

Bristol emotional health Directory of Services

for Children and Young People



NHS

**Bristol, North Somerset
and South Gloucestershire**
Clinical Commissioning Group

Includes:

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Version 2.0 May 2018

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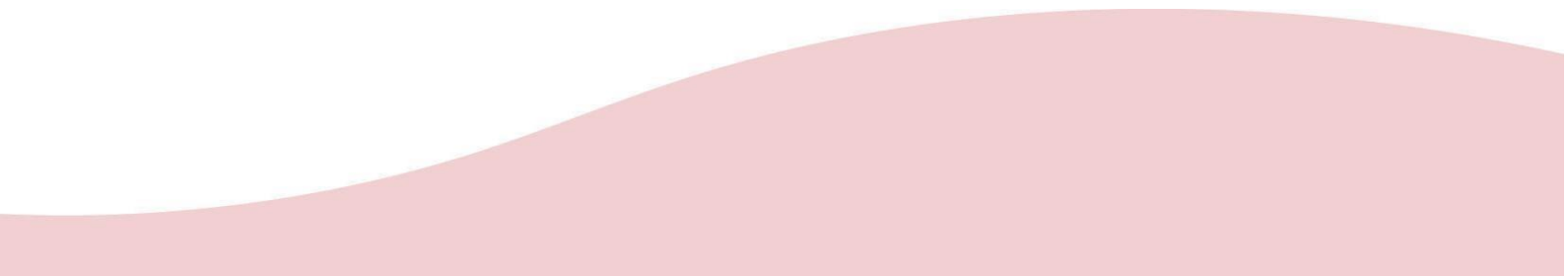
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Important information

What to do in an emergency

In emergency situations the young person must attend the nearest 24 hour A&E unit or call 999

When you get to A&E, a health professional will assess the young person

If the child or young person needs ongoing mental health input, a referral to the appropriate team will be made by the assessing professional

Worried about a child or young person?

If you are worried about the welfare or safety of a child or young person, it is very important that you contact First Response on 0117 903 6444 or via their [website](#)

Concerned about a potential eating disorder?

Eating disorders are serious mental health problems and it is vital that children and young people with eating disorders and their families and carers can access effective help quickly. If you are concerned about a child, seek advice as soon as possible. Bristol CAMHS has a dedicated community eating disorder service and referrals can be made by the child's GP or school.

If you consider the situation to be an emergency, please follow the 'What to do in an emergency' section above.

Introduction

This directory aims to be the single 'go to' place for information about children and young people's emotional health in Bristol.

It provides a place for children and young people, their families and professionals to get quick, easy and direct access to up-to-date mental health information, including:

- Clear, accurate information about support and services available in Bristol
- Information about a range of common mental health problems such as anxiety and stress
- Self-help tools and information including downloadable resources

Searching online is often now the first way people look for information when they, or the people they care for or support, need help. Bristol is committed to improving access to online information and resources, in particular in the area of mental health and this directory is part of a long-term plan to make digital choices available for people in the area who want to improve their wellbeing.

Schools may benefit from accessing [MindEd](#). Parents may benefit from accessing [Young Minds](#).

You can contact the team with any comments/feedback about the directory or with any ideas at: bristolccg.cypehbristol@nhs.net. Unfortunately, we are unable to respond to queries about individual situations or give advice.

Please note, this publication is designed to offer a broad overview of the main emotional health and wellbeing services available to young people aged 0-25 and their families. It is not intended to be a comprehensive directory of all services.

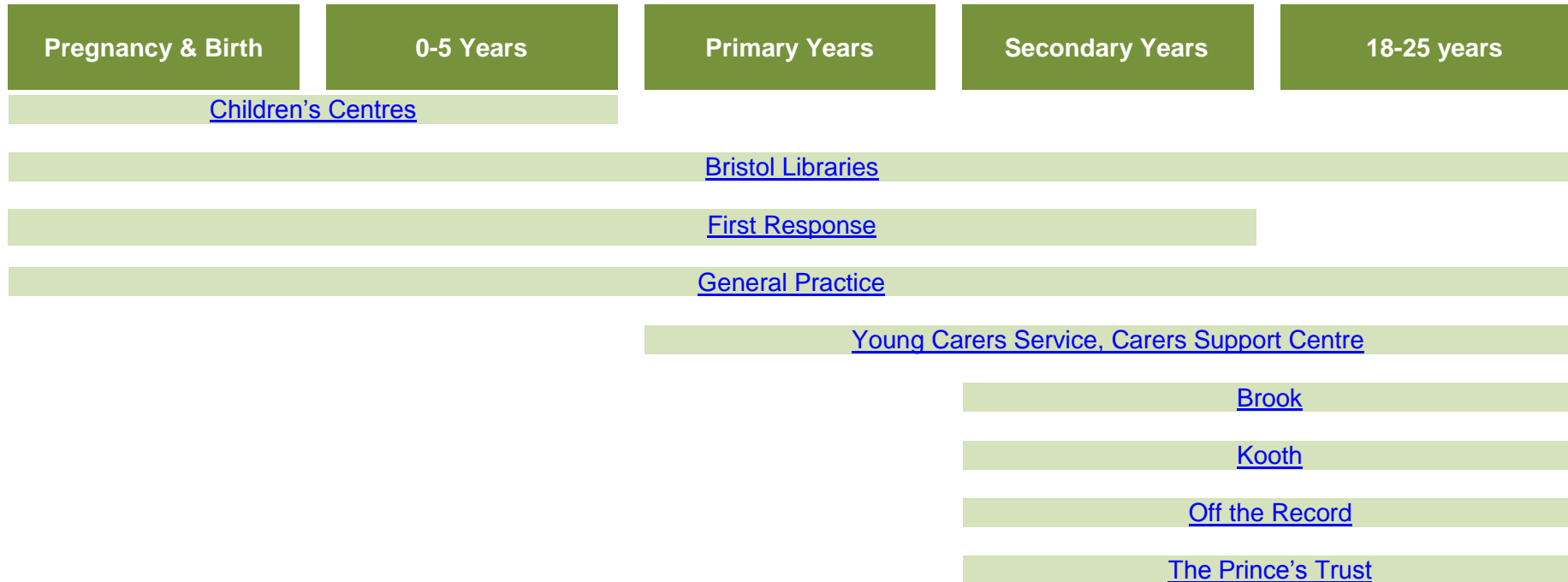
We cannot guarantee the quality of all the services and resources listed here so we advise young people, their families and carers to make their own assessments of quality and suitability for their specific purposes.

The information is correct at the time of publication and is updated annually.

May 2018

Universal Services

Children and young people may experience anxiety or difficulties in response to life events or changes in circumstances which are generally temporary episodes between otherwise good emotional health and wellbeing. Many of these children can find appropriate support and advice through existing networks (e.g. family and friends) or via services that are open to all children and young people ('universal services') like health services and schools/college.



Targeted Services

There is a range of services that are 'non-medical' and are often community based, that identify and support children with emotional / mental health difficulties with the aim of intervening earlier to prevent escalation of need and risk. Some of these services may target specific groups of children and young people. Many offer a range of skills and therapies to engage and support children and young people.

Pregnancy & Birth	0-5 Years	Primary Years	Secondary Years	18-25 years
Families in Focus				
Trading With Schools (TWS) Inclusion Service				
The Green House				
Bristol Drugs Project Mentoring and Youth Groups				
Creative Youth Network				
Drugs and Young People Project (DYPP)				
Reconstruct Children's Services (for looked after children)				
Somerset and Avon Rape and Sexual Abuse Support				
Step by Step – Samaritans				
PAPYRUS Prevention of Young Suicide				
Cruse Bereavement Care				
Self-Injury Support				
Barnardo's Care Leavers				
Off the Record				

Specialist Services

There may be occasions where some children and young people need support from specialist mental health services where there are significant concerns related to their mental / emotional health or psychological wellbeing, or the concerns are of a high risk / urgent nature. CAMHS is the main Child and Adolescent Mental Health Service for children and young people aged 0-18 and is provided by the NHS in Bristol For referral to CAMHS, the difficulties must be severe enough to significantly impact on day to day/ or family functioning to be beyond the remit and experience of primary care services.

Pregnancy & Birth	0-5 Years	Primary Years	Secondary Years	18-25 Years
	Child & Adolescent Mental Health Service (CAMHS)			
	CAMHS – Be Safe			
	CAMHS Specialist - Learning Disabilities			
	CAMHS Specialist - Thinking Allowed			
	CAMHS Specialist - Young People's Substance Misuse –Treatment Service			

Please note: For adult mental health services aged 18 years+ please see www.bristolmentalhealth.org

Barnardo's Care Leavers Service

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Barnardo's runs support and campaign groups for care leavers. Campaigns often focus on mental health, for example loneliness and isolation.

The service provides small grants directly for children in care and care leavers to support emotional health and wellbeing.

Support available	Our Care Leavers United Bristol (C.L.U.B) meets fortnightly and we also have a specific group for young parents and for asylum seekers.
Age range	16 –21 years. Grants can be applied to ages of 13 – 21.
Referral route	Self-referral or through a supporting professional.
Address	Junction 3 Library Lower Ashley Road St. Pauls Bristol
Telephone	0117 958 0320
Email	abigail.gray@barnardos.org.uk
Website	www.barnardos.org.uk/hype

Bristol Drugs Project Mentoring and Youth Groups

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The Bristol Drugs Project, M32 youth group enables children and young people to meet with those in similar family situations. They can talk to youth workers and volunteers and be positive role models. The aim of the group is to have fun, try new things in order to build confidence and self-esteem.

The Bristol Drugs Project mentoring programme is for children and young people who would benefit from one-to-one contact. They have a mentor for one year and are seen on a weekly basis. The way the activity budget is spent is decided by the service users.

The service aims to:

- Support young people that are affected by parental substance misuse
- Help build confidence, self-esteem and resilience
- Give experience of positive role models
- Interact with other young people affected by parental substance misuse
- Give experience eating together
- Get children and young people to try new things, e.g. drama, cooking and gardening
- Give respite from family home.

Support available	Mentoring and Youth Groups
Age range	6 – 16 years
Referral route	Contact Lynne Jobbins BDP
Address	11 Brunswick Square Bristol, BS2 8PE
Telephone	0117 987 6000
Email	Lynne.jobbins@bdp.org.uk
Website	www.bdp.org.uk

Bristol Libraries

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This is a public library service offering free access to books and digital resources in 28 branches and online. It is also part of the LibrariesWest consortium where people in Bristol can access items from Bath and North East Somerset (BANES), South Gloucestershire, North Somerset, Somerset, Poole and Dorset library authorities.

- Libraries provide services and community meeting places for everyone in Bristol.
- Libraries hold rhyme times and story time sessions for babies and young children – allowing good social time for parents.
- Libraries provide free access to computers for online services
- Libraries actively address social isolation through reminiscence groups, reading groups, shared reading sessions, local groups and events
- Libraries have book collections such as Books on Prescription and Shelf Help – books on particular mental health subjects.

Support available	Information and signposting
Age range	All ages
Referral route	Libraries are open across the city daily
Address	Bristol Central Library
Telephone	0117 903 7250
Email	bristol.library.service@bristol.gov.uk

Brook

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Brook is a young people's sexual health and wellbeing charity which provides free and confidential sexual health and wellbeing services for people under age 20. They are open six days a week, Monday to Friday 12pm-7pm and Saturday 12pm to 5pm and work in 13 schools around Bristol.

Brook also provides sex and relationships education (SRE) and training courses for professionals working with young people.

The services they offer are:

- Contraception
- Emergency contraception
- Pregnancy testing
- Screening for infections
- Termination referrals
- Counselling
- Disabled access
- Interpreting service
- C-card scheme

Support available	Advice, consultation for professionals, counselling / therapy, drop in, family support, information, signposting, support, training for professionals working with young people and small group work with young people on sexual health and related topics
Age range	Under 20 years of age
Referral route	Walk in clinic – self referral Referral via professionals –Some appointments available
Address	Brook 3rd Floor, The Station Silver Street Bristol BS1 2AG
Telephone	0117 929 0090
Website	www.brook.org.uk/bristol

Child and Adolescent Mental Health Services (CAMHS)

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Child and Adolescent Mental Health Services (CAMHS) are teams of mental health professionals who work with children and young people with emotional, behavioural or mental health difficulties. There are also CAMHS Primary Mental Health Specialists working in other settings such as schools, and local authority social care and Families in Focus teams.

All CAMHS teams use a system for managing waiting times. Children/young people and parent(s)/carer(s) can be seen individually. Sometimes, one appointment is enough to enable someone to cope better with their difficulties, but if further appointments are needed they will work in partnership to offer on going therapeutic interventions.

Support available Advice, consultation for professionals, counselling / therapy, family support, information, signposting, support and training.

Age range 0 – 18 years

Referral route Health Professionals, Social Care and Schools can refer through the Single Point of Entry form available here - <http://cchp.nhs.uk/cchp/clinicians>

Address
North Bristol CAMHS
Woodland View
Thornfield Road, Brentry
Bristol, BS10 6NB
0117 354 6800 – Duty Clinician

East/Central Bristol CAMHS
43 Ducie Road
Barton Hill, Bristol BS5 0AX
0117 340 8600 - Duty Clinician

South Bristol CAMHS
Osprey Court
Unit 1, Hawkfield Business Park
Whitchurch Lane
Bristol BS14 OBB
0117 3408121 - Duty Clinician

Knowle Clinic
Broadfield Road
Knowle
Bristol BS4 2UL
0117 9190330 - Duty Clinician

Website <http://cchp.nhs.uk/cchp/explore-cchp/child-family-consultation-services-camhs-0>

CAMHS - Be Safe

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Be Safe is a collaborative, multi-agency partnership, working with children and young people with problematic or harmful sexual behaviours.

They offer:

- Assessment and therapeutic interventions for 4-18 year olds
- Advice and support to family members and carers to help understand harmful sexual behaviour
- Group programmes for 8-12 year olds
- Support to stop harmful behaviours and helps children and young people to make positive life choices
- Support to protect current and potential victims, helping to keep children and young people and others safe from harm
- Take commissions from outside of Bristol for consultation, training and direct work.

Age range 4 - 18 year olds

Address 43 Ducie Road
Barton Hill
Bristol
BS5 0AX

Telephone 0117 340 8600

Website <http://cchp.nhs.uk/cchp/explore-cchp/child-family-consultation-services-camhs-0>

SPECIALIST SERVICE FOR CHILDREN WITH LEARNING DISABILITIES (SSCLD)

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The service is part of a wider professional network supporting children and young people with a moderate and severe learning disability and additional complex emotional, behavioural or mental health difficulties.

Age range	0-18 years old or up to 19 years of age if in full time education. CAMHS works collaboratively with families, carers, schools and other support systems to help improve wellbeing.
Referral route	Families that feel they need support and their child meets our criteria need to talk to: <ul style="list-style-type: none">○ Health Service Staff○ Schools and Education Service○ Social Workers○ Voluntary Sector We can only accept referrals from these professional agencies via SPE form found - http://cchp.nhs.uk/cchp/clinicians
Address	Woodland View Thornfield Road Brentry Bristol, BS10 6NB
Telephone	0117 354 6801
Email	awp.bristollearningdisabilityadmin@nhs.net
Website	http://cchp.nhs.uk/cchp/explore-cchp/specialist-service-children-learning-disabilities

CAMHS Specialist - Thinking Allowed

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Thinking Allowed is a structured psychological consultation service and supports the systems surrounding Children in Care, 0-18 years of age

They offer:

- Direct assessment/therapy to some of those referred
- Training to social workers, foster carers and adoptive parents.

Age range 0 -18 years

Address 43 Ducie Road
Barton Hill
Bristol, BS5 0AX

Telephone 0117 340 8600

Website <http://cchp.nhs.uk/cchp/explore-cchp/child-family-consultation-services-camhs-0>

CAMHS Specialist - Young People's Substance Misuse – Treatment Service

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This is a specialist drug and alcohol treatment service for young people under 18 who have developed substance misuse problems.

Referrals are from professionals working with young people, such as GPs and other health professionals or other drug and alcohol services.

The service aims to:

- Help young people stabilise and ultimately abstain from drug and alcohol use
- Provide additional support to those approaching their 18th birthday as part of their transition to adult treatment services
- Provide substance misuse treatment that is culturally appropriate and suitable to meet the diverse needs of the service user group.
- Have child/ young person centred assessments and care planned support including, pharmacological interventions (e.g. opiate detoxification, substitute prescribing and harm reduction services), psychological therapies (e.g. counselling, brief solution focused therapy, motivational interviewing) harm reduction and, where appropriate, work with families
- Ensure all work is delivered within an integrated multi-agency care planned approach
- Deliver a mixture of office-based sessions and outreach sessions
- Ensure close liaison with a range of agencies and families where appropriate
- Have close supervision of substitute prescribing if required.

Address 38 Southwell Street
 Kingsdown
 Bristol, BS2 8EJ

Telephone 0117 342 5729

Website <http://cchp.nhs.uk/cchp/explore-cchp/child-family-consultation-services-camhs-0>

Carers Support Centre - Young Carers Service

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Support for young carers aged 8-18 years and young adult carers aged 16 – 25 years. Young carers are people who look after someone in their family who has a disability, a long term illness or misuses drugs or alcohol. The service is for carers who are struggling due to their caring responsibilities. The Young Carers Service gives information and signposting, offers fun activities, workshops, mentoring and chances to be around other young people with caring responsibilities.

The service has a referral process to help them understand a family's circumstances and make sure they are the right organisation to offer support. They take referrals from family members or professionals and are commissioned to provide the statutory Young Carers Assessment for Bristol City Council.

The group also works in partnership with schools and further education: giving advice, training, information, resources and support; so that they can establish their own support systems for young people.

The aim of the service is to:

- Support and understand the cared-for family member's condition
- Give one-to-one support for high need identified young carers
- Access to breaks from caring to allow respite
- Target well-being sessions run bi-annually
- Offer a mentoring scheme with individually identified focus, which can include active support with anxiety and depression
- Give a whole family approach assessment which can lead to specialist emotional health and wellbeing signposting.

Support available	Advice, advocacy, consultation for professionals, family support, information, signposting, support and training
Age range	8 – 25 years
Referral route	Referral available on website
Address	Carers Support Centre Vassall Centre, Gill Ave Bristol BS16 2QQ
Telephone	0117 9589980
Email	youngc@carerssupportcentre.org.uk
Website	www.carerssupportcentre.org.uk

Children's Centres

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Children's Centres offer a wide variety of free support for families with young children living in Bristol and anyone who is a parent or expecting a baby. Staff are welcoming and can make home visits to make people feel comfortable before going to the centre for the first time. There are nursery places for 2,3 and 4 year olds (sometimes for babies too) advice about accessing benefits, how to go into training and employment, informal groups to help with leading a healthy lifestyle and an opportunity to get to know other local young parents.

The staff in the Children's Centre can provide support for people who are feeling anxious about being a new parent or who are worried that they are finding it difficult to cope with a young child. They can also help with financial, lifestyle or relationship concerns with specialist support.

Support available	Advice, drop in, family support, information, signposting, support and training
Age range	Pre-birth – 5 years
Referral route	Complete a Children's Centre registration form
Address	Bristol Education Centre Sheridan Road Horfield Bristol, BS7 0PU
Telephone	0117 37 73 237
Website	www.bristol.gov.uk/childrens-centres

Creative Youth Network: Youth Services and Wellbeing Support

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Creative Youth Network helps young people, no matter what their background or circumstances, to reach their own potential.

Safe and creative environments provide social and emotional support through youth programmes and one-to-one work, across Bristol, including opportunities for creative expression through ambitious art programmes.

Creative Youth Network delivers targeted youth services for young people in the North, East & Central and South Bristol, helping young people who need support to manage a range of social, health, education and skills needs.

Creative Youth Network helps young people find careers in the creative industries and provides access to alternative education, training and employment for those who are disengaged with the traditional system.

Creative Youth Network is now part of the CYPIAPT (Children and Young People's Improving Access to Psychological Therapies Programme) collaborative. They are taking referrals for young people who need help with mild to moderate mental health issues.

Support available	Drop in, information, signposting, support, youth work, job coaching
Age range	For targeted youth service one to one work: 11-19 years old For Wellbeing Support: 8-19 years old
Referral route	Self-referral Email: referrals@creativeyouthnetwork.org.uk Web: www.creativeyouthnetwork.org.uk/advice
Address	22 Old School House The Kingswood Estate Britannia Road Bristol BS15 8DB
Telephone	0117 947 7948
Email	info@creativeyouthnetwork.org.uk

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This service is currently unavailable until later in 2018; update to follow.

Drugs and Young People Project

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DYPP offers support to children in Bristol who have an allocated social worker and are affected by drugs and alcohol.

Referrals must be made by the child's social worker.

DYPP Children Affected by Substances (CABS) Service

Offers one-to-one and group support to help young people understand parental substance misuse, reduce social isolation and engage in positive activities. The service is for children and young people aged 5-14 who have a social worker.

DYPP Young People's Drug & Alcohol Service

This is a specialist drug and alcohol treatment service for young people under 18 who have a social worker and who use drugs and alcohol.

It offers care planned one-to-one support for young people, who are experiencing problems as a result of substance use. The service aims to support young people to make positive choices and reduce risk; to develop life skills and offer practical support; to help young people become involved in positive activity; to support young people to make positive changes. It also provides additional support to those approaching their 18th birthday as part of their transition to adult treatment services

DYPP Consultation Service

Provides information and resources for **social workers and foster carers** relating to current drug and alcohol trends in the city; advice about accessing specialist drug services and case-related consultation on issues relating to substance misuse and young people.

Age range	5 – 17 years
Referral route	Via a social worker
Address	DYPP 148 Rodbourne Road Bristol, BS10 5AN
Telephone	0117 377 2997

Families in Focus

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Families in Focus is a non-statutory partnership of Bristol City Council and other agencies that work with children and families.

Their aims are to:

- Coordinate a package of support for children, young people and families
- Identify and join up agencies already working with families
- Signpost and advise practitioners and families where they can find services
- Hold/work with cases/children, young people and families
- Support schools and partner agencies who have safeguarding concerns and work in partnership with a wide variety of agencies to support vulnerable children, young people and families
- Work with Intentionally homeless families, homeless 16 and 17 year olds.

Age range 0-18 years or up to 25 years with an Education, Health and Care Plan

Referral route Families are able to refer themselves to Families in Focus or, as long as there is consent, they can be referred by schools, services and other professionals.
In most cases, the best way to make a referral is through First Response.

Address

Families in Focus North
c/o Bristol Education Centre
P.O Box 3176
Bristol, BS3 9FS

Families in Focus East Central
c/o Bristol Education Centre
P.O Box 3176
Bristol, BS3 9FS

Families in Focus South
c/o The Park
P.O Box 3176
Bristol, BS3 9FS

Telephone

Families in Focus North – 0117 3521499
Families in Focus East Central – 0117 3576460
Families in Focus South – 0117 9037770
earlyhelpnorth@bristol.gov.uk
earlyhelpeastcentral@bristol.gov.uk
earlyhelpsouth@bristol.gov.uk

First Response

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First Response is the single point of access for Families in Focus Services and Children's Social Care Services (Safeguarding Units) within Bristol City Council. They act as the first point of contact for all concerns about children's welfare requiring a social work service, and for requests for support for Children and Families in need of Families in Focus services.

Emotional health and wellbeing (EHWB) issues should usually be addressed through universal and targeted services. In complex or higher risk cases, First Response can refer into social work Safeguarding Units or to Families in Focus services when young people and their families are in need of targeted help and support. First Response involvement in EHWB would usually be when there are significant family or social difficulties which are affecting a child or young person's safety, stability or recovery. This would usually be alongside CAMHS or other specialist service involvement.

Support available	Family support and social work services
Age range	0-18
Referral route	Members of the public should use the telephone contact details to speak to a First Response Advisor. Professionals should use the Webform to make referrals, unless there is an immediate child protection concern, in which case the phone number should be used.
Address	Bridewell Police Station, Bristol (no open access to members of the public).
Telephone	0117 903 6444
Website	https://www.bristol.gov.uk/social-care-health/reporting-concerns-about-a-child-first-response

General Practice

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General Practice includes a range of health care professionals who provide health care in the community. The General Practice Team are based in practices across Bristol, and include GPs, Practice Nurses, Health Care Assistants, Practice Managers, Receptionists and other staff. This team works closely with other community services e.g.: Health Visitors and midwives, as well as services in hospital.

Your local General Practice will provide health care within core hours from 8am to 6.30pm. Outside of these hours you can access health care by calling 111.

General Practice offers a range of appointments with their team, which can be face to face or telephone based, urgent and non-urgent. Each practice has a website where you can find out more about the types of appointments offered and how to book them.

Support available	Health care advice and support, signposting and prescriptions
Age range	Pre-birth +
Referral route	To access a practice you need to be registered with them.
Website	To find local GP practices: https://bnssgccg.nhs.uk/health-services/gp-surgeries/ For more information: www.nhs.uk/NHSEngland

Kooth

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The Kooth service is an on-line counselling and information service for children and young people aged from 11- 19 years of age. They help with common issues that a young person might be experiencing and forum venues to discuss these with peers and professionals. There is counselling by means of messaging and ways of setting goals to overcome young people's issues.

- Improving access to psychological therapies for children and young people
- Deliver improved access to mental health support for children and young people at risk of or in the early stages of criminal justice involvement
- Multi agency working across a range of organisations to signpost young people to agencies within Bristol
- Tackling stigma around mental health issues
- Service integration with CAMHS and Off the Record
- Links with schools to raise awareness of the service for young people

Support available	Counselling/therapy, drop in, information, signposting, support and moderated peer discussion forums for young people.
Age range	11 – 19 years
Referral route	Self-referral and access via webpage log in
Address	Xenzone Ltd Lancastrian Office Centre Talbot Road, Old Trafford, Manchester, M32 0FP
Telephone	0845 330 7090
Email	igorman@xenzone.com
Website	www.kooth.com

Off the Record

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Off the Record (OTR) is a mental health social movement by and for young people aged 11-25 living in Bristol and South Gloucestershire. OTR provides free, confidential and self-referral mental health information and services and is also mobilised to support, promote and defend the mental health, rights and social position of young people.

Support available

OTR runs various projects across Bristol and South Gloucestershire, all designed with the help of young people, and all of them are delivered by a team of super-friendly staff and volunteers.

These include projects such as:

Resilience Lab - Fun and informal stress management and self-help workshops for anyone who wants to learn more about good self-care.

Inspiration Works - A programme of creative and arts-based workshops to help promote good mental health and wellbeing.

The Mentality Project - A volunteering project that uses social action to challenge the stigma, discrimination and wider social inequalities around young people's mental health. OTR also offers specialist support to LGBTQ+ young people, outreach into schools, support for young people experiencing self-harm and bullying, and much more.

Age range 11 – 25 years

Referral route

Young people can access OTR via two routes:

By signing up directly to a group, project or service on OTR's website. By coming along to an OTR Hub – a safe and relaxed drop-in space to find out more about what OTR offers; no appointments needed. Young people can meet OTR's team and discover more about mental health, self-care, and what services OTR has on offer.

Address 8-10 West Street
Old Market
BS2 0BH

Telephone 0808 808 9120

Email hello@otrbristol.org.uk

Website www.otrbristol.org.uk

Social media [@otrbristol](#)

PAPYRUS Prevention of Young Suicide

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PAPYRUS is the national charity for the prevention of young suicide. They draw from the experience of many who have been touched personally by young suicide across the UK and speak on their behalf in their campaigns and in their quest to save young lives. Together they believe that with appropriate support and education, many young suicides can be prevented.

Papyrus deliver awareness and prevention training, provide confidential support and suicide intervention through HOPELineUK, campaign and influence national policy, and empower young people to lead suicide prevention activities in their own communities.

The PAPYRUS HOPELineUK is a confidential support and advice service for:

- Young people under the age of 35 who may be having thoughts of suicide
- Anyone concerned that a young person may be having thoughts of suicide
- A HOPELineUK advisor will listen to things that are happening in someone's life that are contributing to their thoughts of suicide and provide advice about how to cope and where to get help.
- HOPELineUK advisors offer advice on how to talk about suicide and how best to support someone.

Support available	Advice, consultation for professionals, information, signposting, support, training and HOPELineUK helpline
Age range	The targeted age is for young people under the age of 35. Services are available to everyone who is supporting a younger person.
Referral route	HOPELineUK: 0800 068 41 41 Email: pat@papyrus-uk.org Text: 07786 209697
Address	Lineva House 28-32 Milner Street Warrington Cheshire, WA5 1AD
Telephone	01925 572 444
Email	admin@papyrus-uk.org
Website	https://www.papyrus-uk.org/

The Prince's Trust

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The Prince's Trust works with young people aged 13-30 years who are unemployed or struggling in education. It provides programmes that support young people to move into education, training, employment or self-employment.

The Trust runs a selection of programmes which aim to develop young people's confidence, qualifications, independent living skills, experience and employability across a wide range of sectors.

- Anyone aged 16-30 years who is working less than 16 hours a week or in education less than 12 hours a week.
- Anyone aged 11-16 years who is not likely to achieve five GCSEs. The under 16s provision works directly with schools, therefore does not take direct self-referrals for this programme.
- The Trust helps people who are unemployed, lacking in confidence, care leavers, single parents, those who have mental health issues or who didn't do so well in school.

Support available	Advice, drop in, information, signposting, support and training
Age range	11 – 30 years
Referral route	https://www.princes-trust.org.uk/help-for-young-people/referring-young-people
Address	The Prince's Trust South Regional Office Canningford House 38 Victoria Street Bristol, BS1 6BY
Telephone	0800 842 842
Email	bristol@princes-trust.org.uk
Website	https://www.princes-trust.org.uk/

Reconstruct Children's Services (for looked after children)

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All our services offer vulnerable young people one-to one support in a safe place to be listened to and taken seriously.

Advocates can support children and young people to be listened to in their meetings or to make a complaint, whether formal or informal. They empower young people to problem solve and have a say in decisions that affect their lives. They help build confidence and improve life skills.

Independent visitor matches can last over several years and allow children the opportunity to enjoy fun activities whilst building a lasting and positive relationship. It gives them something to look forward to and a person who is giving up their time just for them. The visiting service enhances the emotional health and wellbeing of the child, building confidence, resilience and improving social and life skills.

- Advocacy for children over 12 subject to child protection plans
- Advocacy for children in care
- Advocacy for Care Leavers
- Independent visitors for children in care aged 7 to 17 years
- Participation services for children in care

Support available	Advocacy
Age range	11 – 25 years
Referral route	0800 389 1571 Email: yourvoice@reconstruct.co.uk
Address	Easton Business Centre Bristol, BS5 0HE
Telephone	0117 244 6560
Email	yourvoice@reconstruct.co.uk
Website	www.reconstruct.co.uk www.rvoice.co.uk

Step by Step - Samaritans

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Step by Step is a Samaritans service that provides practical support and guidance to help educational and youth settings prepare for, and recover from, a suspected or attempted suicide.

The Step by Step team aims to:

- Enable the community to be prepared for, respond to and 'recover' from a suspected or attempted suicide.
- Reduce the likelihood of further suicides in education and youth settings by preventing stigma and isolation for those affected by a suspected or attempted suicide.

Support available Advice and support

Age range Up to 18 years

Referral route 0808 168 2528

Telephone As above

Email stepbystep@samaritans.org

Website <http://www.samaritans.org/education/step-by-step>

Somerset and Avon Rape and Sexual Abuse Support (SARSAS)

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We offer free, confidential, specialist support for survivors over the age of 13 who have been raped or sexually abused at any time in their lives. We support survivors in Bath and North East Somerset, Bristol, North Somerset, Somerset and South Gloucestershire.

The support we offer consists of emotional and practical support, a freephone helpline, e-support, 1-1 support by phone or face to face, specialist counselling, information and support resources.

We also campaign to raise awareness of and challenge misconceptions about sexual violence and abuse as well as delivering training and consent-based workshops to professional organisations, schools and universities.

Helpline:

Women and girls - 0808 801 0456

Monday and Friday 11am – 2pm

Tuesday, Wednesday and Thursday 6pm – 8.30pm

Men and boys - 0808 801 0464

Monday 11am – 2pm

Tuesday 6pm – 8:30pm

Support available	Advice, counselling/therapy, family support, information, signposting, support, training and helpline
Age range	13+ years
Referral route	Phone, email or via a referrer
Address	PO BOX 2942, Bristol BS1 9EU
Office Telephone	0117 929 9556 01823 324 944 (Taunton)
Email	info@sarsas.org.uk
Website	www.sarsas.org.uk

Self-Injury Support

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Phone, text, email and webchat support for women and girls around self-injury. Online information, personal and professional resources, interactive self-help materials and training and consultancy for anyone affected by self-injury, self-harm, emotional distress, trauma, sexual violence and mental illness.

Support available Telephone, text, webchat, email, online self help

Age range 11+

Referral route Self-referral access

www.selfinjurysupport.org.uk/help-and-support-with-self-injury/

Address PO BOX 3240
Bristol, BS2 2EF

Telephone 0117 927 9600

Email info@selfinjurysupport.org.uk

Website www.selfinjurysupport.org.uk

The Green House

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The Green House is a charity that provides free, confidential specialist counselling and therapy to children, young people, men and women who have experienced, or been affected by, sexual trauma at any point of their lives.

They offer one-to-one therapy and also have a family support worker who can offer time to families of children and young people accessing the service.

Their aims are to:

- Build resilience
- Prevent further abuse taking place
- Work towards positive emotional wellbeing
- Enable expression of distressing thoughts and memories in a way that feels safe for clients
- Support people having feelings of anxiety and depression
- Help with post-traumatic stress disorder
- Help with family issues
- Reduce trauma responses, e.g. flashbacks, feeling constantly fearful
- Offer hope and a belief in recovery.

Support available Consultation for professionals, counselling / therapy, family support and signposting

Age range Pre-birth +

Referral route Under-18 years – they accept professional and self-referrals with the following criteria:

- Have experienced or been affected by sexual trauma which has been disclosed and reported to statutory services
- The child/young person is in a safe and stable environment and is aware of the referral.

Over 18 years – self referral required

Address 44 Mina Road
St Werburgh's
Bristol BS2 9XH

Telephone 0117 935 1707

Email info@the-green-house.org.uk

Website www.the-green-house.org.uk

Trading with Schools (TWS) Inclusion Service

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TWS Inclusion Service is a not-for-profit organisation within Bristol City Council. The service works with children, young people, parents and schools using a wide range of approaches, strategies and interventions to bring about improved emotional health and wellbeing. These include:

- Consultations with parents and educational professionals focused on individual children presenting social or emotional difficulties
- Psychological assessment for individual children
- Systemically-based consultations and training packages to help schools
- The development of effective systems for promoting psychological wellbeing
- Review, analysis and assessment of school policy and practices with respect to promoting well-being and the development of resilience, including recommendations for development
- Multi-agency planning (MAP) meetings, along with CAMHS professionals, to support secondary schools in making effective provisions for students presenting concerns regarding their emotional wellbeing
- Wellbeing intervention courses based on Acceptance and Commitment Therapy (ACT) for parents, carers and school-based staff
- Video Interaction Guidance (VIG): a NICE-recommended intervention improving social and emotional wellbeing in children and the quality of parent/carer-child interactions
- Psychological supervision and coaching for pastoral staff in school, such as learning mentors
- Training and supervision for Emotional Literacy Support Assistants (ELSAs)
- Training, support and advice relating to attachment issues and the emotional wellbeing needs of young people
- Individual and group-based therapeutic support for children and young people based on Cognitive Behaviour Therapy (CBT)

Trading with Schools (TWS) Inclusion Service

Support available	Advice, consultation for professionals, counselling / therapy, information, signposting, support, training
Age range	0 – 25 years
Referral route	Commissioned by the Local Authority to undertake specific statutory and pre-statutory duties, many of their services are directly commissioned.
Address	City Hall, College Green BS1 5TR
Telephone	0117 922 2444
Email	tradingwithschools@bristol.gov.uk
Website	http://www.tradingwithschools.org/Services/2990

Local resources

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Bristol City Council's Healthy Schools Team

Bristol City Council's Healthy Schools Team supports schools that want to improve the health and wellbeing of their pupils, staff and local community.

The team run an [awards programme](#) and have a number of 'badges' focused on different health related topics which schools can work towards, including a [mental health and wellbeing badge](#); an evidence-based, whole school approach to positive mental health for staff and pupils.

To support school-based mental health leads, the team support locality-based [mental health networks](#) which run three times per year and provide a forum for sharing good practice, resources and guidance.

In addition, [the emotional health and wellbeing toolkit](#) is designed to support schools to identify potential sources of support, training and resources on a range of themes linked to promoting good emotional health and wellbeing for children and young people.

Mind You – South Gloucestershire

Mind You is South Gloucestershire's mental health and emotional wellbeing hub for young people.

The [free to use website](#) is here to help young people to look after their mental health and find out about mental health problems and the support that is available in South Gloucestershire. It also has section for parents/carers and professionals.

Online Directory – North Somerset

North Somerset Council's directory of services, including emotional health and wellbeing services, can be found on their [website](#).

Rife Magazine

Rife magazine is an online magazine for young people, created by young people. Covering film, music, art, culture, social issues and politics, Rife is everywhere covering everything Bristol has to offer its young people through all your favourite channels, like [YouTube](#), [Twitter](#), [Facebook](#), [Instagram](#), [Tumblr](#) and more.

They're always on the hunt for content creators, vloggers, bloggers, filmmakers, photographers, and designers to join their team. You can [get involved](#) too by creating content.

National resources

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ABC

ABC offer personal, on-going, emotional support and practical guidance for recovery for people struggling with anorexia nervosa, bulimia nervosa and binge eating, in addition to related self-harm.

03000 11 12 13

www.anorexiabulimiare.org.uk

BEAT

BEAT are the UK's leading charity supporting anyone affected by eating disorders or difficulties with food, weight and shape.

Youthline (under 25): 0808 801 0711

www.b-eat.co.uk

Bullying UK

Bullying UK provide advice on all aspects of bullying

0808 800 2222 www.bullying.co.uk

Childline

Childline is a free, private and confidential service for children and young people to discuss any worries.

24 hour helpline 0800 1111

www.childline.org.uk

MindEd

MindEd is a free educational resource on children and young people's mental health for all adults.

www.minded.org.uk

National Self Harm Network

Support for individuals who self-harm to reduce emotional distress and improve their quality of life.

Online Support Forum - www.nshn.co.uk

NHS Choices – Young People and Mental Health

An information hub offering young people advice and help on mental health problems including depression, anxiety and stress.

www.nhs.uk/livewell/youth-mental-health

Talk to Frank

FRANK provides friendly and confidential advice about drugs.

0300 123 6600 Live Chat, Text: 82111

www.talktofrank.com

Time to Change

Time to Change is a growing movement of people changing how we all think and act about mental health

www.time-to-change.org.uk

Winston's Wish

Winston's Wish is the leading childhood bereavement charity in the UK. They offer practical support and guidance to bereaved children, their families and professionals.

08088 020 021

www.winstonswish.org.uk

Young Minds

Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.

Parents line - 0808 802 5544

www.youngminds.org.uk

Jargon buster

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AMHS	Adult Mental Health Services
CAMHS	Child and Adolescent Mental Health Services
CCG	Clinical Commissioning Group
CLDT	Children's Learning Disabilities Team
Confidentiality	This means not telling other people about what you tell them in private. There are rules about sharing information about you. If a member of staff is worried about your safety (or someone else's safety) they may have to tell certain things about you to others; this is part of their job to keep you safe.
CQC	Care Quality Commission
CYP IAPT	Children and Young People's Improving Access to Psychological Therapies
Future in Mind	Government document that sets out the national ambition to improve the emotional wellbeing and mental health of all children
IT	Information Technology
LA	Local Authority
LAC	Looked After Children. Term used if a child or young person is looked after in foster care or in residential care (children's home). Sometimes people use the letters CiC (Children in Care).
LD	Learning Disability. Used to describe a person who has difficulties learning and find it hard to understand new and difficult to understand information and to develop.

LTP	All Clinical Commissioning Groups in England are required by NHS England to produce a Local Transformation Plan detailing how they are improving Child and Adolescent Mental Health Services in their area.
Risk Assessment	A record of any risks that a health worker will think about when working with a person – this would include looking at whether the person may be a risk to themselves or might harm anyone else.
Safeguarding	Finding children and young people who have suffered, or are likely to suffer, from harm and making sure they get the right help and support to stay safe.
SCCS	Specialist Children’s Community Services
Section 136	Place of Safety for children or adults who are a danger to themselves or to others for mental health reasons
SEND	Special Educational Needs and Disability
Signposting	The means telling and helping someone seeking help from one service to another which might be more useful to them.
Therapy	A way of helping children and young people to understand muddled feelings and upsetting events usually by talking through and explaining themselves in a safe and welcoming space.
VCS	Voluntary & Community Sector (includes registered charities and social enterprises)