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Issue one COllated By:

Thurrock School Wellbeing Service

Thurrock THRIVE Service Directory

2021

# **The THRIVE Model**

The THRIVE framework is an integrated, person centred and needs led approach to delivering mental health services for children, young people and their families. It was developed by a collaboration of authors from the Anna Freud National Centre for Children and Families and the Tavistock and Portman NHS Foundation Trust.

 It conceptualises need in five categories; Thriving, Getting Advice and Signposting, Getting Help, Getting More Help and Getting Risk Support. Emphasis is placed on prevention and the promotion of mental health and wellbeing across the whole population.

 The framework empowers children, young people and their families by encouraging them to actively take part in the decision making about their care, which is fundamental to the approach

The THRIVE framework below conceptualises five needs-based groupings for young people with mental health issues and their families.

The two images below show the 5 categories of the THRIVE model. The image on right of the screen (Thriving, getting advice…etc) is image of the THRIVE model that you have seen before. Whereas the image on the left describes the input that is offered within each segment, this image was created using the language obtained through consultation with CYP and parents.

Each of the five segments/groups is distinct in terms of the

• Needs and/or choices of the individuals within each group

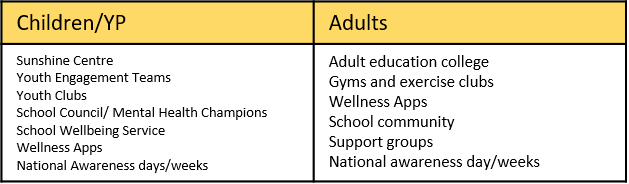
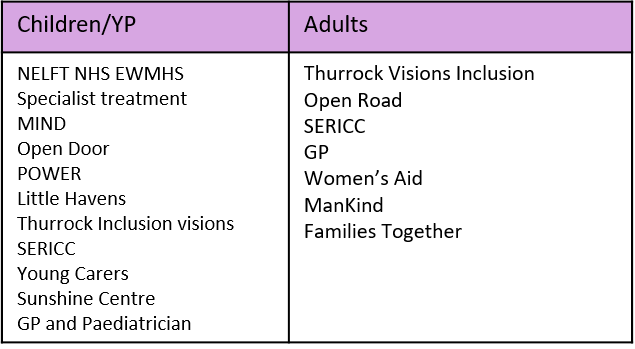
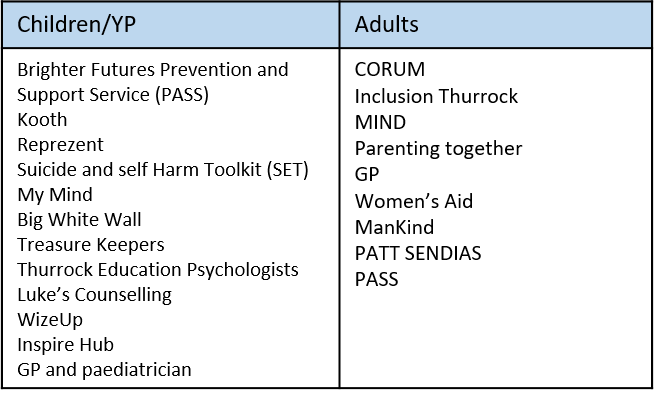
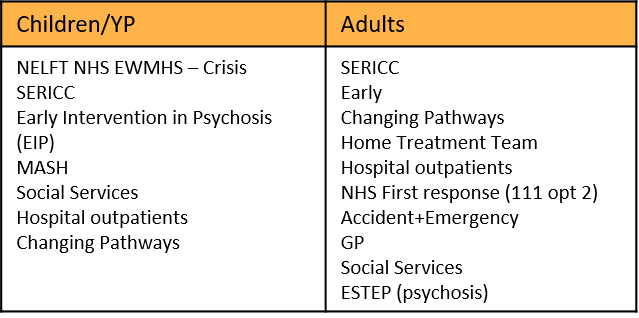
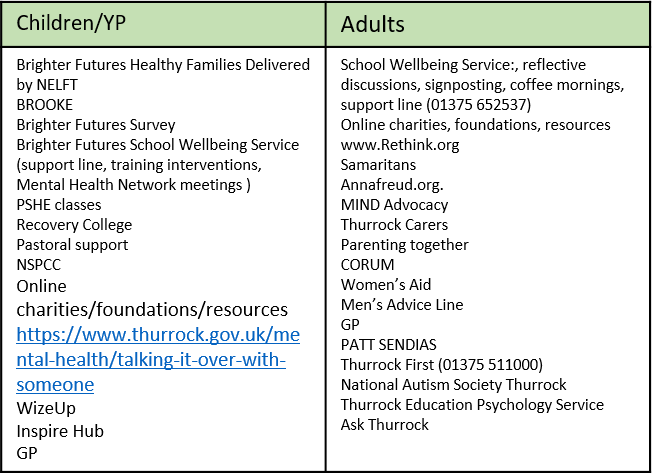
• Skill mix required to meet these needs

• Dominant metaphor used to describe needs (wellbeing, ill health, support)

• Resources required to meet the needs and/or choices of people in that group



The Thurrock THRIVE Model



|  |
| --- |
| [GETTING ADVICE](#Getting_Advice) |
| Those who need advice and signposting |

|  |
| --- |
| [GETTING HELP](#Getting_Help) |
| Those who need focused goal-based input |

|  |
| --- |
| [GETTING MORE HELP](#Getting_More_Help) |
| Those who need more extensive and specialised goals-based help |

|  |
| --- |
| [GETTING RISK SUPPORT](#Getting_Risk_Support) |
| Those who have not benefitted from or are unable to use help, but are of such a risk that they are still in contact with services |

|  |
| --- |
| [THRIVING](#Thriving) |
| Those whose current need is support to maintain mental wellbeing through effective prevention and promotion strategies |

The Thurrock THRIVE Model

# **Thriving:**

Those whose current need is support to maintain mental wellbeing through effective prevention and promotion strategies

|  |  |
| --- | --- |
| Children/YP | Adults |
| Open Door  Sunshine Centre  Youth Engagement Teams  Youth Clubs  School Wellbeing Service  Wellness Apps  National Awareness days/weeks | Thurrock and Brentwood MIND  Thurrock Adult Community College  Gyms and exercise clubs  Wellness Apps  School community  Community groups  National awareness day/weeks |

## Children and Young People:

**Open Door:**

Open Door is an established, independent registered charity that has been providing help and support for children and young people in Thurrock since 1979.

We provide help to address Mental Health, Anxiety, Motivation and Social Isolation. We work with young people to help them realise their aspirations and address any barriers that may be stopping them from succeeding.

Delivering free support services which help young people, children and families address a range of issues through:

* **Social Involvement Project (SIP) Groups for Care Leavers** – helping reduce isolation and develop the skills and networks to thrive independently.
* **Futureversity** motivational programmes for young people based on the award winning Vacation Education involving corporate support to deliver and innovative new opportunities for young people

People self-refer, and are also referred by Schools, G.Ps, Social Care and family.

Open Door is committed to providing meaningful support that makes a positive difference for service users. We promote the development of skills that avoid dependency.

[www.opendoorservices.org](http://www.opendoorservices.org)

[general@opendoorservices.org](mailto:general@opendoorservices.org)

01375 390 040

**Sunshine Centre:**

The Sunshine Centre is for children aged up to 18 years with a whole range of needs both behavioural and physical. The centre includes a fully equipped sensory room and is for parents and siblings, as well as the child with a disability or special educational need.

Different groups are run by experienced staff [throughout the week](https://www.thurrock.gov.uk/sunshine-centre-for-disabled-children/our-weekly-activities), including a Saturday club and [young carers](https://www.thurrock.gov.uk/sunshine-centre-for-disabled-children/young-carers)' group.

The family centre workers are provided by Thurrock's team for disabled children. Information, advice and support is on hand for [disabled children and their families](https://www.thurrock.gov.uk/disabled-children-and-their-families/getting-help).

01375 652 200  [sbos@thurrock.gov.uk](mailto:sbos@thurrock.gov.uk)

**Youth Engagement Teams:**

Email Carly and Nicole

**Youth Clubs:**

**School Wellbeing Service:**

Staff training, MHCs, network meetings, newsletters, awareness days, etc…

**Wellness Apps:**

Calm

Headspace

etc

**National Awareness days/weeks:**

Childrens mental health week

etc

## Adults:



**MIND Volunteering:**

Thurrock and Brentwood Mind’ mission is to enable volunteers to take an active role in their community, delivering support and social action to those who struggle with mental health and emotional difficulties.

<https://thurrockandbrentwoodmind.org.uk/vacancies/>

**MIND Stepping Stones Garden Project:**

“It’s good to be out in the fresh air and it’s good exercise. I am much fitter now.”

“I have made good friends at Stepping Stones. If I didn’t come here I would just be at home on my own playing computer games.”

What’s On Offer  
At Stepping Stones, we grow and sell plants from our nursery, offer contract gardening services to the community and grow vegetables at the allotment site in Tilbury. We are able to offer horticultural activities to suit all abilities – so no previous gardening knowledge or skills are required to get involved.

Wellbeing groups  
These are ideal for people experiencing difficulties due to their mental health who want to meet together in a friendly, supportive, environment. As well as having fun and learning horticultural skills, people benefit from socialising with others, which reduces isolation, and the physical exercise, which improves their fitness. They gain a sense of purpose and satisfaction and benefit from the structure it brings to their day.

Work Placements  
Work can be very important to maintaining positive mental health. Many people wish to gain, or return to, employment, and research shows that this can help promote recovery. However, sometimes they do not feel ready – this is where we can help by providing a ‘stepping stone’ towards employment. Trainees participate in our structured training programme (one day a week for twelve weeks) gaining work related skills, experience and the confidence they need to progress.  
Volunteering  
All volunteers are welcome, whether they can donate their time regularly each week or for one day a year. It is an opportunity for people to work creatively alongside others who have a similar interest in gardening. A great way to keep fit whilst making a valuable contribution to the charity and local community. Volunteer application form

Cost  
Wellbeing groups – Free  
Work placement (1 day per week for 12 weeks) – Free  
Volunteering – Free

For More Information  
To find out more about the project please call 01375 391411 or email [steppingstones@thurrockandbrentwoodmind.org.uk](mailto:steppingstones@thurrockandbrentwoodmind.org.uk)

**MIND Raise your Voice:**

Stories by peers for peers on what’s important to them. If you are interested in sharing your story with us then contact [peers@tbmind.org.uk](mailto:peers@tbmind.org.uk) to discuss how you can share your story.

**MIND Peer Support:**

Aims:

The peer project aims to connect individuals and groups in the community. Working together to support each other through shared lived experiences.

Outcomes:

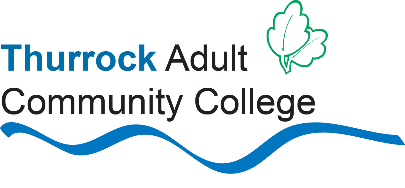
* Improved self esteem and confidence
* More positive engagement with local community
* Achievement of individual goals
* Reduced anxiety and social isolation
* Improved communication with family and friends

What is Peer Support?

Peer support is when people use their own experiences to help each other. There are different types of peer support, but they all aim to:

* bring together people with shared experiences to support each other
* provide a space where you feel accepted and understood
* treat everyone’s experiences as being equally important
* involve both giving and receiving support.

In peer support everyone’s views and experiences are equally valued, rather than anyone being seen as more of an expert than others. How much support you give and receive can vary depending on what feels right for you at different times.



**Thurrock Adult Community College:**

Our Family Learning team run free workshops and courses for parents and carers in a range of venues, including schools, Children's Centres and community hubs, as well as online. Our Aiding Your Anxious Child workshop is very popular and helps families identify what makes children anxious as well as discussing a range of ways to deal with negative thoughts and boost confidence. The follow on SMILE course gives families further opportunities to put techniques into practise and develop the self-esteem of both generations.

The college also runs wellbeing courses for adults aged 19+ such as The Healthy Mind, Good to be Me and Confidence Building. These are offered online as well as face to face and support those who need a boost to help them through a particular situation as well as those who need to build their confidence to make significant changes to their lives.

Our Managing the Transition to Adulthood programme supports young people aged 16-24 with Education, Health and Care Plans who want to become more independent but struggle with anxiety. The course helps them understand stress and anxiety as well as supporting them to find strategies and techniques that work for them.

For more information about our Family Learning and wellbeing courses, please email Rachel Goodall at [r.goodall@tacc.ac.uk](mailto:r.goodall@tacc.ac.uk) or visit our website ([www.tacc.ac.uk](https://protect-eu.mimecast.com/s/EZN4CANqNT1Nj88FGqMSq?domain=tacc.ac.uk)) to view or enrol onto our current courses.

**Gyms and exercise clubs:**

**Wellness Apps:**

**School community:**

Speak to mental health lead to find out what is available in school

**Community groups:**

for ideas contact Thurrock CVS

**National awareness day/weeks:**

# **Getting Advice**

Those who need advice and signposting

|  |  |
| --- | --- |
| Children/YP | Adults |
| In school Pastoral support  PSHE classes  Brighter Futures Survey  School Wellbeing Service  WER Programme  Brighter Futures Healthy Families Delivered by NELFT (Health Improvement Practitioners HIPs)  Open Door  St Lukes  BROOK  WizeUp  Inspire Hub  Recovery College  GP  Websites and Apps | School Wellbeing Service  WER Programme  Thurrock Educational Psychology Service  PATT SENDIAS  National Autistic Society Thurrock  Parenting together  Thurrock and Brentwood MIND  Open Door  Thurrock Carers  Women’s Aid  Men’s Advice Line  Thurrock First (01375 511000)  Community Builders CVS  Local Area Coordinator Thurrock  GP  Ask Thurrock  Websites and Apps |

## Children and Young People:

**In school Pastoral Support:**

**Aware of what is available in school from pastoral teams**

**PSHE Curriculum in classes:**

**Brighter Futures Survey:**

The Brighter Futures survey is a questionnaire for primary and secondary school students, intended to give schools (and the Council) a picture of the changing health and wellbeing of young people, so we can all better plan and monitor what we are doing. Schools get a report of the students in their charge, compared with the Thurrock aggregate findings -- so we can see if we are ahead or behind where we would like to be. Pupils' responses, and the results from each school, are always confidential. The service is run by the SWS in collaboration with the Schools Health Education Unit, Exeter.  
  
Contact (SWS): Jackie Hourihan  
Contact (Thurrock Council): Elozona Umeh  
Contact (Schools Health Education Unit, Exeter): David Regis

**The School Wellbeing Service:**



We will work in partnership with schools and academies to empower them to efficiently and effectively support students who are experiencing mental health difficulties through adopting a whole school approach.

OFFER:

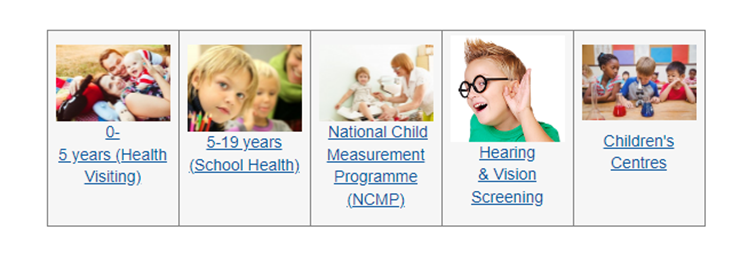
* Bespoke training sessions to selected staff to enable them to provide effective emotional support for students.
* Staff reflective discussions to encourage best practise and improve staff wellbeing.
* Student Mental Health champions. We will work closely with these students to empower them to become active listeners who will champion positive mental health among their peers.
* Promote mental health and wellbeing to Parents/carers in an educational or supportive setting, for example, workshops or coffee mornings.
* Termly Network Meetings which provide an opportunity for schools to share ideas and best practice around mental health and wellbeing.
* SWS Support Line
* Emotional support or space to discuss anything else relating to supporting CYP in Thurrock with their mental health and wellbeing. The support line is staffed by the School Well Being Service on:
* Support Line Number: 01375 652537 Email - [sws@thurrock.gov.uk](http://sws@thurrock.gov.uk/)

<https://www.thurrocktradedservices.co.uk/Services/2873>

*When you call, you will be asked to leave your name and contact number so the team can call you back. You can leave a message at any time but will receive a call back between 8am-6pm* *Monday to Friday*

**The WER Programme:**

**Brighter Futures Healthy Family:**

****The new Thurrock 0-19 Brighter Futures Healthy Families Service is an integrated service encompassing Health Visiting, School Health (historically School Nursing), targeted support and a range of health interventions for children, young people and their families

Contact the service at:

**Grays Health Centre**  
Brooke Road   
Grays  
RM17 5BY

**Thurrock West**  
South Ockendon Health Centre  
Darenth Lane  
South Ockendon  
RM15 5LP

**Stanford Clinic**  
Wharf Road  
Stanford-Le-Hope  
SS17 0BY

**Tilbury Health Centre**  
London Road  
Tilbury  
Essex  
RM18 8EB

Tel: 0300 300 1999  
Email: [brighterfutures.healthyfamilies@nelft.nhs.uk](mailto:brighterfutures.healthyfamilies@nelft.nhs.uk)

<https://www.nelft.nhs.uk/services-thurrock-brighter-futures-healthy-families/>

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We provide help to address Mental Health, Anxiety, Motivation and Social Isolation. We work with young people to help them realise their aspirations and address any barriers that may be stopping them from succeeding.

Delivering free support services which help young people, children and families address a range of issues through:

* **YPLA Advocacy** – Helping ensure Young People who are Looked After, voices are heard. Providing Independent support including negotiation, mediation and making formal complaints. *Can be delivered either face to face or remotely.*

People self-refer, and are also referred by Schools, G.Ps, Social Care and family.

Open Door is committed to providing meaningful support that makes a positive difference for service users. We promote the development of skills that avoid dependency.

[www.opendoorservices.org](http://www.opendoorservices.org)

[general@opendoorservices.org](mailto:general@opendoorservices.org)

01375 390 040

**St Lukes:**

**Luke’s Counselling and Support for Children and Young People (Luke’s) provides support to children and young people up to 19 years who have a life limiting illness or who have a family member/friend with a life limiting illness. They also provide support to children and young people who are experiencing a bereavement.**

This service, based at the new St. Luke’s Hospice site in Thurrock, is available for any children and young people aged between 0-19 years within South West Essex.

Services offered:  
• Youth Work – which includes drop-in sessions within some schools   
• Group Work – which includes a holding group and a drop-in group   
• Telephone guidance and support   
• Training with schools and other professionals to provide help and advice.

Our services are offered in line with the latest [COVID19 government guidelines](https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance). Support is delivered by having either face to face sessions (at St Luke’s Hospice in Thurrock, or at the child/young person’s school), virtually, or by telephone.

**Referral criteria.**

• Referrals must be made with the permission of the client/parent/main carer  
• Parental consent is required for clients under the age of 16 years

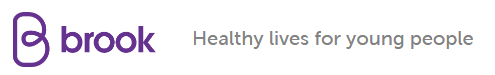
Our team is on hand to answer any queries you may have and assist you with every step of your referral.

To contact the team or make a referral to Luke’s Counselling and Support for Children and Young People (Luke’s) please telephone **01375 648175** or email [Lukes@stlukeshouse.org.uk](mailto:Lukes@stlukeshouse.org.uk)

Referrals can also be made in writing using our [**Referral Form**](https://stlukeshospice.com/wp-content/uploads/2021/10/Lukes-Referral-Form-updated-September-2021.pdf).

If you wish to contact the Family Support Services Lead, please telephone Rachel Vallely, Associate Family Support Services Lead on **01375 648185**.

**Brook:**

  
Our Education Team offer a variety of free education services in Essex and Thurrock.

These include assemblies delivered to young people, 1-2-1 support and professionals training on various topics. To find out more, please contact us: [essex.education@brook.org.uk](mailto:essex.education@brook.org.uk)

The reality is that societal stigma limits young people’s ability to take control of their sexual health, enjoy healthy relationships and explore their identities.

**We are committed to changing attitudes, challenging prejudices and championing equality so that all young people can lead happy, healthy lives.**

<https://www.brook.org.uk/outreach-and-education/outreach-et/>

**Wize Up:**

We are a free and confidential drug and alcohol service for young people under 18 (including young offenders) and families in Thurrock.

We are a team of substance misuse specialists who won’t judge or tell you what to do. We’re here to listen and support you, and help you to make positive choices and changes. We also work with young people affected by parental/carer’s substance misuse. We are an outreach service, and we are more than happy to visit you wherever it is most convenient for you. We can meet you at your home, in school/college, at a local library or anywhere else that you feel comfortable.

<https://www.changegrowlive.org/wize-up-thurrock/info>

Phone: 01375 376 111 OR [07920 807726](tel:07920%20807726) from 09:00 - 17:00 weekdays

Email: [thurrock.wize-up@cgl.org.uk](mailto:thurrock.wize-up@cgl.org.uk)

**Inspire Hub Thurrock:**

At the Inspire Youth Hub we help support young people aged between 15-25 to get back into education, employment or training (EET). We offer appointments with trained careers advisors to find out what is best suited to the young person and what they’re passionate about to help them decide on what the next best step is for them. As well as offering booked appointments we also take drop-ins from Tuesday-Friday (9:30-3:30).

Inspire Youth Hub  
24-28 Orsett Road  
Grays  
RM17 5EB

Open Tuesday to Friday 9am - 5pm

Telephone – 01375 413 735

By Email - [ThurrockCareers@thurrock.gov.uk](mailto:ThurrockCareers@thurrock.gov.uk)

**Recovery College:**

**See Mind/Inclusion**

**GP:**

**GP can refer to EWMHS or suggest medication if required**

**Websites and Apps:**

* Anna Freud
* Winstons Wish
* Samaritans
* Young Minds
* Place2Be
* MindEd
* Kooth
* MiLife
* Togetherall
* Big White Wall
* [**https://www.annafreud.org/on-my-mind/lgbtqi-mental-health/?mc\_cid=f43180b179&mc\_eid=f183b435e0**](https://www.annafreud.org/on-my-mind/lgbtqi-mental-health/?mc_cid=f43180b179&mc_eid=f183b435e0)

## Adults:

**School Wellbeing Service:**

See CYP section above for details

**WER Programme:**

The Wellbeing Education Resilience Programme aims to support staff working in schools and colleges to respond to the additional pressures that some children and young people may be feeling as a result of the covid-19 pandemic, as well as any emotional responses that they or their teachers may be experienced such as bereavement and other losses, stress, trauma or anxiety.

It aims to support professionals and parents/carers in understanding how a whole school approach to wellbeing can strengthen relationships, improve behaviour, resilience and academic progress. It is an ongoing, national, multi-agency programme, as part of the government initiative “Wellbeing for Education Return”. The WER programme will be added to over time, with further presentations and examples of good practice to share among Thurrock Schools, to contribute to the growing network of support for schools and colleges.

The available presentation videos are:

Anxiety

Bereavement and loss

Low Mood

Staff wellbeing

Whole school approach

The stress response

Accessing local support

5 R’s

Responding to emotional distress

<https://www.thurrocktradedservices.co.uk/Page/21841>

**Thurrock Educational Psychology Service:**

Educational psychologists (EPs) offer a wide range of services to help the development of children and young people.

Our services include:

* assessment and intervention work with individual young people and children
* psychological interventions for individual young people and children
* consultation for staff, such as groups of teachers
* supervision, advice and support for staff involved with psychological interventions or working with children with complex needs
* training for parents, such as parenting skills, child development, how to support their child’s learning
* direct work with parents of young people and children experiencing difficulties
* advice and support on psychologically-based interventions for groups of children
* bespoke staff training packages including specific areas of need
* support for schools as organisations

<https://www.thurrock.gov.uk/educational-psychology/services-we-provide>

**PATT SENDIASS:**

* Give advice and guidance on SEN Support
* Support parent/carers to complete Family Views documents and Young People to give their views and create a One Page Profile.
* Work directly with parent/carers to prepare for EHCP Planning Meetings and
* Annual Reviews
* Check review document/draft EHCP prior to submission
* Arrange and attend Disagreement Resolution Meetings with the family/local authority/school
* Support family to identify appropriate provision at Transition Stages
* Support/represent families at Governor Exclusion Hearings and/or Independent
* Review Panel Hearings
* Support family/young person with all aspects of Preparing for Adulthood
* Give guidance to family and school on Local Authority Policy & SEND law
* Identify and signpost to local support groups and national organisations

Text 07702 127 252 to request a call back OR Call 07702 127 252

[info@patt.org.uk](mailto:info@patt.org.uk)

<http://www.patt.org.uk/>

**National Autistic Society Thurrock Group:**

Type of service: Befriending/mentoring, Family support and information services, Local groups

NAS Thurrock Group provides support and information to families and carers of children with autism and campaigns for better local services for those living with autism in Thurrock. The support group organises regular meetings, fun activities, clubs, days out and social events plus raises awareness in Thurrock schools, Health services and workplaces.

Age: For people of any age

Aimed at: Adolescent, Child, Child/adolescent sibling, Parent/carer of a child, Parent/carer of a young person, Young person

Gender: All genders

Specialisms: Exclusively autism specific

[Thurrock.branch@nas.org.uk](mailto:Thurrock.branch@nas.org.uk)

<https://en-gb.facebook.com/NasThurrock/>

<https://www.autism.org.uk/directory/n/nas-thurrock-group>



**Parenting together:**

Arguments and conflict between parents occur for a number of reasons and when they are managed and resolved there are few, if any, lasting effects on the relationship or on children. However, where arguments are frequent, intense and poorly resolved, children can be affected in many different ways; they may feel responsible, become withdrawn, sad or angry.  These effects can have many impacts including their ability to form and maintain healthy relationships of their own.

We have developed the ‘Parenting Together’ support programme with a number of other local authorities.

**Eligibility criteria for the ‘Parenting Together’ programme**

* You must be residing in the local authority area of Thurrock.
* You must be experiencing a level of conflict in your relationship with the other parent (whether you are together or separated).
* You must **not** be in a relationship involving domestic abuse, including coercion and control as this programme is not suitable.
* You must be aware that a representative from Hertfordshire County Council will contact you to discuss your referral once they have received it. (Hertfordshire County Council are one of the local authorities working together on this programme and they are the local authority that will hold your data).
* You will need to provide written consent to accompany your referral as well as some proof that the information you've provided is accurate (Hertfordshire County Council will explain more detail around this when they contact you).
* You do not need to apply with (or attend sessions with) the parent you are experiencing conflict with. but if you are referring to the same programme, you will need to give the other parent’s name as part of this referral.

**If you meet the above criteria please click on the link below. Once the referral has been received we will contact you to discuss the next steps.**

[Click here to self-refer to the programme](https://www.hertfordshire.gov.uk/ufs/PT_MenuSelfReferral.eb)

**Mind Advocacy:**

We all know how frustrating it can be when people aren't listening to us. Unfortunately, having a [mental health problem](https://www.mind.org.uk/information-support/types-of-mental-health-problems/mental-health-problems-introduction/) can sometimes mean it's even harder to have your opinions and ideas taken seriously by others.

This can be very difficult to deal with, especially when you need to communicate often with health and social care professionals. You might find they don't always offer you all the opportunities and choices you would like, or involve you fully in decisions about your care.

Advocacy means getting support from another person to help you express your views and wishes, and help you stand up for your rights. Someone who helps you in this way is called your advocate.

The role of an advocate depends on your situation and the support you want. But they are there to support your choices.

An advocate can:

* Listen to your views and concerns
* Help you explore your options and rights (without pressuring you)
* Provide information to help you make informed decisions
* Help you contact relevant people, or contact them on your behalf
* Accompany you and support you in meetings or appointments.

An advocate will not:

* Give you their personal opinion
* Solve problems and make decisions for you
* Make judgements about you.

The support of an advocate is often particularly useful in meetings when you might not feel confident in expressing yourself. They can:

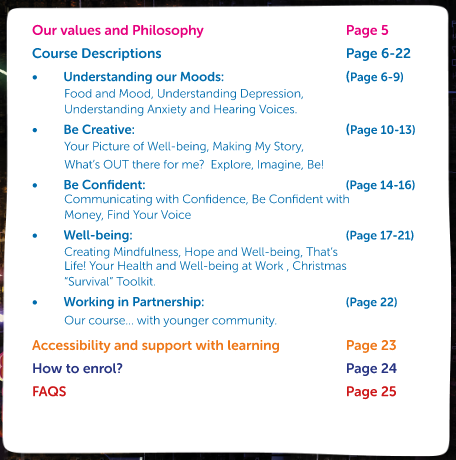
* Support you to ask all the questions you want to ask
* Make sure all the points you want covered are included in the meeting
* Explain your options to you without giving their opinion
* Help keep you safe during the meeting – for example, if you find the meeting upsetting, your advocate can ask for a break until you feel able to continue.

<https://www.mind.org.uk/information-support/guides-to-support-and-services/advocacy/finding-an-advocate/>

<https://www.mind.org.uk/information-support/guides-to-support-and-services/advocacy/useful-contacts/>

0300 123 3393/01375 391411

[info@mind.org.uk](mailto:info@mind.org.uk)

**Mind Recovery College:**

Thurrock Recovery College is a well-being service, which is free, confidential and about **YOU**, Thurrock’s communities and residents. The Recovery College provides a relaxed, informal educational approach to well-being and recovery. We create a safe place where people can come together to learn ways to live healthier, happier and more fulfilling lives.

To find out more information about the course contents and how to enrol please use the link: <https://indd.adobe.com/view/c2b43f68-c5c1-4f28-823c-0744e572e2e0>

Email: [thurrockrcollege@mpft.nhs.uk](mailto:thurrockrcollege@mpft.nhs.uk)

Tel: 01375 898680

<https://recoverycollege.inclusionthurrock.org/what-is-recovery-college/>

**MIND World of Work:**

What’s On Offer

Thurrock Mind support people who wish to gain, or return to, employment after a period of mental ill health through our partnership with Thurrock Centre for Independent Living (TCIL).  The World of Work project is also available to adults with learning difference and autistic spectrum disorders.

Individual Support

We meet on a one-to-one basis to establish an individual’s motivation and aspirations for career development.  We assist to create a personal profile, formulate CV’s, and complete on-line job searches.  We also support people to find and apply for training, volunteering and employment opportunities.

Preparing 4 Work Programme

We offer a structured programme (one session per week for twelve weeks) in a group setting.  Participants are supported to recognise their individual strengths and abilities as they develop presentation and interview skills.  Through this holistic approach, they gain confidence and are better prepared for the workplace environment.

Work Placements

Work can be very important to maintaining positive mental health.  Many people wish to gain, or return to, employment, and research shows that this can help promote recovery.  However, sometimes they do not feel ready – this is where we can help by providing a ‘stepping stone’ towards employment.  Trainees participate in our structured training programme (one day a week for twelve weeks) gaining work related skills, experience and the confidence they need to progress.

Cost

Individual support: Free

Preparing 4 Work (1 session per week for 12 weeks) : Free

For More Information

To find out more about the project please call 01375391411 or email [reception@thurrockandbrentwoodmind.org.uk](mailto:reception@thurrockandbrentwoodmind.org.uk)

<https://thurrockandbrentwoodmind.org.uk/world-of-work/>

**MIND Peer Support:**

Aims:

The peer project aims to connect individuals and groups in the community. Working together to support each other through shared lived experiences.

Outcomes:

* Improved self esteem and confidence
* More positive engagement with local community
* Achievement of individual goals
* Reduced anxiety and social isolation
* Improved communication with family and friends

What is Peer Support?

Peer support is when people use their own experiences to help each other. There are different types of peer support, but they all aim to:

* bring together people with shared experiences to support each other
* provide a space where you feel accepted and understood
* treat everyone’s experiences as being equally important
* involve both giving and receiving support.

[reception@tbmind.org.uk](mailto:reception@thurrockandbrentwoodmind.org.uk) 01375391411 <https://thurrockandbrentwoodmind.org.uk/peer-project/>

**Open Door:**

Open Door is an established, independent registered charity that has been providing help and support for children and young people in Thurrock since 1979.

We provide help to address Mental Health, Anxiety, Motivation and Social Isolation. We work with young people to help them realise their aspirations and address any barriers that may be stopping them from succeeding.

Delivering free support services which help young people, children and families address a range of issues through:

* **HASS** – Housing Support for adults who are homeless or at risk of becoming homeless. *Can be delivered either face to face or remotely.*

People self-refer, and are also referred by Schools, G.Ps, Social Care and family.

Open Door is committed to providing meaningful support that makes a positive difference for service users. We promote the development of skills that avoid dependency.

[www.opendoorservices.org](http://www.opendoorservices.org)

[general@opendoorservices.org](mailto:general@opendoorservices.org)

01375 390 040

**Thurrock Carers:**

Within Thurrock there is a service set up specifically to help support people that provide unpaid care to relatives, friends or neighbours.

The Thurrock Carers Service provides information, advice, practical and emotional support for anyone who is caring for another person; whether you are caring for someone temporarily, or have been caring for a loved one for several years or more.

The service can help with:

* Carers / Social care Assessments
* Respite / Outreach
* Medical resource information
* Counselling
* Education / Training
* Employment / Volunteering Support
* Carers peer support groups
* Information on direct payments
* Carers benefits and welfare forms
* Lasting power of attorney
* Access to social activities

<https://www.thurrockccg.nhs.uk/your-health/community-services/carers-support-service>

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

[carers@thurrockmind.org.uk](mailto:carers@thurrockmind.org.uk)

01375 659172

**Woman’s Aid:**

Women’s Aid is the national charity working to end domestic abuse against women and children. We are a federation of over 180 organisations providing just under 300 lifesaving services to women and children across England. One service is Changing Pathways who provide safe accommodation for women and any children they may have who are fleeing from domestic abuse. You can access refuge accommodation by calling the helpline or contacting a local service directly.

**Changing Pathways Refuge (Thurrock)**

Refuge

* refuge
* resettlement/follow-up
* dedicated service for children/young people
* formal counselling

Community-Based

* outreach
* domestic abuse advocacy project (IDVA/DAPA)
* formal counselling

Open-Access

* helpline
* drop-in

0330 333 7444 (24 Hours)

01375 845899 (Thurrock Changing Pathways) Mon-Fri 9am-5pm

<https://www.womensaid.org.uk/information-support/>

<https://www.womensaid.org.uk/domestic-abuse-directory/>

[www.changingpathways.org](http://www.changingpathways.org/)

**Men’s Advice Line:**

Men’s Advice Line is a team of friendly Advisors who will listen and believe you. Our team are available to offer you non-judgmental support, practical advice and information. Our focus is to increase the safety of men experiencing domestic abuse (and the safety of any children) by providing confidential support.

0808 8010327 (Mon-Fri 9am-8pm)

[info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) ((Mon-Fri 9am-8pm, Sat-Sun 10am-12pm & 4-6pm)

<https://mensadviceline.org.uk/> Webchat support (Wed, Thurs, Fri 10-11am, 3-4pm)

**Thurrock First:**

Thurrock First is the first point of telephone contact for adults living in Thurrock who want to talk to someone about:

* adult social care
* mental health
* health problems that have been diagnosed and for which ongoing care is needed
* where to get help with other health problems
* care that's available in the community

This service is for anyone who is:

* 18 years old or over
* living in Thurrock

Contact our service in Thurrock

**01375 511000**

You can use our online form if you would like to ask us to call you – we will get back to you within 24 hours.

**Email:** [thurrock.first@thurrock.gov.uk](mailto:thurrock.first@thurrock.gov.uk)

**Opening hours**

You can get advice and support from 7am to 7pm, 365 days a year.

Our main opening hours are from 9am to 5pm, Monday to Friday.

We offer a limited service from 7am to 9am and 5pm to 7pm, Monday to Friday, and from 7am to 7pm on weekends and bank holidays.

**Where to get urgent help**

Call 999 if you have an immediate life-threatening emergency.

Call 111 if you urgently need medical help but it’s not a life-threatening situation.

For more information visit <https://mycare.thurrock.gov.uk/getting-in-touch-or-getting-involved/thurrock-first.aspx>

<https://www.nelft.nhs.uk/services-thurrock-first/>

**Community Builders- CVS:**

We are out and about in Thurrock, helping communities to have a voice in their local area and take part in local decisions.

* Meeting with local groups and residents, helping you access opportunities, such as healthy activities, training and local community funding.
* Sharing information and connecting you to local groups for support or social interaction.
* Encouraging kindness and neighbourly help to build stronger communities.

Grays: Helen Sefa- 07951492821 [helen.sefa@thurrockcvs.org](mailto:helen.sefa@thurrockcvs.org)

Stanford and Corringham: Richard Bonsu- 07951488951 [richard.bonsu@thurrockcvs.org](mailto:richard.bonsu@thurrockcvs.org)

Aveley, South Ockendon and Purfleet: Kim Vasa- 07951492819 [kim.vasa@thurrockcvs.org](mailto:kim.vasa@thurrockcvs.org)

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

Facebook: @OurRoadThurrock

Instagram: @OurRoadThurrock

**Local Area Coordinator Thurrock:**

Local area coordinators are community workers working for Adult Social Care. There are 14 of us in total and we all have our own area e.g. Tilbury, Stanford le Hope etc.

We work with adults over 18, who maybe experiencing problems in one way or another and try to help them achieve their vision of a good life. Because we are community based, we are able to try and build meaningful and trusting relationships and really help unpick the problems weighing someone down. We try and connect people into their local community and find clubs and groups they may be interested in as well, although obviously this has been a bit tough this last year.

[localareacoordination@thurrock.gov.uk](mailto:localareacoordination@thurrock.gov.uk)

**GP:**

**Ask Thurrock:**

This is Thurrock's Local Offer and online directory of local services to help children, young people and families.

The information and advice here is for young people up to the age of 25, parents, prospective parents, carers, and anyone working with children and families.

[e-mail](mailto:fis@thurrock.gov.uk) or telephone us on 01375 652801

https://www.askthurrock.org.uk/kb5/thurrock/fis/home.page

**Websites and Apps:**

**The Anna Freud National Centre for Children and Families:**

****Our [mission](https://www.annafreud.org/media/14854/afc_memo__arts_of_assoc.pdf) is to transform the experience of children, young people and their families with mental health. The website contains lots of useful information and resources to support children, young people and their families around mental health and wellbeing.

<https://www.annafreud.org/>

**Schools:**[schoolsinmind@annafreud.org](mailto:%20schoolsinmind@annafreud.org)

**General:** [info@annafreud.org](mailto:info@annafreud.org)

**Samaritans:**

Every day, Samaritans volunteers respond to around 10,000 calls for help. We’re here, day or night, for anyone who’s struggling to cope, who needs someone to listen without judgement or pressure.

Samaritans is not only for the moment of crisis, we’re taking action to prevent the crisis. We give people ways to cope and the skills to be there for others. And we encourage, promote and celebrate those moments of connection between people that can save lives.

We offer listening and support to people and communities in times of need. In prisons, schools, hospitals and on the rail network, Samaritans are working with people who are going through a difficult time and training others to do the same.

Every life lost to suicide is a tragedy, and Samaritans’ vision is that fewer people die by suicide. That’s why we work tirelessly to reach more people and make suicide prevention a priority.

<https://www.samaritans.org/>

116 123

[jo@samaritans.org](mailto:jo@samaritans.org)

**Rethink:**

Our vision is for equality, rights, the fair treatment and maximum quality of life for all those affected by mental illness, their carers, family and friends. As one of the largest charitable providers of services for people living with mental illness, we are well placed to make a direct impact on the care people receive.

But we have a much larger vision too – to transform at every level the way our nation approaches mental illness. Every year, our diverse range of information and support helps tens of thousands of people get through crises, live independently and feel that they do not have to face mental illness alone.

Support groups

Housing

Carers Support

Nursing and Residential

Employment and Training

Young People

Advocacy

Community Support

Advice and Helplines

Criminal Justice

<https://www.rethink.org/help-in-your-area/services-in-your-area/>

0808 801 0525

# **Getting Help:**

Those who need focused goal-based input

|  |  |
| --- | --- |
| Children/YP | Adults |
| Brighter Futures Prevention and Support Service (PASS)  Kooth  My Mind  Big White Wall  Winstons Wish  Treasure Keepers  Luke’s Counselling  WizeUp  Inspire Hub  GP and paediatrician  MHST (in selected schools)  Open Door | CORUM  Inclusion Thurrock  MIND  Parenting together  GP  Women’s Aid  ManKind  PATT SENDIAS  PASS  MHST (in selected schools) |

## Children and Young People:

**Brighter Futures Prevention and Support Service (PASS):**

Thurrock’s prevention and support services, also known as PASS, concentrates on families with specific needs such as parenting support, domestic abuse, sexual violence, troubled families, crime prevention, and parental physical & mental health. The key objective of the service is to offer practical advice, support and direct casework to families to prevent issues escalating and requiring statutory intervention.

PASS comprises a range of professionals including:

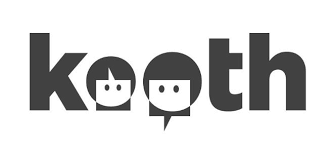
* **Children's centres**
* **Youth offer**
* **Social workers**
* **Family support workers**
* **Parental outreach workers**
* **Community support worker**
* **Programme manager**

PASS is supported by a range of services that have strategic oversight. It is based on a 'team around the family' approach, with designated lead professionals responsible for coordination of casework.

**You can contact us on:**

01375 652 652

[pass@thurrock.gov.uk](mailto:pass@thurrock.gov.uk)  
​​​​​​[https://www.thurrock.gov.uk/prevention-and-support-service](https://www.thurrock.gov.uk/childrens-care-professionals/prevention-and-support-service)

**[](https://www.kooth.com/)**[**Kooth**](https://www.kooth.com/)**:**

[Kooth;](https://www.kooth.com/) is an online mental health service for children and young people which offers online counselling and emotional-wellbeing support

<https://www.kooth.com/video>

Criteria- have to be aged 11-25

to join Kooth - <https://www.kooth.com/>

**My Mind:**

[**https://strongertogetherthurrock.org.uk/listing/my-mind-matters/**](https://strongertogetherthurrock.org.uk/listing/my-mind-matters/)

**Big White Wall:**

Anyone going through a tough time can now access free online support with Big White Wall. Whether you’re struggling to sleep, feeling low, [stressed](https://www.scape.com/en-uk/life/preinterviewstress) or unable to cope, Big White Wall can help you get support, take control and feel better.

To join us, register for free at <https://www.bigwhitewall.com/joinnow/scape>

**Winston’s wish:**

Winston’s Wish was the UK’s first childhood bereavement charity. We have been supporting bereaved children and young people since 1992 and we continue to lead the way in providing specialist child bereavement support services across the UK. Winston’s Wish provides emotional and practical bereavement support to children, young people and those who care for them. Our expert teams offer one off and ongoing bereavement support and we also provide online resources, specialist publications and training for professionals.

**Freephone National Helpline:** [08088 020 021](tel:08088%20020%20021)

**Email:** [ask@winstonswish.org](mailto:ask@winstonswish.org)

**Treasure Keepers:**

<https://www.treasurekeepers.co.uk/our-services>

Treasure Keepers is a small specialist, innovative, psychological service, supporting children, families and professionals living with or supporting lives affected by developmental trauma. We offer Specialist Assessment, Psychological Consultation & Therapies (including Adoption Support) and Training.

We offer services to children and young people across their childhood and adolescence (up to age 24) with complex trauma needs. These children and families have usually had exposure to trauma and abuse (physical, emotional, sexual and neglect).

**Luke’s Counselling:**

**Wize Up:**

We are a free and confidential drug and alcohol service for young people under 18 (including young offenders) and families in Thurrock.

We are a team of substance misuse specialists who won’t judge or tell you what to do. We’re here to listen and support you, and help you to make positive choices and changes. We also work with young people affected by parental/carer’s substance misuse. We are an outreach service, and we are more than happy to visit you wherever it is most convenient for you. We can meet you at your home, in school/college, at a local library or anywhere else that you feel comfortable.

<https://www.changegrowlive.org/wize-up-thurrock/info>

Phone: 01375 376 111 OR [07920 807726](tel:07920%20807726) from 09:00 - 17:00 weekdays

Email: [thurrock.wize-up@cgl.org.uk](mailto:thurrock.wize-up@cgl.org.uk)

**Inspire Hub:**

**GP and paediatrician:**

**MHST (in selected schools):**



**Open Door:**

Open Door is an established, independent registered charity that has been providing help and support for children and young people in Thurrock since 1979.

We provide help to address Mental Health, Anxiety, Motivation and Social Isolation. We work with young people to help them realise their aspirations and address any barriers that may be stopping them from succeeding.

Delivering free support services which help young people, children and families address a range of issues through:

* **Mentoring & Coaching** – tailored, goal focussed support for young people. *Can be delivered either face to face or remotely.*
* **FFS – Family Support** – Supporting families to thrive with coaching, mediation and general support. *Can be delivered either face to face or remotely.*

People self-refer, and are also referred by Schools, G.Ps, Social Care and family.

Open Door is committed to providing meaningful support that makes a positive difference for service users. We promote the development of skills that avoid dependency.

[www.opendoorservices.org](http://www.opendoorservices.org)

[general@opendoorservices.org](mailto:general@opendoorservices.org)

01375 390 040

## Adults:

**CORUM:**

**Inclusion Thurrock:**

**MIND IAPT and Recovery College:**

Thurrock Mind work in partnership with Inclusion Thurrock who are the NHS primary care mental health providers offering Improved Access to Psychological Therapies (IAPT) and the Recovery College.

Talking Therapies include Cognitive Behaviour Therapy (CBT), Counselling for Depression, Therapist Guided self-help and online CBT.

The Recovery College provides a relaxed, informal educational approach to well-being and recovery. All of our courses are developed and delivered in partnership by people with lived experience of the topic (peer trainers) and someone with a professional background. We create a safe place where people can come together to learn ways to live healthier, happier and more fulfilling lives.

To find out more about the project please call, 01375 391411 or email [reception@thurrockandbrentwoodmind.org.uk](mailto:reception@thurrockandbrentwoodmind.org.uk)

**MIND Garden Project:**

What’s On Offer  
At Stepping Stones, we grow and sell plants from our nursery, offer contract gardening services to the community and grow vegetables at the allotment site in Tilbury. We are able to offer horticultural activities to suit all abilities – so no previous gardening knowledge or skills are required to get involved.

Wellbeing groups  
These are ideal for people experiencing difficulties due to their mental health who want to meet together in a friendly, supportive, environment. As well as having fun and learning horticultural skills, people benefit from socialising with others, which reduces isolation, and the physical exercise, which improves their fitness. They gain a sense of purpose and satisfaction and benefit from the structure it brings to their day.

Cost  
Wellbeing groups – Free

For More Information  
To find out more about the project please call 01375 391411 or email [steppingstones@thurrockandbrentwoodmind.org.uk](mailto:steppingstones@thurrockandbrentwoodmind.org.uk)

****

**MIND Support Groups:**

Our peer mentoring service supports local people to explore what they wish to achieve in their lives, providing practical advice and support to help them work toward their goals. We provide support through matching you with a trained volunteer peer mentor who will meet with you regularly to help you meet your goals.

Typical activities could be, gaining confidence and social skills, finding out about groups and local activities, help to start volunteering or simply space to start identifying and planning your next steps.

Local Peer volunteers with lived experience are trained as mentors and are supported to share their experiences and provide support to those they are matched with. Each match is time-focused with the aim to reach agreed goals and activities. The service works in the Thurrock area only.

Lots of people find peer support improves their wellbeing and helps them cope with mental health problems. For example, it could:

* help you to open up about what you are feeling and experiencing
* introduce you to ideas and approaches that others have found helpful
* reassure you that you’re not alone in how you are feeling
* help you to connect with others and give you a sense of belonging
* encourage you to value your strengths
* build your self-esteem and confidence
* help you to feel more hopeful about the future.

Peer support can be helpful on its own, or it can be something you try alongside treatments like [talking therapies](https://thurrockandbrentwoodmind.org.uk/counselling-and-groupwork/) or medication. It can also be a helpful way of getting support if you’re on a waiting list for one of these treatments.

For some people, it can be difficult to decide whether to try peer support, or which type of support to try out. If you are struggling with this decision, our information on whether peer support is right for you might help.

For more information: <https://thurrockandbrentwoodmind.org.uk/peer-mentoring/>

Simply call Thurrock and Brentwood Mind [01375391411](tel:01375391411) to complete a referral over the phone or download a referral form.

[Thurrock-Brentwood-Mind-Referral-FormDownload](https://thurrockandbrentwoodmind.org.uk/wp-content/uploads/2021/10/Thurrock-Brentwood-Mind-Referral-Form.pdf)



**Parenting together:**

Arguments and conflict between parents occur for a number of reasons and when they are managed and resolved there are few, if any, lasting effects on the relationship or on children. However, where arguments are frequent, intense and poorly resolved, children can be affected in many different ways; they may feel responsible, become withdrawn, sad or angry.  These effects can have many impacts including their ability to form and maintain healthy relationships of their own.

We have developed the ‘Parenting Together’ support programme with a number of other local authorities.

**Eligibility criteria for the ‘Parenting Together’ programme**

* You must be residing in the local authority area of Thurrock.
* You must be experiencing a level of conflict in your relationship with the other parent (whether you are together or separated).
* You must **not** be in a relationship involving domestic abuse, including coercion and control as this programme is not suitable.
* You must be aware that a representative from Hertfordshire County Council will contact you to discuss your referral once they have received it. (Hertfordshire County Council are one of the local authorities working together on this programme and they are the local authority that will hold your data).
* You will need to provide written consent to accompany your referral as well as some proof that the information you've provided is accurate (Hertfordshire County Council will explain more detail around this when they contact you).
* You do not need to apply with (or attend sessions with) the parent you are experiencing conflict with. but if you are referring to the same programme, you will need to give the other parent’s name as part of this referral.

**If you meet the above criteria please click on the link below. Once the referral has been received we will contact you to discuss the next steps.**

[Click here to self-refer to the programme](https://www.hertfordshire.gov.uk/ufs/PT_MenuSelfReferral.eb)

**GP:**

**Women’s Aid:**

**ManKind:**

**PATT SENDIAS:**

**PASS:**

**MHST (in selected schools):**

**LOOK AT LINK FOR MORE WEBSITES/SUPPORT:**

[**https://www.thurrock.gov.uk/domestic-abuse/support-for-victims**](https://www.thurrock.gov.uk/domestic-abuse/support-for-victims)

# **Getting More Help:**

Those who need more extensive and specialised goals-based help

|  |  |
| --- | --- |
| Children/YP | Adults |
| NELFT NHS EWMHS  Open Door  POWER  Little Havens  St Lukes  Thurrock Inclusion visions  SERICC  Young Carers- Inspire  Sunshine Centre  GP and Paediatrician | Thurrock and Brentwood MIND  Thurrock Visions Inclusion  SERICC  GP  Women’s Aid  ManKind  Families Together  Dove St Lukes |

## Children and Young People:

**NELFT NHS EWMHS:**

The Emotional Wellbeing and Mental Health Service (EWMHS) provides advice and support to children, young people and families who are in need of support with their emotional wellbeing or mental health difficulties.

The service covers Southend, Essex and Thurrock and is open to young people between the ages of 0-18, or up to 25 for those with special educational needs.

Any child or young person experiencing mental health difficulties as well as any parent, guardian or professional can access the service for help and guidance.

If we feel EWMHS is not right to help your particular need, then we can put you in contact with a number of different organisations who might be more appropriate.

The EWMHS offer a range of both individual and group talking therapies such as;

* CBT (Cognitive Behavioural Therapy)
* DBT (Dialectical Behavioural Therapy)
* Trauma focused therapies
* Play based therapies
* Arts and creative therapies
* Psycho-dynamic therapy
* Family therapy
* Group Therapy
* Medication

[*nelft-ewmhs.referrals@nhs.net*](mailto:nelft-ewmhs.referrals@nhs.net)

***0800 953 0222***

For out of hours and weekend Crisis Support Service, please call the NELFT switchboard on **0300 555 1201** to be put through to immediate Crisis Support help



**Open Door:**

Open Door is an established, independent registered charity that has been providing help and support for children and young people in Thurrock since 1979.

We provide help to address Mental Health, Anxiety, Motivation and Social Isolation. We work with young people to help them realise their aspirations and address any barriers that may be stopping them from succeeding.

Delivering free support services which help young people, children and families address a range of issues through:

* **Interventions** – Counselling, Play therapy and anger management. All of our counsellors are qualified and BACP registered. *Can be delivered either face to face or remotely.*

People self-refer, and are also referred by Schools, G.Ps, Social Care and family.

Open Door is committed to providing meaningful support that makes a positive difference for service users. We promote the development of skills that avoid dependency.

[www.opendoorservices.org](http://www.opendoorservices.org)

[general@opendoorservices.org](mailto:general@opendoorservices.org)

01375 390 040

**POWER Project:**

The POWER project is a targeted early intervention project working across Southend, Essex and Thurrock (SET). POWER practitioners offer direct support to children and young people aged 8-13 and their parent/carers to help them develop ways of coping with challenging situations at home, school and in their local communities. POWER also seeks to support schools to develop effective methods to enable children and young people to be successful in school.

Typically, the children and young people POWER seeks to help will be struggling to engage at school, may be truanting internally and will have had contact with or be known to the police, perhaps as a victim or a witness. However, they will not yet have been criminalised (i.e. they will not have been charged for an offence).

Children and young people who are already being supported by Social Care or the Youth Offending Service are not eligible for support from the POWER project.

The POWER worker will then help you and your young person to create plan help improve things. When the plan has been agreed with you, the POWER worker will:

* See your young person in school 1 to 1 to help them understand and manage their emotions
* Work with you as their parents (if appropriate) to help you to help them
* Work with the school to help them
* Hold review meetings with you, the school and your young person to make sure that the plan is still the right plan, and to agree any changes that are needed

[Click here to refer to the POWER project (new link 2021)](https://protect-eu.mimecast.com/s/edBRCD1N1uOKWQ8SWGXf9?domain=eur02.safelinks.protection.outlook.com)

**Little Havens:**

Little Havens is a hospice set in beautiful meadowland in Rayleigh, Essex. We are a nursing-led hospice with a mixture of qualified paediatric nurses, healthcare support staff and trained volunteers

We care for children and young people up to the age of 25 from Essex and the surrounding boroughs who have been diagnosed with a complex or incurable condition. Support is also offered to the family.

We offer overnight respite breaks, emergency stays and care at the end of a child’s life.

There are also ‘Day Stay’ sessions and the opportunity to attend specific groups and activities relevant to you and your child’s needs.

Our Wellbeing Team offers support including counselling for adults and children, support and therapeutic groups, social work, complementary and creative therapies and spiritual care.

<https://www.havenshospices.org.uk/refer/refer-a-child-to-little-havens/>

01702 220350

**St Lukes:**

**Luke’s Counselling and Support for Children and Young People (Luke’s) provides support to children and young people up to 19 years who have a life limiting illness or who have a family member/friend with a life limiting illness. They also provide support to children and young people who are experiencing a bereavement.**

This service, based at the new St. Luke’s Hospice site in Thurrock, is available for any children and young people aged between 0-19 years within South West Essex.

Services offered:

• Counselling  
• Art Psychotherapy  
• Play Therapy  
• Family Support Work  
• Pre-bereavement support and help

Our services are offered in line with the latest [COVID19 government guidelines](https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance). Support is delivered by having either face to face sessions (at St Luke’s Hospice in Thurrock, or at the child/young person’s school), virtually, or by telephone.

**Referral criteria.**

• Referrals must be made with the permission of the client/parent/main carer  
• Parental consent is required for clients under the age of 16 years

Our team is on hand to answer any queries you may have and assist you with every step of your referral.

To contact the team or make a referral to Luke’s Counselling and Support for Children and Young People (Luke’s) please telephone **01375 648175** or email [Lukes@stlukeshouse.org.uk](mailto:Lukes@stlukeshouse.org.uk)

Referrals can also be made in writing using our [**Referral Form**](https://stlukeshospice.com/wp-content/uploads/2021/10/Lukes-Referral-Form-updated-September-2021.pdf).

If you wish to contact the Family Support Services Lead, please telephone Rachel Vallely, Associate Family Support Services Lead on **01375 648185**.

**Thurrock Visions Inclusion:**

We provide a free, confidential and easy to access service to residents of Thurrock aged 18 and over affected by drug or alcohol use.

* We give commitment and participation to Local Families Forums attending regular meetings to keep up to date with innovative and best practice and community resources. We will go to Early Help hubs and support with service user’s who may need encouragement to access treatment services.
* We work in partnership with Children’s Centres and Services, having substance use professionals from Visions as part of the social work teams.
* We also utilise local grass roots services already embedded into the fabric of Thurrock.
* We support parents, carers, family members and significant others to break the cycle of addiction and get support for themselves. There are Carers groups and one-to-one support available at: CARIADS, Information, Advice and Support for Carers 01375 659172 [www.thurrockmind.org.uk](http://www.thurrockmind.org.uk/)

At Inclusion Visions, we believe individuals are capable of changing their lives for the better. We are committed to help you do this by providing high quality, evidence-based services.

If you are concerned and looking for some advice or support then please call us or refer yourself online.

<https://www.visions.inclusionthurrock.org/>

E-mail: [Visions@mpft.nhs.uk](mailto:Visions@mpft.nhs.uk)

Tel: [0300 303 1018](tel:0300%20303%201018)

**SERICC:**

SERICC provides specialist services to anyone in South and West Essex who is experiencing, or who has experienced, any form of sexual violence and abuse at any time in their life.

You can contact us for support for yourself, your child, someone else in your family or someone you know. SERICC is a confidential service that is independent from social services, the police and other official agencies. We will not tell you what to do or judge your actions.

We offer counselling by telephone, using a secure online room or in person. We also offer emotional support and practical information.

[Referral Forms | Online Self-Referral Form (sericc.org.uk)](https://sericc.org.uk/referral-forms)

Office Telephone: [01375 381322](tel:01375381322) | Email: [sericc@sericc.org.uk](mailto:sericc@sericc.org.uk)

**Young Carers:**

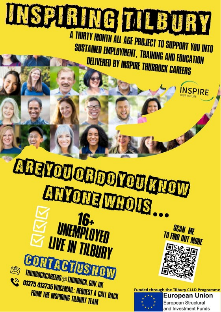
Young carers are children between the ages of 8-18 who help look after a member of the family who is sick, disabled or has mental health problems, or is misusing drugs or alcohol.

With so many adult responsibilities, young carers often miss out on opportunities that other children have to play and learn. Many struggle educationally and are often bullied for being ‘different’. They can become isolated, with no relief from the pressures at home, and no chance to enjoy a normal childhood.

The Barking & Dagenham and Thurrock Young Carers Projects can support you in lots of different ways:

* **Thurrock OnTrack**: If you're aged between 15 and 24, not in work, training or education then OnTrack is your one stop destination to a brighter future. OnTrack is a tailored no pressure mentoring scheme to help you overcome obstacles that could be holding you back. Whatever the barriers you face, our mentoring and support will help you overcome them, so that you can recognise your potential and focus on getting into a job, self-employment, Apprenticeship, Traineeship, training or further education. <https://www.tchc.net/individual/youth-support/ontrack> <https://www.thurrockopportunities.co.uk/ontrack/>

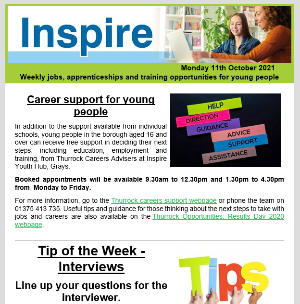
[Ontrack@Thurrock.gov.uk](mailto:Ontrack@Thurrock.gov.uk)

01375 413735

* **Tilbury Community Led Local Development:** 30 month project to support residents of the Tilbury St Chads, Tilbury Riverside and Thurrock Park wards into sustained EET**.** All ages from 16 years and unemployed**.** Information and advice including regularly reviewed action plans, psychometric testing, mentoring, employability training, current and relevant local market information, job search training, job application training and youth engagement projects.

[thurrockcareers@thurrock.gov.uk](mailto:thurrockcareers@thurrock.gov.uk)

01375 413735



* **Inspire Thurrock Careers:** Supporting any young people in Thurrock between the ages 11-19 years. Working with Care Leavers and YP with SEND up to the age of 25 years
  + Careers Advice
  + CV’s
  + Interview skills
  + Job / Apprenticeship applications
  + College and University applications
  + Training opportunities
  + Work experience
  + Functional Skills Maths and English
  + Weekly opportunities bulletin

Traded school service:

* + Careers advice delivered in primary schools and secondary schools within Thurrock
  + 1 to 1 careers advice sessions
  + Assembly and group session delivered
  + Level 6/7 qualified careers advisers
  + Matrix accredited service
  + Attending parents evenings and school open evenings

01375413735

[thurrockcareers@thurrock.gov.uk](mailto:thurrockcareers@thurrock.gov.uk)

**Inspire’s Care Leaver Offer:**

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* **Inspire Next Steps**
  + 16 hour employability workshop delivered over 4 sessions
  + 1 week work experience following completion of the programme
  + Programme running once a month
  + Cohorts split between online and face to face delivery
  + Delivery locations from Inspire centres
* **Bronze Duke of Edinburgh**
  + Targeted group for Children in care and Care Leavers.
  + Weekly meetings to support YP through award.
  + 6 month programme.
  + Increase resilience, commitment, self motivation, self-esteem and confidence, independence, team-work, leadership and valuable life experiences.
  + Weekend training and walking expedition
* **Monthly Drop-in sessions**
  + Updated EET opportunities
  + Use of music studio
  + Monthly guests
  + Food and refreshments provided
  + Relaxed atmosphere
  + Gain advice and support

<https://www.thurrockopportunities.co.uk/>

* **Princes Trust Team**: This is a personal development programme for groups of 16 to 25 year olds who work together on a 12 week programme to develop their personal and work skills.

Activities include:

* + A team building residential trip
  + Work experience
  + Basic skills involved in fundraising and involvement in a community project.

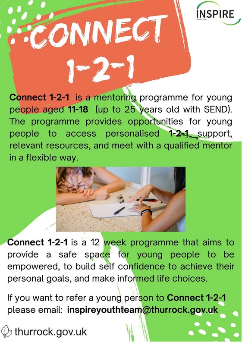
Qualifications offered:

* + A Prince’s Trust Employability Team Work and Communication Skills qualification at Level 1 or Level 2
  + Level 2 award in Food Safety in Catering
  + Level 2 award in Health and Safety in the workplace
  + Emergency First Aid at work



* **Forest School:** The Forest School is an outdoor learning delivery model that offers children and young people opportunities to develop emotional intelligence, self-esteem, practical skills, and team working skills through hands-on learning in a woodland environment.
  + Bespoke programmes for all ages
  + Learning by “doing”
  + Improves the individual’s personal responsibility, self-awareness, risk calculation skills, and self-confidence
  + Inspires a desire for learning
  + Encourages children to be more active
  + Develops communication skills and more

**Thurrock Youth Team**

* **Connect 1-2-1:** is a mentoring scheme for young people aged 11-18 (up to 25 years old with SEND). The programme provides opportunities for young people to access personalised 1-2-1 support, relevant resources, and meet with a qualified mentor in a flexible way. Connect 1-2-1 is a 12 week programme that aims to provide a safe space for young people to be empowered, to build self confidence to achieve their personal goals, and make informed life choices

If you want to refer a young person to Connect 1-2-1 please email: [inspireyouthteam@thurrock.gov.uk](mailto:inspireyouthteam@thurrock.gov.uk)

* **Active Youth Sessions:** For ages 11-17, all sessions free of charge. <https://www.thurrock.gov.uk/whats-on-for-young-people/active-youth-sessions>
* **Grangewaters:** Year-round outdoor education centre set in Thurrock’s countryside. Covering more than 70 acres, we have natural woodland, open grassland, 2 lakes, activity area and accommodation. <https://www.thurrock.gov.uk/grangewaters-outdoor-education-centre/grangewaters>
* **Return Home Interview Service:** The service is provided for young people in care under the age of 18 who go missing from home or care. The interview provide an opportunity to understand the young person’s rationale for leaving home as well as gather intelligence about where they go and what they do, whilst missing. The intelligence is used by social workers and Children’s Social Care to reduce risk, harm and future missing episodes.

The RHI role:

* + Receive missing/found notifications from the Missing Children’s Coordinator
  + Establish contact with the parent/carer for consent to speak to the young person
  + Speak to the young person
  + Update the template with information from completed RHI or decision to decline the interview.
  + Summarise the data, monthly and quarterly for management and members
  + Actively participate in weekly, multi-agency meetings, to share intelligence
  + Works closely with other teams, cross directorate, to improve young person’s quality of life.
* **Head Start Housing:** The joint Head Start Housing project between Thurrock Council's Children's Services and Housing teams offers safe, suitable and affordable accommodation to care leavers and vulnerable young people in the borough. It aims to enable those benefiting from the project to take control of their lives and continue with education, employment or training.

Through collaborative working across the council and with external partners including Grays Job Centre and the Department of Work and Pensions, we are able to offer our care leavers and young people the start of their independence.

We currently house 83 care leavers across 27 properties ranging in size, and we have obtained accommodation for a further 19 young people in the borough.

* **Work Experience:** Whether it's a shorter or an extended work placement, work experience is always viewed favourably by employers and can help students to decide their future career. Our work experience service enables students to have work placements that have been Health & Safety Checked by qualified assessors.
  + Health & Safety Checks will be carried out on all placements by qualified staff prior to the start of the placement.
  + The service provides personalised job descriptions and tools for students to make the most of the experience.
  + Diverse range of workplaces are assured.
* **Thurrocks Next Top Boss**: Our annual enterprise competition for young people aged 14 to 25 in education. Thurrock's Next Top Boss gives young people the chance to work with employers on real business challenges. They learn about a range of career opportunities and the skills employers really want, as well as getting real-life experiences that aren't in any text book. For further information contact the Inspire Team at [inspire@thurrock.gov.uk](mailto:inspire@thurrock.gov.uk)



* **ASK About Apprenticeships:** APPRENTICESHIP SUPPORT & KNOWLEDGE FOR SCHOOLS AND COLLEGES. The ASK programme offers a wide range of face-to-face and virtual support for your students and staff, fully funded by the National Apprenticeship Service, part of the Department for Education.
  + Virtual and Face to face apprenticeship information sessions delivered by the Inspire Team, designed to inform and inspire your students, staff and parents about apprenticeships and other vocational pathways including Traineeships and T Levels.
  + Free access to online resources designed to complement and support your careers programme and the activities that you engage with through the face to face/online virtual offer.
  + For further information or to book a free face-to-face or virtual apprenticeship support for your school or college, please contact [inspire@thurrock.gov.uk](mailto:inspire@thurrock.gov.uk).
* **PfA (Preparing for Adulthood Team):** The PfA team is responsible for working with 16-25 year old YP with SEND.
  + The team attend annual reviews for the YP, complete their EHCPs and are the go to when a YP with SEND has challenges that they need to overcome.
  + The PfA advisers also see students with SEND in Year 9 and Year 11 for a careers interview – they then follow these young people through their educational journey to provide all the necessary support, make sure the educational and training provision is tailored to the YP’s needs.
  + The PfA team provide a person centred approach and are there to support their YP to become the best possible versions of themselves.

Every Young Carer's situation is different, it is not necessarily the amount of care undertaken but the impact that it has on a young person's life.

[Make a referral | Young Carers (youngcarerscentre.org.uk)](http://www.youngcarerscentre.org.uk/make-referral)

**Contact us at:** 01375 413735 [inspire@thurrock.gov.uk](mailto:inspire@thurrock.gov.uk) 22-28 Orsett Rd, Grays, RM17 5EB

**Sunshine Centre:**

The Sunshine Centre is for children aged up to 18 years with a whole range of needs both behavioural and physical. The centre includes a fully equipped sensory room and is for parents and siblings, as well as the child with a disability or special educational need.

Different groups are run by experienced staff [throughout the week](https://www.thurrock.gov.uk/sunshine-centre-for-disabled-children/our-weekly-activities), including a Saturday club and [young carers](https://www.thurrock.gov.uk/sunshine-centre-for-disabled-children/young-carers)' group.

The family centre workers are provided by Thurrock's team for disabled children. Information, advice and support is on hand for [disabled children and their families](https://www.thurrock.gov.uk/disabled-children-and-their-families/getting-help).

01375 652 200  [sbos@thurrock.gov.uk](mailto:sbos@thurrock.gov.uk)

## Adults:

**MIND:**

We are a mental health charity that helps people living in Thurrock and Brentwood, with mental health problems.

We want to make sure that everyone who experiences difficulties with their mental health gets the respect and support they need, at the time they need it and for people who are likely to develop mental health problems, to stay well.

We provide a range of services together with information and advice on mental health problems.

* Counselling: The counselling at Thurrock Mind incorporates several different working modalities or interventions, i.e. Cognitive Behavioural Therapy (CBT), Person Centred, Psychodynamic, Transactional Analysis, Solution Focussed and Gestalt. Many of our counsellors work in an integrative way, incorporating more than one intervention to suit the needs of the client.
* Groupwork: Anger management, confidence and assertiveness, depression and anxiety,
* Bereavement Counselling: The death of someone close to you is a very traumatic experience and each individual works through their feelings and emotions differently. This emotional turmoil can be difficult to face alone, and bereavement counselling can provide the support you need to work through these emotions. Your session will be with an experienced bereavement counsellor who will provide a safe, confidential place where you are helped to explore your feelings at your own pace. There is not a right or wrong way to feel at this time there is just your way, and we respect that.
* Multi-Ethnic Counselling Service: Thurrock Mind Multi-Ethnic Counselling Service (MECS) is a Free and Confidential Counselling service that works with the Black, Asian and Minority Ethnic (BAME) communities within Thurrock and Brentwood. This is the sixth year that this project has been operating, beginning initially in Thurrock and then extending into Brentwood at the beginning of 2020. As a local charity we can tailor our services to match the needs of the local community.

We offer six free sessions to anyone living in the area so please feel free to contact us if you would like to refer yourself for counselling.

<https://thurrockandbrentwoodmind.org.uk/whats-on-offer/>

[reception@tbmind.org.uk](mailto:reception@thurrockandbrentwoodmind.org.uk)

[01375 391411](tel:01375391411)

If you’re an existing service user you can still contact us to find out how we are able to continue supporting you

**Thurrock Visions Inclusion:**

We provide a free, confidential and easy to access service to residents of Thurrock aged 18 and over affected by drug or alcohol use.

At Inclusion Visions, we believe individuals are capable of changing their lives for the better. We are committed to help you do this by providing high quality, evidence-based services.

If you are concerned and looking for some advice or support then please call us or refer yourself online.

<https://www.visions.inclusionthurrock.org/>

E-mail: [Visions@mpft.nhs.uk](mailto:Visions@mpft.nhs.uk)

Tel: [0300 303 1018](tel:0300%20303%201018)

**SERICC:**

SERICC provides specialist services to anyone in South and West Essex who is experiencing, or who has experienced, any form of sexual violence and abuse at any time in their life.

You can contact us for support for yourself, your child, someone else in your family or someone you know. SERICC is a confidential service that is independent from social services, the police and other official agencies. We will not tell you what to do or judge your actions.

We offer counselling by telephone, using a secure online room or in person. We also offer emotional support and practical information.

[Referral Forms | Online Self-Referral Form (sericc.org.uk)](https://sericc.org.uk/referral-forms)

Office Telephone: [01375 381322](tel:01375381322) | Email: [sericc@sericc.org.uk](mailto:sericc@sericc.org.uk)

**Woman’s Aid:**

Women’s Aid is the national charity working to end domestic abuse against women and children. We are a federation of over 180 organisations providing just under 300 lifesaving services to women and children across England. One service is Changing Pathways who provide safe accommodation for women and any children they may have who are fleeing from domestic abuse. You can access refuge accommodation by calling the helpline or contacting a local service directly.

**Changing Pathways Refuge (Thurrock)**

Refuge

* resettlement/follow-up
* dedicated service for children/young people
* formal counselling

Community-Based

* outreach
* domestic abuse advocacy project (IDVA/DAPA)
* formal counselling

Open-Access

* helpline
* drop-in

0330 333 7444 (24 Hours)

01375 845899 (Thurrock Changing Pathways) Mon-Fri 9am-5pm

<https://www.womensaid.org.uk/information-support/>

<https://www.womensaid.org.uk/domestic-abuse-directory/>

[www.changingpathways.org](http://www.changingpathways.org/)

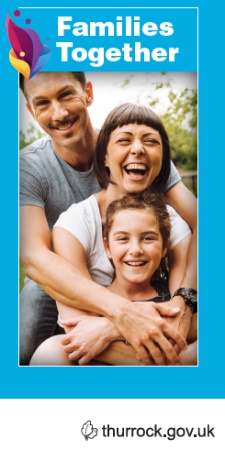
**Men’s Advice Line:**

Men’s Advice Line is a team of friendly Advisors who will listen and believe you. Our team are available to offer you non-judgmental support, practical advice and information. Our focus is to increase the safety of men experiencing domestic abuse (and the safety of any children) by providing confidential support.

0808 8010327 (Mon-Fri 9am-8pm)

[info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) ((Mon-Fri 9am-8pm, Sat-Sun 10am-12pm & 4-6pm)

<https://mensadviceline.org.uk/> Webchat support (Wed, Thurs, Fri 10-11am, 3-4pm)

**Families Together:**

The Families Together Team work with children and young people aged between 10 to 17 years old and their families. The aim of the work is to ensure that families can live together safely, learning to overcome life’s difficulties. The team use a solution focused approach to empower families so they are to resolve their own difficulties. We also employ behavioural techniques so all family members can develop strategies to overcome their issues.

**There are 2 services operating:**

1. **Edge of Care:** All referrals come from allocated social workers at Thurrock Children’s Services. The criteria for referrals includes:

* Children and young people at high risk of coming into care.
* Children and young people placed in care for a short term due to family breakdown with a clear plan to return home.
* Children and young people who have recently been in care and require further support to prevent re-entry to care.

1. **Reunification:** All referrals come from allocated social workers at Thurrock Children’s Services. The criteria for referrals includes:

* Children and young people in care for more than 1 year who require an assessment regarding a possible return home.
* Children and young people in care for more than 1 year who are due to return home.

1. Phone: 01375 652 529
2. E-mail: [FamiliesTogether@thurrock.gov.uk](mailto:FamiliesTogether@thurrock.gov.uk)

**Dove St Lukes:**

Dove Community Counselling Service (DCCS) is delivered from four sites in Grays, Basildon, Corringham and Billericay providing a service to support people who are bereaved as well as providing support to people living with cancer and other life limiting illness at all stages of the disease pathway, from diagnosis through to end of life or into survivorship. The service also extends to supporting their families and carers.

Our Counselling Service offers support to anyone who has been bereaved within the last 5 years due to a life limiting illness, as well as bereavement support for families and carers who may have experienced a traumatic loss such as a road traffic accident, industrial accident, suicide or other sudden deaths.

**Services offered:**

* 1-1 Counselling
* Couples Counselling
* Adult Family Counselling
* Group work – there are various groups including a walking group, relaxation groups and life skill groups – please contact the service for more information
* Bereavement Social Groups – in Basildon, Grays, Billericay and Wickford taking place during the evenings, daytime and weekends – run by people who have experienced bereavement.
* Counselling Clinic – based at the Hospice providing a ‘drop in’ service daily for families and patients on the In-Patient Unit and Day Hospice.
* Training sessions offered to professionals.

The service is compliant with the National Institute of Health and Clinical Excellence (NICE) Chapter 12 and works within the BACP Ethical Framework for Good Practice.

Once counselling has started you will meet weekly with your Counsellor for a 50 minute session and your appointment will be at the same time each week for 8 sessions.

**Cost**  
Being a registered charity we provide this service  free at point of delivery.

**Referral Criteria**  
• Clients must be resident within Basildon, Thurrock and Wickford / Billericay district

• Bereavement referrals should be no longer than five years bereaved

• Referrals must be made with the permission of the client

• The service is unable to accept referrals for clients who are in acute mental health phase or who are unable to engage in the counselling process.

**Referral Procedure**  
• Referrals may be made personally by telephone or through a Healthcare Professional using a DCCS referral form

**Contact details:**  
Dove Cottage, 4 Noak Hill Road, Billericay, Essex, CM12 9UG

Tel: 01277 655039, Fax: 01277 623915

E-mail: [dove@stlukeshouse.org.uk](mailto:dove@stlukeshouse.org.uk)

St. Luke’s Hospice, Fobbing Farm, Nethermayne, Basildon, Essex, SS16 5NJ.

Tel: 01268 524973. Fax: 01268 282483

**Dove Community Counselling Service is a service which forms part of the Family Support Services which St Luke’s Hospice offer. Other services within this is Lukes Counselling and Support for Children & Young People (Lukes) and the Social Work Service. If you wish to contact the Family Support Services Lead, please Telephone 01375 648185**

# **Getting Risk Support:**

Those who have not benefitted from or are unable to use help, but are of such a risk that they are still in contact with services

|  |  |
| --- | --- |
| Children/YP | Adults |
| NELFT NHS EWMHS – Crisis  SERICC  Early Intervention in Psychosis (EIP)  MASH  Social Services  Hospital outpatients  Changing Pathways | SERICC  Early  Changing Pathways  Home Treatment Team  Hospital outpatients  NHS First response (111 opt 2)  Accident+Emergency  GP  Social Services  ESTEP (psychosis) |

## Children and Young People:

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**NELFT NHS EWMHS – Crisis:**

For out of hours and weekend Crisis Support Service, please call the NELFT switchboard on **0300 555 1201** to be put through to immediate Crisis Support help

**SERICC:**

**For general information about Rape Crisis visit the**[**website**](https://rapecrisis.org.uk/get-help/find-a-rape-crisis-centre/)**.**

**Email:**[**info@rapecrisis.org.uk**](mailto:info@rapecrisis.org.uk)**or**[**media@rapecrisis.org.uk**](mailto:media@rapecrisis.org.uk)

**Rape and Sexual Abuse Support Centre National Freephone Helpline:**

**0808 802 99 99 FREEPHONE**

**12-2.30pm and 7-9.30pm**

**Every Day of the Year**

The Rape and Sexual Abuse Support Centre (RASASC) in South London offers a free phone number for their telephone helpline service. The telephone number will not appear on callers' bills. It is also free from the main six UK mobile networks - 3, Orange, Virgin, Vodafone, T-Mobile and O2.

The helpline is open every day of the year, including weekends and bank holidays, from 12-14:30 and in the evening from 19–21:30, taking calls nationally from female and male survivors as well as non-abusing families, partners, friends and other agencies.

**Early Intervention in Psychosis (EIP):**

**MASH:**

Thurrock MASH (Multi-agency Safeguarding Hub) includes a wide range of statutory and non-statutory agencies, such as:

* children’s social care
* health agencies
* police
* probation
* youth offending service
* housing
* early help services
* mental health services
* domestic violence service providers
* adult social care
* substance misuse services

The purpose of the MASH is to enhance information sharing across all organisations involved in safeguarding the welfare of children in Thurrock - encompassing statutory, non-statutory and third sector sources.

Core agencies will ensure that their representatives either sit in the MASH office on specific days or have ‘virtual’ contact.

When referrals come in, the Hub will analyse information that is already known within separate organisations in a coherent format to inform decisions.

All partners will work together to provide the highest level of knowledge and analysis to make sure that all safeguarding activity and intervention is timely, proportionate and necessary.

**Children's Services initial response**

Multi-agency Safeguarding Hub (MASH), Civic Offices, New Road, Grays, RM17 6SL

: 01375 652 802

: [thurrockmash@thurrock.gov.uk](mailto:thurrockmash@thurrock.gov.uk)

**Social Services:**

**Hospital outpatients:**

**Changing Pathways:**

For help contact our 24 hour helpline on 0330 333 7 444. For all office enquiries call 01268 729707.

<https://changingpathways.org/>

Helping You Seek Refuge

The Refuge Service provides safe accommodation to adult women and their children who are experiencing domestic abuse and are unable to stay in their own homes or access alternative safe accommodation.

Changing Pathways provides refuge accommodation for up to 46 women and their children, including 16 self-contained flats for women and their children who are ready to move on from the refuge or who have older male children or have a level of needs which requires self-contained accommodation.

Children and young people living in the refuge can access the specialist groups and activities for children and young people affected by domestic abuse including art therapy, a children’s recovery group, play-based activities, fun events, access to creative arts and one of our refuge sites hosts a crèche facility for pre-school children.

Refuge referrals are preferred over the phone. Refuge staff must talk to the women: **Telephone** **Thurrock refuge: 01375 845899**

<http://changingpathways.org/refuge/>

Counselling:

<http://changingpathways.org/therapy-counselling/> - getting more help?

Domestic abuse and stalking can have a long-term impact on individuals affected. Our counselling team can help you make sense of what has happened.

***Our counselling service is not a standalone service that can be referred into by outside organisations.  A referral can only be made by our support practitioners for clients that are receiving refuge or outreach services.***

The Children and Young People’s Services Team supports children both within our refuge accommodation and in community settings when they are not residing with us – we can meet with children at a range of sites including in schools, community venues near to their home or at our main outreach centre in Basildon. Where it is necessary, we can also accommodate home visits. In addition to meeting in person, we offer a telephone and email support service.

The aim of our service is to provide children with emotional support and practical assistance, including safety planning, signposting/connection with other agencies and information on rights.

Our Children and Young People Practitioners can connect children with other teams within our organisation, such as our counselling/therapeutic services and we can connect them with partner agencies who may also support an element of their pathway to a different future.

In addition to one-to-one support, we connect children through group work programmes. Many of our service users tell us that they enjoy the benefits of peer support, sharing experiences and empowering each other. We offer a range of group based programmes in issues such as life skills, safety planning, self-care, creative arts and fun activities/events.

We have dedicated Practitioners who deliver sessions in schools to increase awareness and encourage the development of healthy relationships. We also encourage children to assess their own behaviours with their peers within these sessions.

## Adult:

**SERICC:**

**For general information about Rape Crisis visit the**[**website**](https://rapecrisis.org.uk/get-help/find-a-rape-crisis-centre/)**.**

**Email:**[**info@rapecrisis.org.uk**](mailto:info@rapecrisis.org.uk)**or**[**media@rapecrisis.org.uk**](mailto:media@rapecrisis.org.uk)

**Rape and Sexual Abuse Support Centre National Freephone Helpline:**

**0808 802 99 99 FREEPHONE**

**12-2.30pm and 7-9.30pm**

**Every Day of the Year**

The Rape and Sexual Abuse Support Centre (RASASC) in South London offers a free phone number for their telephone helpline service. The telephone number will not appear on callers' bills. It is also free from the main six UK mobile networks - 3, Orange, Virgin, Vodafone, T-Mobile and O2.

The helpline is open every day of the year, including weekends and bank holidays, from 12-14:30 and in the evening from 19–21:30, taking calls nationally from female and male survivors as well as non-abusing families, partners, friends and other agencies.

**Early: ??**

**Changing Pathways:**

For help contact our 24 hour helpline on 0330 333 7 444. For all office enquiries call 01268 729707.

<https://changingpathways.org/>

Helping You Seek Refuge

The Refuge Service provides safe accommodation to adult women and their children who are experiencing domestic abuse and are unable to stay in their own homes or access alternative safe accommodation.

Changing Pathways provides refuge accommodation for up to 46 women and their children, including 16 self-contained flats for women and their children who are ready to move on from the refuge or who have older male children or have a level of needs which requires self-contained accommodation.

All Changing Pathways accommodation provides your own private room/s and we have a mix of private and shared bathrooms, kitchens and living areas. You will be provided with ongoing support, advocacy and information on issues such as housing, benefits, safe child contact, police and court processes, safety planning and access to other specialist services that may be of help to you. You will also receive ongoing emotional support from the team of Refuge Practitioners and can access other Changing Pathways services, including the Counselling Service.

Refuge referrals are preferred over the phone. Refuge staff must talk to the women: **Telephone** **Thurrock refuge: 01375 845899**

<http://changingpathways.org/refuge/>

Counselling:

<http://changingpathways.org/therapy-counselling/> - getting more help?

Domestic abuse and stalking can have a long-term impact on individuals affected. Our counselling team can help you make sense of what has happened.

***Our counselling service is not a standalone service that can be referred into by outside organisations.  A referral can only be made by our support practitioners for clients that are receiving refuge or outreach services.***

A counsellor helps you gain perspective about the issue(s) troubling you. Together you explore these issues and consider what might be stopping you from reaching your full potential. The aim of the counselling process is to enable you to understand and accept yourself, to change your behaviour to that which is more productive and rewarding for you, and to help you move towards becoming the kind of person you want to be.

We offer all prospective clients a short assessment interview. This provides you with an opportunity to decide whether you wish to go ahead with the counselling. As regular attendance is a crucial part of the counselling process, normally clients should be prepared to commit to a minimum of 6 sessions and a maximum of 20 sessions. Each session lasts for 50 minutes, usually on the same day and time each week.

**Home Treatment Team:**

<https://eput.nhs.uk/our-services/essex/essex-mental-health-services/adults/crisis-early-intervention/crisis-resolution-home-treatment-teams/>

**Hospital outpatients:**

**NHS First response (111 opt 2):**

Please call NHS 111 option 2

**Accident+Emergency:**

**GP:**

**Social Services:**

**ESTEP (psychosis):**

<https://eput.nhs.uk/our-services/essex/essex-mental-health-services/adults/community-teams/essex-support-and-treatment-for-early-psychosis/>

Is this accessible for Thurrock residents?