Organisation Details</th>
<th>Category</th>
<th>Description of Service Available</th>
<th>Referral Method</th>
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</thead>
<tbody>
<tr>
<td><strong>Via</strong></td>
<td></td>
<td></td>
<td>Via Request for Support Form</td>
</tr>
<tr>
<td>Joanna Maloney</td>
<td></td>
<td>Multi-Systemic Therapy</td>
<td></td>
</tr>
<tr>
<td>☎️ 01254 387711</td>
<td></td>
<td>Functional Family Therapy</td>
<td></td>
</tr>
<tr>
<td>✉️ <a href="mailto:Joanna.maloney@via-uk.com">Joanna.maloney@via-uk.com</a></td>
<td></td>
<td>Neuro-Linguistic Programming</td>
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<tr>
<td></td>
<td></td>
<td>Solution Focused Coaching</td>
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<tr>
<td></td>
<td></td>
<td>The Solihull Approach</td>
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<tr>
<td></td>
<td>Family Support</td>
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<td></td>
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<tr>
<td></td>
<td>Parenting</td>
<td>The commissioned service in 2013/2014 will be modelled on the ‘Strengthening Families Programme’ 10yrs to 14yrs delivered through a number of targeted sessions with a focus on reducing levels of alcohol, substance misuse, conduct problems and school-related problem behaviours. The aim will be to improve communication between the parent – child along with helping parents build on their parenting strategies.</td>
<td>Via Request for Support Form</td>
</tr>
</tbody>
</table>

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### Fylde Parent/ Family Services

<table>
<thead>
<tr>
<th>Organisation Details</th>
<th>Category</th>
<th>Description of Service Available</th>
<th>Referral Method</th>
</tr>
</thead>
</table>
| **Jigsaw EHWB Services**  
Child Action North West  
Rob Dickinson, Janet Tomlinson  
℡ 01254 244701/01772 453145  
✉️ jigsaw@canw.org.uk | Emotional Health & Well Being | We have a qualified, highly skilled, experienced and well-resourced team of professional counsellors who are able to offer services to Children, Young People and families and can provide:  
- One-to-one person centred counselling  
- Therapeutic group work  
- Systemic family therapy  
- Cognitive Behaviour Therapy  
- Play therapy  
- NLP  
  
For issues including:  
- Self-harm  
- Sexual exploitation  
- Anxiety and depression  
- Body image and disordered eating  
- Working with issues of sexuality  
- Bereavement, loss and attachment  
- Relationship counselling  
- Solution focused therapy  
- Self-esteem and confidence building  
- Job Loss  
- Divorce/separation | Via Request for Support Form |
Please find below a link for the Children's Trust below, which includes details on Early Support Commissions and has the Request for Support Form:

http://www.lancashirechildrenstrust.org.uk/resources/?siteid=6274&pageid=40172

Link to the CAF website:

http://www.lancashire.gov.uk/corporate/web/?siteid=5943&pageid=33997&e=e

Note: Parent means anyone responsible for taking care of a child.
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