








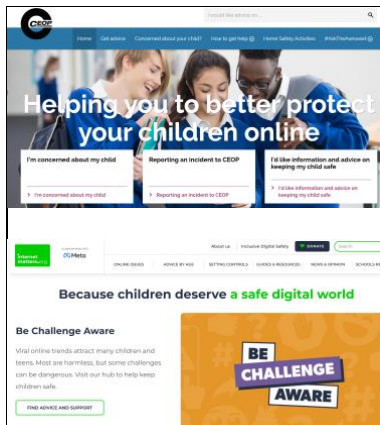
## Local Services

Please see below more information on support that is available. Click on each icon to take you to the appropriate web page and most up-to-date information:

	<p>If a member of staff, parent/carer or member of the public thinks a child or young person is at immediate risk of significant harm they should contact the MASH (Multi-Agency Safeguarding Hub) on 01432 260800 or in an emergency contact the Police on 999.</p> <p>Do not wait to discuss this with the DSL/DDSL but do report it afterwards.</p> <p>Important information for <b>parents</b> and <b>professionals</b> across Herefordshire in relation to keeping children safe and avenues of support including early help options. Everyone should know how to access this website which has all the agreed Herefordshire safeguarding and child protection processes on it.</p>
<p>Universal source of help for all families in Herefordshire</p> 	<p>Talk Community Directory is a website for all residents in Herefordshire. You can use the website to find helpful information and advice, discover hundreds of local groups and activities and find out what events are happening across the county.</p> <p>It's a way to enable people to stay happy, healthy and independent, by providing clear, up-to-date information, when people need it. It's a great way to connect people to what's on in their local area, to the variety of voluntary and community groups in Herefordshire.</p>
<p>Bromyard Foodbank</p>  <p>Call or text: 07942 672077</p> <p><i>All requests are totally confidential.</i></p>	<p>A record number of people are unable to afford the essentials. Food banks are doing everything they can to help people in their communities.</p>



<p>Home-school support</p> 	<p>Home education is becoming an increasingly popular option for families in Herefordshire.</p> <p>Elective home education contact details For help and guidance on educating your child at home, please contact our EHE Officer.</p> <p>Telephone: 01432 261584</p>
<p>Herefordshire's Local Offer (SEND)</p> 	<p>Information and advice for children and young adults with disabilities and learning needs</p> <p>Our Local Offer provides information about provision families can expect to be available across education, health and social care for children and young people who have Special Educational Need (SEN) or are disabled, including those who do not have Education, Health and Care (EHC) plans.</p>
<p>Early Help Herefordshire</p> 	<p>Early help is about providing your family with the right support at the right time, to meet your needs and help you to achieve lasting positive change in your everyday life.</p> <p>Early help support can be provided if you have a child or young person up to the age of 18 years or up to 25 years old for those with special educational needs and disabilities (SEND).</p> <p>Our Early Help Team work with children, young people and their parents and carers, to support families to deal with problems as soon as they start to emerge and to help prevent situations from escalating.</p>
<p>E-safety (Online Safety)</p> 	<p>Online Activity (phones, computers) can be a <b>serious risk</b> to children: The use of technology has become a significant component of many safeguarding issues. Childsexual exploitation; radicalisation; sexual predation, bullying – technology often provides the platform that facilitates harm. With the right support, education and safety measures in place the internet and new technologies canalso bring great benefits but we must all be vigilant</p> <p>PACE (parents against child exploitation) UK is a useful website to engage parents with safety issues.</p> <p><a href="http://www.paceuk.info/">www.paceuk.info/</a></p>



This is the Child Exploitation and Online Protection (CEOP) Centre. It's a one stop shop for most information about online safety.  
<https://www.thinkuknow.co.uk/teachers>  
(excellent resources) <http://educateagainsthate.com/> -

This is the government website to help parents and professionals understand the risks of children and young people being radicalised by extremists online and how to keep children safe from this.

Mental Health

**Staying Safe**  
from suicidal thoughts



The website provides vital 'Safety Plan' guidance tools jointly funded by NHS England, with easy to print / online templates and guidance video tutorials purposefully designed to help people through the process of writing their own Safety Plan to build hope, identify actions and strategies to resist suicidal thoughts and develop positive ways to cope with stress and emotional distress.

**SANE**

0845 767 800

Email: [sanemail@org.uk](mailto:sanemail@org.uk)



## Hereford

### Herefordshire Samaritans



improve the lives of everyone severely affected by mental illness. Because everyone deserves a good quality of life.



### Samaritans

116 123

(24 hour helpline)

The Herefordshire branch of Samaritans was founded in November 1972 and has been offering emotional support both locally and nationally since then.






### Rethink Mental Illness

0300 5000 927




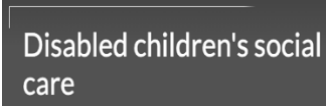
### Mental Health Foundation

[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)



 	<p><b>MIND</b> 0300 123 3393 or text 86463 <a href="http://www.mind.org.uk">www.mind.org.uk</a></p> <p><b>Anxiety UK</b> 08444 775 774 <a href="http://www.anxietyuk.org.uk">www.anxietyuk.org.uk</a></p>
<p>Bullying (including cyberbullying)/ Child death/suicide/prevention</p>  0808 800 2222  0800 1111 	<p><b>Cyberbullying</b> is using the internet, email, online games or any digital technology to threaten, tease, upset or humiliate someone else.</p> <p>If the police consider a message or post to be potentially criminal, they will take appropriate action. This could involve arresting the person responsible or interviewing them under caution. Cases involving sustained abuse or where someone's life is threatened will be treated seriously. The police will consider all of the circumstances when considering the best response to a report of cyber bullying. They will assess how vulnerable the victim is and what resources are required to trace the offender via social networking sites that often operate abroad and to different legislation. In certain cases it may be difficult to take action if the offender isn't in the UK. They will work with the victim to bring about the most suitable and proportionate conclusion, this will include alternative options that include the officer in the case using their discretion and working with the offender to record an apology to the victim.</p>



<p>Hollie Guard-A new personal safety APP</p> 	<ul style="list-style-type: none"> <li>• Hollie Guard keeps your entire family safe.</li> <li>• Keep an eye on your children while they're traveling to and from school with Journey.</li> <li>• Teens can get help quickly while out with friends.</li> <li>• Parents, guardians, and caregivers are automatically contacted by both SMS and email.</li> </ul>
<p>Hate Crime</p>  	<p>A hate crime is a criminal offense whose motivation can be shown to be race, national origin, religion or sexual orientation. A difference of race alone is NOT sufficient to make it a hate crime. There would have to be evidence of racial slurs or racial statements in addition to the crime (this does not trivialise other serious offenses that are NOT hate crimes).</p> <p>Hate Crime:  West Mercia Police:  Email: <a href="mailto:contactus@westmercia.police.uk">contactus@westmercia.police.uk</a>  Emergency number: 999  Non-Emergency number: 101</p>
<p>Disabled children's social care team</p> 	<p>Our disabled children's social care team is made up of social workers and support workers. They work closely with a range of professionals and agencies including specialist schools, occupational therapy, physiotherapy, child and adolescent mental health services, health visitors, speech and language therapists and many more.</p> <p>They work with disabled children and young people and their families and have a range of roles and responsibilities depending on the child's needs.</p> <p>Some examples include:</p> <ul style="list-style-type: none"> <li>• Advice and guidance to families and professionals</li> <li>• Signposting to other services</li> <li>• <a href="#">Specialist short breaks and respite</a></li> <li>• <a href="#">Supporting the transition to adult services</a></li> <li>• <a href="#">Social care needs assessment for disabled children</a></li> <li>• <a href="#">Carer's assessment for parents/carers of disabled children</a></li> <li>• Specialist family support</li> </ul> <p>The <a href="#">disabled children's social care referral criteria</a> sets out how we establish if a child is eligible for an assessment for services.</p> <p>Contact a Family has produced a <a href="#">guide for families</a> about social care services when your child has additional needs.</p>



# Nine Teacups

GLUTEN FREE & DAIRY FREE BAKERY

Let's talk  
about  
Autism!



Herefordshire and Worcestershire Integrated Care System | Herefordshire Council | Children First | Worcestershire County Council

## Children's centres in Herefordshire



Information, Advice  
and Support Service  
Herefordshire &  
Worcestershire

**Cruse** Bereavement  
Support

### SEN Services and Support Groups

- 9 Tea Cups

### Herefordshire Autism Partnership

Herefordshire Autism Partnership brings together people from public services, support organisations, those on the autistic spectrum and their family carers. It aims to promote better understanding of the spectrum in order to improve services for people, families and carers living with autism. It offers opportunities for you to get involved in developing those services and future strategy.

### Children's Centres.

Parenting, health and school readiness support and services

Children's centre services offer early help in a number of ways to make sure children have the best possible start in life. We offer a range of different services, including Early Help, to help support your family's needs right up until your child starts school. Support and services are available for all the family and carers involved in your child's care, including children with special educational needs and disabilities (SEND). The services provided at each centre depend on local needs - we develop them in consultation with local communities.

Here at Herefordshire and Worcestershire SENDIASS we have a dedicated team of advisors offering legally-based and easily accessible information and advice about special educational needs and disabilities (SEND).

We support parents, carers, children and young people with SEND and our service is impartial and confidential.

Cruse Bereavement Care is the leading national charity for bereaved people. We offer support, advice and information to children, young people and adults when someone dies, and work to enhance society's care of bereaved people.

Phone  
01432 359469

**H&W Dyslexia Association**



**Dyslexia**



Hereford and Worcester Dyslexia Association (HWDA) is a local charity which covers the two counties and aims to help by: providing specialist teaching in literacy, maths and study skills for children with dyslexia or dyslexic-type difficulties and/or dyscalculic-type difficulties through its specialist tuition centres.

We work with people with learning disabilities, their families and the people who support them.



DDNs (Dangerous  
Drug Networks)



Child Criminal Exploitation  
(County Lines)



DDN's are drug dealing gangs who target vulnerable people in order to set up drugs distribution networks.

These criminals are using extreme violence to establish a presence, displacing an existing drug supply chain and intimidating rivals, witnesses and victims, this has resulted in local murders.

DDN's exploit vulnerable teenagers to become drug runners for their network. Early intervention and intelligence are key to safeguard and protect the vulnerable.

[County Lines guidance \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

Child exploitation

We provide support for young people, professionals, parents, and carers, with the aim of preventing or stopping child exploitation and missing incidents.



## Child Sexual Exploitation (CSE)



West Midlands Safeguarding Children Procedures has a page dedicated to Child Sexual Exploitation. It provides information about child sexual exploitation, the roles and responsibilities of relevant agencies and the procedures practitioners should follow to ensure the safety and well-being of children and young people whom it is suspected have been sexually exploited or are at risk of sexual exploitation.

### Key facts about CSE

- It affects both girls and boys and can happen in all communities.
- Any young person can be targeted but there are some particularly vulnerable groups: Looked After Children, Children Leaving Care and Children with Disabilities.
- Victims of CSE may also be trafficked (locally, nationally and internationally).
- Over 70% of adults involved in prostitution were sexually exploited as children or teenagers.
- Sexual violence or abuse against children represents a major public health and social welfare problem within UK society, affecting 16% of children under 16. That is approximately 2 million children.



[Barnardo's](#) spot the signs: Advice for parents, professionals and young people on the signs of sexual exploitation and how to keep safe



[Department for Education \(Gov.uk\)](#) National Action Plan for Tackling Child Sexual Exploitation



[Parents Against Child Sexual Exploitation](#) page is the leading national charity working with parents and carers whose children are sexually exploited




# NSPCC

[NSPCC](#) definitions, statistics, facts and resources about CSE.

# STOP CPE

[NWG Network](#): Fighting against CSE and working to inform, educate and prevent child sexual abuse within the UK.





<p>Domestic violence - this includes all kinds of abuse (In line with KCSIE 2021)</p> 	<p>West Mercia Women's Aid: 0800 980 3331 0800 783 1359 <a href="mailto:helpline@westmerciawomensaid.org">helpline@westmerciawomensaid.org</a></p> <p>The Domestic Violence Helpline for Herefordshire, Shropshire, Telford and Wrekin is run by West Mercia Women's Aid and gives confidential advice and support, as well as access to a place of safety.</p> <p>Domestic violence can include physical, sexual, psychological, financial or emotional abuse.</p> <p>The telephone Helpline is available 24 hours and is run by volunteers to support and signpost women suffering violence. 24/7 Helpline for Herefordshire: 0800 783 1359</p>
<p>Teenage relationship abuse</p> 	<p><b>Crush</b></p> <p>CRUSH is an awareness raising and support programme to help young people make safe and healthy relationships. The sessions are run in small groups and are specifically designed for 13-19 year olds.</p>
<p>Fabricated and induced illness (FII)</p> 	<p>Fabricated or induced illness (FII) is a rare form of child abuse. It occurs when a parent or carer, exaggerates or deliberately causes symptoms of illness in the child.</p>




<p>Faith abuse</p>	<p>Faith and belief-based child abuse, including practices around 'spirit possession' and 'witchcraft', is a hidden crime, which makes it difficult to quantify in terms of magnitude. However, from our own experience and in consultation with communities, we know this kind of abuse is under-reported.</p> <p>Further contacts for advice can be found from the local representatives for some faiths.</p>
<p>Honour based violence (HBV)</p> <p>Honour Network Helpline</p>	<p>'Honour' based violence (HBV) occurs when perpetrators believe a relative or other individual has shamed or damaged a family's or community's 'honour' or reputation (known in some communities as izzat), and that the only way to redeem the damaged 'honour' is to punish and/or kill the individual. 'Honour' based violence is a term that is widely used to describe this sort of abuse however it is often referred to as <b>so called 'honour' based violence</b> because the concept of 'honour' is used by perpetrators to make excuses for their abuse. There is a very strong link between 'honour' based violence, forced marriage and domestic abuse. The term 'Honour Based Violence' is the internationally recognised term describing cultural justifications for violence and abuse. Honour Based Violence cuts across all cultures and communities: Turkish, Kurdish, Afghani, South Asian, African, Middle Eastern, South and Eastern European for example. This is not an exhaustive list. Where a culture is heavily male dominated, HBV may exist. The police have made it a high priority to help communities fight back to tackle both honour based violence and hate crime.</p> <p>The 'Honour Network Help line': 0800 599 9247</p>




<p>Female genital mutilation (FGM)</p> 	<p>Female Genital Mutilation (FGM) comprises all procedures involving partial or total removal or the external female genitalia. FGM is illegal in the UK and as of October 2015 mandatory reporting commenced. If education staff or other professionals discovers that an act FGM appears to have been carried out on a girl under 18 years old there is a statutory (legal) duty on teachers for them PERSONALLY to report it to the police.</p> <p>Any suspicion of FGM should be referred to the Police and social care.</p>
<p>Forced marriage</p>  	<p><b>UK Forced Marriage Unit</b> <a href="mailto:fmu@fco.gov.uk">fmu@fco.gov.uk</a>  Telephone: 020 7008 0151  Call 999 (police) in an emergency. <a href="http://www.gov.uk/stop-forced-marriage">www.gov.uk/stop-forced-marriage</a> for information on Forced Marriage. Visit Home Office website to undertake Forced Marriage e-learning package</p> <p><b>Prevention Freedom Charity- Aneeta Prem 'But it's not fair' book.</b> A book for teenagers looking at forced marriage from the point of view of school friends of the girl who went to India and didn't come back. This book promotes discussion. <a href="http://www.freedomcharity.org.uk">www.freedomcharity.org.uk</a> The Freedom Charity (UK charity) have a helpline, text facility and app which can be downloaded to help to provide support and protection for victims of abuse, FGM or forced marriage. They can be contacted on tel: 0845 607 0133 or text <b>4freedom</b> to <b>88802</b> or go to the website to download the app from the app page.</p>
<p>Get Safe – Contextual Safeguarding</p> 	<p>The GET SAFE Partnership is committed to tackling Child Exploitation and supporting victims and their families who experience this. Our Herefordshire partnership includes: West Mercia Police, a range of NHS health services, Education, Youth Justice, Early Help services and our voluntary sector all working together with district councils and other support agencies.</p>
<p>Gender-based violence/violence against women and girls</p> 	<p>For information about West Mercia Rape and Sexual Abuse visit: <a href="https://www.wmrsasc.org.uk/">https://www.wmrsasc.org.uk/</a></p> <p>FGM (Female Genital Mutilation) is violence against women and girls. Forced marriage and so-called 'Honour' based violence are a violation against human rights and is a high priority area of the national and local Violence Against Women and Girls Agenda. It is, primarily an issue for young women and girls aged between 13 and 30 years.</p>






<p>Gender Identity Issues</p> <p><b>GenderTrust.org.uk</b> For all those affected by gender identity issues</p> <p>gina@gendertrust.org.uk.</p> 	<p>The Gender Trust is a listening ear, a caring support and an information centre for anyone with any question concerning their gender identity, or whose loved one is struggling with gender identity issues. People who might be Transgender, Transsexual or people who do not identify with the gender they were assigned at birth or those who are simply unsure.</p>
<p>Fostering</p> 	<p>Could you change the life of a child in Herefordshire? Become a foster parent with Compass and we will support you every step of the way.</p>
<p>Preventing Radicalisation and Extremism/HATE (PREVENT duty)</p> <p><b>educate.against.hate</b></p> <p>Anti-Terrorist Hotline: tel 0800 789 321</p> <p>Email to the Home office: <a href="mailto:counter.extremism@education.gsi.gov.uk">counter.extremism@education.gsi.gov.uk</a></p> 	<p><a href="http://www.educateagainsthate.com">www.educateagainsthate.com</a> is the government website providing information and practical advice for parents, teachers and schools leaders on protecting children from radicalisation and extremism.</p> <p>While it remains very rare for school age children to become involved in extremist activity to the point of committing criminal acts, young people can be exposed to extremist influences or prejudiced views, including via the internet, from an early age. As with other forms of criminality or risk of harm, early intervention is always preferable. Schools, working with other local partners, families and communities, can help support pupils who may be vulnerable as part of wider safeguarding responsibilities.</p>
<p>Sexting/Sextortion/youth produced imagery</p> 	<p>Sexting is when people share a sexual message and/or a naked or semi-naked image, video or text message with another person. Children and young people may also talk about sharing 'nudes', 'pics' or 'dick pics'.</p> <p>Children and young people may consent to sending a nude image of themselves. They can also be forced, tricked or coerced into sharing images by other young people or adults online.</p>



<p>Children Missing in Education (CME)</p> <p><b>Children missing education (Herefordshire)</b></p>	<p><b>Children Missing Education (CME)</b> refers to 'any child of compulsory school age who is <b>not</b> registered at any formally approved education activity eg school, alternative provision, elective home education, <b>and</b> has been out of education provision for at least 4 weeks'. <b>CME</b> also includes those children who are <b>missing</b> (family whereabouts unknown), and are usually children who are registered on a school roll / alternative provision. This might be a child who is not at their last known address <b>and either</b> has not taken up an allocated school place as expected, or has 10 or more days of continuous absence from school without explanation, or left school suddenly and the destination is unknown.</p>
<p>Missing Children and Adults Strategy (vulnerable children and adults who go missing)</p> <p></p>	<p>Every year an estimated 200,000 people go missing in the UK. In some cases, missing adults may have made a choice to leave and 'start their lives over again', but the vast majority of missing people, children and adults, are vulnerable and need protection and support. The strategy has three key objectives which provide the right foundations for any effective local strategy to tackle this issue:</p> <p>Prevention - reducing the number of people who go missing, including through prevention strategies, education work and early intervention in cases where children and adults repeatedly go missing</p> <p>Protection - reducing the harm to those who go missing, including through a tailored, risk-based response and ensuring agencies work together to find and close cases as quickly as possible at a local and national level</p> <p>Provision - providing support and advice to missing persons and families by referring them to agencies promptly and ensuring they understand how and where to access help.</p> <p>The police should be informed if any child or adult goes missing. The Missing Children and Adults strategy can then be referred to for further information and help. It is a home office publication (2011).</p>



<p>Children with family members in prison</p> 	<p>Approximately 200,000 children have a parent sent to prison each year. These children are at risk of poor outcomes including poverty, stigma, isolation and poor mental health. NICCO provides information to support professionals working with offenders and their children to help mitigate the negative consequences for these children.</p>
<p>Children and the court system</p>	<p>Children are sometimes required to give evidence in courts, either for crimes committed against them or for crimes they have witnessed. There are two guides to support these children which can be found at <a href="http://www.gov.uk">www.gov.uk</a> (<b>young witness booklet for 5 to 11 year olds</b>) which is a pdf. There is also a document called <b>"going to court and being a witness age 12 to 17"</b> which is also found at <a href="http://www.gov.uk">www.gov.uk</a>. Making family arrangements via court can be stressful and entrench conflict in families. The ministry of Justice has just launched an online dispute resolution service. This can be useful to parents and carers. Got to <a href="http://www.gov.uk">www.gov.uk</a> and search for <b>"get help with arrangements."</b></p>
<p>Stalking</p>  <p>Phone: 0808 802 0300</p> <p>Email: <a href="mailto:advice@stalkinghelpline.org">advice@stalkinghelpline.org</a></p> <p>Paladin Service</p> <p>Email: <a href="mailto:info@paladinservice.co.uk">info@paladinservice.co.uk</a></p> <p>Phone: 0203 866 4107</p> 	<p>General Advice:</p> <ul style="list-style-type: none"> <li>▪ If it doesn't feel right it probably isn't!</li> <li>▪ Seek support from trusted family/friends</li> <li>▪ Report to the police and do this early Keep a diary in a secure location</li> <li>▪ Screenshot emails etc and save them</li> <li>▪ Photograph/video your stalker if safely possible.</li> <li>▪ Get advice: Hollie Gazzard Trust, Paladin etc...</li> <li>▪ Tighten security; home, work and on-line</li> </ul> <p><b>National Stalking Helpline</b> For advice and support. The helpline will operate a triage service for local support and make referrals.</p> <p><b>Paladin: National Stalking Advocacy Service</b> For advice and referral.</p> <p><b>Hollie Gazzard Trust</b></p> <ul style="list-style-type: none"> <li>▪ <a href="https://holliegazzard.org/">https://holliegazzard.org/</a></li> </ul>
<p>Sexual violence and sexual harassment between children in schools and colleges</p>	<p>Here is advice from the WCC webpage: West Mercia Rape and Sexual Abuse Support Centre</p>



**West Mercia  
Rape & Sexual Abuse  
Support Centre**

0808 500 2222

