# **Sources of Support**

GET IN TOUCH – if you’re not sure what support you are looking for, speak to the Families First Information Service on 01472 326292 (option 1)

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| **Agency/ Service** | **What do they do?** | **Contact details** |
| Adult mental health and emotional wellbeing services | Single Point of Access (SPA)  SPA offers confidential advice and information over the phone 24 hours a day, 365 days a year. You will get through to a team of trained call advisers, who are supported by experienced clinicians. They will ask some questions to assess your symptoms and give you the healthcare advice you need or direct  you to the right local service. | 01472 256256 |
| Adult mental health and emotional wellbeing services | Open Minds  Support to people aged 16 and above who are experiencing mild to moderate mental health issues such as stress, anxiety and depression. | Open Minds, Grimsby 7-9 Osborne Street Grimsby  DN31 1EY (01472) 625100  Open Minds, Cleethorpes 13-15 Grimsby Road Cleethorpes  DN35 7AQ (01472) 252760 |
| Barnardo’s SENDIASS | Special Educational Needs & Disabilities Independent Advisory Support Service (SENDIASS) provide free confidential impartial support and advice for parents,  carers, children and young people 0-25 years. | Phone: 01472 355365  Address: 11 Dudley Street, Grimsby, DN31 2AW Email:  [nelincs@barnardos.org.uk](mailto:nelincs@barnardos.org.uk) |
| The Blue Door | Support to anyone that has experienced domestic abuse and sexual violence | Helpline: 0800 197 47 87  Office: (01724) 841 947  Email: [info@thebluedoor.org](mailto:info@thebluedoor.org) |
| Carers Centre | A Carer Group can offer the empathetic  support that only another Carer can give  because they understand that your needs are  similar to their own. | Phone: 01472 242277  Address: 1 Town Hall  Square, Grimsby DN31  1HY |
| Children’s Disability Service | The Children’s Disability Service (CDS), will provide you with information about universal services and more specialist groups that can offer support, without the need for an  assessment. | 01472 326292 (option 5) |
| Compass GO! | Compass GO.. (Mental Health Support Team) works with children, young people, families and educational settings in North East Lincolnshire. We provide support, help and advice for pupils, students and schools for issues related to mental health and wellbeing. | [Compass Website](https://www.compass-uk.org/services/north-east-lincolnshire-mhsts-new/)  Phone: (01472) 494 250  Email: [nelincsmhst@compass-uk.org](mailto:nelincsmhst@compass-uk.org) |
| Family Hubs – including Early Help | Working across community clusters and with other partners and the community, to offer services for children and young people aged 0-19 and their families. Family hubs are inclusive for all, which includes support for children with additional needs.  Family hubs have a variety of sessions and activities that can help develop and support  you and your child. | 01472 326292 (option 3) |
| Health Visiting | Available to all families in North East Lincolnshire who’re expecting a baby, have a new born or a child up to the age of 5. We will be told of your pregnancy by the midwives and a health visitor (registered nurse or midwife who have been trained in public health) will provide advice, support and guidance at this important time of you and  your child’s life. | Our service is available Monday to Friday 9am to 5pm at family hubs  Phone: (01472) 323660  Email:  [HealthVisitingAdvice@nelincs](mailto:HealthVisitingAdvice@nelincs.gov.uk)  [.gov.uk](mailto:HealthVisitingAdvice@nelincs.gov.uk) |
| Living with ADHD | Advice and resources for parents of a child with ADHD. | [www.livingwithadhd.co.uk](http://www.livingwithadhd.co.uk/) |
| National Autistic Society | Information advice and guidance. | Parent to Parent Service: 0808 800 4106  [https://www](https://www/).autism.org.uk |
| North East Lincolnshire Parents Participation Forum | The North East Lincolnshire Parent Participation Forum (NELPPF) is the local opportunity for parent/carer(s) to have their voices heard and help influence local decisions that may affect their families.  The Forum meets on a regular basis at the North East Lincolnshire Carers Centre, 1 Town Hall Square, Grimsby. All parents and carers are welcome. For further information  contact us on the following. | Website: [www.nelppf.co.uk](http://www.nelppf.co.uk/) Phone: 07583 474892  Email: [help@nelppf.co.uk](mailto:help@nelppf.co.uk) |
| NSPCC | If you need more information about a particular issue or you’re worried about your child, even if you’re unsure, contact our professional counsellors 24/7 for help, advice  and support. | Helpline: 0808 800 5000  Website: [www.nspcc.org.uk](http://www.nspcc.org.uk/) |
| SEND Outreach Service | The SEND Outreach Team work with schools when there are concerns regarding a child’s communication. school SENCo’s can ask for support from our Specialist Support Service Teacher for ASC who works alongside SEND Outreach Service. No diagnosis is required to  access the service. | [Local Offer Website](https://www.nelincs.gov.uk/children-families-and-schools/send-and-local-offer/send-support-for-children-and-young-people/)  Email:  [sendoutreach@nelincs.gov.uk](mailto:sendoutreach@nelincs.gov.uk) |
| Specialist Advisory Service | The Specialist Advisory Service is made up of several teams such as Educational Psychology, Portage and Early Years, who work together to support children and young people in partnership with others and aims to improve the quality of life of children and  young people. | Phone: (01472) 323183  Email: [SpecialistAdvisoryService@n](mailto:SpecialistAdvisoryService@nelincs.gov.uk) [elincs.gov.uk](mailto:SpecialistAdvisoryService@nelincs.gov.uk)  Portage/Early Years: (01472) 323314 |
| School Nursing | Available to all school aged children, young people and their families. They offer health support and advice to staff groups like teachers and social care staff. Each school has a named school nurse and the children or young people from that school, or their family,  can approach the school nurse directly | Phone: (01472) 323660  Email: [SchoolNursingAdvice@nelinc](mailto:SchoolNursingAdvice@nelincs.gov.uk) [s.gov.uk](mailto:SchoolNursingAdvice@nelincs.gov.uk) |
| We Are With You (Formerly Addaction) | Provides a full range of help for people experiencing problems with their drug or alcohol use, from harm reduction via active treatment and through to detoxification and  rehabilitation. | Phone: (01472) 806890  Address: Viking House 55 Church St  Grimsby DN32 7DD |
| Women’s Aid | Women’s Aid provides many services to victims and survivors of domestic abuse in N E Lincs - victims can be women, men and  children. | Phone: (01472) 575757 |
| Young Minds Parents/Carer Helpline | Call for free advice from a trained advisor Mon-Fri from 9.30am to 4pm – available in England, Scotland, Wales and Northern  Ireland. | Parents Helpline: 0808 802 5544 |
| Young Minds matter (CAMHs) | Emotional wellbeing and mental health service for children and young people up to 19 years (25 for SEND). Provides a full range of interventions, from low-level advice and information, support via the School Links Team, CYP IAPT recognised therapies, to complex mental health treatment. The service is accessible for help and support 24 hours a day, 7 days a week in order to prevent mental health crises and to respond quickly. | General Enquiries: (01472) 626100  9:00am – 5:00pm Monday to Friday |

# **Sources of support for CYP**

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| **Agency/ Service** | **What do they do?** | **Contact details** |
| Alumina | Free online self-harm support for young people aged 14 and above. It is an online programme run a couple of nights a week by trained counsellors; it’s a safe place to explore how you are, and receive support for your harming behaviour. It’s done in a chat room style so is  confidential and no–one can see you. | [https://www.selfharm.co.u](https://www.selfharm.co.uk/alumina) [k/alumina](https://www.selfharm.co.uk/alumina) |
| Bereavement Support | Macmillan, CRUSE, and St Andrews Hospice offer bereavement support for both adults and children, regardless of the cause of death. | Macmillan: 01472 250623 St Andrews Hospice: 01472 350908  CRUSE: 07867 312658 |
| ChildLine | Get support online or on the phone any time. | Helpline: 0800 1111 [www.childline.org.uk](http://www.childline.org.uk/) |
| Compass GO | Compass GO.. (Mental Health Support Team) works with children, young people, families and educational settings in North East Lincolnshire. We provide support, help and advice for pupils, students and schools for  issues related to mental health and wellbeing. | [Compass Website](https://www.compass-uk.org/services/north-east-lincolnshire-mhsts-new/) Phone: (01472) 494 250  Email: [nelincsmhst@compass-](mailto:nelincsmhst@compass-uk.org) [uk.org](mailto:nelincsmhst@compass-uk.org) |
| Diana Award Crisis Messenger | Free 24/7 crisis support. If you are experiencing a mental health crisis and need support. | Text DA to 85258 |
| Kooth | Online counselling available 12pm-10pm Mon- Fri, 6pm-10pm Sat - Sun. Peer forums and articles also available. | [www.kooth.com](http://www.kooth.com/) |
| Living with ADHD | Advice and resources for teenagers with ADHD | [www.livingwithadhd.co.uk](http://www.livingwithadhd.co.uk/) |
| The Mix | If you’re under 25 you can talk to The Mix for free on the phone, by email or on webchat. | Phone: 0808 808 4994  1pm-11pm 7 days a week [www.themix.org.uk](http://www.themix.org.uk/) |
| Nexus Youth Forum | Nexus aims to give 16 – 21 year old’s a voice about their mental health and the services Navigo provide. | Phone: (01472) 583066  Email:  [nexusyouthforum@gmail.com](mailto:nexusyouthforum@gmail.com) |
| School Nurse Text Service | Confidential advice and support via text for those aged 11-19 years. | 07507331620 |
| Young Carers | Support for children and young people who have taken on practical and/or emotional caring responsibilities that would normally be expected of an adult. | Phone: (01472) 326294  (option 2)  Monday – Friday 8:30am – 5:00pm |
| Young Minds Crisis Messenger | Free 24/7 crisis support. If you are experiencing a mental health crisis and need support. | Text YM to 85258 |
| Young People’s Support Services | YPSS are a signposting service who offer impartial information, advice and guidance to help young people make informed choices about careers, further education, training and employment. YPSS also offer support with any personal or welfare advice. | (01472) 313131 |

# **Apps**

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| Big White Wall | Online community for people who are stressed, anxious or feeling low. | Big White Wall Logo |
| BlueIce | Evidenced-based app to help young people manage their emotions and reduce urges to self-harm. | Blue Ice Logo |
| Brain in Hand | Brain in Hand gives easy access to personalised support from an app on your phone. It’s packed with features to help you remember activities, reduce anxiety and feel supported. It’s accompanied by remote support from the National Autistic  Society to help you at times when you need extra help. | Brain in Hand Logo |
| Calm Harm | Helping people resist or manage the urge to self-harm. It’s private and password protected. |  |
| Catch It | Learn how to manage feelings like anxiety and depression with Catch It. The app will teach you how to look at problems in a different way, turn negative thoughts into positive ones and improve your mental wellbeing. |  |
| Headspace | Mindfulness and meditation. |  |
| Stress & Anxiety Companion | Helps you handle stress and anxiety on-the-go. Using breathing exercises, relaxing music and games designed to calm the mind, the app helps you change negative thoughts to help you better cope with life's ups and downs. | Stress and Anxiety Companion |

For more apps visit [www.nhs.uk/apps-library](http://www.nhs.uk/apps-library)