

# North Essex

<u>Asylum Seeker/Refugee</u>	<u>Bereavement/Loss</u>	<u>Child Behavioural Difficulties</u>	<u>Children's Health Services</u>
<u>Crime/Anti-Social Behaviour</u>	<u>Domestic Abuse</u>	<u>Disability/Additional Needs</u>	<u>Education</u>
<u>Employment</u>	<u>Family Conflict</u>	<u>Family Hubs (Formerly Children's Centres)</u>	<u>Financial Concerns</u>
<u>Housing Concerns</u>	<u>Legal</u>	<u>Lonely/Isolated, Socially Alienated</u>	<u>Mental Health</u>
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# Asylum Seeker/Refugee


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<b>Asylum Aid</b> Tel: 0207 3549264 Email: <a href="mailto:info@asylumaid.org.uk">info@asylumaid.org.uk</a> Website: <a href="http://www.asylumaid.org.uk">www.asylumaid.org.uk</a>	Asylum Aid is an independent, national charity working to secure protection for people seeking refuge in the UK from persecution and human rights abuses abroad. We provide free legal advice and representation to the most vulnerable and excluded asylum seekers, and lobby and campaign for an asylum system based on inviolable human rights principles.
<b>Citizen's Advice Bureau Colchester</b> Tel: 03444 770808 Website: <a href="http://www.colchestercab.org.uk">www.colchestercab.org.uk</a> Address: <b>Blackburn House, Ground Floor, 32 Crouch Street, Colchester, Essex. CO3 3HH</b>	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
<b>Citizen's Advice Bureau Tendring</b> Tel: 03444 770808 Email: <a href="mailto:bureau@cabtendring.org.uk">bureau@cabtendring.org.uk</a> Website: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> Address: <b>18 Carnarvon Road, Clacton-on-Sea, Essex. CO15 6QF</b>	The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.
<b>Essex Interpreting Ltd</b> Tel: 01206 822080 Email: <a href="mailto:info@essexinterpreting.com">info@essexinterpreting.com</a> Website: <a href="http://www.essexinterpreting.com">www.essexinterpreting.com</a>	Essex Interpreting provides language solutions, offering the following services: <ul style="list-style-type: none"><li>• Interpreting services in over 60 languages, including sign language for deaf people</li><li>• Translation services in over 60 languages, including Braille and audio tape services for blind people</li></ul> <b>Who are our customers?</b> <ul style="list-style-type: none"><li>• Health organisations, eg NHS Trusts, Primary Care Trusts etc. including GP services, hospitals, etc.</li><li>• Local authorities, eg social services, housing departments, schools, etc.</li><li>• Private organisations, eg solicitors and companies dealing internationally</li><li>• Voluntary organisations</li></ul>

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<p><b>Ethnic Minority and Traveller Achievement Service</b></p> <p>Tel: <b>01268 531291</b>  Address: <b>c/o Crays Hill Primary School, London Road, Crays Hill, Billericay, Essex. CM11 2UZ</b></p>	<p>The Ethnic Minority and Traveller Achievement Service (EMTAS) provides a lead on:</p> <ul style="list-style-type: none"> <li>• Promoting and raising the achievement of pupils from minority ethnic groups, including meeting the needs of pupils learning English as an additional language and traveller pupils.</li> <li>• Ensuring the principles of equality, inclusion and community cohesion are evident in practice.</li> <li>• Tackling racism and promoting intercultural awareness through the curriculum and other activities.</li> <li>• Responding appropriately and effectively to racist incidents.</li> <li>• Supporting and developing home school and community links.</li> </ul>
<p><b>Refugee Council</b></p> <p>Tel: <b>0207 3466700</b>  Website: <a href="http://www.refugeecouncil.org.uk">www.refugeecouncil.org.uk</a></p>	<p>The Refugee Council provides free advice and information to asylum seekers and refugees in UK.  <a href="#">Read More...</a></p>
<p><b>Specialist Midwife Vulnerable Women (CHUFT)</b></p> <p>Tel: <b>07508 042625</b>  Email: <a href="mailto:annie.parker@nhs.net">annie.parker@nhs.net</a>  Address: <b>Specialist Midwife Office, Constable Wing, CGH, Turner Road, Colchester CO4 5JL</b></p>	 <p>Criteria for referral to Specialist Midwife f</p>
<p><b>TACMEP – Tendring &amp; Colchester Minority Ethnic Partnership</b></p> <p>Tel: <b>01206 769789 / 01206 500471</b>  Email: <a href="mailto:info@tacmep.org.uk">info@tacmep.org.uk</a>  Address: <b>Winsley’s House, High Street, Colchester, Essex. CO1 1UG</b></p>	<p><b>TACMEP Services &amp; Activities</b></p> <ul style="list-style-type: none"> <li>• Help with the English language, such as informal classes, conversation practice, assistance with filling in forms and accessing interpreters.</li> <li>• Advocacy and advice on matters of welfare, such as health, housing, education and the law.</li> <li>• Casework provision of information and support.</li> <li>• Organizing events which celebrate all our cultures and the benefits of diversity.</li> </ul>

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## Bereavement/Loss

A B C D E F G H I **J** K L M N O P Q R **S** T U V W X Y Z

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### The J's Hospice

Tel: 01245 475474

Email: [info@thejshospice.org.uk](mailto:info@thejshospice.org.uk)

Website: [www.thejshospice.org.uk](http://www.thejshospice.org.uk)

Address: 36A Church Street, Great Baddow, Chelmsford, Essex. CM2 7HY

The J's provides tailored nursing, respite and end of life care, advice and advocacy, emotional care, bereavement support and a range of activities for the young adult and their family in the comfort and security of their own home. Our aim is to help young adults to live their life to the full, however short.

- [About the J's Hospice](#)
- [What we Do](#)

### St. Helena Hospice

Tel: 01206 890360

Website: [www.sthelenahospice.org.uk](http://www.sthelenahospice.org.uk)

Address: Barncroft Close, Highwoods, Colchester, Essex. CO4 9JU

St Helena Hospice exists to meet the physical, emotional and spiritual needs of people with life-limiting illness, no matter what their diagnosis. We are here to support families, including children, before and after bereavement and to support people from every background and faith who need our services. [Read More](#)

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# Child Behavioural Difficulties

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FIF Services - A B **C** D E F G **H** I J K L M N O P Q R S T U V W X Y Z  
Other Services - A B **C** D **E** F G **H** I J K L **M** N O P Q R **S** **T** U V W X Y Z

## The Children's Society (FIF 5)

Tel: 01245 493311

Email: [fifreferrals@childrenssociety.org.uk](mailto:fifreferrals@childrenssociety.org.uk)

Website: [www.childrenssocietyeast.org.uk](http://www.childrenssocietyeast.org.uk)

Fax: 01245 491400

Areas Covered: North Essex

## Young People Risky Behaviours

The only restriction to accessing this service is that the person being referred is not already working with specialist support services such as for example Children and Adolescent Mental Health Services, Family Solutions, Social Care.

Parents and young people (over 13) may self-refer.

Delivery of programme(s) in schools, FE Colleges and other youth settings for young people identified as involved in or who are in the early stages of engagement in risky behaviours. The service also offers 1:1 and whole family support for young people who as a result of being on a programme would like additional help to prevent them continuing to engage in those behaviours.

The aim is to reduce and/or prevent risky behaviours that lead to poor physical and emotional outcomes (and by consequence aggressive and challenging behaviours); Relationship breakdowns; Conflict within families; Early emotional distress and Social isolation. Individual referrals to a programme can be made.



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## Colchester & Tendring YES (FIF 5)

Tel Colchester: 01206 710771

Tel Tendring: 01255 434601

Email: [info@colchesteryes.org.uk](mailto:info@colchesteryes.org.uk)

Website: [www.yesyouthenquirysevice.org](http://www.yesyouthenquirysevice.org)

Areas Covered: North Essex

## Counselling & Mediation

The only restriction to accessing this service is that the person being referred is not already working with specialist support services such as for example Children and Adolescent Mental Health Services, Family Solutions, Social Care.

Parents and young people (over 13) may self-refer.

The primary purpose of this support is to reduce and/or prevent the breakdown of parental or family relationships, conflict within families or early emotional distress becoming a

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complex issue for a child or young person. Professionals will work 1:1, with siblings; whole families or parents and carers to achieve these outcomes.



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## Homestart Colchester (FIF 5)

Tel: 01206 865349

Email: [team@homestartcolchester.org.uk](mailto:team@homestartcolchester.org.uk)

Website: [homestartcolchester.org.uk](http://homestartcolchester.org.uk)

Areas Covered: North Essex

## Coaching (14+ and parents) & Mentoring (8+ & parents)

**The only restriction to accessing this service is that the person being referred is not already working with specialist support services such as for example Children and Adolescent Mental Health Services, Family Solutions, Social Care.**

**Parents and young people (over 13) may self-refer.**

The primary purpose of this support is to reduce and/or prevent negative behaviour that; impacts on parenting and the dynamic of a family; Risky behaviours that lead to poor physical and emotional outcomes; Aggressive behaviours that leads to violence; The breakdown of parental or family relationship; Social isolation.

**Coaching** involves a semi structured process of questioning and reflection.

**Mentoring** – is different to coaching in that a mentor is a guide or a positive role model who can help the mentee to find the right direction and who can help them to develop solutions to issues.



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## Colchester & Tendring Youth Enquiry Service

Tel: 01206 710771

Email: [info@colchesteryes.org.uk](mailto:info@colchesteryes.org.uk)

Website: [www.yesyouthenquiryservice.org](http://www.yesyouthenquiryservice.org)


Address: 9 Trinity Street, Colchester, Essex.

We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old.



We offer an initial assessment meeting which gives an opportunity to talk through the problems or situation that you are facing. From that we can link you to the service that appropriate - either internally, or with one of the many other services that work with young people across Colchester.



CO1 1JN	<p><a href="#">How We Can Help</a></p>
<p><b>Essex Boys and Girls Clubs</b></p> <p><b>Head Office</b>  Tel: 01245 264783  Website: <a href="http://www.essexboysandgirlsclubs.org">www.essexboysandgirlsclubs.org</a>  Address: Harway House, Rectory Lane  Chelmsford, Essex. CM1 1RQ</p>	<p>We support young people's clubs across Essex.</p> <p>Our clubs are diverse, ranging from the small rural youth clubs with under 20 members who meet once a fortnight, to large multi-facility clubs with over 500 members and open almost 24 hours a day.</p> <p>These clubs affiliate to us to access our club support services and our activity program which help both volunteers and club members to develop themselves and their club.</p> <ul style="list-style-type: none"> <li>• <a href="#">The Clubs</a></li> <li>• <a href="#">Projects</a></li> </ul>
<p><b>Essex Youth Service (Targeted Team)</b></p> <p>Tel: 0300 0031865  Tel: 07919 624730 (Mobile)  Address: 39-42 East Stockwell Street,  Colchester, Essex. CO1 1SS</p>	<p><b>THIS SERVICE CAN ONLY BE REFERRED TO FOR FREE BY FAMILY SOLUTIONS, CHILDREN'S SOCIAL CARE, CAMHS OR YOT</b></p> <p><b>PLEASE ADVISE SCHOOL PROFESSIONALS THAT THERE IS A CHARGE FOR SCHOOLS TO REFER.</b></p> <p>The Essex Youth Service Targeted Team supports young people through one to one and through group work Interventions. We work with young people 13-19yrs and up to 25yrs if they have a recognised special need. We work for a period of 3 months, identifying the barriers they need to overcome in order to move forward successfully in their lives. This could include improving attendance in education, post 16 options, accessing positive activities, increasing self-esteem and confidence and taking personal responsibility whilst building resilience. An action plan is agreed in consultation with the young person and they are encouraged to follow through with actions set.</p> <p>We understand that young people may not feel they need to change or not be ready to accept change, however if they are willing to explore areas of their life, this is when change can occur. The young person needs to be clear about the expectation on them to engage readily with the Targeted Youth Adviser and want to explore their challenges, opportunities and make change as required. We use a range of resources to support young people and where appropriate refer to other services and agencies for more specialised support.</p>
<p><b>EXTRA – Support For Families</b></p> <p>Tel: 01255 475001</p>	<p>Extra - Support for Families (EXTRA) is here to help anyone caring for children in the Tendring district to meet the challenges of parenting.</p> <p>We offer local opportunities for parents to meet at fun days, one-off workshops and a range</p>

<p>Text: <b>07794 991987</b>  Email: <a href="mailto:extrasupportforfamilies@btconnect.com">extrasupportforfamilies@btconnect.com</a>  Website: <a href="http://www.extrasupportforfamilies.co.uk">www.extrasupportforfamilies.co.uk</a>  Address: <b>Jaywick Community Resource Centre, Brooklands Gardens, Jaywick, Clacton-on-Sea, Essex. CO15 2JP</b>  Areas Covered: <b>Tendring</b></p>	<p>of parenting programmes.  Through these activities, EXTRA aims to help parents develop their parenting skills to bring out the best in their children, reduce conflict in the home, improve family relationships and build confidence in parents/carers to cope with future challenges.</p> <p>EXTRA acts as a central agency to co-ordinate the provision of parenting support throughout Tendring. We have a parenting platform every couple of months where practitioners involved in parenting, from Sure-Start Children's Centres, schools, adult community learning, health and so on, gather to share information on what is going on and to find ways to provide what parents need in the area.</p> <ul style="list-style-type: none"> <li>• <a href="#">Courses</a></li> <li>• <a href="#">Workshops</a></li> </ul>
<p><b>Families in Focus</b>  Tel: <b>01245 353575</b>  Email: <a href="mailto:helpline@familiesinfocusessex.org.uk">helpline@familiesinfocusessex.org.uk</a>  Website: <a href="http://www.familiesinfocusessex.org.uk">www.familiesinfocusessex.org.uk</a>  Areas Covered: <b>Essex-wide</b></p>	<p>Holistic independent support for any family in Essex who have a child or children (age 0-19) with any disability/special need, requiring advice, information and support, particularly at times of change and crisis.</p>
<p><b>Family Lives Parents Helpline and Website</b>   Tel: <b>0808 8002222</b>  Tel (Essex Office): <b>01702 554782</b>  Website: <a href="http://www.familylives.org.uk">www.familylives.org.uk</a>  Address: <b>Endway House, Endway, Hadleigh, Essex SS7 2AN</b></p>	<p>Leading Charity providing a range of free services to support families including a 24/7 helpline.</p> <ul style="list-style-type: none"> <li>• <a href="#">Parents Together Online</a></li> </ul>
<p><b>Home-Start Colchester</b>   Tel: <b>01206 865349</b>  Email: <a href="mailto:team@homestartcolchester.org.uk">team@homestartcolchester.org.uk</a>  Website: <a href="http://www.homestartcolchester.org.uk">www.homestartcolchester.org.uk</a>  Address: <b>2 Thomas Court, East Street, Colchester, Essex. CO1 2TR</b></p>	<p>Home-Start Colchester offers support to families with one or more children under 5. Support can be through a volunteer who visits the family in their own home, or through our Family Group. You do not have to pay for the help Home-Start gives.</p> <p><a href="#">Find out more about the support Home-Start Colchester offers...</a></p> <div style="text-align: center;">  <p>HS-Colchester-Directo ry-of-Services.docx</p> </div>

<p><b>Home-Start Harwich</b></p> <p>Tel: <b>01255 556230</b>  Email: <a href="mailto:info@homestartharwich.org.uk">info@homestartharwich.org.uk</a>  Address: <b>St Nicholas, Stour Road, Bathside, Harwich, Essex. CO12 3HS</b></p>	<p>Home-Start Harwich offers support to families with one or more children under 5. Support can be through a volunteer who visits the family in their own home, or through our Family Group. You do not have to pay for the help Home-Start gives.</p>
<p><b>Inclusion Ventures</b></p> <p>Tel: <b>01255 476947</b>  Website: <a href="http://www.inclusionventures.co.uk">www.inclusionventures.co.uk</a>  Address: <b>Coppins Hall Community Centre, Maldon Way, Clacton-on-Sea, Essex. CO16 7PA</b></p>	<p>Our aim is to improve the lives of vulnerable young people from the most disadvantaged areas of West Clacton; supporting them to discover a wider prospective, and positive future that fulfils their potential!</p> <p>We offer young people a specialised staff team that understand the underlying issues that lead young people to challenge. With respect and trust, we gradually encourage them to understand the responsibility that goes hand in hand with their rights.</p>
<p><b>Inner Resources</b></p> <p>Tel: <b>01702 200822</b>  Tel (Mobile): <b>07734 514710</b>  Email: <a href="mailto:info@innerresourcestraining.co.uk">info@innerresourcestraining.co.uk</a>  Website: <a href="http://www.innerresourcestraining.co.uk">www.innerresourcestraining.co.uk</a></p>	<p>Inner Resources provides person centred support for vulnerable children and adults with social difficulties including Asperger Syndrome, Autistic Spectrum Disorders and learning and mental health difficulties.</p> <p>They work with clients in their homes, schools, colleges and communities supporting engagement in a variety of activities, where necessary providing high level (crisis) support to families and individuals where circumstances have become extremely difficult.</p> <p>They aim to reduce feelings of distress, frustration, anger and hopelessness.</p> <p><a href="#">What we do</a>  <a href="#">How we do this</a>  <a href="#">Referral and Access</a></p>
<p><b>InterAct</b></p> <p>Tel: <b>01245 608201</b>  Fax: <b>01245 608310</b>  Email: <a href="mailto:training@interact.org.uk">training@interact.org.uk</a>  Website: <a href="http://www.interact.org.uk">www.interact.org.uk</a>  Address: <b>Moulsham Mill, Parkway, Chelmsford, Essex. CM2 7PX</b></p>	<p>InterAct enables disadvantaged people and groups to improve their lives and communities. Providing training, resources, experience and support to those with mental health issues and learning difficulties.</p> <p>We are committed to providing social inclusion opportunities, and provide a range of services which 'help others to help themselves'.</p> <p>Based at Moulsham Mill in Chelmsford, InterAct reaches out to cover the entire county of Essex.</p>
<p><b>The Ministry of Parenting</b></p>	<p>The Ministry of Parenting is led by a team of experts with a proven track record of excellence in parent training, consultancy, community development and parental mental</p>

<p>Tel: <b>01206 562626</b>  Email: <a href="mailto:info@theministryofparenting.com">info@theministryofparenting.com</a>  Website: <a href="http://www.theministryofparenting.com">www.theministryofparenting.com</a>  Address: <b>The Colchester Business Centre,  George Williams Way, Colchester, Essex.  CO1 2JS</b></p>	<p>health. The individuals behind the business also have a large network of contacts and are able to access a range of consultants, facilitators and trainers to help deliver the Company's aims and objectives.</p> <p><b>Services Offered:</b>  <a href="#">STOP Parents of Teenagers</a>  <a href="#">One-to-One Parent Coaching Programme</a> – <b>Payment required for Programme</b></p>
<p><b>Special Guardianship Support Services</b></p> <p>Tel: <b>01245 435560</b>  Email: <a href="mailto:sgo.support@essex.gov.uk">sgo.support@essex.gov.uk</a>  Address: <b>Essex County Council, SGO Support Team, PO Box 11, County Hall, Chelmsford, Essex. CM1 1QH</b></p>	<p>We are here for special guardianship families who may need specialist support on issues they may face whilst their child is growing up. Every family has a few problems along the way and special guardianship families do as well.</p> <p>To find out whether our service is the right one for you we will do an assessment. There is no automatic entitlement to services but together we will explore what is available to meet your needs. This may be either through us or another service/agency.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   Special Guardianship Support Services Leaflet </div> <div style="text-align: center;">   Prospective SGs booklet.pdf </div> </div>
<p><b>Specialist Teaching and Preschool Service</b></p> <p>Tel: <a href="#">Click for Details</a>  Email: <a href="#">Click for Details</a></p>	<p>The Specialist Teaching and Preschool Service is an integrated team of specialist support and outreach staff undertaking a range of roles within the following specified areas of need:</p> <ul style="list-style-type: none"> <li>• Autism and Social Communication Difficulties</li> <li>• Learning Difficulties and Disabilities</li> <li>• Physical and Neurological Impairment</li> <li>• Sensory Impairment (Visual, Hearing, Multi-sensory)</li> <li>• Social and Emotional Difficulties (formerly Behaviour Support)</li> <li>• Speech, Language and Communication needs</li> </ul> <p><a href="#">More information &amp; How to Request Support</a></p>
<p><b>Teen Talk</b></p> <p>Tel: <b>01255 504800 / 01255 240024</b>  Email: <a href="mailto:teentalk1@hotmail.co.uk">teentalk1@hotmail.co.uk</a>  Website: <a href="http://www.teentalkharwich.co.uk">www.teentalkharwich.co.uk</a>  Address: <b>17 Cliff Road, Dovercourt, Harwich, Essex. CO12 3PP</b></p>	<p>Teen Talk is "Young Person Centred". We do not give advice or tell someone what to do, but offer support, space and time for a young person to work through their own issues, at their own pace.</p> <p>We feel that Young people are the experts in their lives and with support can effectively make changes for the better.</p> <p><b>Services Available</b></p>

Areas Covered: **Tending**

- [Drop In](#)
- [Outreach](#)
- [Life Skills Programmes](#)
- [Sexual Health](#)

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# Children's Health Services

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**(Information regarding which team covers which part of Essex will be available from 1<sup>st</sup> October)**

## Essex 5-19 Children's Public Health Teams

### Braintree

Tel: **01376 567017**

Webpage: [www.virginicare.co.uk](http://www.virginicare.co.uk)

Address: **Suite 3 Technicon Centre, Springwood Drive, Springwood Industrial Estate, Braintree, Essex. CM7 2YN**

### North West Chelmsford & Maldon

Tel: **01245 318317**

Webpage: [www.virginicare.co.uk](http://www.virginicare.co.uk)

Address: **South Woodham Ferrers Clinic, Merchant Street, Chelmsford Essex. CM3 5BF**

### South East Chelmsford

Tel: **01245 396878**

Webpage: [www.virginicare.co.uk](http://www.virginicare.co.uk)

Address: **The Waterhouse Business Centre, 2 Cromar Way, Chelmsford, Essex CM1 2QE**

### Witham

Tel: **01376 303798**

Webpage: [www.virginicare.co.uk](http://www.virginicare.co.uk)

Address: **Witham Health Centre, 4 Mayland Road, Witham, Essex. CM8 2UX**

The 5-19 Public Health Service is made up by a collection of different professionals. Together we work to promote the health and wellbeing of school aged children.

We work in partnership to deliver the Healthy Child Programme, this is a national Department of Health initiative aimed at promoting health and wellbeing for all children in order for them to reach their full potential.

Our services include:

- National Child Measurement Programme Supporting schools to obtain Healthy Schools Status
- Supporting schools with care plans for children with specific medical needs
- Safeguarding and support for children in need
- Delivering training for school staff for medical conditions
- Community and school drop-ins
- Health promotion, education and training
- Support and delivery of PSHE within school curriculum
- School health needs assessments
- Bed wetting support
- Signposting and onward referral to other services
- Supporting schools to reduce pupil absence

After your child has turned 5, our team directly take over the care of your child from the health visitor.

In your child's reception year, a member of the 5-19 Public Health team will review your child's health needs in accordance with the Healthy Child Programme. As part of this service we will invite you to participate in a Health Needs Assessment Questionnaire and subsequently offer your child:

- A height and weight check
- Basic vision test
- Hearing test if there is a concern identified
- Onward referral to specialist services
- On-going support & guidance throughout your child's school years

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All children, young people and parents/carers/guardians have access to the school nursing team.

## North Essex Health Visiting Teams

### Colchester North

Tel: 01206 747827

Webpage: [www.virgincare.co.uk](http://www.virgincare.co.uk)

Address: **St Edmunds Centre, Tamarisk Way, Colchester, Essex. CO4 3GW**

### Colchester South

Tel: 01206 266905

Webpage: [www.virgincare.co.uk](http://www.virgincare.co.uk)

Address: **North East Essex Quadrant Office, Weston Business Centre, The Colchester Centre, Hawkins Road, Colchester, Essex. CO2 8JX**

### Connaught Mews Team (Frinton)

Tel: 01255 670220

Webpage: [www.virgincare.co.uk](http://www.virgincare.co.uk)

Address: **Connaught Mews, Sites 6-10, 118-120 Connaught Mews, Frinton-on-Sea, Essex. CO13 9AD**

### Fryatt/Harwich Team

Tel: 01255 201253

Webpage: [www.virgincare.co.uk](http://www.virgincare.co.uk)

Address: **Fryatt Hospital, Main Road, Dovercourt, Essex. CO12 4ET**

Health Visitors are qualified nurses or midwives with a specialist qualification in public health for children, young people and families. They work alongside families offering support and information around parenthood and early parenting, from pregnancy right through to when your child starts school. The service offers support for all parents of all children (0-5), whatever their circumstances.

Health visitors are keen to hear your thoughts, feelings and experiences about being a parent – you can talk through any worries you may have. At the hubs you can also chat with other parents in a relaxed play environment for your baby. You can talk to your health visitor about anything which is on your mind, for example lots of parents seek support around:

- Infant feeding and introducing family foods
- Understanding your baby's behaviour and how they are developing
- Adjusting to becoming a parent
- Family life and difficulties such as postnatal depression
- Healthy choices such as lifestyle, eating or immunisations
- Home safety, housing problems, domestic abuse or child abuse

We work with other professionals and practitioners to ensure you get additional expert help if you need it. We will also show you how you can take full advantage of the range of resources that are available to you locally so you can gain support within your own community. We also work closely with local Children's Centres to promote family activities which help build a strong bond with your child. Children's Centres offer a range of services, advice and support for parents and carers.



<p><b>Tendring South Team</b></p> <p>Tel: <b>01255 687105</b>  Webpage: <a href="http://www.virgincare.co.uk">www.virgincare.co.uk</a>  Address: <b>Tendring Education Centre, Jaywick Lane, Clacton-on-Sea, Essex. CO16 8BE</b></p>	
<p><b>Essex Healthy Schools Service</b></p> <p>Tel: <b>01206 587240</b>  Fax: <b>01621 727359</b>  Webpage: <a href="http://www.virgincare.co.uk">www.virgincare.co.uk</a>  Address: <b>South Woodham Ferrers Clinic, Merchant Street, Chelmsford, Essex. CM3 5BF</b></p>	<p>We work to engage schools in the Essex Healthy Schools Programme and pro-actively support them in maintaining Healthy Schools status and working towards Enhancement Stage.</p> <p>Through Healthy Schools activity, we aim to increase the capacity of schools to improve universal health and wellbeing, for example:</p> <ul style="list-style-type: none"> <li>• Training school staff on a range of health issues, such as understanding health improvement, managing playground behaviours, domestic abuse and delivering the PSHE curriculum.</li> <li>• Supporting schools in adopting a whole-school approach to health and wellbeing.</li> </ul> <p>We also work with schools and other agencies to develop and deliver Health Improvement Interventions as required to support targeted work in schools, such as:</p> <ul style="list-style-type: none"> <li>• Therapeutic groups for children with identified social and emotional needs, such as Dina’s Dinosaur School, Children Living with Domestic Abuse, Friendship and Social Skills, Anger Management and Managing Change, Stress and Anxiety.</li> <li>• Working with young people taking risks.</li> <li>• Cooking with young carers.</li> <li>• Working with parents to overcome barriers to health and wellbeing.</li> </ul> <p>In addition, we engage and support secondary schools in developing and sustaining the Youth Health Champions initiative.</p>
<p><b>Essex Looked After Children’s Service</b></p> <p>Tel: <b>07977 435103</b>  Webpage: <a href="http://www.virgincare.co.uk">www.virgincare.co.uk</a>  Address: <b>656 The Crescent, Colchester Business Park, Colchester, Essex. CO4 9YQ</b></p>	<p>The service provides expert support and advice to ensure that the health needs of this vulnerable and highly mobile group of children and young people are met effectively.</p> <p>The service undertakes work with children and young people who have complex needs as appropriate. It provides service information, training and clinical development and feedback from service users. It works closely with other services and partner agencies, and specific care needs may be delivered in collaboration with these services.</p> <p>Examples of this are:</p>

	<ul style="list-style-type: none"> <li>• Behaviour management</li> <li>• Parenting</li> <li>• Addressing mental health issues of all ages</li> <li>• Enuresis</li> <li>• Continence</li> <li>• Special needs</li> <li>• Sleep management</li> <li>• Complex health needs</li> <li>• Psycho social issues</li> <li>• Sexual health</li> <li>• Healthy living</li> </ul> <p>It receives weekly information on newly accommodated children and young people and ensures that key practitioners are aware of new and changed placements. Statutory health assessments are co-ordinated and monitored to ensure that staff are adequately trained and supported. Close liaison across the country ensures that the health needs of children and young people placed from north east Essex continue to be met in out of county placements.</p> <p>The Named Nurse for Looked After Children provides training and information for foster carers, and multi-agency staff working with looked after children.</p>
<p><b>Essex Specialist Health Visiting Service</b></p> <p>Tel: <b>0300 3001521 (Option 3)</b>  Fax: <b>0300 3001621</b>  Webpage: <a href="http://www.virgincare.co.uk">www.virgincare.co.uk</a>  Address: <b>Mayflower Community Hospital, Blunts Wall Road, Billericay, Essex. CM12 9SA</b></p>	<p>The Specialist health visiting for disabled children offers children up to 19 years old, and their families, consultation on all aspects of disability.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Specialist advice on diagnosed and undiagnosed conditions</li> <li>• Observation and assessment</li> <li>• Early support / one planning for Educational Health Care Plans</li> <li>• Intervention from our team of nursery nurses</li> <li>• Coordination of service provision, for example, multi-professional meetings</li> <li>• Information on education, social care, benefits and related issues</li> <li>• Provision of Specialist Developmental Playgroups</li> <li>• Continence Assessments</li> </ul>
<p><b>Essex Specialist School Nursing Service</b></p> <p>Tel: <b>0300 3001521 (Option 1)</b>  Fax: <b>0300 3001621</b></p>	<p>The Specialist school nursing service consists of qualified children's nurses and nursery nurses providing specialist advice and support to carers, families and staff in the new model special schools. Covering Beacon Hill Academy, Pioneer, Castledon, Treetops and Endeavour Special schools.</p>

Webpage: [www.virgincare.co.uk](http://www.virgincare.co.uk)

Address: **Mayflower Community Hospital, Blunts  
Wall Road, Billericay, Essex. CM12 9SA**

These schools are part of an evolving plan for the social inclusion of children and young people with the most severe and complex special educational needs. We provide specialist training, advice and support to professionals involved in the child's care within the education and community setting. This Includes

- Clinical advice and support
- Training and clinical competencies for education support staff
- Developing Care Plans
- Completion of LAC Review Health Assessment
- Continence Assessments

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# Crime/Anti-Social Behaviour

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<b>Action for Prisoners Families</b>  Website: <a href="http://www.prisonersfamilies.org.uk">www.prisonersfamilies.org.uk</a>	Information and resources for families of prisoners and offenders.
<b>Children Affected by Parental Imprisonment (CAPI) Essex Service</b>  Tel: <b>Suzanne Page – 07807 194589</b> Tel: <b>Amy Clayton – 07505 665095</b> Email: <a href="mailto:Suzanne.page@barnardos.org.uk">Suzanne.page@barnardos.org.uk</a> Email: <a href="mailto:amy.clayton@barnardos.org.uk">amy.clayton@barnardos.org.uk</a>	The Essex CAPI service has been established to provide information and advice to professionals and support to families affected by imprisonment.   CAPI booklet .pdf
<b>Colchester Borough Council – Community Safety Support Officer</b>  Tel: <b>03300 538039</b> Mobile: <b>07966 239353</b> Email: <a href="mailto:simon.day@colchester.gov.uk">simon.day@colchester.gov.uk</a>	Working with adults and families that are victims of criminal gang exploitation. As part of the Colchester Safer Partnership delivering multi-agency and tailor-made support to empower vulnerable Colchester residents to make positive life choices and divert them away from gang related offending behaviour.  Work can either be preventative in terms of identifying individuals in the early stages of offending behaviour and have increased vulnerabilities making them the targets of criminal exploitation and post arrest work to support individuals who continue to remain vulnerable and at risk.
<b>Essex Police CYP Police Officer</b>  <b>Colchester</b> 70579 Kelly Metcalfe Email: <a href="mailto:42070579@essex.pnn.police.uk">42070579@essex.pnn.police.uk</a> Ext: 430821  <b>281 Barry Clough</b> Email: <a href="mailto:42000281@essex.pnn.police.uk">42000281@essex.pnn.police.uk</a> Ext: 430258  <b>Tendring</b> 72462 Cornelius Bowen Email: <a href="mailto:42072462@essex.pnn.police.uk">42072462@essex.pnn.police.uk</a>	There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours.  CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims.  Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.

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<p><b>Essex Probation – North Essex Delivery Unit</b></p> <p>Tel: <b>01206 768342</b>          Website: <a href="http://www.essexcrc.co.uk">www.essexcrc.co.uk</a>          Address: <b>Ryegate House, 23 St. Peter’s Street, Colchester, Essex. CO1 1HL</b></p>	<p>Essex Probation is nationally valued as an innovative and authoritative provider of a range of services which reduce reoffending across our county, making communities safer.</p> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Work with Courts</a></li> <li>• <a href="#">Offender Management</a></li> <li>• <a href="#">Interventions</a></li> <li>• <a href="#">Public Protection</a></li> <li>• <a href="#">Prisons</a></li> <li>• <a href="#">Accommodation</a></li> </ul>
<p><b>Essex Victims Gateway</b></p> <p>Website: <a href="http://essexvictimsgateway.org">essexvictimsgateway.org</a></p>	<p>The Essex Victims Gateway offers:</p> <ul style="list-style-type: none"> <li>• Free help, information and advice for victims of crime across the whole of the county, including Southend and Thurrock</li> <li>• A comprehensive list of charities and support groups near you</li> <li>• Support tailored to your needs, including specialist services for victims of the most serious crimes such as rape, sexual violence and domestic abuse</li> <li>• Help is available to all, including those who have not reported the crime to police or where offences happened in the past</li> </ul>
<p><b>Essex Youthbuild</b></p> <p>Tel: <b>01245 461700</b>          Email: <a href="mailto:carol.bogdanov.eyb@btconnect.com">carol.bogdanov.eyb@btconnect.com</a>          Website: <a href="http://essexyouthbuild.co.uk">essexyouthbuild.co.uk</a>          Address: <b>6 Grafton Place, Montrose Road, Chelmsford, Essex. CM2 6TG</b>          Areas Covered: <b>Essex-wide</b></p>	<p>Essex Youthbuild are a small organisation offering practical training activities to disadvantaged young people who are at risk of offending or re-offending and who find it difficult to obtain or sustain places at colleges or other training providers.</p> <p>They deliver personalised Level 1 City and Guilds Construction courses, complimented with 1 to 1 numeracy and literacy tuition and other work ready activities such as Health and Safety, First Aid training and work experience.</p> <p><a href="#">More Information</a></p>
<p><b>Essex Young People's Drug and Alcohol Service</b></p> <p>Tel: <b>01245 493311</b>          Email: <a href="mailto:eypdas@childrenssociety.org.uk">eypdas@childrenssociety.org.uk</a>          Website: <a href="http://www.childrenssocietyeast.org.uk/eypdas">www.childrenssocietyeast.org.uk/eypdas</a>          Address: <b>Project 114, 114 Springfield Road, Chelmsford, Essex CM2 6LF</b></p>	<p>Essex Young People's Drug and Alcohol Service works with children, young people and families affected by drug or alcohol use. <a href="#">Read more...</a></p>

<p>Areas Covered: <b>Essex-wide</b></p>	
<p><b>North Essex Youth Offending Team</b></p> <p>Tel: <b>01206 573188</b>  Fax: <b>01206 564660</b>  Email: <a href="mailto:yot.colchester.ecc@essex.gov.uk">yot.colchester.ecc@essex.gov.uk</a>  Address: <b>Stanwell House, Stanwell Street, Colchester, Essex. CO2 7DL</b></p>	<p>The aim of Essex Youth Offending Service (YOS) is to work with children and young people who have offended and to help prevent them getting into further trouble. We achieve this by working together with young people and their parents or carers, the victims of crime and other agencies and organisations in the local community.</p>
<p><b>Paladin – National Stalking Advocacy Service</b></p> <p>Tel: <b>0207 8408960</b>  Email: <a href="mailto:info@paladinservice.co.uk">info@paladinservice.co.uk</a>  Website: <a href="http://paladinservice.co.uk">paladinservice.co.uk</a></p>	<p>Paladin assists high risk victims of stalking throughout England and Wales. A number of Independent Stalking Advocacy Caseworkers (ISACs) ensure high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe.</p>
<p><b>PREVENT</b></p> <p>Tel: <b>03000 3334444 ext: 180521 / 01245 452133</b>  Email: <a href="mailto:prevent@essex.pnn.police.uk">prevent@essex.pnn.police.uk</a>  Website: <a href="http://www.essex.police.uk">www.essex.police.uk</a></p>	<p>PREVENT is part of Essex Police's counter-terrorist strategy and aims to stop people becoming terrorists or supporting terrorism by working with individuals and communities to address issues before they become a criminal matter and to stop people moving from extremism into terrorist-related activity. <a href="#">Read More...</a></p>
<p><b>Reach Every Generation</b></p> <p>Tel: <b>07956 760862</b>  Email: <a href="mailto:gavin.mckenna@reacheverygeneration.com">gavin.mckenna@reacheverygeneration.com</a>  Website: <a href="http://reacheverygeneration.co.uk">reacheverygeneration.co.uk</a></p>	<p>Reach Every Generation exists to shape a better future for tomorrow's generation, winning back those caught up in gang culture. To do this, we equip you, the people on the frontline working with young people and their families on a daily basis, encouraging you and empowering you to transform lives.</p> <p>Our vision is to instigate change, drawing on 'real-life' experiences that we impart to others. From us, you can expect up to date knowledge on the issues affecting young people involved in gangs, and access to valuable resources that we know will make a difference to those lives you touch.</p> <p><a href="#">Read more...</a></p>
<p><b>Safe In Essex (The Children's Society)</b></p> <p>Tel: <b>01245 493311</b>  Email: <a href="mailto:FIFreferrals@childrenssociety.org.uk">FIFreferrals@childrenssociety.org.uk</a>  Website: <a href="http://www.childrenssocietyeast.org.uk">www.childrenssocietyeast.org.uk</a></p>	<p><a href="#">Safe in Essex</a></p> <p>Providing awareness and interventions for children and young people identified at risk of, or already engaging in low level risky behaviours, in order to prevent further risky behaviour e.g.</p> <ul style="list-style-type: none"> <li>• Drugs, alcohol and smoking</li> </ul>

<p>Address: <b>114 Springfield Road, Chelmsford, Essex CM2 6LF</b>  Areas Covered: <b>Essex-wide</b></p>	<ul style="list-style-type: none"> <li>• Gangs &amp; Trafficking</li> <li>• Domestic abuse and victims of violence</li> <li>• E-safety</li> <li>• At risk of sexual exploitation</li> <li>• Risky sexual behaviour</li> <li>• Antisocial behaviour and crime</li> </ul>
<p><b>Sexual Assault Referral Centre (SARC)</b></p> <p>Tel: <b>01277 240620</b>  Website: <a href="http://www.oakwoodplace.org.uk">www.oakwoodplace.org.uk</a></p>	<p>A Sexual Assault Referral Centre (SARC) provides services to victims of rape or sexual assault regardless of whether the victim reports the offence to the police or not.</p> <p>SARCs are designed to be comfortable and multi-functional, providing private space for interviews and examinations, and some may also offer counselling services. Sexual Assault Referral Centres have specialist staff that are trained to help you make informed decisions about what you want to do next.</p> <div style="text-align: center;">  <p>SARC pathway V2 Sept 2014.pdf</p> </div>
<p><b>Tendring District Council</b></p> <p>Tel: <b>01255 686868</b>  Website: <a href="http://www.tendringdc.gov.uk">www.tendringdc.gov.uk</a></p>	<p>Community safety advice</p>
<p><b>Victim Support Essex</b></p> <p>Tel: <b>0845 3030900</b>  Email: <a href="mailto:essex@victimsupport.org.uk">essex@victimsupport.org.uk</a>  Website: <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></p>	<p>Victim Support is here to help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you.</p>

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# Domestic Abuse

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Essex DV Directory of  
services New.doc

## Centre for Action on Rape & Abuse (CARA)

Tel: **01206 769795**

Email: [info@caraessex.org.uk](mailto:info@caraessex.org.uk)

Website: [www.caraessex.org.uk](http://www.caraessex.org.uk)

Address: **PO Box 548, Colchester, Essex. CO1 1YP**

Areas Covered: **Mid & North Essex**

CARA is a confidential support service run by women for women children and young people of both genders under the age of 19 who have suffered any form of sexual violence, past or present.

We provide formal counselling for rape and sexual assault, including child sexual abuse.

We also offer an advocacy service and can accompany women to the police, to court, to the GUM clinic, or to other meetings if they request it.

We are continually looking at other ways in which we can expand our services, if possible or appropriate.

## Childline

Tel: **0800 1111**

Website: [www.childline.org.uk](http://www.childline.org.uk)

A 24 hour free confidential helpline for children and young people.

## Chinese Information & Advice Centre

Tel: **08453 131868**

Email: [info@ciac.co.uk](mailto:info@ciac.co.uk)

Website: [www.ciac.co.uk](http://www.ciac.co.uk)

Confidential support for Chinese women who are victims of domestic violence on a range of issues. The specially trained bilingual female volunteers speak English, Mandarin and Cantonese.

## Colchester & Tendring Women's Refuge

Tel: **0808 2000247 (National Helpline)**

**Old House Tel: 01206 500585**

**Fax: 01206 867253**

**Big House Tel: 01206 761276**

**Fax: 01206 761352**

**For Women Centre Tel: 01206 867120**

**Fax: 01206 867253**

Email: [info@colchester-refuge.org.uk](mailto:info@colchester-refuge.org.uk)

Colchester & Tendring Women's Refuge supports women, together with their children, who have suffered domestic abuse. We offer crisis accommodation and outreach support to help them make independent decisions about their futures.

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<p>Website: <a href="http://www.colchester-refuge.org.uk">www.colchester-refuge.org.uk</a>  Address: <b>PO Box 40, Colchester, Essex. CO1 2XJ</b></p>	
<p><b>Essex Change</b></p> <p>Tel: <b>01245 258680 ext. 223</b>  Tel: <b>07787 2541982 (Mobile)</b>  Tel: <b>0845 3727701 (Perpetrator Service)</b>  Tel: <b>0845 3722201 (Partner Support)</b>  Email: <a href="mailto:admin@essexchange.org">admin@essexchange.org</a>  Website: <a href="http://www.essexchange.org">www.essexchange.org</a></p>	<p>Essex Change is a community based domestic violence intervention programme for men who want to end their violent or abusive behaviour towards a partner or ex-partner.</p> <p>They also run a women’s service which aims to increase the safety of women and children by offering support and safety planning.</p>
<p><b>Essex Police Domestic Abuse Central Referral Unit</b></p> <p>Tel: <b>0800 3580351</b>  Tel: <b>101 Extension 180340</b>  Website: <a href="http://www.essex.police.uk">www.essex.police.uk</a></p>	<p>We encourage you to report domestic abuse to us.</p> <p>Not knowing exactly what will happen when you call us can be worrying and prevent you from seeking help, so we’ve put together a step-by-step explanation.</p> <p>If you decide not to speak to us, please don’t suffer in silence. Confide in someone you trust and contact one of the support organisations on our <a href="#">Help in Essex</a> or <a href="#">Help across the UK</a> pages.</p>
<p><b>Fisher Jones Greenwood Solicitors</b></p> <p><a href="#">Colchester – Norfolk House Details</a>  <a href="#">Colchester – Charter Court Details</a>  <a href="#">Clacton Office Details</a>  Email: <a href="mailto:info@fjg.co.uk">info@fjg.co.uk</a>  Website: <a href="http://www.fjg.co.uk">www.fjg.co.uk</a></p>	<p>FJG can help at our Colchester, Clacton, Chelmsford and Billericay Offices with the following services:</p> <ul style="list-style-type: none"> <li>• Family Mediation (Legal Aid available)</li> <li>• Advice on Domestic violence (Legal Aid available)</li> <li>• Advice on Child Protection (Legal Aid available)</li> <li>• Advice on Child Abduction (Legal Aid available)</li> <li>• Advice on separation and divorce</li> <li>• Advice on children issues between parents</li> </ul> <p>We will always give free telephone advice, and can tell clients whether they will qualify for legal aid, or explain our low cost fixed fee services</p>
<p><b>Galop.org.uk</b></p> <p>Tel: <b>0800 9995428</b>  Website: <a href="http://www.galop.org.uk/domesticabuse">www.galop.org.uk/domesticabuse</a></p>	<p>Our National Lesbian, Gay, Bisexual and Trans* (LGBT) Domestic Violence Helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them. The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options. We can:</p> <ul style="list-style-type: none"> <li>• Provide confidential information, advice and support</li> <li>• Help you create your safety plan</li> <li>• Explore options around housing, legal advice, counselling and local support groups</li> </ul>

	<ul style="list-style-type: none"> <li>• Tell you about your local LGBT friendly services</li> <li>• Discuss the possibility of reporting to the Police</li> </ul>
<b>The Hideout</b>  Website: <a href="http://www.thehideout.org.uk">www.thehideout.org.uk</a>	A website specifically designed for children and young people who are experiencing domestic violence.
<b>Jewish Women's Aid</b>  Tel: 0808 8010500 Website: <a href="http://jwa.org.uk">jwa.org.uk</a>	Jewish Women's Aid is an organisation run by Jewish Women for Jewish women and children who have been subjected to domestic violence. They offer a range of support and information for victims.
<b>The Kiran Project</b>  Tel: 0208 5581986 Email: <a href="mailto:kiran.admin@kiranproject.org.uk">kiran.admin@kiranproject.org.uk</a> Website: <a href="http://www.kiranproject.org.uk">www.kiranproject.org.uk</a>	The Kiran Project provides safe, temporary accommodation for Asian women and their children escaping domestic violence. It offers confidential advice for women fleeing various forms of abuse including physical, mental and sexual abuse, or from financial exploitation.
<b>Men's Advice Line</b>  Tel: 0808 8010327 Email: <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a> Website: <a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a>	<p>A confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).</p> <p>We are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.</p> <p>Our focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and help them reduce the risk.  The Men's Advice Line is open Monday-Friday 9am-5pm.</p>
<b>National Centre for Domestic Violence (NCDV)</b>  Tel: 0844 8044999 Text: NCDV to 60777 and they will call back Email: <a href="mailto:office@ncdv.org.uk">office@ncdv.org.uk</a> Website: <a href="http://www.ncdv.org.uk">www.ncdv.org.uk</a> Areas Covered: <b>Nationwide</b>	<p>The National Centre for Domestic Violence (NCDV) provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>Our service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances). We work in close partnership with the police, local firms of solicitors and other support agencies (Refuge, Women's Aid etc) to help survivors obtain speedy protection.</p>

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<p><b>National Domestic Violence Helpline</b></p> <p>Tel: <b>0808 2000 247</b> (24 Hour Helpline)  Website:  <a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a></p>	<p>The Freephone 24 Hour National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.</p> <p>The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available.</p>
<p><b>NSPCC</b></p> <p>Tel: <b>0808 8005000</b>  Website: <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></p>	<p>A 24 hour free confidential helpline for children and young people.</p>
<p><b>Respect Phoneline</b></p> <p>Tel: <b>0808 8024040</b>  Email: <a href="mailto:info@respectphoneline.org.uk">info@respectphoneline.org.uk</a>  Website: <a href="http://www.respectphoneline.org.uk">www.respectphoneline.org.uk</a></p>	<p>A confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner.</p> <p>The Respect Phoneline is open Monday-Friday 9am-5pm.</p>
<p><b>Safer Places – Triple R Programme</b></p> <p>Tel: <b>03301 025811</b>  Email: <a href="mailto:info@saferplaces.co.uk">info@saferplaces.co.uk</a>  Website: <a href="http://www.saferplaces.co.uk">www.saferplaces.co.uk</a>  Areas Covered: <b>Essex-wide</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Triple R Programme</a></li> </ul>
<p><b>Sexual Assault Referral Centre (SARC)</b></p> <p>Tel: <b>01277 240620</b>  Website: <a href="http://www.oakwoodplace.org.uk">www.oakwoodplace.org.uk</a></p>	<p>A Sexual Assault Referral Centre (SARC) provides services to victims of rape or sexual assault regardless of whether the victim reports the offence to the police or not.</p> <p>SARCs are designed to be comfortable and multi-functional, providing private space for interviews and examinations, and some may also offer counselling services. Sexual Assault Referral Centres have specialist staff that are trained to help you make informed decisions about what you want to do next.</p> <div style="text-align: center;">  <p>SARC pathway V2  Sept 2014.pdf</p> </div>

<p><b>Specialist Midwife Vulnerable Women (CHUFT)</b></p> <p>Tel: 07508 042625  Email: <a href="mailto:annie.parker@nhs.net">annie.parker@nhs.net</a>  Address: Specialist Midwife Office, Constable Wing, CGH, Turner Road, Colchester CO4 5JL</p>	 <p>Criteria for referral to Specialist Midwife f</p>
<p><b>Southall Black Sisters Helpline</b></p> <p>Tel: 0208 5710800  Website: <a href="http://www.southallblacksisters.org.uk">www.southallblacksisters.org.uk</a></p>	<p>Southall Black Sisters provide information, advice, advocacy, practical help, counselling and support to Asian and African-Caribbean women and children experiencing domestic violence.</p>
<p><b>Victim Support Essex</b></p> <p>Helpline Tel: 08 08 16 89 111  Essex Team (Business Hours): 0300 303 0165  Email: <a href="mailto:essex@victimsupport.org.uk">essex@victimsupport.org.uk</a>  Website: <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></p>	<p>Victim Support is here to help anyone affected by crime, not only victims and witnesses, but their friends, family and any other people involved. Because we're an independent charity, you can talk to us whether or not you reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you.</p>

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# Disability/Additional Needs

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## Action For Family Carers 1

Tel: 01621 851640

Fax: 01621 874817

Email: [enquiries@affc.org.uk](mailto:enquiries@affc.org.uk)

Website: [www.affc.org.uk](http://www.affc.org.uk)

Address: Brickhouse Farm, Poulton Close,  
Maldon Essex. CM9 6NG

Areas Covered: Colchester

- [Adult Carers](#)
- [Young Carers](#)
- [Young Adult Carers](#)
- [Respite Care](#)

## Autism Anglia

Tel: 01206 577678

Fax: 01206 578581

Email: [info@autism-anglia.org.uk](mailto:info@autism-anglia.org.uk)

Website: [www.autism-anglia.org.uk](http://www.autism-anglia.org.uk)

Address: Century House, Riverside Office Centre,  
North Station Road, Colchester, Essex. CO1 1RE

Areas Covered: Essex-wide

Autism Anglia is an independent charity which provides care and support to children, adults and families affected by autism. Services in Essex, managed from our Colchester office, offer personalised approaches that provide each individual with the necessary skills and strategies to enable them to realise their own strengths and abilities.

The charity also seeks to promote a greater knowledge and understanding of autism through training, education and supplying information to the public and professionals.

Autism Anglia offers the following services:

- [Doucecroft Independent Specialist School](#)
- [Further Education Provision](#)
- [Adult Residential Houses](#)
- [Supported Living packages](#)
- [Adult Study Centres](#)
- [Family Support and advice](#)
- [Autism Alert Card](#)
- [Professional advice and training](#)
- [AASPIN network for professionals](#)

## Autism Hub: Living Well Essex County Council

Website: [www.livingwellessex.org/autism-hub](http://www.livingwellessex.org/autism-hub)

The Living Well Essex Autism Hub is designed to support people with autism spectrum condition (ASC) across Essex, as well as parents, carers and professionals connected with the condition. If you're an employer or a member of the emergency services and ever have to support people with the condition, we want these pages to be helpful for you, too.

## Citizen's Advice Bureau Colchester

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment,

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<p>Tel: <b>03444 770808</b>  Website: <a href="http://www.colchestercab.org.uk">www.colchestercab.org.uk</a>  Address: <b>Blackburn House, Ground Floor, 32 Crouch Street, Colchester, Essex. CO3 3HH</b></p>	<p>immigration, consumer and other problems.</p>
<p><b>Citizen's Advice Bureau Tendring</b>  Tel: <b>03444 770808</b>  Email: <a href="mailto:bureau@cabtendring.org.uk">bureau@cabtendring.org.uk</a>  Website: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>  Address: <b>18 Carnarvon Road, Clacton-on-Sea, Essex. CO15 6QF</b></p>	<p>The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p>
<p><b>Colchester Carers Centre</b>  Tel: <b>01206 560997</b>  Fax: <b>01206 500446</b>  Email: <a href="mailto:info@colchestercarerscentre.co.uk">info@colchestercarerscentre.co.uk</a>  Website: <a href="http://www.colchestercarerscentre.co.uk">www.colchestercarerscentre.co.uk</a>  Address: <b>Colchester Business Centre, Unit 3, 1 George Williams Way, Colchester, Essex. CO1 2JS</b></p>	<p>Colchester Carers Centre provides support, advice and information to all carers. The Centre offers help and support on an individual basis to carers and their families. The Centre works in partnership with all local and national statutory and voluntary welfare agencies.</p> <p>The Colchester Carers Centre runs a Young Carers Project which offers respite, support and leisure time activities to young people who are providing care for an adult family member (referrals taken for Young Carers aged from 8 to 12 years).</p> <p>The Centre offers respite services for children with special needs (Referrals taken up to the age of 8 years old) and a meeting place for carers and welfare organisations to get together.</p>
<p><b>ECDP (Essex Coalition of Disabled People)</b>  Tel: <b>01245 392300</b>  Textphone: <b>01245 392302</b>  Email: <a href="mailto:info@ecdp.org.uk">info@ecdp.org.uk</a>  Website: <a href="http://www.ecdp.org.uk">www.ecdp.org.uk</a>  Address: <b>Ivan Peck House, 1 Russell Way, Chelmsford, Essex CM1 3AA</b>  Areas Covered: <b>Essex-wide</b></p>	<p>ECDP is a pioneering User-Led Organisation with an enviable reputation for supporting disabled people at a local, regional and national level.</p> <p>Everything we do is underpinned by the social model of disability. We do not accept discrimination in our work on grounds of disability, race, age, sexual orientation, gender or religion and will challenge it if it occurs, at an individual or organisational level. We aim to positively promote equality on these grounds.</p> <p>At ECDP we represent and support disabled people through a range of programmes and services.</p> <p><b>Our Services</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Full Membership</a></li> <li>• <a href="#">Get Involved</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="#">Our Publications</a></li> <li>• <a href="#">Payroll Services</a></li> <li>• <a href="#">Personal Health Budgets</a></li> <li>• <a href="#">Support Planning</a></li> </ul>
<p><b>Epilepsy Action</b></p> <p>Tel: <b>07513 330749</b>  Website: <a href="http://www.epilepsy.org.uk">www.epilepsy.org.uk</a>  Areas Covered: <b>Nationwide</b></p>	<p>Epilepsy Action is the UK's largest epilepsy membership organisation, aiming to support the 600,000 people across the country with the condition, as well as educating the wider public and helping to break down the stigma that still exists about epilepsy.</p> <p>In Essex, our local branches acts as support groups to people with epilepsy, their families and friends, as well as leading the charge in informing and educating the public about the condition.</p>
<p><b>Essex Advocacy</b></p> <p>Tel: <b>0300 3435736</b>  Text: <b>SEAP (followed by your message) to 80800</b>  Email: <a href="mailto:info@essexadvocacy.org.uk">info@essexadvocacy.org.uk</a>  Website: <a href="http://www.essexadvocacy.org.uk">www.essexadvocacy.org.uk</a></p>	<p>Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives.</p> <p>Our professional advocates enable people without the right support around them to have their voice heard when:</p> <ul style="list-style-type: none"> <li>• Decisions are being taken about their health and social care</li> <li>• Support is needed to make informed choices about their life</li> <li>• They wish to make a complaint about NHS care or treatment</li> </ul>
<p><b>Essex Connects Online Directory</b></p> <p>Website: <a href="http://www.essexconnects.org.uk">www.essexconnects.org.uk</a></p>	<p>Essex Connects is a searchable directory to help you to get in touch with hundreds of local charities, voluntary groups, and community sector services, based in Braintree, Chelmsford, Colchester, Maldon, Uttlesford, Epping and Harlow.</p>
<p><b>Essex SEND Information, Advice &amp; Support Service</b></p> <p>Tel: <b>03330 138913</b>  Email: <a href="mailto:send.iass@essex.gov.uk">send.iass@essex.gov.uk</a>  Website: <a href="http://www.essexlocaloffer.org.uk">www.essexlocaloffer.org.uk</a></p>	<p>The Essex SEND Information, Advice and Support Service provide information, advice and support on the telephone or in person. We work with parents and carers of children and young people with special educational needs or a disability and with disabled children and young people, and those with SEN, up to the age of 25. We can also advise on processes relating to health and social care.</p> <p>We are an impartial, confidential service and operate at arms-length from the Local Authority.</p> <p>Referrals can be made by a parent/carers/child/young person themselves or anyone who</p>

	has their permission.
<p><b>EXTRA – Support For Families</b></p> <p>Tel: <b>01255 475001</b>  Text: <b>07794 991987</b>  Email: <a href="mailto:extrasupportforfamilies@btconnect.com">extrasupportforfamilies@btconnect.com</a>  Website: <a href="http://www.extrasupportforfamilies.co.uk">www.extrasupportforfamilies.co.uk</a>  Address: <b>Jaywick Community Resource Centre, Brooklands Gardens, Jaywick, Clacton-on-Sea, Essex. CO15 2JP</b>  Areas Covered: <b>Tendring</b></p>	<p>Extra - Support for Families (EXTRA) is here to help anyone caring for children in the Tendring district to meet the challenges of parenting. We offer local opportunities for parents to meet at fun days, one-off workshops and a range of parenting programmes. Through these activities, EXTRA aims to help parents develop their parenting skills to bring out the best in their children, reduce conflict in the home, improve family relationships and build confidence in parents/carers to cope with future challenges.</p> <p>EXTRA acts as a central agency to co-ordinate the provision of parenting support throughout Tendring. We have a parenting platform every couple of months where practitioners involved in parenting, from Sure-Start Children's Centres, schools, adult community learning, health and so on, gather to share information on what is going on and to find ways to provide what parents need in the area.</p> <ul style="list-style-type: none"> <li>• <a href="#">Courses</a></li> <li>• <a href="#">Workshops</a></li> </ul>
<p><b>FACE (Families Acting for Change Essex)</b></p> <p>Tel: <b>01245 608231</b>  Text: <b>07910 883337</b>  Email: <a href="mailto:info@face-essex.org">info@face-essex.org</a>  Website: <a href="http://www.face-essex.org">www.face-essex.org</a>  Areas Covered: <b>Essex-wide</b></p>	<p>Families' Acting for Change Essex (FACE) is run by parents. We represent the views and experiences of parents and carers of children and young people with disabilities and additional needs to influence the services they receive in Essex. Membership of FACE is free and gives access to current information and the chance to contribute to focus groups and consultations and to become more involved in any way that suits you and your family.</p> <p><a href="#">More Information</a>  <a href="#">Early Support</a></p>
<p><b>Families in Focus</b></p> <p>Tel: <b>01245 353575</b>  Email: <a href="mailto:helpline@familiesinfocusessex.org.uk">helpline@familiesinfocusessex.org.uk</a>  Website: <a href="http://www.familiesinfocusessex.org.uk">www.familiesinfocusessex.org.uk</a>  Areas Covered: <b>Essex-wide</b></p>	<p>Holistic independent support for any family in Essex who have a child or children (age 0-19) with any disability/special need, requiring advice, information and support, particularly at times of change and crisis.</p>
<p><b>Grandparents Plus</b></p>	<p>Grandparents Plus is the national charity which champions the vital role of grandparents</p>

<p>Tel: <b>03000 337015</b>  Email: <a href="mailto:info@grandparentsplus.org.uk">info@grandparentsplus.org.uk</a>  Website: <a href="http://www.grandparents-association.org.uk">www.grandparents-association.org.uk</a></p>	<p>and the wider family in children’s lives – especially when they take on the caring role in difficult family circumstances. We do this because we want to make children’s lives better.  <a href="#">Read more...</a></p>
<p><b>The J’s Hospice</b>  Tel: <b>01245 475474</b>  Email: <a href="mailto:info@thejshospice.org.uk">info@thejshospice.org.uk</a>  Website: <a href="http://www.thejshospice.org.uk">www.thejshospice.org.uk</a>  Address: <b>36A Church Street, Great Baddow, Chelmsford, Essex. CM2 7HY</b></p>	<p>The J’s provides tailored nursing, respite and end of life care, advice and advocacy, emotional care, bereavement support and a range of activities for the young adult and their family in the comfort and security of their own home. Our aim is to help young adults to live their life to the full, however short.</p> <ul style="list-style-type: none"> <li>• <a href="#">About the J’s Hospice</a></li> <li>• <a href="#">What we Do</a></li> </ul>
<p><b>Network 81</b>  Tel: <b>0845 0774055</b>  Email: <a href="mailto:Advice@network81.org.uk">Advice@network81.org.uk</a>  Website: <a href="http://www.network81.org.uk">www.network81.org.uk</a></p>	<p>Network 81 is a charity that supports, advises and trains parents and carers about the education of children with Special Educational Needs and Disabilities.</p>
<p><b>Phoenix Supported Housing</b>  Tel: <b>01206 561767 or 01206 546854</b>  Email: <a href="mailto:info@phx.org.uk">info@phx.org.uk</a>  Website: <a href="http://www.phx.org.uk">www.phx.org.uk</a>  Address: <b>147 Straight Road, Colchester, Essex CO3 9DE</b></p>	<p>We offer supported housing services to people with mental health and/or learning difficulties. We provide help with accessing benefits and maintaining our client’s mental health and wellbeing to ensure they can lead a full and independent life. Our properties are located throughout Colchester and offer different types of accommodation to people in need.</p> <p>Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals.</p> <p>Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities include Phoenix Supported Housing and Phoenix Alcohol Project. For more information, please visit our website on <a href="http://www.phx.org.uk">www.phx.org.uk</a></p>
<p><b>Self-Management UK</b>  Tel: <b>03333 455840</b>  Email: <a href="mailto:hello@selfmanagemnetuk.org">hello@selfmanagemnetuk.org</a>  Website: <a href="http://selfmanagementuk.org">selfmanagementuk.org</a></p>	<p>Self-Management UK will be delivering 60 self-management programmes for approx. 1000 adults and elderly people living with physical and/or mental long-term conditions for all Essex localities, utilising general practice risk stratification to identify suitable patients. The training programmes are endorsed by NHS England and the King’s Fund to help people:</p> <ul style="list-style-type: none"> <li>• Take ownership of their health with greater confidence and empowerment</li> </ul>

	<ul style="list-style-type: none"> <li>• Facilitate shared decision making with Healthcare Professionals (HCPs)</li> <li>• Choose alternative options to achieve good health than NHS resources</li> </ul> <p>Self-management awareness programmes will also be run for 100 HCPs to support clinicians to meet project objectives.</p> <p>Programmes will be delivered close to patient's homes, facilitated by local people who live with long-term conditions who are fully supported trained and mentored to quality framework standards. Many participants become tutors after their programme, contributing to their community and enhancing their personal networks as they lead more positive lives.</p>
<p><b>SNAP (Special Needs &amp; Parents)</b></p> <p>Tel: 01277 211300  Email: <a href="mailto:info@snapcharity.org">info@snapcharity.org</a>  Website: <a href="http://www.snapcharity.org">www.snapcharity.org</a>  Address: The SNAP Centre, Pastoral Way, Warley, Brentwood, Essex. CM14 5WF</p>	<p>SNAP (Special Needs And Parents) helps Essex families with children and young people who have special needs and disabilities.</p> <p>Our aims are to inform, encourage and support parents, so that they can grow in strength and knowledge and become better equipped to give the best possible help to their children.</p> <ul style="list-style-type: none"> <li>• <a href="#">Support Services</a></li> <li>• <a href="#">Activities</a></li> <li>• <a href="#">Centre Resources</a></li> <li>• <a href="#">SNAP Directory</a></li> </ul>
<p><b>Specialist Teaching and Preschool Service</b></p> <p>Tel: <a href="#">Click for Details</a>  Email: <a href="#">Click for Details</a></p>	<p>The Specialist Teaching and Preschool Service is an integrated team of specialist support and outreach staff undertaking a range of roles within the following specified areas of need:</p> <ul style="list-style-type: none"> <li>• Autism and Social Communication Difficulties</li> <li>• Learning Difficulties and Disabilities</li> <li>• Physical and Neurological Impairment</li> <li>• Sensory Impairment (Visual, Hearing, Multi-sensory)</li> <li>• Social and Emotional Difficulties (formerly Behaviour Support)</li> <li>• Speech, Language and Communication needs</li> </ul> <p><a href="#">More information &amp; How to Request Support</a></p>
<p><b>Special Needs Counselling Service</b></p> <p>Tel: 07811 549463  Email: <a href="mailto:caroline@specialneeds counselling.co.uk">caroline@specialneeds counselling.co.uk</a></p>	<p>Special Needs Counselling Service offers counselling to those affected by disability or long-term health conditions.</p> <p>Counselling Aims to help you explore and clarify issues that matter with you, whether you are the person with the condition, their parent/carer or a support worker. It can assist you</p>

Website: [www.specialneeds counselling.co.uk](http://www.specialneeds counselling.co.uk)

in developing coping skills which you can utilize if or when future problems arise.

Counselling can give you the opportunity to work in ways which enhance your ability to resolve problems or to cope with things that cannot be changed. It can help you to get to know yourself better and develop your potential. There may be times when you feel you need someone impartial to talk to. This can be especially important when dealing with issues such as:-

- New diagnosis
- Caring commitments
- Loss of previous lifestyle
- Prognosis
- Managing medical condition
- Feeling of isolation
- Not feeling heard or understood
- Managing feelings around what the future holds
- Respite
- Transitioning a loved one into residential care

If living with the effects of ill health or disability has left you feeling isolated, alone or unheard please feel free to contact Caroline to discuss how counselling may be able to help you.

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# Education

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[CLICK HERE FOR ESSEX SECONDARY SCHOOLS DIRECTORY](#)

## Advisory Centre for Education (ACE)

Tel: **0300 0115142**

Website: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

**Normal opening hours: Monday to Wednesday  
from 10am to 1pm. Term time only**

ACE Education Advice & Training is a new organisation that provides independent advice and information for parents on education issues in England. High quality training and consultancy services covering education law and guidance are provided to a wide range of education professionals.

## Alternative Education Commissioning Service

Caseworker (North) Tel: **03330 131158**

Principal Officer Tel: **03330 137981**

Senior Caseworker Tel: **03330 131152**

Commissioner for Alternative Education Tel: **03330 137981**

Email: [exclusions@essex.gov.uk](mailto:exclusions@essex.gov.uk)

The Alternative Education Commissioning Service has responsibility, under Section 19 of The Education Act 1996 (as amended by the Children and Families Act 2010) for commissioning suitable education for pupils who are unable to attend school.

The broad functions of The Alternative Education Commissioning Service are:

- Responsibility for commissioning and monitoring suitable education for permanently excluded pupils, and for other pupils, who, because of illness or other reasons, would not receive appropriate education without such provision.
- Supporting schools and pupils where behavioural difficulties are preventing pupils from accessing relevant education.
- The provision of training and advice to schools on exclusion matters; including specific Governor training.
- Attending Governing Body Meetings where pupil exclusions are considered.
- Supporting and advising parents where pupils on school rolls are not receiving appropriate education.

The Principal Officers and Caseworkers deal with enquiries around fixed term, permanent exclusions and positive referrals.

The Senior Caseworker deals with referrals for pupils who are pregnant, pupils with medical needs and Anxious School Refusers.

For further information, visit the [ESSEX SCHOOLS INFOLINK](#) website.

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<p><b>Bright Futures</b></p> <p>Tel: <b>01255 429171</b>  Email: <a href="mailto:jonathan.marriott@essex.gov.uk">jonathan.marriott@essex.gov.uk</a>  Address: <b>5 Russell Road, Clacton-on-Sea, Essex. CO15 6BE</b></p>	<p>A Big Lottery funded project working with young people who are not in education, employment or training (NEET) or at risk of being NEET in the future.</p>
<p><b>Copford Children’s Support Service</b></p> <p>Tel: <b>01206 213704</b>  Address: <b>71 London Road, Copford, Colchester, Essex, CO6 1LG</b></p>	<p>Contact details for Copford Children’s Support Service</p>
<p><b>Educational Psychology Parent Helpline</b></p> <p>Tel: <b>01245 433293 (Available every Monday afternoon during term-time, 1pm-5pm)</b>  Website: <a href="http://schools.essex.gov.uk">schools.essex.gov.uk</a></p>	<p>Educational Psychology Service Parent Helpline provides parents and carers with direct telephone access to a qualified Educational Psychologist who will listen to their concerns and ideas, and help them find a positive way forward</p> <ul style="list-style-type: none"> <li>• The helpline is confidential and personal details will not be recorded and nor will information be passed onto other services</li> <li>• It is staffed by qualified educational psychologists who listen to parents concerns and work with them to find a positive way forward</li> </ul>
<p><b>Missing Education &amp; Child Employment</b></p> <p>Tel: <b>03330 139983</b>  Email: <a href="mailto:ME&amp;CE.NE@essex.gov.uk">ME&amp;CE.NE@essex.gov.uk</a></p>	<p>Advice for Schools, professionals and parents who have any queries regarding School Attendance, Home Education, or Child Employment and Entertainment .</p>
<p><b>Essex Parent Partnership Service</b></p> <p>Tel: <b>01245 436036 (Helpline)</b>  Tel: <b>07880 092765 (North East Parent Support Worker)</b></p>	<p>The Essex Parent Partnership Service provides confidential and impartial support and information for parents and carers of children with special educational needs on Early Years Action and Early Years Action Plus, School Action, School Action Plus or have a statement of special educational needs</p> <p>We can help you with:</p> <ul style="list-style-type: none"> <li>• Understanding the statutory assessment process</li> <li>• Filling in forms</li> <li>• Preparing for meetings</li> <li>• Visiting schools</li> <li>• Education issues, including refusal to assess</li> <li>• Exclusions (fixed term and permanent)</li> <li>• Transitions (all ages)</li> </ul>

**Essex SEND Information, Advice & Support Service**

Tel: 03330 138913

Email: [send.iass@essex.gov.uk](mailto:send.iass@essex.gov.uk)

Website: [www.essexlocaloffer.org.uk](http://www.essexlocaloffer.org.uk)

The Essex SEND Information, Advice and Support Service provide information, advice and support on the telephone or in person. We work with parents and carers of children and young people with special educational needs or a disability and with disabled children and young people, and those with SEN, up to the age of 25. We can also advise on processes relating to health and social care.

We are an impartial, confidential service and operate at arms-length from the Local Authority.

Referrals can be made by a parent/carer/child/young person themselves or anyone who has their permission.

**Essex Youth Service (Targeted Team)**

Tel: 0300 0031865

Tel: 07919 624730 (Mobile)

Address: 39-42 East Stockwell Street, Colchester, Essex. CO1 1SS

**THIS SERVICE CAN ONLY BE REFERRED TO FOR FREE BY FAMILY SOLUTIONS, CHILDREN’S SOCIAL CARE, CAMHS OR YOT**

**PLEASE ADVISE SCHOOL PROFESSIONALS THAT THERE IS A CHARGE FOR SCHOOLS TO REFER.**

The Essex Youth Service Targeted Team supports young people through one to one and through group work Interventions. We work with young people 13-19yrs and up to 25yrs if they have a recognised special need. We work for a period of 3 months, identifying the barriers they need to overcome in order to move forward successfully in their lives. This could include improving attendance in education, post 16 options, accessing positive activities, increasing self-esteem and confidence and taking personal responsibility whilst building resilience. An action plan is agreed in consultation with the young person and they are encouraged to follow through with actions set.

We understand that young people may not feel they need to change or not be ready to accept change, however if they are willing to explore areas of their life, this is when change can occur. The young person needs to be clear about the expectation on them to engage readily with the Targeted Youth Adviser and want to explore their challenges, opportunities and make change as required. We use a range of resources to support young people and where appropriate refer to other services and agencies for more specialised support.

**Green Lodge Children’s Support Service**

Tel: 01255 436476

Address: 180 Old Road, Clacton on Sea, Essex.

Contact details for Green Lodge Children’s Support Service

CO15 3AY	
<p><b>North East Essex Children's Support Service (NEEAPS)</b></p> <p>Tel: 01206 852156 Address: Turner Road, Colchester, Essex. CO4 5LB</p>	<p>Contact details for North East Essex Children's Support Service (NEEAPS)</p>
<p><b>Red Balloon – Braintree Serving Mid and North Essex</b></p> <p>Tel: 07823 556842 Email: <a href="mailto:louise.miller@rbair.org.uk">louise.miller@rbair.org.uk</a> Website: <a href="http://www.redballoonlearner.co.uk">www.redballoonlearner.co.uk</a></p>	<p>We are able to offer a safe learning environment to young people who have been bullied to the extent that they cannot attend school, and are missing out on their education.</p> <p>We work with local authorities and a range of other statutory and voluntary agencies that support children and young people.</p> <p>If you are a parent / carer or you work in these fields and know of a child or young person aged 10 - 17 who is missing from education because they are bullied, then please contact us.</p> <p><a href="#">More About Red Balloon</a></p>
<p><b>Specialist Teaching and Preschool Service</b></p> <p>Tel: <a href="#">Click for Details</a> Email: <a href="#">Click for Details</a></p>	<p>The Specialist Teaching and Preschool Service is an integrated team of specialist support and outreach staff undertaking a range of roles within the following specified areas of need:</p> <ul style="list-style-type: none"> <li>• Autism and Social Communication Difficulties</li> <li>• Learning Difficulties and Disabilities</li> <li>• Physical and Neurological Impairment</li> <li>• Sensory Impairment (Visual, Hearing, Multi-sensory)</li> <li>• Social and Emotional Difficulties (formerly Behaviour Support)</li> <li>• Speech, Language and Communication needs</li> </ul> <p><a href="#">More information &amp; How to Request Support</a></p>

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# Employment

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<p><b>C.A.N (Colchester Advice Network)</b></p> <p>Website: <a href="http://www.colchesteradvicenetwork.org.uk">www.colchesteradvicenetwork.org.uk</a>          Areas Covered: <b>Colchester</b></p>	<p>The Colchester Advice Network (C.A.N.) is an email advice service offering free, confidential and impartial advice for the residents of the Borough of Colchester. Nine local agencies are working together to provide debt, employment, housing and welfare benefits advice via email, once the advice form at <a href="http://www.colchesteradvicenetwork.org.uk">www.colchesteradvicenetwork.org.uk</a> is completed.</p>
<p><b>Citizen’s Advice Bureau Colchester</b></p> <p>Tel: <b>03444 770808</b>          Website: <a href="http://www.colchestercab.org.uk">www.colchestercab.org.uk</a>          Address: <b>Blackburn House, Ground Floor, 32 Crouch Street, Colchester, Essex. CO3 3HH</b></p>	<p>The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p>
<p><b>Citizen’s Advice Bureau Tendring</b></p> <p>Tel: <b>03444 770808</b>          Email: <a href="mailto:bureau@cabtendring.org.uk">bureau@cabtendring.org.uk</a>          Website: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>          Address: <b>18 Carnarvon Road, Clacton-on-Sea, Essex. CO15 6QF</b></p>	<p>The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p>
<p><b>The Coastal Community Centre (Tendring)</b></p> <p>Tel: <b>01255 420707</b>          Email: <a href="mailto:ccc@clactoncoastalacademy.org.uk">ccc@clactoncoastalacademy.org.uk</a>          Address: <b>Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL</b></p>	<p>The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm</p> <p><b>What We Can Help With</b></p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Housing</li> <li>• Debt and Money Management</li> <li>• Health issues</li> <li>• Family Matters</li> <li>• Completing Forms</li> <li>• Depression and Anxiety</li> </ul>
<p><b>Colchester Community Based Work Clubs</b></p>	<ul style="list-style-type: none"> <li>• Help and advice with CVs, job applications, interview tips and techniques</li> <li>• Networking, experience sharing and job seeking ideas designed for the client</li> <li>• Simply Turn up on the day or call/text the number provided for information.</li> </ul>

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Tel: <b>07984437468</b> (Sandra) <b>07826891121</b> (James)	
<b>Jobcentre Plus Colchester</b>  Tel: <b>0345 6043719</b> Address: <b>138 High Street, Colchester, Essex. CO1 1YJ</b>	Benefits & employment advice
<b>Jobcentre Plus Clacton</b>  Tel: <b>0345 6060234</b> Address: <b>55 Station Road, Clacton-on-Sea, Essex. CO15 1RS</b>	Benefits & employment advice
<b>National Careers Service</b>  Tel: <b>0800 100900</b> Website: <a href="http://nationalcareersservice.direct.gov.uk">nationalcareersservice.direct.gov.uk</a>	The National Careers Service provides information, advice and guidance to help you make decisions on learning, training and work opportunities. The service offers confidential and impartial advice. This is supported by qualified careers advisers.  <a href="#">Read More...</a>

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# Family Conflict

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## Colchester & Tendring YES (FIF 5)

Tel Colchester: 01206 710771  
Tel Tendring: 01255 434601  
Email: [info@colchesteryes.org.uk](mailto:info@colchesteryes.org.uk)  
Website: [www.yesyouthenquiry.service.org](http://www.yesyouthenquiry.service.org)  
Areas Covered: North Essex

## Counselling & Mediation

The only restriction to accessing this service is that the person being referred is not already working with specialist support services such as for example Children and Adolescent Mental Health Services, Family Solutions, Social Care.

Parents and young people (over 13) may self-refer.

The primary purpose of this support is to reduce and/or prevent the breakdown of parental or family relationships, conflict within families or early emotional distress becoming a complex issue for a child or young person. Professionals will work 1:1, with siblings; whole families or parents and carers to achieve these outcomes.



RequestforEarlyHelpN  
ORTH EAST.docx

## Colchester & Tendring Youth Enquiry Service

Tel: 01206 710771  
Email: [info@colchesteryes.org.uk](mailto:info@colchesteryes.org.uk)  
Website: [www.yesyouthenquiry.service.org](http://www.yesyouthenquiry.service.org)  
Address: 9 Trinity Street, Colchester, Essex.  
CO1 1JN

We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old.

### How We Can Help

- [Family Counselling](#)

## Essex Mediation Service

Tel: 01279 311431  
Email: [info@essexmediation.co.uk](mailto:info@essexmediation.co.uk)  
Website: [www.essexmediation.co.uk](http://www.essexmediation.co.uk)  
Address: Harlow Enterprise Hub, Edinburgh Way, Harlow, Essex CM20 2NQ  
Areas Covered: Essex-wide

Essex Mediation Service provides services for families and couples at any stage of breakdown or conflict. They are experienced in meeting the needs of clients by helping them deal with the practical and emotional impact on the individual and the family. Main offices are in Chelmsford, Colchester and Harlow; however appointments in other locations can be offered by arrangement.

The Service is free if someone is on benefits and they have a very short waiting list – about 1-2 weeks.

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<p><b>Fisher Jones Greenwood Solicitors</b></p> <p><a href="#">Colchester – Norfolk House Details</a>  <a href="#">Colchester – Charter Court Details</a>  <a href="#">Clacton Office Details</a>  Email: <a href="mailto:info@fjg.co.uk">info@fjg.co.uk</a>  Website: <a href="http://www.fjg.co.uk">www.fjg.co.uk</a></p>	<p>FJG can help at our Colchester, Clacton, Chelmsford and Billericay Offices with the following services:</p> <ul style="list-style-type: none"> <li>• Family Mediation (Legal Aid available)</li> <li>• Advice on Domestic violence (Legal Aid available)</li> <li>• Advice on Child Protection (Legal Aid available)</li> <li>• Advice on Child Abduction (Legal Aid available)</li> <li>• Advice on separation and divorce</li> <li>• Advice on children issues between parents</li> </ul> <p>We will always give free telephone advice, and can tell clients whether they will qualify for legal aid, or explain our low cost fixed fee services</p>
<p><b>Relate North Essex &amp; East Herts</b></p> <p>Tel: 01245 258680  Email: <a href="mailto:admin@relate-northersex.org">admin@relate-northersex.org</a>  Website: <a href="http://www.relate-northersex.org">www.relate-northersex.org</a>  Address: <a href="#">Click for Address</a></p>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">1 Hour Discussion</a></li> <li>• <a href="#">Relationship Counselling</a></li> <li>• <a href="#">Youth Counselling</a></li> <li>• <a href="#">Family Counselling</a></li> <li>• <a href="#">Separating Parent Information Programme (SPIPs)</a></li> <li>• <a href="#">Life Skills</a></li> </ul>

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# Family Hubs (Formerly Children's Centres) [Back to North Home Page](#)

## Colchester

### **Berechurch Family Hub**

Tel: **01206 578978**

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/Berechurch](http://www.essexcentre.info/Berechurch)

Address: **The Ormiston Centre, School Road, Monkwick, Colchester, Essex. CO2 8NN**

### **Greenstead Delivery Site**

Tel: **01206 861950**

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/Greenstead](http://www.essexcentre.info/Greenstead)

Address: **Greenstead Community Centre, Hawthorn Avenue, Colchester, Essex. CO4 3QE**

### **Little Hands Delivery Site**

Tel: **01206 216240**

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/LittleHands](http://www.essexcentre.info/LittleHands)

Address: **Stanway Fiveways Primary School, Winstree Road, Colchester, Essex. CO3 0QG**

### **St Anne's and Castle Delivery Site**

Tel: **01206 861950**

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/StAnnesandCastle](http://www.essexcentre.info/StAnnesandCastle)

Address: **Harwich Road, Colchester, Essex. CO4 3DH**

Each district now has a designated Family Hub (50 hours a week) and a number of other linked local Family Hub delivery sites (20-30 hours a week).

With the creation of the new Essex Child and Family Wellbeing Service; some of the locations where services were previously provided from are no longer available as they are still used by the previous provider to deliver other services.

Virgin and Barnardo's have worked to identify convenient alternative locations where the services are required and have communicated these changes to the people who use the services.

Full details of the Family Hub and Delivery Sites for each district, further details and activity timetables can be found by clicking on each site webpage.

**When contacting us by email please specify which site or location your enquiry relates to. Please note our email inbox is monitored periodically so if you have an immediate query please call the centre directly.**

## Tendring

### **Rainbow Delivery Site, Walton**

Tel: 01255 850475

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/RainbowWalton](http://www.essexcentre.info/RainbowWalton)

Address: 13 Old Pier Street, Walton-on-the-Naze, Essex.  
CO14 8AW

### **St James and Holland Valley Delivery Site**

Tel: 01255 222503

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/HollandValley.aspx](http://www.essexcentre.info/HollandValley.aspx)

Address: Unit 4, 30 Oxford Road, Clacton-on-Sea,  
Essex. CO15 3TB

### **Sydney House Family Hub**

Tel: 01255 479386

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/SydneyHouse](http://www.essexcentre.info/SydneyHouse)

Address: Sydney House, 61a Langham Road, Clacton-on-Sea, Essex. CO16 7AG

### **Windmill Outreach Site, Harwich**

Tel: 01255 222503

Email: [ecfws.northersex@barnardos.org.uk](mailto:ecfws.northersex@barnardos.org.uk)

Webpage: [www.essexcentre.info/Windmill](http://www.essexcentre.info/Windmill)

Address: Mayes Lane, Ramsey, Harwich, Essex. CO12  
5EL (Please not this is not for postal enquiries)

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# Financial Concerns

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## Buttle UK

Tel: **02078 287311**

Email: [info@buttleuk.org](mailto:info@buttleuk.org)

Website: [www.buttleuk.org](http://www.buttleuk.org)

Areas Covered: **Nationwide**

Buttle UK is named after Frank Buttle, a remarkable man whose hard work and personal sacrifice helped to establish our grant programmes, which have been helping children and young people in need across the UK since 1953.

We do this by providing practical solutions that give children a fighting chance in life.

Direct support is based on individual need, either to overcome immediate crisis or ensure the best possible chance of a successful education. A grant could be for a bed so a child no longer has to share with a sibling, and has a better night's sleep to help them concentrate in class. Or to fund a place at boarding school for a 13 year old with alcoholic parents, where they can get the structure and support missing at home.

We also look at more strategic ways to improve the life chances of those we help, by influencing opinion formers, policy makers and practitioners. We do this through research projects, as well as initiatives like our Quality Mark for Care Leavers in Further and Higher Education.

Through all this work our goal is to give more children and young people living in poverty the power to shape their own future.

- [Small Grants Programme](#)
- [School Fees Programme](#)
- [Support for Young People](#)
- [The Anchor Project](#)

## C.A.N (Colchester Advice Network)

Website: [www.colchesteradvicenetwork.org.uk](http://www.colchesteradvicenetwork.org.uk)

Areas Covered: **Colchester**

The Colchester Advice Network (C.A.N.) is an email advice service offering free, confidential and impartial advice for the residents of the Borough of Colchester. Nine local agencies are working together to provide debt, employment, housing and welfare benefits advice via email, once the advice form at [www.colchesteradvicenetwork.org.uk](http://www.colchesteradvicenetwork.org.uk) is completed.

## Citizen's Advice Bureau Colchester

Tel: **08444 770808**

Website: [www.colchestercab.org.uk](http://www.colchestercab.org.uk)

Address: **Blackburn House, Ground Floor, 32**

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.

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<p><b>Crouch Street, Colchester, Essex. CO3 3HH</b></p>	
<p><b>Citizen's Advice Bureau Tendring</b></p> <p>Tel: <b>08444 770808</b>  Email: <a href="mailto:bureau@cabtendring.org.uk">bureau@cabtendring.org.uk</a>  Website: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>  Address: <b>18 Carnarvon Road, Clacton-on-Sea, Essex. CO15 6QF</b></p>	<p>The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p>
<p><b>The Coastal Community Centre (Tendring)</b></p> <p>Tel: <b>01255 420707</b>  Email: <a href="mailto:ccc@clactoncoastalacademy.org.uk">ccc@clactoncoastalacademy.org.uk</a>  Address: <b>Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL</b></p>	<p>The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm</p> <p><b>What We Can Help With</b></p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Housing</li> <li>• Debt and Money Management</li> <li>• Health issues</li> <li>• Family Matters</li> <li>• Completing Forms</li> <li>• Depression and Anxiety</li> </ul>
<p><b>Colchester Foodbank</b></p> <p>Tel: <b>07957 809041</b> (Between 10am-4pm Mon-Fri)  Email: <a href="mailto:colchfbank@gmail.com">colchfbank@gmail.com</a>  Website: <a href="http://colchester.foodbank.org.uk">colchester.foodbank.org.uk</a></p>	<p>Schools, churches, businesses and individuals donate non-perishable, in-date food to the foodbank. All food given out by foodbanks is donated.</p> <p>'Supermarket Collections' are one of the main ways that food is donated: These are food drives held at supermarkets where volunteers give shoppers a 'foodbank shopping list' and ask them to buy an extra item or two for local people in crisis.</p> <p>Colchester Foodbank is there to help in a crisis situation, not maintenance. It assists people through a temporary shortfall in money when they cannot afford to buy food.</p> <p>Self – referral is not possible. A person needs to be referred for a parcel by a professional person who is aware of their situation.</p>
<p><b>Freecycle</b></p> <p>Website: <a href="http://uk.freecycle.org">uk.freecycle.org</a></p>	<p>This is a website where people give and get free items in their towns in an effort to keep good things out of landfills.</p>
<p><b>The Money Advice Service</b></p>	<p>Free, unbiased money advice.</p>

<p>Tel: <b>0300 5005000</b>          Website: <a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a></p>	
<p><b>Open Door</b></p> <p>Tel: <b>01206 769436</b>          Email: <a href="mailto:hello@opendoorcolchester.co.uk">hello@opendoorcolchester.co.uk</a>          Website: <a href="http://www.opendoorcolchester.co.uk">www.opendoorcolchester.co.uk</a>          Address: <b>Colchester Baptist Church, Eld Lane, Colchester, Essex. CO1 1LS</b>          Opening Times: <b>10.00am – 2.00pm Monday, Wednesday &amp; Friday</b></p>	<p>Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all.          We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances.</p> <p><b>What Open Door Offer</b></p> <ul style="list-style-type: none"> <li>• A warm welcome to everyone in a relaxed café style setting</li> <li>• Friendship and a listening ear</li> <li>• Value-for-money food and drink</li> <li>• Crisis support</li> <li>• Advice on a wide range of issues (including welfare and housing)</li> <li>• Sign-posting and referrals to other agencies</li> <li>• Advocacy</li> <li>• Reconciliation and mediation</li> <li>• Debt management</li> <li>• Counselling</li> </ul>
<p><b>Payplan</b></p> <p>Tel: <b>0800 2802816</b>          Tel (for Mobiles): <b>0207 7608980</b>          Email: <a href="#">Via Website</a>          Website: <a href="http://www.payplan.com">www.payplan.com</a></p>	<p>Payplan offers a fresh approach to dealing with financial difficulties. We are proud to be the UK's largest provider of free debt solutions, including free debt management plans and Individual Voluntary Arrangements or IVAs.</p>
<p><b>The Salvation Army</b></p> <p><a href="#">Click for Local Church Information</a>          Website: <a href="http://www.salvationarmy.org.uk">www.salvationarmy.org.uk</a></p>	<p>The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people are given respect and access to the practical, social and spiritual support they need to realise their God-given potential and recover their personal dignity.</p>
<p><b>Turn2us</b></p> <p>Tel: <b>0808 8022000</b>          Email: <a href="mailto:info@turn2us.org.uk">info@turn2us.org.uk</a>          Website: <a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a></p>	<p>Turn2us is a free service that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations.</p> <p>Our website can help you find financial support, quickly and easily, based on your circumstances. It features a free and easy to use Benefits Calculator, Grants Search and</p>



other information and resources.

- [Benefits Calculator](#)
- [Grants Search](#)

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# Housing Concerns

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## April Centre

Tel: (Main Office) **01206 578731**

Tel (Day Centre): **01206 761647**

- Services for homeless people/people at risk of homelessness.
- Walk-in advice centre 9.30am-1.30pm Mon-Fri offering advice on benefits, housing options, form filling, landlord/tenancy issues, and signposting.
- Day centre 1-6pm Mon & Thurs with food, recreational activities, internet access.
- Food parcels for those moving to new accommodation.
- Outreach work with rough sleepers in Colchester & Clacton.

## Beacon House

Tel: **01206 761960 / 08000 186328**

Fax: **01206 762260**

Email: [admin@beaconhouseministries.org.uk](mailto:admin@beaconhouseministries.org.uk)

[clinic@beaconhouseministries.org.uk](mailto:clinic@beaconhouseministries.org.uk)

[lifeskills@beaconhouseministries.org.uk](mailto:lifeskills@beaconhouseministries.org.uk)

Website: [www.beaconhouseministries.org.uk](http://www.beaconhouseministries.org.uk)

Address: **90 – 91 East Hill, Colchester, Essex.**

**CO1 2QN**

Beacon House is a Christian Charity that offers healthcare and wellbeing facilities to those who are homeless, in insecure accommodation, or at high risk of homelessness.

Our main services include:

- A Primary Care Clinic
- Male and Female shower facilities
- Laundry services, Clothing and toiletries store
- Hot Food and Drink Cafe
- Life Skills Development Centre

Beacon House exists as a Christian agency to offer a wide range of services within an atmosphere of acceptance and care to those in need. Some of the services we provide include:

### Life Skills

- Life Skills Training
- Anger Management Courses
- Cooking and Home Management
- IT Skills
- Benefit Applications

### Wellbeing

- Counselling Service
- Stop Smoking service
- Laundry and Clothes store
- Showering facilities
- Toiletries Store

### Healthcare

- Drop in clinic
- Flu Vaccination


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	<ul style="list-style-type: none"> <li>• Sexual Health Clinic</li> <li>• Needle Exchange</li> <li>• HIV and Disease screening</li> </ul> <p><b>Additional</b></p> <ul style="list-style-type: none"> <li>• Women's Group</li> <li>• Hot food and drink Cafe</li> <li>• Barber</li> <li>• Foot care specialist</li> <li>• Postal Services</li> <li>• Computer Suite</li> </ul>
<p><b>C.A.N (Colchester Advice Network)</b></p> <p>Website: <a href="http://www.colchesteradvicenetwork.org.uk">www.colchesteradvicenetwork.org.uk</a>  Areas Covered: <b>Colchester</b></p>	<p>The Colchester Advice Network (C.A.N.) is an email advice service offering free, confidential and impartial advice for the residents of the Borough of Colchester. Nine local agencies are working together to provide debt, employment, housing and welfare benefits advice via email, once the advice form at <a href="http://www.colchesteradvicenetwork.org.uk">www.colchesteradvicenetwork.org.uk</a> is completed.</p>
<p><b>Catch 22 - Colchester Housing Intervention Project</b></p> <p>Tel: <b>01206 878770</b>  Email: <a href="mailto:kayleigh.migliorini@catch-22.org.uk">kayleigh.migliorini@catch-22.org.uk</a>  Website: <a href="http://www.catch-22.org.uk">www.catch-22.org.uk</a>  Address: <b>Colchester Business Centre, George Williams Way (off Magdalen Street), Colchester, Essex. CO1 2JS</b></p>	<p>Colchester Housing Intervention Project is family focused in its approach to helping local residents during a time of housing crisis or tenancy uncertainty – causes of which could be linked to anti-social behaviour, rent arrears, debt and more. We work with the family as a whole to support the young people and tackle the root causes and other underlying issues, such as substance misuse, neglect and poverty.</p> <p><a href="#">More Information...</a></p>
<p><b>Citizen's Advice Bureau Colchester</b></p> <p>Tel: <b>08444 770808</b>  Website: <a href="http://www.colchestercab.org.uk">www.colchestercab.org.uk</a>  Address: <b>Blackburn House, Ground Floor, 32 Crouch Street, Colchester, Essex. CO3 3HH</b></p>	<p>The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p>
<p><b>Citizen's Advice Bureau Tendring</b></p> <p>Tel: <b>08444 770808</b>  Email: <a href="mailto:bureau@cabtendring.org.uk">bureau@cabtendring.org.uk</a>  Website: <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>  Address: <b>18 Carnarvon Road, Clacton-on-Sea,</b></p>	<p>The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including; debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems.</p>

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<p><b>Essex. CO15 6QF</b></p> <p><b>The Coastal Community Centre (Tendring)</b></p> <p>Tel: <b>01255 420707</b>  Email: <a href="mailto:ccc@clactoncoastalacademy.org.uk">ccc@clactoncoastalacademy.org.uk</a>  Address: <b>Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL</b></p>	<p>The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm</p> <p><b>What We Can Help With</b></p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Housing</li> <li>• Debt and Money Management</li> <li>• Health issues</li> <li>• Family Matters</li> <li>• Completing Forms</li> <li>• Depression and Anxiety</li> </ul>
<p><b>Colchester Borough Homes</b></p> <p>Tel: <b>01206 282514</b>  Email: <a href="mailto:info@cbhomes.org.uk">info@cbhomes.org.uk</a>  Website: <a href="http://www.colchesterboroughhomes.co.uk">www.colchesterboroughhomes.co.uk</a>  Address: <b>First Floor, Rowan House, Sheepen Road, Colchester, Essex. CO3 3WG</b></p>	<p>Council Housing support and advice</p> <div style="text-align: center;">  <p>Homelessness Colchester.pdf</p> </div>
<p><b>Colchester YMCA</b></p> <p>Tel: <b>01206 579415</b>  Website: <a href="http://www.ymcaessex.org.uk">www.ymcaessex.org.uk</a></p>	<p>Colchester YMCA has a 44-room supported housing unit. We house young people aged 16-25, supporting them to ensure that they will become responsible adults, working or in education/training, who are able to maintain a tenancy and look after themselves when they leave the YMCA. The residents are able to stay at the YMCA for a two year period, and after support and training we successfully move them on to independent living.</p>
<p><b>Emmaus</b></p> <p>Tel: <b>01206 431616 (Colchester)</b>  Tel: <b>01223 576103 (National)</b>  Email: <a href="mailto:info@emmauscol.org">info@emmauscol.org</a>  Website: <a href="http://www.emmaus.org.uk">www.emmaus.org.uk</a></p>	<p>Emmaus (pronounced em-MAY-us) is a homelessness charity with a difference. We don't just give people a bed for the night; we offer a home, meaningful work and a sense of belonging.</p> <p>Emmaus social enterprises generate revenue that pays for companions' home, food and upkeep, as well as providing a small weekly allowance. This is key to restoring feelings of self-worth, showing these individuals that their actions make a real difference, both to their own life, and the lives of others.</p>
<p><b>Korban</b></p> <p>Email: <a href="mailto:info@korban.org.uk">info@korban.org.uk</a></p>	<p>Colchester Korban Project provides a safe and secure stop-gap for vulnerable young people, whilst solutions are found to their housing problems.</p> <p>Volunteer families offer a young person the chance to stay in a safe, friendly, normal</p>

<p>Website: <a href="http://www.korban.org.uk">www.korban.org.uk</a></p>	<p>environment. This allows an often confused and vulnerable young person the chance to take stock of their situation without the worry of where they will sleep tonight.</p>
<p><b>Nacro</b></p> <p><b>Clacton</b> Tel: 01255 688607 Address: 57 Wellesley Road, Clacton-on-Sea, Essex. CO15 3PR</p> <p><b>Harwich</b> Tel: 01255 240981 Address: 1 Pepys Street, Harwich, Essex. CO12 3HG</p> <p><b>Colchester</b> Tel: 01206 864209 Address: Suite 2, Unit 6 Challenge Way, Hythe Hill, Colchester, Essex. CO1 2LY</p> <p>Website: <a href="http://www.nacro.org.uk">www.nacro.org.uk</a></p>	<p>Nacro provides homes for people and supports them to keep a stable home.</p> <p><b>Nacro's Clacton, Harwich &amp; Colchester and Tendring Single Homeless Projects</b> provide accommodation with structured support for young, single homeless individuals from 16-25 year old.</p> <p><b>Nacro Mental Health Service - North Essex</b> is a supported housing project for single people in Colchester and the surrounding area who have experienced mental health and who may also have social problems.</p> <p>The project provides temporary accommodation with support that aims to maximise an individual's independent living skills, preparing them for a more permanent independent accommodation in the community.</p>
<p><b>One Housing Group – Essex Floating Support Service</b></p> <p>Tel: 0300 1231921 Text: 07964 115010 Email: <a href="mailto:essexfss@onehousinggroup.co.uk">essexfss@onehousinggroup.co.uk</a> Website: <a href="http://www.onehousinggroup.co.uk">www.onehousinggroup.co.uk</a> Address: One Support Gateway, 7 St Peters Court, Colchester, Essex. CO1 1WD Areas Covered: Mid Essex</p>	<p>This service provides individual housing related support to people in the community, preventing homelessness, helping them to maintain their tenancies, increase life skills and to live more independently.</p> <p>We offer a flexible and responsive service that is sensitive to our customer's needs.</p> <div data-bbox="853 1070 1039 1187" data-label="Image"> <p>Essex Floating Support service.pdf</p> </div>
<p><b>Open Door</b></p> <p>Tel: 01206 769436 Email: <a href="mailto:hello@opendoorcolchester.co.uk">hello@opendoorcolchester.co.uk</a> Website: <a href="http://www.opendoorcolchester.co.uk">www.opendoorcolchester.co.uk</a> Address: Colchester Baptist Church, Eld Lane, Colchester, Essex. CO1 1LS</p>	<p>Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all.</p> <p>We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances.</p> <p><b>What Open Door Offer</b></p>

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<p>Opening Times: <b>10.00am – 2.00pm Monday, Wednesday &amp; Friday</b></p>	<ul style="list-style-type: none"> <li>• A warm welcome to everyone in a relaxed café style setting</li> <li>• Friendship and a listening ear</li> <li>• Value-for-money food and drink</li> <li>• Crisis support</li> <li>• Advice on a wide range of issues (including welfare and housing)</li> <li>• Sign-posting and referrals to other agencies</li> <li>• Advocacy</li> <li>• Reconciliation and mediation</li> <li>• Debt management</li> <li>• Counselling</li> </ul>
<p><b>Phoenix Supported Housing</b></p> <p>Tel: <b>01206 561767</b> or <b>01206 546854</b>  Email: <a href="mailto:info@phx.org.uk">info@phx.org.uk</a>  Website: <a href="http://www.phx.org.uk">www.phx.org.uk</a>  Address: <b>147 Straight Road, Colchester, Essex CO3 9DE</b></p>	<p>We offer supported housing services to people with mental health and/or learning difficulties. We provide help with accessing benefits and maintaining our client's mental health and wellbeing to ensure they can lead a full and independent life. Our properties are located throughout Colchester and offer different types of accommodation to people in need.</p> <p>Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals.</p> <p>Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities include Phoenix Supported Housing and Phoenix Alcohol Project. For more information, please visit our website on <a href="http://www.phx.org.uk">www.phx.org.uk</a></p>
<p><b>The Salvation Army</b></p> <p><a href="#">Click for Local Church Information</a>  Website: <a href="http://www.salvationarmy.org.uk">www.salvationarmy.org.uk</a></p>	<p>The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people are given respect and access to the practical, social and spiritual support they need to realise their God-given potential and recover their personal dignity.</p>
<p><b>Shelter</b></p> <p>Tel: <b>0808 800 4444</b>  Tel: <b>0344 5151860</b>  Email: <a href="mailto:info@shelter.org.uk">info@shelter.org.uk</a>  Website: <a href="http://shelter.org.uk">shelter.org.uk</a></p>	<p>Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing.</p> <p>Shelter provides free, confidential advice to people with all kinds of housing problems through our online housing information and our face to face local services.</p>

<p>Address: <b>Blackburn House, 32A Crouch Street, Colchester, Essex. CO3 3HH</b></p>	
<p><b>Tendring District Council</b></p> <p>Tel: <b>01255 686868</b>          Website: <a href="http://www.tendringdc.gov.uk">www.tendringdc.gov.uk</a></p>	<p>Housing advice and information</p>
<p><b>Your Living Room</b></p> <p>Tel: <b>07710 709637 – Danny</b>          Tel: <b>07710 709635 – Harry</b>          Tel: <b>07710 709632 – Diane</b>          Email: <a href="mailto:danny@yourlivingroomcic.co.uk">danny@yourlivingroomcic.co.uk</a> - Danny          Email: <a href="mailto:harry@yourlivingroomcic.co.uk">harry@yourlivingroomcic.co.uk</a> - Harry          Email: <a href="mailto:diane@yourlivingroomcic.co.uk">diane@yourlivingroomcic.co.uk</a> - Diane          Website: <a href="http://yourlivingroomcic.co.uk">yourlivingroomcic.co.uk</a></p>	<p>'Your Living Room' delivers a service that is accessible to all and that exists to make homes as functional, comfortable and organised as possible, according to the preferences and personality of the individual client. We aim to improve their quality of life and maintain their dignity at all times. <a href="#">Read More</a></p>

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# Legal

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<b>Bar Pro Bono Unit</b>  Website: <a href="http://www.barprobono.org.uk">www.barprobono.org.uk</a>	The Bar Pro Bono Unit is a charity which helps to find pro bono (free) legal assistance from volunteer barristers. <a href="#">Read More...</a>
<b>Civil Legal Advice (CLA)</b>  Tel: 0345 3454345 Website: <a href="http://www.gov.uk/civil-legal-advice">www.gov.uk/civil-legal-advice</a>	Get free and confidential legal advice in England and Wales <b>if you're eligible for legal aid.</b> <a href="#">Read More...</a>  <a href="#">CHECK IF CALLER CAN GET LEGAL AID HERE</a>
<b>Family Rights Group</b>  Tel: 0808 8010366 Website: <a href="http://www.frg.org.uk">www.frg.org.uk</a>	FRG provides free, confidential independent telephone and e-mail advice to family members who are involved with the local authority on the care of a child. <a href="#">Read More...</a>
<b>Fisher Jones Greenwood Solicitors</b>  <a href="#">Colchester – Norfolk House Details</a> <a href="#">Colchester – Charter Court Details</a> <a href="#">Clacton Office Details</a> Email: <a href="mailto:info@fjg.co.uk">info@fjg.co.uk</a> Website: <a href="http://www.fjg.co.uk">www.fjg.co.uk</a>	FJG can help at our Colchester, Clacton, Chelmsford and Billericay Offices with the following services: <ul style="list-style-type: none"><li>• Family Mediation (Legal Aid available)</li><li>• Advice on Domestic violence (Legal Aid available)</li><li>• Advice on Child Protection (Legal Aid available)</li><li>• Advice on Child Abduction (Legal Aid available)</li><li>• Advice on separation and divorce</li><li>• Advice on children issues between parents</li></ul> We will always give free telephone advice, and can tell clients whether they will qualify for legal aid, or explain our low cost fixed fee services
<b>Grandparents Legal Centre</b>  Tel: 0843 2897130 Website: <a href="http://grandparentslegalcentre.co.uk">grandparentslegalcentre.co.uk</a>	Specialist legal advice for grandparents, including local authority responsibilities and other issues affecting kinship carers.
<b>The Law Society</b>  Tel: 02073 205650 Website: <a href="http://solicitors.lawsociety.org.uk">solicitors.lawsociety.org.uk</a>	Use the Law Society's website or phone the number above to find a solicitor in your area who is accredited in children law.
<b>NYAS</b>  Tel: 0808 8081001 Email: <a href="mailto:help@nyas.net">help@nyas.net</a>	NYAS is a UK charity providing socio-legal services. We offer information, advice, advocacy and legal representation to children, young people and vulnerable adults through a network of dedicated paid workers and volunteers throughout England and Wales.

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Website: <a href="http://www.nyas.net">www.nyas.net</a>	<a href="#">Helpline</a> <a href="#">Children &amp; Vulnerable Adult Services</a> <a href="#">Legal Services</a>
<b>Rights of Women</b>  Tel: <b>0207 2516575</b> <a href="#">TypeTalk Service Available for deaf/hard of hearing</a> Website: <a href="http://rightsofwomen.org.uk">rightsofwomen.org.uk</a>	Rights of Women is a voluntary organisation committed to informing, educating and empowering women concerning their legal rights

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# Lonely/Isolated, Socially Alienated

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<p><b>Army Welfare Service</b></p> <p>Tel: <b>01206 816581</b>          Fax: <b>01206 816600</b>          Address: <b>Community Centre, Fallowfield Road, Colchester, Essex. CO2 9LL</b></p>	<p>Provides learning opportunities, programmes, activities and experiences for military personnel and their families. These will be social, recreational, educational and responsive to local needs. They will be locally accessible, affordable and of good quality.</p>
<p><b>Childline</b></p> <p>Tel: <b>0800 1111</b>          Website: <a href="http://www.childline.org.uk">www.childline.org.uk</a></p>	<p>A 24 hour free confidential helpline for children and young people.</p>
<p><b>The Coastal Community Centre (Tendring)</b></p> <p>Tel: <b>01255 420707</b>          Email: <a href="mailto:ccc@clactoncoastalacademy.org.uk">ccc@clactoncoastalacademy.org.uk</a>          Address: <b>Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL</b></p>	<p>The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm</p> <p><b>What We Can Help With</b></p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Housing</li> <li>• Debt and Money Management</li> <li>• Health issues</li> <li>• Family Matters</li> <li>• Completing Forms</li> <li>• Depression and Anxiety</li> </ul>
<p><b>Colchester &amp; Tendring Youth Enquiry Service</b></p> <p>Tel: <b>01206 710771</b>          Email: <a href="mailto:info@colchesteryes.org.uk">info@colchesteryes.org.uk</a>          Website: <a href="http://www.yesyouthenquiry.org">www.yesyouthenquiry.org</a>          Address: <b>9 Trinity Street, Colchester, Essex. CO1 1JN</b></p>	<p>We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old.</p> <p>We offer an initial assessment meeting which gives an opportunity to talk through the problems or situation that you are facing. From that we can link you to the service that appropriate - either internally, or with one of the many other services that work with young people across Colchester.</p> <p><a href="#">How We Can Help</a></p>
<p><b>Community Youth Hangout</b></p>	<p>Youth hangout is on every Tuesday from 16:30 -18:30 at Colchester Townhouse. The session is free to all young people from 13-19 up to 25 (SEN).</p>

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<p><b>Tel: 08727 255969</b>  <b>Email: <a href="mailto:jo.tandy@essex.gov.uk">jo.tandy@essex.gov.uk</a></b>  <b>Address: Colchester Townhouse, 39/42 East Stockwell Street, Colchester, Essex, CO1 1SS</b></p>	<p>Youth Hangout is a well-established group and has been running successfully for a year. This term the group has been focussed around developing life skills. The volunteers who run the sessions alongside youth service staff wanted to facilitate sessions with young people that they would perhaps not normally be taught in schools/colleges. We have offered sessions around financial management in terms of budgeting, saving and paying bills.</p> <p>Each term a new programme is developed using ideas that the group have given volunteers, observations made during the previous term and forthcoming key events such as voting for elections or referendum, examination period or national days.</p> <p>The sessions are delivered using different methods including quizzes, role play or making posters. The group are encouraged to participate but engagement is optional.</p> <p>Working in partnership with Essex Youth Service.</p>
<p><b>Essex Advocacy</b></p> <p><b>Tel: 0300 3435736</b>  <b>Text: SEAP (followed by your message) to 80800</b>  <b>Email: <a href="mailto:info@essexadvocacy.org.uk">info@essexadvocacy.org.uk</a></b>  <b>Website: <a href="http://www.essexadvocacy.org.uk">www.essexadvocacy.org.uk</a></b></p>	<p>Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives.</p> <p>Our professional advocates enable people without the right support around them to have their voice heard when:</p> <ul style="list-style-type: none"> <li>• Decisions are being taken about their health and social care</li> <li>• Support is needed to make informed choices about their life</li> <li>• They wish to make a complaint about NHS care or treatment</li> </ul>
<p><b>Essex Boys and Girls Clubs</b></p> <p><b><u>Head Office</u></b>  <b>Tel: 01245 264783</b>  <b>Website: <a href="http://www.essexboysandgirlsclubs.org">www.essexboysandgirlsclubs.org</a></b>  <b>Address: Harway House, Rectory Lane Chelmsford, Essex. CM1 1RQ</b></p>	<p>We support young people's clubs across Essex.</p> <p>Our clubs are diverse, ranging from the small rural youth clubs with under 20 members who meet once a fortnight, to large multi-facility clubs with over 500 members and open almost 24 hours a day.</p> <p>These clubs affiliate to us to access our club support services and our activity program which help both volunteers and club members to develop themselves and their club.</p> <ul style="list-style-type: none"> <li>• <a href="#">The Clubs</a></li> <li>• <a href="#">Projects</a></li> </ul>

<p><b>Greenstead Community Youth Club</b></p> <p>Tel: 01206 791979  Email: <a href="mailto:info@greensteadcommunitycentre.org.uk">info@greensteadcommunitycentre.org.uk</a>  Website: <a href="http://www.greensteadcommunitycentre.org.uk">www.greensteadcommunitycentre.org.uk</a>  Address: Greenstead Community Centre, Hawthorn Avenue, Colchester, Essex, CO4 3QE</p>	<p>Monday evenings 7:30 – 9.00pm the Greenstead Community Centre opens for 10 – 16 year olds to attend a youth club session – small charge of £1 per session</p> <p>The sessions provide a range of activities for members to get involved in including; inside sports, pool and arts and crafts.</p> <p>There is a small tuck shop for young people to buy refreshments. The session offers a separate area for the teenagers to chill out in and do activities without the younger members interrupting.</p> <p>The session is run by volunteers from the local community in partnership with Essex Youth Service.</p> <p>This session closes on Bank holidays</p>
<p><b>NSPCC</b></p> <p>Tel: 0808 8005000  Website: <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></p>	<p>A 24 hour free confidential helpline for children and young people.</p>
<p><b>Open Door</b></p> <p>Tel: 01206 769436  Email: <a href="mailto:hello@opendoorcolchester.co.uk">hello@opendoorcolchester.co.uk</a>  Website: <a href="http://www.opendoorcolchester.co.uk">www.opendoorcolchester.co.uk</a>  Address: Colchester Baptist Church, Eld Lane, Colchester, Essex. CO1 1LS  Opening Times: 10.00am – 2.00pm Monday, Wednesday &amp; Friday</p>	<p>Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all.</p> <p>We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances.</p> <p><b>What Open Door Offer</b></p> <ul style="list-style-type: none"> <li>• A warm welcome to everyone in a relaxed café style setting</li> <li>• Friendship and a listening ear</li> <li>• Value-for-money food and drink</li> <li>• Crisis support</li> <li>• Advice on a wide range of issues (including welfare and housing)</li> <li>• Sign-posting and referrals to other agencies</li> <li>• Advocacy</li> <li>• Reconciliation and mediation</li> <li>• Debt management</li> <li>• Counselling</li> </ul>

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<p><b>Outreach Youth</b></p> <p>Tel: 07895 342202  Email: <a href="mailto:andy@outreachyouth.org.uk">andy@outreachyouth.org.uk</a>  Email: <a href="mailto:info@outreachyouth.org.uk">info@outreachyouth.org.uk</a>  Website: <a href="http://www.outreachyouth.org.uk">www.outreachyouth.org.uk</a>  Address: <b>Contact for Address</b></p>	<p>Outreach Youth supports and works with young people across Suffolk and North Essex, aged 13 to 19 years, who are gay, lesbian, bisexual, transgender or questioning their sexuality.</p> <p>We provide opportunities for gay, lesbian, bisexual, transgender or questioning young people to meet as a group and offer one-to-one support in safe, welcoming, non-judgemental settings in Ipswich, Lowestoft, Bury St Edmund and North Essex.</p> <p>Colchester sessions are run fortnightly 3 – 4:30p.m. Outreach youth venues aren't shown on our publicity material or web site to ensure young people who are not 'out' can access a safe environment.</p> <p>Outreach Youth offer the opportunity to catch up with each other in a fun and relaxed atmosphere, which allows you to be yourself. We also offer one to one support for young people who are (or think they might be) gay, lesbian, bisexual, transgender or questioning their sexuality, but would prefer the opportunity to meet up with an experienced gay youth worker.</p> <p>The club works in partnership with Essex Youth Service.</p>
<p><b>Relate North Essex &amp; East Herts</b></p> <p>Tel: 01245 258680  Email: <a href="mailto:admin@relate-northersex.org">admin@relate-northersex.org</a>  Website: <a href="http://www.relate-northersex.org">www.relate-northersex.org</a>  Address: <a href="#">Click for Address</a></p>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">1 Hour Discussion</a></li> <li>• <a href="#">Relationship Counselling</a></li> <li>• <a href="#">Youth Counselling</a></li> <li>• <a href="#">Family Counselling</a></li> <li>• <a href="#">Separating Parent Information Programme (SPIPs)</a></li> <li>• <a href="#">Life Skills</a></li> </ul>
<p><b>The Salvation Army</b></p> <p><a href="#">Click for Local Church Information</a>  Website: <a href="http://www.salvationarmy.org.uk">www.salvationarmy.org.uk</a></p>	<p>The Salvation Army extends a helping hand to those who are homeless, friendless and in need. We passionately believe that no one is beyond hope, however great their problems. That disadvantaged people are given respect and access to the practical, social and spiritual support they need to realise their God-given potential and recover their personal dignity.</p>

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# Mental Health

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<p><b>Colchester &amp; Tendring YES (FIF 5)</b></p> <p>Tel Colchester: <b>01206 710771</b>          Tel Tendring: <b>01255 434601</b>          Email: <a href="mailto:info@colchesteryes.org.uk">info@colchesteryes.org.uk</a>          Website: <a href="http://www.yesyouthenquiryservice.org">www.yesyouthenquiryservice.org</a>          Areas Covered: <b>North Essex</b></p>	<p><b>Counselling &amp; Mediation</b></p> <p><b>The only restriction to accessing this service is that the person being referred is not already working with specialist support services such as for example Children and Adolescent Mental Health Services, Family Solutions, Social Care.</b></p> <p><b>Parents and young people (over 13) may self-refer.</b></p> <p>The primary purpose of this support is to reduce and/or prevent the breakdown of parental or family relationships, conflict within families or early emotional distress becoming a complex issue for a child or young person. Professionals will work 1:1, with siblings; whole families or parents and carers to achieve these outcomes.</p> <div style="text-align: center;">  <p>RequestforEarlyHelpN ORTH EAST.docx</p> </div>
<p><b>Brentwood Catholic Children's Society</b></p> <p>Tel: <b>01268 784544</b>          Email: <a href="mailto:headoffice@bccs.org.uk">headoffice@bccs.org.uk</a>          Website: <a href="http://www.bccs.org.uk">www.bccs.org.uk</a>          Address: <b>Childcare House, Little Wheatley Chase, Rayleigh, Essex. SS6 9EH</b></p>	<p><b>£50 per hour charge for service</b></p> <p>Brentwood Catholic Children's Society provides counselling for children and young adults up to the age of eighteen, regardless of their beliefs, together with their families, who could be experiencing emotional difficulties.</p> <p><a href="#">Read More</a></p>
<p><b>CAB Tendring – Mental Health Caseworker Service</b></p> <p>Tel: <b>0844 4770808</b>          Email: <a href="mailto:bureau@tendringcab.cabnet.org.uk">bureau@tendringcab.cabnet.org.uk</a>          Address: <b>18 Carnarvon Road, Clacton on Sea, Essex. CO15 6QF</b></p>	<p>Engages with those with mental illness who struggle to engage with mainstream services/specialist advisers in the acute psychiatric wards &amp; in people's homes/ advice &amp; support regarding money, housing &amp; employment issues/Outreach available/Offer support &amp; advise best options for presenting problems/outreach at Enfold project.</p>
<p><b>Childline</b></p> <p>Tel: <b>0800 1111</b></p>	<p>A 24 hour free confidential helpline for children and young people.</p>

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Website: <a href="http://www.childline.org.uk">www.childline.org.uk</a>	
<p><b>The Coastal Community Centre (Tendring)</b></p> <p>Tel: 01255 420707          Email: <a href="mailto:ccc@clactoncoastalacademy.org.uk">ccc@clactoncoastalacademy.org.uk</a>          Address: Pathfields Road, Clacton-on-Sea, Essex. CO15 3JL</p>	<p>The Coastal Community Centre is open to anyone in the local area from 9am – 4pm. Anyone is welcome to drop in, have a cuppa, a chat or join in the activities. We have a team of very experienced support workers who are available to help or be able to direct people to those who can help. Drop in 1pm – 2:30pm</p> <p><b>What We Can Help With</b></p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Housing</li> <li>• Debt and Money Management</li> <li>• Health issues</li> <li>• Family Matters</li> <li>• Completing Forms</li> <li>• Depression and Anxiety</li> </ul>
<p><b>Colchester &amp; Tendring Youth Enquiry Service</b></p> <p>Tel: 01206 710771          Email: <a href="mailto:info@colchesteryes.org.uk">info@colchesteryes.org.uk</a>          Website: <a href="http://www.yesyouthenquiry.org">www.yesyouthenquiry.org</a>          Address: 9 Trinity Street, Colchester, Essex. CO1 1JN</p>	<p>We provide a non-judgemental, informal, accessible and confidential service for young people between the ages of 11-25 years old.</p> <p>We offer an initial assessment meeting which gives an opportunity to talk through the problems or situation that you are facing. From that we can link you to the service that appropriate - either internally, or with one of the many other services that work with young people across Colchester.</p> <p><a href="#"><u>How We Can Help</u></a></p>
<p><b>Colchester Mind</b></p> <p>Tel: 01206 579080 (Head Office)          Email: <a href="mailto:enquiries@colchestermind.org">enquiries@colchestermind.org</a>          Website: <a href="http://www.colchestermind.org">www.colchestermind.org</a>          Address: 272a Mersea Road, Colchester, Essex. CO2 8QZ</p>	<p><a href="#"><u>Help for Children &amp; Young People</u></a></p>
<p><b>Early Intervention in Psychosis (EIP) Service</b></p> <p>Tel: 01206 333700          Fax: 01206 544092          Email: <a href="mailto:EIP.East@nepft.nhs.uk">EIP.East@nepft.nhs.uk</a>          Address: 14 Creffield Road, Colchester, Essex.</p>	<p>We work with young people aged between 14 and 35 years who are, or may be, experiencing a psychotic illness for the first time. The Service aims to provide assessment, treatment and interventions as early as possible reducing the time it takes to recover, improving outcomes and reducing the risk of longer term problems. We also aim to provide support, education, assessment and advice to the young person's family, carers, friends and relatives.</p>

<p><b>CO3 3JA</b></p> <p><b>Emotional Wellbeing and Mental Health Service (EWMHS)</b></p> <p>Tel: <b>03003 001600</b>  Email: <a href="mailto:ewmhs@nelft.nhs.uk">ewmhs@nelft.nhs.uk</a>  Website: <a href="http://www.nelft.nhs.uk">www.nelft.nhs.uk</a></p>	<p>From 1 November 2015, call 0300 300 1600 to access the EWMHS during working hours 9am-5pm, Monday to Friday.</p> <p>For our out of hours and weekend Crisis Support Service, please call the general NELFT switchboard on 0300 555 1201 to be put through to our Crisis Support Service.</p> <p>Accessible 24 hours per day, 365 days of the year for all young people across Southend, Essex and Thurrock.</p> <p>NELFT's EWMHS is for anybody aged between 0-18, living in the Southend, Essex and Thurrock areas and is free at the point of entry.</p> <p>The service is also for young people with special educational needs (SEN) up to the age of 25.</p> <p>Any young person experiencing emotional wellbeing or mental health problems, or any parent, guardian, professional or teacher of a child who is experiencing emotional wellbeing and mental health difficulties, may access our service.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   FINAL EWMHS INFO  BOOKLET no print mar </div> <div style="text-align: center;">   EWMHS_Referral_For  m.docx </div> </div>
<p><b>Essex Advocacy</b></p> <p>Tel: <b>0300 3435736</b>  Text: <b>SEAP (followed by your message) to 80800</b>  Email: <a href="mailto:info@essexadvocacy.org.uk">info@essexadvocacy.org.uk</a>  Website: <a href="http://www.essexadvocacy.org.uk">www.essexadvocacy.org.uk</a></p>	<p>Essex Advocacy is specialist service which supports people who are most vulnerable, or who find themselves at a particularly challenging point in their lives.</p> <p>Our professional advocates enable people without the right support around them to have their voice heard when:</p> <ul style="list-style-type: none"> <li>• Decisions are being taken about their health and social care</li> <li>• Support is needed to make informed choices about their life</li> <li>• They wish to make a complaint about NHS care or treatment</li> </ul>
<p><b>Inclusion Ventures</b></p> <p>Tel: <b>01255 476947</b>  Website: <a href="http://www.inclusionventures.co.uk">www.inclusionventures.co.uk</a>  Address: <b>Coppins Hall Community Centre,</b></p>	<p>Our aim is to improve the lives of vulnerable young people from the most disadvantaged areas of West Clacton; supporting them to discover a wider prospective, and positive future that fulfils their potential!</p> <p>We offer young people a specialised staff team that understand the underlying issues that lead young people to challenge. With respect and trust, we gradually encourage them to</p>

<p><b>Maldon Way, Clacton-on-Sea, Essex. CO16 7PA</b></p> <p><b>Light Group</b></p> <p>Tel: <b>07791 592573 / 07538 129507</b>  Email: <a href="mailto:light_group2011@yahoo.co.uk">light_group2011@yahoo.co.uk</a>  Website: <a href="http://www.lightgroup.org.uk">www.lightgroup.org.uk</a></p>	<p>understand the responsibility that goes hand in hand with their rights.</p> <p><b>LIVING IN GREATER HOPE TOGETHER</b></p> <p>LIGHT is a client-centred therapeutic support group focusing on adults whose lives are affected by childhood abuse. The group is based in Colchester, North East Essex. It is open to both men and women and offers a secure and confidential place where all issues related to abuse, including sexual, physical and emotional abuse and neglect, can be addressed.</p> <p>The group is supported by experienced group facilitators who are fully qualified. There is a minimal weekly charge for members of £5.</p> <p><b>Our Aims</b></p> <ul style="list-style-type: none"> <li>• To foster interaction amongst survivors of abuse in order to develop a network of mutual support.</li> <li>• To provide a safe and confidential environment where issues of trust, emotion and coping can be explored.</li> <li>• To help reduce the sense of isolation experienced by survivors of abuse.</li> <li>• To work with group members in gaining a greater sense of personal growth and resolution.</li> <li>• To develop the potential of members to process their experiences and move toward a greater sense of resolution.</li> </ul>
<p><b>Mental Health Foundation</b></p> <p>Website: <a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a></p>	<p>We are committed to reducing the suffering caused by mental ill health and to help everyone lead mentally healthier lives.</p> <p>We help people to survive, recover from and prevent mental health problems. We do this by:</p> <ul style="list-style-type: none"> <li>• carrying out research</li> <li>• developing practical solutions for better mental health services</li> <li>• campaigning to reduce stigma and discrimination</li> <li>• promoting better mental health for us all.</li> <li>•</li> </ul> <p>We work across all age ranges and all aspects of mental health. We are the charity for everyone's mental wellbeing.</p>
<p><b>Mid Tendring Education Partnership</b></p> <p>Tel: <b>07944 333685</b>  Address: <b>Brightlingsea Infant School, Eastern</b></p>	<p>MTEP will commission a qualified counsellor to support Primary aged children and their families who are presenting with emerging emotional, psychological and mental health difficulties, in order to attain real change for our children to be 'Emotionally well; free from, or experiencing a reduction in emotional distress'.</p>

<p><b>Road, Brightlingsea, Essex. CO7 0HU</b></p>	<p>The Counsellor will work with children and families to assist with the varied emotional and practical difficulties and help empower families and individuals through learning new skills and coping mechanisms to help them move forward and deal with future family difficulties, achieving positive change in self-esteem and emotional wellbeing.</p>
<p><b>NEEDAS (Drug and Alcohol Team North East Essex)</b></p> <p>Tel: <b>01206 287250</b>  Address: <b>Herrick House, 35 East Stockwell Street, Colchester, Essex. CO1 1ST</b></p>	<p><b>Service offered:</b> a joint health and social care team that provides assessment, detoxification, care planning, residential referrals and day programmes, as well as information, advice, counselling and support for those with drug and/or alcohol or other substance misuse problems. The team offers home visits, liaison with statutory and voluntary agencies, prescriptions and specialist care for children and families were appropriate.</p> <p><b>Who the service is for:</b> young people and adults aged 17-65 living in the Colchester and Tendring areas</p> <p><b>How to access the service:</b> referral can made by individuals directly or through referral from a GP or other healthcare professional</p>
<p><b>NERIL (North Essex Resource &amp; Information Line for Mental Health)</b></p> <p>Tel: <b>0845 0900 909</b></p>	<p>NERIL is a voluntary telephone helpline staffed by trained workers who give information, support and advice about mental health. The line is open every day between 4pm and 8am.</p>
<p><b>Nacro Mental Health Service – North Essex</b></p> <p>Tel: <b>01206 864209</b>  Address: <b>Suite 2, Unit 6 Challenge Way, Hythe Hill, Colchester, Essex. CO1 2LY</b>  Website: <a href="http://www.nacro.org.uk">www.nacro.org.uk</a></p>	<p><b>Nacro Mental Health Service - North Essex</b> is a supported housing project for single people in Colchester and the surrounding area who have experienced mental health and who may also have social problems.</p> <p>The project provides temporary accommodation with support that aims to maximise an individual's independent living skills, preparing them for a more permanent independent accommodation in the community.</p>
<p><b>NSPCC</b></p> <p>Tel: <b>0808 8005000</b>  Website: <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></p>	<p>A 24 hour free confidential helpline for children and young people.</p>
<p><b>Open Door</b></p> <p>Tel: <b>01206 769436</b>  Email: <a href="mailto:hello@opendoorcolchester.co.uk">hello@opendoorcolchester.co.uk</a>  Website: <a href="http://www.opendoorcolchester.co.uk">www.opendoorcolchester.co.uk</a>  Address: <b>Colchester Baptist Church, Eld Lane,</b></p>	<p>Open Door drop-in centre is based in the centre of Colchester and provides a safe and welcoming environment to all.</p> <p>We believe that everyone in life should be able to go somewhere to meet friends, make new ones, and receive support or advice if/when needed, regardless of their present or past circumstances.</p>

<p><b>Colchester, Essex. CO1 1LS</b>  Opening Times: <b>10.00am – 2.00pm Monday, Wednesday &amp; Friday</b></p>	<p><b>What Open Door Offer</b></p> <ul style="list-style-type: none"> <li>• A warm welcome to everyone in a relaxed café style setting</li> <li>• Friendship and a listening ear</li> <li>• Value-for-money food and drink</li> <li>• Crisis support</li> <li>• Advice on a wide range of issues (including welfare and housing)</li> <li>• Sign-posting and referrals to other agencies</li> <li>• Advocacy</li> <li>• Reconciliation and mediation</li> <li>• Debt management</li> <li>• Counselling</li> </ul>
<p><b>Phoenix Supported Housing</b></p> <p>Tel: <b>01206 561767 or 01206 546854</b>  Email: <a href="mailto:info@phx.org.uk">info@phx.org.uk</a>  Website: <a href="http://www.phx.org.uk">www.phx.org.uk</a>  Address: <b>147 Straight Road, Colchester, Essex CO3 9DE</b></p>	<p>We offer supported housing services to people with mental health and/or learning difficulties. We provide help with accessing benefits and maintaining our client's mental health and wellbeing to ensure they can lead a full and independent life. Our properties are located throughout Colchester and offer different types of accommodation to people in need.</p> <p>Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals.</p> <p>Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities include Phoenix Supported Housing and Phoenix Alcohol Project. For more information, please visit our website on <a href="http://www.phx.org.uk">www.phx.org.uk</a></p>
<p><b>Relate North Essex &amp; East Herts</b></p> <p>Tel: <b>01245 258680</b>  Email: <a href="mailto:admin@relate-northersex.org">admin@relate-northersex.org</a>  Website: <a href="http://www.relate-northersex.org">www.relate-northersex.org</a>  Address: <a href="#">Click for Address</a></p>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">1 Hour Discussion</a></li> <li>• <a href="#">Relationship Counselling</a></li> <li>• <a href="#">Youth Counselling</a></li> <li>• <a href="#">Family Counselling</a></li> <li>• <a href="#">Separating Parent Information Programme (SPIPs)</a></li> <li>• <a href="#">Life Skills</a></li> </ul>

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<p><b>The Samaritans</b></p> <p>Tel: <b>01245 357357 (Local Helpline)</b>  Tel: <b>08457 909090 (National Helpline)</b>  Website: <a href="http://www.samaritans.org">www.samaritans.org</a></p>	<p>The Samaritans offer a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There is someone to talk to 24 hours a day. Calls made to the national helpline are charged at local call rates from anywhere in the country.</p>
<p><b>Teen Talk</b></p> <p>Tel: <b>01255 504800 / 01255 240024</b>  Email: <a href="mailto:teentalk1@hotmail.co.uk">teentalk1@hotmail.co.uk</a>  Website: <a href="http://www.teentalkharwich.co.uk">www.teentalkharwich.co.uk</a>  Address: <b>17 Cliff Road, Dovercourt, Harwich, Essex. CO12 3PP</b>  Areas Covered: <b>Tendring</b></p>	<p>Teen Talk is "Young Person Centred". We do not give advice or tell someone what to do, but offer support, space and time for a young person to work through their own issues, at their own pace.</p> <p>We feel that Young people are the experts in their lives and with support can effectively make changes for the better.</p> <p><b>Services Available</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Drop In</a></li> <li>• <a href="#">Outreach</a></li> <li>• <a href="#">Life Skills Programmes</a></li> <li>• <a href="#">Sexual Health</a></li> </ul>
<p><b>TMHS – Tendring Mental Health Support</b></p> <p>Tel: <b>01255 429778</b>  Address: <b>Orwell Road, Clacton-on-Sea, Essex. CO15 1PP</b></p>	<p>Tendring Mental Health Support is a charity that has been offering services within Essex for over thirty years, working in partnership with statutory health authorities.</p> <p>Summit House is the base of one of the longest standing mental health advocacy services in the country.</p> <p>Upon the foundation on this service, the learning disability service was developed. Over the last fourteen years the Independent Advocacy Service for people with a learning disability has grown from a one person service working only in the Tendring Area to a team of eighteen members of staff covering Tendring, Colchester, Maldon, Chelmsford and Braintree.</p> <p>Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain the services they need.</p> <p>Our aim is to offer help in a non-judgemental way to any adult with a mental health problem or a learning disability to enable them to play an active part in everyday life.</p> <p>Tendring Mental Health Support plays a fundamental role in supporting other user led groups within its premises.</p>
<p><b>YCT Counselling</b></p> <p>Tel: <b>01279 414090</b></p>	<p>YCT is a counselling and therapeutic charity working with 5 – 25 year olds offering counselling, group support, drama/art therapy, play therapy/theraplay, group programmes (relationships, risky behaviours, exam stress, self-esteem, aspirations etc.) the Forest</p>



<p>Txt: <b>07956 887921</b>  Email: <a href="mailto:admin@yctsupport.com">admin@yctsupport.com</a>  Website: <a href="http://www.yctsupport.com">www.yctsupport.com</a></p>	<p>School programme, workshops, training and family work. In addition we offer training, consultancy, clinical supervision and counselling to those working with children and young people.</p> <p>YCT works in the community with many different organisations, and in education settings including primary/secondary schools, academies, colleges, specialist schools and alternative education settings. We work across Essex, Herts and North London.</p>
<p><b>Your Living Room</b></p> <p>Tel: <b>07710 709637 – Danny</b>  Tel: <b>07710 709635 – Harry</b>  Tel: <b>07710 709632 – Diane</b>  Email: <a href="mailto:danny@yourlivingroomcic.co.uk">danny@yourlivingroomcic.co.uk</a> - Danny  Email: <a href="mailto:harry@yourlivingroomcic.co.uk">harry@yourlivingroomcic.co.uk</a> - Harry  Email: <a href="mailto:diane@yourlivingroomcic.co.uk">diane@yourlivingroomcic.co.uk</a> - Diane  Website: <a href="http://yourlivingroomcic.co.uk">yourlivingroomcic.co.uk</a></p>	<p>'Your Living Room' delivers a service that is accessible to all and that exists to make homes as functional, comfortable and organised as possible, according to the preferences and personality of the individual client. We aim to improve their quality of life and maintain their dignity at all times. <a href="#">Read More</a></p>
<p><b>Young Minds Helpline</b></p> <p>Tel: <b>0808 8025544 (Parents Helpline)</b>  Tel: <b>0207 0895050 (General Enquiries)</b>  Email: <a href="mailto:parents@youngminds.org.uk">parents@youngminds.org.uk</a> (For Parents  Email: <a href="mailto:ymentquiries@youngminds.org.uk">ymentquiries@youngminds.org.uk</a> (Enquiries)  Website: <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a></p>	<p>Young Minds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.</p> <p>We also provide expert knowledge to professionals, parents and young people through our Parents' Helpline, online resources, training and development, outreach work and publications.</p>

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# Parental Routine/Boundaries


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<p><b>Colchester &amp; Tendring YES (FIF 5)</b></p> <p>Tel Colchester: 01206 710771          Tel Tendring: 01255 434601          Email: <a href="mailto:info@colchesteryes.org.uk">info@colchesteryes.org.uk</a>          Website: <a href="http://www.yesyouthenquiryservice.org">www.yesyouthenquiryservice.org</a>          Areas Covered: North Essex</p>	<p><b>Parenting Support</b></p> <p>The only restriction to accessing this service is that the person being referred is not already working with specialist support services such as for example Children and Adolescent Mental Health Services, Family Solutions, Social Care.</p> <p>Parents and young people (over 13) may self-refer.</p> <p>The primary purpose of this support is to reduce and/or prevent negative behaviours on the part of children and young people.</p> <p>These services will support the development of parenting skills and resilience, and where needed reduce social isolation.</p> <p>Support is one or a combination of either 1:1 key worker support; parenting programmes, peer support.</p> <p>          RequestforEarlyHelpN          ORTH EAST.docx</p>
<p><b>Childcare Family Information Service</b></p> <p>Website: <a href="http://www.essex.gov.uk/fis">www.essex.gov.uk/fis</a></p>	<p>Find a childcare provider in Essex</p>
<p><b>Clacton-on-Sea Child Contact Centre</b></p> <p>Tel: 01255 474391          Email: <a href="mailto:mail@seanfountain.co.uk">mail@seanfountain.co.uk</a>          Address: C/o Pier Avenue Baptist Church 117          Pier Avenue, Clacton-on-Sea, Essex. CO15 1NJ</p>	<p>Opening Times: 2nd &amp; 4th Saturdays, 2.30pm to 4.30pm          Centre charges: Under review          Accepts Self-referrals          Supported Contact Available          Accredited for Supported Contact</p>
<p><b>Colchester Child Contact Centre (St Matthew's Church)</b></p> <p>Tel: 07941 821688 or 07941 821688</p>	<p>Opening Times: 2nd &amp; 4th Saturdays of the month 2pm to 4pm          Centre charges: No charge for service          Accepts Self-referrals          Supported Contact Available</p>

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<p>Email: <a href="mailto:carrie.potts@ntlworld.com">carrie.potts@ntlworld.com</a>  Address: <b>Co-ordinator, St Matthews Church, Harwich Road, Colchester, Essex. CO4 3HR</b></p>	<p>Handover Available  Accredited for Supported Contact</p>
<p><b>EXTRA – Support For Families</b></p> <p>Tel: <b>01255 475001</b>  Text: <b>07794 991987</b>  Email: <a href="mailto:extrasupportforfamilies@btconnect.com">extrasupportforfamilies@btconnect.com</a>  Website: <a href="http://www.extrasupportforfamilies.co.uk">www.extrasupportforfamilies.co.uk</a>  Address: <b>Jaywick Community Resource Centre, Brooklands Gardens, Jaywick, Clacton-on-Sea, Essex. CO15 2JP</b>  Areas Covered: <b>Tendring</b></p>	<p>Extra - Support for Families (EXTRA) is here to help anyone caring for children in the Tendring district to meet the challenges of parenting. We offer local opportunities for parents to meet at fun days, one-off workshops and a range of parenting programmes. Through these activities, EXTRA aims to help parents develop their parenting skills to bring out the best in their children, reduce conflict in the home, improve family relationships and build confidence in parents/carers to cope with future challenges.</p> <p>EXTRA acts as a central agency to co-ordinate the provision of parenting support throughout Tendring. We have a parenting platform every couple of months where practitioners involved in parenting, from Sure-Start Children's Centres, schools, adult community learning, health and so on, gather to share information on what is going on and to find ways to provide what parents need in the area.</p> <ul style="list-style-type: none"> <li>• <a href="#">Courses</a></li> <li>• <a href="#">Workshops</a></li> </ul>
<p><b>Family Lives Parents Helpline and Website</b></p> <p>Tel: <b>0808 8002222</b>  Tel (Essex Office): <b>01702 554782</b>  Website: <a href="http://www.familylives.org.uk">www.familylives.org.uk</a>  Address: <b>Endway House, Endway, Hadleigh, Essex SS7 2AN</b></p>	<p>Leading Charity providing a range of free services to support families including a 24/7 helpline.</p> <ul style="list-style-type: none"> <li>• <a href="#">Parents Together Online</a></li> </ul>
<p><b>Home-Start Colchester</b></p> <p>Tel: <b>01206 865349</b>  Email: <a href="mailto:team@homestartcolchester.org.uk">team@homestartcolchester.org.uk</a>  Website: <a href="http://www.homestartcolchester.org.uk">www.homestartcolchester.org.uk</a>  Address: <b>2 Thomas Court, East Street, Colchester, Essex. CO1 2TR</b></p>	<p>Home-Start Colchester offers support to families with one or more children under 5. Support can be through a volunteer who visits the family in their own home, or through our Family Group. You do not have to pay for the help Home-Start gives.</p> <p><a href="#">Find out more about the support Home-Start Colchester offers...</a></p> <div style="text-align: center;">  <p>HS-Colchester-Directo ry-of-Services.docx</p> </div>

<p><b>Home-Start Harwich</b></p> <p>Tel: <b>01255 556230</b>  Email: <a href="mailto:info@homestartharwich.org.uk">info@homestartharwich.org.uk</a>  Address: <b>St Nicholas, Stour Road, Bathside, Harwich, Essex. CO12 3HS</b></p>	<p>Home-Start Harwich offers support to families with one or more children under 5. Support can be through a volunteer who visits the family in their own home, or through our Family Group. You do not have to pay for the help Home-Start gives.</p>
<p><b>InterAct</b></p> <p>Tel: <b>01245 608201</b>  Fax: <b>01245 608310</b>  Email: <a href="mailto:training@interact.org.uk">training@interact.org.uk</a>  Website: <a href="http://www.interact.org.uk">www.interact.org.uk</a>  Address: <b>Moulsham Mill, Parkway, Chelmsford, Essex. CM2 7PX</b></p>	<p>InterAct enables disadvantaged people and groups to improve their lives and communities. Providing training, resources, experience and support to those with mental health issues and learning difficulties.</p> <p>We are committed to providing social inclusion opportunities, and provide a range of services which 'help others to help themselves'.</p> <p>Based at Moulsham Mill in Chelmsford, InterAct reaches out to cover the entire county of Essex.</p>
<p><b>The Ministry of Parenting</b></p> <p>Tel: <b>01206 562626</b>  Email: <a href="mailto:info@theministryofparenting.com">info@theministryofparenting.com</a>  Website: <a href="http://www.theministryofparenting.com">www.theministryofparenting.com</a>  Address: <b>The Colchester Business Centre, George Williams Way, Colchester, Essex. CO1 2JS</b></p>	<p>The Ministry of Parenting is led by a team of experts with a proven track record of excellence in parent training, consultancy, community development and parental mental health. The individuals behind the business also have a large network of contacts and are able to access a range of consultants, facilitators and trainers to help deliver the Company's aims and objectives.</p> <p><b>Services Offered:</b>  <a href="#">STOP Parents of Teenagers</a>  <a href="#">One-to-One Parent Coaching Programme</a> – Payment required for Programme</p>
<p><b>National Association of Child Contact Centres</b></p> <p>Tel: <b>0845 4500280</b>  Landline: <b>01159 484557</b>  Email: <a href="mailto:contact@nacc.org.uk">contact@nacc.org.uk</a>  Website: <a href="http://www.nacc.org.uk">www.nacc.org.uk</a></p>	<p>Child contact centres and services are neutral places where children of separated families can enjoy contact with their non-resident parents and sometimes other family members, in a comfortable and safe environment.</p> <p>Child contact services are classified into two distinct categories, supported and supervised, so that families can be referred to an appropriate environment and <a href="#">level of support</a>.</p> <p><b>Local Centres</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Clacton</a></li> <li>• <a href="#">Colchester</a></li> </ul>
<p><b>Netmums</b></p> <p>Website: <a href="http://www.netmums.com">www.netmums.com</a></p>	<p><b>Drop in Clinic</b></p> <p>Our Drop in Clinic is the online equivalent of a Baby Clinic. We run it with the help of</p>

Unite/CPHVA and help about 700 mums each month. Mums post about a wide variety of topics from suffering with PND or with a child with special needs, to day to day concerns regarding parenting, their relationships and coping with life in general. One of our trained Health Visitors will be online between 9am and 12 noon Monday to Friday and from 7.30pm to 9.30pm every evening. [Visit Drop in Clinic Here](#)

**Online Courses**

- [Helping with Depression](#)
- [Parenting Course](#)
- [Better Together Relationship Course](#)
- [Making Mums Happy](#)
- [Pregnancy Course](#)
- [Health, Happy Family Eating](#)

**[Meet ups](#)**

**Special Guardianship Support Services**

Tel: **03330 139860**

Email: [sgo.support@essex.gov.uk](mailto:sgo.support@essex.gov.uk)

Address: **Essex County Council, SGO Support Team, PO Box 11, County Hall, Chelmsford, Essex. CM1 1QH**

We are here for special guardianship families who may need specialist support on issues they may face whilst their child is growing up. Every family has a few problems along the way and special guardianship families do as well.

To find out whether our service is the right one for you we will do an assessment. There is no automatic entitlement to services but together we will explore what is available to meet your needs. This may be either through us or another service/agency.



Special Guardianship Support Services Leaflet



Prospective SGs booklet.pdf

**Specialist Midwife Vulnerable Women (CHUFT)**

Tel: **07508 042625**

Email: [annie.parker@nhs.net](mailto:annie.parker@nhs.net)

Address: Specialist Midwife Office, Constable Wing, CGH, Turner Road, Colchester CO4 5JL



Criteria for referral to Specialist Midwife



# Safeguarding

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## Colchester Hospital Safeguarding Children Team

Tel: 01206 742267

Georgina Edwards, Senior Named Nursed Safeguarding Children: 07932 662598

Stacey Westall, Named Nurse Safeguarding Children – Paediatrics & Emergency Department: 07917173935

Jo Jerrom, Named Midwife Safeguarding Children: 07801 097597

Sue Finnis, Safeguarding Children Practitioner: 07920 581131

**Margaret Philip, Safeguarding Children Secretary**

## Essex Safeguarding Children Board (ESCB)

Tel: 03330 138936

Email: [escb@essex.gov.uk](mailto:escb@essex.gov.uk)

Website: [www.escb.co.uk](http://www.escb.co.uk)

Address: Room C228, County Hall, Chelmsford CM1 1QH

The Essex Safeguarding Children Board is a statutory body which acts as a mechanism for agreeing how relevant organisations within Essex co-operate to safeguard and promote the welfare of children and young people. The Board will also ensure the effectiveness of work undertaken by the partners in this area.

[Find out more about the ESCB](#)

## Local Authority Designated Officer (LADO)

Tel: 03330 139797

Email: [childrens.safeguarding@essex.gov.uk](mailto:childrens.safeguarding@essex.gov.uk)

The role of the Local Authority Designated Officer is to:

- Act as the initial point of contact for organisations when an allegation, complaint of concern arises about an adult working with children;
- Be involved in the management and oversight of individual cases;
- Provide advice and guidance to employers and voluntary organisations;
- Liaise with the police and other agencies;
- Monitor the progress of cases to ensure that they are dealt with as quickly as possible consistent with a thorough and fair process;
- Report to the Local Safeguarding Children Board and DE at regular intervals on the management of allegations.

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# Sexual Abuse/CSE

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## C.A.R.E (Children at Risk of Exploitation)

Telephone: 01245 493311

Email: [CSE.referrals@childrenssociety.org.uk](mailto:CSE.referrals@childrenssociety.org.uk)

Website: [www.childrenssocietyeast.org.uk](http://www.childrenssocietyeast.org.uk)

Address: CSE Lead, 114 Springfield Road,  
Chelmsford, Essex. CM2 6LF

Areas Covered: Essex-Wide

[www.childrenssocietyeast.org.uk/care](http://www.childrenssocietyeast.org.uk/care)

The CARE team provides specialist support to children and young people aged 8-24 years who are victims, or at risk of Child Sexual Exploitation (CSE) across Essex. Methods of service delivery include:

- **One to one intensive support**

Individual therapeutic work with children and young people to provide support and understanding to ensure they receive a needs led service, helping them to move forward, increase their emotional wellbeing and keep them safe.

- **Targeted group work sessions**

Young people identified to be at risk of child sexual exploitation will have access to our 8 week targeted therapeutic group work provision.

- **Positive activities**

A positive activities programme led by young people will develop social skills and confidence.

- **Parenting support**

Advice and guidance for parents and carers, enabling them to provide safe environments within the family context. We also provide signposting and can work with transitioning families into additional support where required.



Children's Society  
C.A.R.E.pdf

## Centre for Action on Rape & Abuse (CARA)

Tel: 01206 769795

Email: [info@caraessex.org.uk](mailto:info@caraessex.org.uk)

Website: [www.caraessex.org.uk](http://www.caraessex.org.uk)

Address: PO Box 548, Colchester, Essex. CO1 1YP




CARA is a confidential support service run by women for women children and young people of both genders under the age of 19 who have suffered any form of sexual violence, past or present.

We provide formal counselling for rape and sexual assault, including child sexual abuse.

We also offer an advocacy service and can accompany women to the police, to court,

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<p>Areas Covered: <b>Mid &amp; North Essex</b></p>	<p>to the GUM clinic, or to other meetings if they request it.</p> <p>We are continually looking at other ways in which we can expand our services, if possible or appropriate.</p>
<p><b>Childline</b></p> <p>Tel: <b>0800 1111</b>          Website: <a href="http://www.childline.org.uk">www.childline.org.uk</a></p>	<p>A 24 hour free confidential helpline for children and young people.</p>
<p><b>CSE Champions Network</b></p>  <p>CSE Champions North          East and Countywide.c</p>	<p>Alan Williams, a youth officer, is able to offer sessions free of charge around online safety in particular. These sessions can be delivered to parents/carers, professionals or young people.</p> <p>Although based in Tendring he is able to work in Colchester on this specific issue, please contact him if you would like more information  <a href="mailto:alan.williams@essex.pnn.police.uk">alan.williams@essex.pnn.police.uk</a></p>
<p><b>CSE Risk Assessment &amp; Information Reporting</b></p> <p>Email: <a href="mailto:Intelligence-AIUIinbox@essex.pnn.police.uk">Intelligence-AIUIinbox@essex.pnn.police.uk</a>          Email: <a href="mailto:oc.triage.team.essex@essex.pnn.police.uk">oc.triage.team.essex@essex.pnn.police.uk</a></p>	<p>This document is for all professionals who work with children and young people who are at risk of or being sexually exploited.</p>  <p>Practitioners CSE Risk Assessment.docx</p> <p>Click on document below to download form to report CSE information to Essex Police.</p>  <p>CSE 1 Information report.docx</p>
<p><b>Essex Police CYP Police Officer</b></p> <p><b>Colchester</b>          70579 Kelly Metcalfe          Email: <a href="mailto:42070579@essex.pnn.police.uk">42070579@essex.pnn.police.uk</a>          Ext: 430821</p> <p>281 Barry Clough          Email: <a href="mailto:42000281@essex.pnn.police.uk">42000281@essex.pnn.police.uk</a>          Ext: 430258</p> <p><b>Tendring</b></p>	<p>There are 13 CYP officers across the force and at least one in each policing district. The role is very much focused on safeguarding and diverting children and young people away from negative behaviours.</p> <p>CYP officers work closely with partner agencies, including Youth Offending Teams and ensure the correct referrals and interventions are offered to young people at risk of offending or becoming victims.</p> <p>Their overarching aim is to identify and resolve issues involving young people within the community who are most at risk of becoming repeat offenders or victims, or at risk of harm from Child Sexual Exploitation.</p>

<p><b>72462 Cornelius Bowen</b>  Email: <a href="mailto:42072462@essex.pnn.police.uk">42072462@essex.pnn.police.uk</a></p>	
<p><b>Essex Police Missing Person Liaison Officer</b></p> <p><b>Colchester</b>  6615 Amanda Tomlinson  Email: <a href="mailto:42006615@essex.pnn.police.uk">42006615@essex.pnn.police.uk</a>  Ext: 430234</p> <p><b>Tendring</b>  72656 Jamie Skipper  Email: <a href="mailto:42072656@essex.pnn.police.uk">42072656@essex.pnn.police.uk</a>  Ext: 440356</p>	<p>The responsibility of the Missing Person Liaison Officers (MPLO) is to maintain a comprehensive overview of missing people within a defined area in order to identify those who are at risk of significant harm and to co-ordinate the response from Essex Police and its partners, so as to reduce the likelihood of harm occurring to vulnerable people. There are 10 MPLOs; one for each Essex Police District Policing Area.</p>
<p><b>Fresh Start – new beginnings</b></p> <p>Tel: 01473 353355  Email: <a href="mailto:diana@fsnb.org.uk">diana@fsnb.org.uk</a> / <a href="mailto:malcolm@fsnb.org.uk">malcolm@fsnb.org.uk</a>  Website: <a href="http://www.fsnb.org.uk">www.fsnb.org.uk</a></p>	<p>Fresh Start - new beginnings is a therapeutic treatment service based in Ipswich for children and young people. We work throughout Suffolk, Norfolk and North Essex to provide a therapeutic service for children and young people up to 18 years old, who have reported being sexually abused. In addition we offer advice and support to their families to assist them in coping with symptoms associated with this kind of trauma.</p> <p>We aim to help children and young people make sense of the confusion they feel and to teach them coping strategies to deal with the difficulties they face. By highlighting their strengths and potential we ensure that they are able to move from victim to survivor.</p> <ul style="list-style-type: none"> <li>• <a href="#">Criteria for Referral</a></li> <li>• <a href="#">Referral Forms</a></li> <li>• <a href="#">Resources</a></li> <li>• <a href="#">Training and Commissioned Work</a></li> <li>• <a href="#">Harmful Sexual Behaviour</a></li> </ul>
<p><b>Lucy Faithfull Foundation</b></p> <p>Helpline Tel: 0808 1000 900  Internet Services: 01372 847160  Website: <a href="http://www.lucyfaithfull.org.uk">www.lucyfaithfull.org.uk</a></p>	<p>The Lucy Faithfull Foundation (LFF) is the only UK-wide child protection charity dedicated solely to reducing the risk of children being sexually abused. We work with families that have been affected by sexual abuse including: adult male and female sexual abusers; young people with inappropriate sexual behaviours; victims of abuse and other family members.</p>
<p><b>NSPCC</b></p>	<p>A 24 hour free confidential helpline for children and young people.</p>

<p>Tel: <b>0808 8005000</b>          Website: <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a></p>	
<p><b>PACE (Parents Against Sexual Exploitation)</b></p> <p>Tel: <b>0113 2405226</b>          Email: <a href="#">Via Website</a>          Website: <a href="http://www.paceuk.info">www.paceuk.info</a></p>	<p>Pace works alongside parents and carers of children who are – or are at risk of being – sexually exploited by perpetrators external to the family. We offer guidance and training to professionals on how child sexual exploitation affects the whole family.</p> <p><b>For Parents</b>          Pace is a unique resource that helps parents to understand what is happening to their child and how parents are the prime agents in helping their child exit exploitative relationships. <a href="#">Read More...</a></p> <p><b>For Professionals</b>          Pace has a long history of working collaboratively with the police and social services and looks forward to further cooperation with more agencies. We offer training and guidance as well as accept referrals from those working with affected families who could benefit from independent parent support. <a href="#">Read More...</a></p> <p><b>Keep them safe: an interactive CSE learning tool</b>          Keep them safe is a free online learning tool from Pace and Virtual College which has been accessed by more than 29,000 parents and professionals (as of March 2016). <a href="#">Read More...</a></p>
<p><b>Parents Protect Website</b></p> <p>Tel: <b>0808 1000900 (Stop it Helpline)</b>          Email: <a href="mailto:help@stopitnow.org.uk">help@stopitnow.org.uk</a>          Website: <a href="http://www.parentsprotect.co.uk">www.parentsprotect.co.uk</a></p>	<p>This website is an information and resources website which aims to raise awareness about child sexual abuse, answer questions and give adults the information, advice, support and facts, they need to help protect children.</p> <p>If you want to ask a question or talk through any issues or concerns, call the Stop it Now! Confidential, Freephone helpline on 0808 1000 900.</p> <p>The helpline is available from 9am-9pm Monday to Thursday and 9am-5pm Fridays. Alternatively you can contact us for help and advice via email.</p>
<p><b>Survivors UK</b></p> <p>Tel: <b>0203 5983898</b>          Email: <a href="mailto:info@survivorsuk.org">info@survivorsuk.org</a>          Website: <a href="http://www.survivorsuk.org">www.survivorsuk.org</a></p>	<p>Help for men who have been sexually abused or raped</p>
<p><b>Synergy Essex</b></p>	<p>Synergy Essex is the partnership of Essex Rape Crisis Centres and provides support and information to anyone who has been sexually abused or raped, or who has been</p>

Tel: **0300 0037777**

Email: [support@synergysessex.org.uk](mailto:support@synergysessex.org.uk)

Website: [synergysessex.org.uk](http://synergysessex.org.uk)

affected by sexual violence at any time in their lives.

You can call us and speak to a First Contact Navigator to find out more about our services or you can contact our centres directly.

Services offered across Essex include:

- One-to-one sexual violence counselling and emotional support for adults and children, supporters and carers
- Independent Sexual Violence Advisers and specialist advocacy
- Training and consultancy

## Web based support for Parents and Young people

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) website that deals with internet safety and online child protection. There is an area for children and parents based upon age and understanding.

[www.internetmatters.org](http://www.internetmatters.org) This is funded by internet companies and gives parents an idea on how to protect their children when they are using internet enabled devices. There are also articles on topics such as online grooming, cyberbullying and also information on e-safety.

[www.ceop-police.uk](http://www.ceop-police.uk) The Child Exploitation and Online Protection Centre (CEOP) works across the UK tackling child sex abuse and providing advice for parents, young people and children. Any concerns around online abuse can be reported on the site.

[www.nspcc.org](http://www.nspcc.org) UK Information for parents about how to keep children safe.

[www.childnet.com](http://www.childnet.com) Childnet's mission is to work in partnership with others around the world to help make the internet a great and safe place for children. We work directly with children and young people from the ages of 3 to 18 on a weekly basis, as well as parents, carers, teachers and professionals, finding out about their real experiences online, and the positive things they are doing as well as sharing safety advice.

[digizen.org](http://digizen.org) The Digizen website provides information for educators, parents, carers, and young people. It is used to strengthen their awareness and understanding of what digital citizenship is and encourages users of technology to be and become responsible DIGItal citiZENS. It shares specific advice and resources on issues such as social networking and cyberbullying and how these relate to and affect their own and other people's online experiences and behaviours.

[www.saferinternet.org.uk](http://www.saferinternet.org.uk) Welcome to the UK Safer Internet Centre, where you can find e-safety tips, advice and resources to help children and young people stay safe online.

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# Substance Misuse

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## AL-ANON Family Groups & ALATEEN

Tel: 02074 030888

Email: [enquiries@al-anonuk.org.uk](mailto:enquiries@al-anonuk.org.uk)

Website: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

Address: 57B Great Suffolk Street, London. SE1 0BB

Areas Covered: Nationwide

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

For some of our members, the wounds still run deep, even if their loved one may no longer be a part of their lives or have died. We believe alcoholism affects the whole family, not just the drinker.

- [What is Al-Anon?](#)
- [What is Alateen?](#)
- [Meetings](#)

## Essex Young People's Drug and Alcohol Service

Tel: 01245 493311

Email: [eypdas@childrenssociety.org.uk](mailto:eypdas@childrenssociety.org.uk)

Website:

[www.childrenssocietyeast.org.uk/eypdas](http://www.childrenssocietyeast.org.uk/eypdas)

Address: Project 114, 114 Springfield Road, Chelmsford, Essex CM2 6LF

Areas Covered: Essex-wide

Essex Young People's Drug and Alcohol Service works with children, young people and families affected by drug or alcohol use. [Read more...](#)

## Frank

Tel: 0300 1236600

Text: Your question and FRANK to 82111

Email: [Via Website](#)

Website: [www.talktofrank.com](http://www.talktofrank.com)

Talk to Frank offers advice and information on drug related issues

## M-Pact (Moving Parents and Children Together)

Essex Co-ordinator: Sigrid Doktorowski-Smith

Tel: 01376 349237

Email: [sigrid.doktorowski-smith@actiononaddiction.org.uk](mailto:sigrid.doktorowski-smith@actiononaddiction.org.uk)

M-PACT (Moving Parents and Children Together) supports children/young people aged 8-17 who are experiencing the effects of parental substance misuse within the family.


The programme offers a 'Whole Family Approach', working with parents and children from up to eight families at any one time in different group combinations.

The programme is made up of 10 sessions; this includes an individual family assessment, eight consecutive weekly core sessions and a family review session. The programme is run

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<p>Website: <a href="http://www.actiononaddiction.org.uk/Families/M-Pact-Programme">www.actiononaddiction.org.uk/Families/M-Pact-Programme</a>          Website: <a href="http://openroad.org.uk/what_we_do/m_pact">openroad.org.uk/what_we_do/m_pact</a>          Areas Covered: <b>Essex-wide</b></p>	<p>by experienced professionals who work with the young people and parents to reduce the harmful impact that parental substance misuse and addiction has on family life.</p> <p><b>Please note that access to the M-Pact programme is dependent on having an appropriate number of families in the area to work with, please advise professionals to contact the Essex co-ordinator for further information.</b></p>
<p><b>NEEDAS (Drug and Alcohol Team North East Essex)</b></p> <p>Tel: <b>01206 287250</b>          Address: <b>Herrick House, 35 East Stockwell Street, Colchester, Essex. CO1 1ST</b></p>	<p><b>Service offered:</b> a joint health and social care team that provides assessment, detoxification, care planning, residential referrals and day programmes, as well as information, advice, counselling and support for those with drug and/or alcohol or other substance misuse problems. The team offers home visits, liaison with statutory and voluntary agencies, prescriptions and specialist care for children and families where appropriate.</p> <p><b>Who the service is for:</b> young people and adults aged 17-65 living in the Colchester and Tendring areas.</p> <p><b>How to access the service:</b> referral can be made by individuals directly or through referral from a GP or other healthcare professional.</p>
<p><b>Open Road Clacton</b></p> <p>Tel: <b>01255 434186</b>          Helpline: <b>08444 991323</b>          Website: <a href="http://openroad.org.uk">openroad.org.uk</a>          Address: <b>132a Wellesley Road, Clacton-on-Sea, Essex. CO15 3QD</b>          Areas Covered: <b>Clacton</b></p>	<p>Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex.</p> <p><b>Available Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Access to Nature</a></li> <li>• <a href="#">Choices</a></li> <li>• <a href="#">Needle &amp; Syringe Programme</a></li> <li>• <a href="#">Open Access</a></li> </ul>
<p><b>Open Road Colchester</b></p> <p>Tel: <b>01206 766096</b>          Helpline: <b>08444 991323</b>          Website: <a href="http://openroad.org.uk">openroad.org.uk</a>          Address: <b>5a Queen Street, Colchester, Essex. CO1 2PG</b>          Areas Covered: <b>Colchester</b></p>	<p>Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex.</p> <p><b>Available Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Access to Nature</a></li> <li>• <a href="#">Choices</a></li> <li>• <a href="#">Family Support</a></li> <li>• <a href="#">Needle &amp; Syringe Programme</a></li> <li>• <a href="#">Open Access</a></li> <li>• <a href="#">Structured Recovery Programme</a></li> </ul>

<p><b>Phoenix Alcohol Project</b></p> <p>Tel: <b>01206 561767</b> or <b>01206 546854</b>  Email: <a href="mailto:info@phx.org.uk">info@phx.org.uk</a>  Website: <a href="http://www.phx.org.uk">www.phx.org.uk</a>  Address: <b>147 Straight Road, Colchester, Essex CO3 9DE</b></p>	<p>We offer support to people who wish to make changes to their drinking, whether this is to reduce the amount they drink or to stop completely. We provide social support, activities, drop-ins and structured groups, in addition to outreach, one-to-one and counselling services. Our dedicated keyworkers will ensure every client's support needs are met in a holistic manner that considers their mental and physical health, alongside other circumstances.</p> <p>Our services are offered free of charge and can be accessed by anyone living in Colchester or Tendring. We are happy to accept referrals from GPs, charities, partner organisations and other professionals, including self-referrals.</p> <p>Established in 1966, Phoenix Homes Colchester has been serving the people of Colchester and Tendring for over 50 years. Phoenix Homes Colchester is a Registered Charity No: 1119817 and Company Limited by Guarantee No: 6205036, registered in England and Wales, whose activities include Phoenix Supported Housing and Phoenix Alcohol Project. For more information, please visit our website on <a href="http://www.phx.org.uk">www.phx.org.uk</a></p>
<p><b>Specialist Midwife Vulnerable Women (CHUFT)</b></p> <p>Tel: <b>07508 042625</b>  Email: <a href="mailto:annie.parker@nhs.net">annie.parker@nhs.net</a>  Address: <b>Specialist Midwife Office, Constable Wing, CGH, Turner Road, Colchester CO4 5JL</b></p>	<p></p> <p>Criteria for referral to Specialist Midwife f</p>

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# Victim of Bullying

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## Essex Youth Service (Targeted Team)

Tel: **0300 0031865**  
Tel: **07919 624730 (Mobile)**  
Address: **39-42 East Stockwell Street,  
Colchester, Essex. CO1 1SS**

**THIS SERVICE CAN ONLY BE REFERRED TO FOR FREE BY FAMILY SOLUTIONS, CHILDREN'S SOCIAL CARE, CAMHS OR YOT**

**PLEASE ADVISE SCHOOL PROFESSIONALS THAT THERE IS A CHARGE FOR SCHOOLS TO REFER.**

The Essex Youth Service Targeted Team supports young people through one to one and through group work Interventions. We work with young people 13-19yrs and up to 25yrs if they have a recognised special need. We work for a period of 3 months, identifying the barriers they need to overcome in order to move forward successfully in their lives. This could include improving attendance in education, post 16 options, accessing positive activities, increasing self-esteem and confidence and taking personal responsibility whilst building resilience. An action plan is agreed in consultation with the young person and they are encouraged to follow through with actions set.

We understand that young people may not feel they need to change or not be ready to accept change, however if they are willing to explore areas of their life, this is when change can occur. The young person needs to be clear about the expectation on them to engage readily with the Targeted Youth Adviser and want to explore their challenges, opportunities and make change as required. We use a range of resources to support young people and where appropriate refer to other services and agencies for more specialised support.

A 24 hour free confidential helpline for children and young people.

## NSPCC

Tel: **0808 8005000**  
Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

## Red Balloon – Braintree Serving Mid and North Essex

Tel: **07823 556842**  
Email: [louise.miller@rbair.org.uk](mailto:louise.miller@rbair.org.uk)  
Website: [www.redballoonlearner.co.uk](http://www.redballoonlearner.co.uk)

We are able to offer a safe learning environment to young people who have been bullied to the extent that they cannot attend school, and are missing out on their education.

We work with local authorities and a range of other statutory and voluntary agencies that support children and young people.

If you are a parent / carer or you work in these fields and know of a child or young person aged 10 - 17 who is missing from education because they are bullied, then please contact us.

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	<p><a href="#">More About Red Balloon</a></p>
<p><b>Relate North Essex &amp; East Herts</b></p> <p>Tel: <b>01245 258680</b>  Email: <a href="mailto:admin@relate-northersex.org">admin@relate-northersex.org</a>  Website: <a href="http://www.relate-northersex.org">www.relate-northersex.org</a>  Address: <a href="#">Click for Address</a></p>	<p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">1 Hour Discussion</a></li> <li>• <a href="#">Relationship Counselling</a></li> <li>• <a href="#">Youth Counselling</a></li> <li>• <a href="#">Family Counselling</a></li> <li>• <a href="#">Separating Parent Information Programme (SPIPs)</a></li> <li>• <a href="#">Life Skills</a></li> </ul>
<p><b>The Samaritans</b></p> <p>Tel: <b>01245 357357 (Local Helpline)</b>  Tel: <b>08457 909090 (National Helpline)</b>  Website: <a href="http://www.samaritans.org">www.samaritans.org</a></p>	<p>The Samaritans offer a listening service to those going through a personal crisis and wanting to talk about their despair or suicidal feelings. There is someone to talk to 24 hours a day. Calls made to the national helpline are charged at local call rates from anywhere in the country.</p>
<p><b>Teen Talk</b></p> <p>Tel: <b>01255 504800 / 01255 240024</b>  Email: <a href="mailto:teentalk1@hotmail.co.uk">teentalk1@hotmail.co.uk</a>  Website: <a href="http://www.teentalkharwich.co.uk">www.teentalkharwich.co.uk</a>  Address: <b>17 Cliff Road, Dovercourt, Harwich, Essex. CO12 3PP</b>  Areas Covered: <b>Tendring</b></p>	<p>Teen Talk is "Young Person Centred". We do not give advice or tell someone what to do, but offer support, space and time for a young person to work through their own issues, at their own pace.</p> <p>We feel that Young people are the experts in their lives and with support can effectively make changes for the better.</p> <p><b>Services Available</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Drop In</a></li> <li>• <a href="#">Outreach</a></li> <li>• <a href="#">Life Skills Programmes</a></li> <li>• <a href="#">Sexual Health</a></li> </ul>

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# Young Carer

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## Action For Family Carers

Tel: 01621 851640  
Fax: 01621 874817  
Email: [enquiries@affc.org.uk](mailto:enquiries@affc.org.uk)  
Website: [www.affc.org.uk](http://www.affc.org.uk)  
Address: Brickhouse Farm, Poulton Close, Maldon  
Essex. CM9 6NG  
Areas Covered: Colchester

- [Young Carers](#)
- [Young Adult Carers](#)

## CHHAT – Community Hidden Harm Awareness Team

Tel: 01245 493311  
Email: [CHHATreferrals@childrenssociety.org.uk](mailto:CHHATreferrals@childrenssociety.org.uk)  
Website: [www.childrenssocietyeast.org.uk](http://www.childrenssocietyeast.org.uk)  
Address: 114 Springfield Road, Chelmsford, Essex  
CM2 6LF  
Areas Covered: Essex Wide

[CHHAT](#) (Community Hidden Harm Awareness Team) is a community based programme in Essex. The programme aims to improve the physical and emotional well-being of young carers aged 8–19 years. A trained network of local volunteers support young people who are experiencing emotional or physical abuse, domestic violence, neglect, underachieving at school or are prone to truancy due to having parents or family members who are misusing substances.

By reaching out to young people in the community who are disadvantaged and at risk of substance use we aim to improve access to targeted support. This particular group of young people are more likely to suffer from social exclusion, isolation and stereotyping, and feel the associated feelings of fear and confusion about their situation. We provide access to information, early intervention, prevention and mentoring support to enable the young people to develop greater confidence and self-esteem.

## Colchester Carers Centre

Tel: 01206 560997  
Fax: 01206 500446  
Email: [info@colchestercarerscentre.co.uk](mailto:info@colchestercarerscentre.co.uk)  
Website: [www.colchestercarerscentre.co.uk](http://www.colchestercarerscentre.co.uk)  
Address: Colchester Business Centre, Unit 3, 1  
George Williams Way, Colchester, Essex. CO1  
2JS

Colchester Carers Centre provides support, advice and information to all carers. The Centre offers help and support on an individual basis to carers and their families. The Centre works in partnership with all local and national statutory and voluntary welfare agencies.

The Colchester Carers Centre runs a Young Carers Project which offers respite, support and leisure time activities to young people who are providing care for an adult family member (referrals taken for Young Carers aged from 8 to 12 years).

The Centre offers respite services for children with special needs (Referrals taken up to the age of 8 years old) and a meeting place for carers and welfare organisations to get together.

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