

Canterbury and Coastal services supporting Children, Young People and Families

Integrated Children's Services:

Children Social Care Tier 4 (including Child Protection and Child In Need)



Early Help and Preventative Services (Tier 3 intensive support and Child In Need)

Intensive support is delivered to children, young people and families through Early Help Units using an evidence based systemic model of practice and Signs of Safety. Accessing intensive support at Support Level 3 as detailed in the Kent Support Level Guidance is through the completion and submission of a Single Request for Support Form to the Front Door.

Website - <https://www.kelsi.org.uk/support-for-children-and-young-people/integrated-childrens-services>

Single Request for Support Form (Front Door team to allocate to Tier 4 or 3 depending on need/evidence presented in form - <https://www.kelsi.org.uk/special-education-needs/integrated-childrens-services/single-request-for-support-upload-tool>)

Front Door

If you feel a professional consultation is necessary, an initial consultation should take place with your Designated Safeguarding Lead prior to any consultation with a Social Worker at the Front Door. The Front Door can be contacted on:

03000 41 11 11

Out of hours (after 5pm / Urgent calls only) please contact: 03000 41 91 91

Canterbury Early Help

Consultation with Early Help Team managers.

03000 41 62 22 - CanterburyEarlyHelp@kent.gov.uk

Early Help and Preventative Services (Additional and Open Access/Universal):

- Additional (Tier 2)

If a young person or family would benefit from some 1:1 support or low-level family intervention this would be classed as Additional Support. This support is expected on average to last 6-8 weeks.

- **Open Access/Universal**

Universal - Children's Centres provide a wide range of groups and services aimed at families including:

- Stay and Play, Baby Massage
- Midwifery appointments
- Health Visitor antenatal and post-natal appointments
- Young Parents groups
- Parenting support
- Breastfeeding support
- Communication and language
- Community and health services

Universal - Youth Hubs provide a wide range of groups and services that are aimed at young people and adolescents including:

- Support the personal development of young people
- Help young people develop stronger relationships
- Encourage young people to respect and value differences
- Promote the voice of young people
- Help to set up, plan and evaluate youth club sessions

No Request for Support Form needed. Contact Youth Hubs and Children's Centres directly.

Porchlight

<https://www.porchlight.org.uk/commissioners-and-professionals/our-services/young-people-and-family-services>

Services for children, young people and families supporting with a range of difficulties. Offer a wide range of group services and tailored family work.

Referral through Early Help Request For Support Form above.

Carers' Support

Carers' Support East Kent

www.carersek.org.uk/

01304 364 637

Carers' Support East Kent is a registered charity, which provides access to support, information and services for Carers in East Kent. Commissioned by KCC and Health to deliver Community Navigation for Carers (including Carer Assessment and Support) across East Kent.



Kent Young Carers

www.imago.community/Children-and-Young-People/Kent-Young-Carers

0300 111 1110

KYC works with schools, communities, and statutory and voluntary agencies to identify hidden young carers. Following assessment, KYC offer a range of short-term interventions including signposting, one-to-one support, in school support and workshops. KYC also offer training and information to professionals.

Referral form on website.



Domestic Abuse Services

Rising Sun Domestic Violence and Abuse Charity

<http://www.risingsunkent.com/>

01227 452852

- Advice and Support, training, 1-1 support, group programmes for adults, young people and children.
- One Stop Shop drop-ins for advice and access to support including Rising Sun workers, Police, Solicitor.

**One Stop Shop at Riverside Children's Centre (Canterbury) every Thursday
09:30-12:00**

One Stop Shop at Poppy Children's Centre (Herne Bay) every Tuesday 09:30-12:00.

27 Week Domestic Abuse Programme (CDAP) - County Wide Service (Men)

East Kent: 07955 039703 Email Address: kentcdap@gmail.com

The Community Domestic Abuse Programme is a rolling programme of evening sessions. It is designed to help men who feel their behaviour towards their partner has been, or is still, abusive. Kent CDAP challenges that behaviour and shows you how it affects your partner or ex-partner and any children that may be involved.

Kent Autistic Trust

www.kentautistictrust.org

Wealth of information and support around autism including information on local groups and courses.



Drug and Alcohol

Forward Trust

www.forwardtrust.org.uk/

Phone: [020 3981 5525](tel:02039815525)

Email: info@forwardtrust.org.uk

Forward Trust empowers people to break the often interlinked cycles of addiction or crime to move forward with their lives. Assessment process, 1-1 work available, often group work.

Young addaction - Young Persons' Service

www.addaction.org.uk/services/young-addaction-kent

This is delivered across Kent. This is a voluntary service - YP can refer themselves as well as professionals. 1:1 or on a group work basis in schools (The Riskit programme). YP uses a harm reduction strategy.

Bereavement

Cruse (national)

<https://www.cruse.org.uk/>

Free helpline - **0808 808 1677**

Cruse Bereavement Care is here to support you after the death of someone close.

We offer a range of free confidential support for adults and children.

Cruse Bereavement Care is committed to being a diverse and inclusive charity that is accessible to all sections of society.

Holding On Letting Go (Kent)

<https://holdingonlettinggo.org.uk/>

Phone: 03445 611 511

Email: info@holg.org.uk

Supporting bereaved children & their families in Kent, Parent and Carer groups, away days and weekends.

Emotional Wellbeing Support/Mental Health

Samaritans

National – 116 123

Canterbury – 0330 094 5717

Childline

<https://www.childline.org.uk/>

0800 1111

The Mind and Body Programme:

<https://sites.google.com/addaction.org.uk/mindandbody/home>

This is delivered across Kent to 13-17 year olds who are vulnerable to or are already participating in self harming behaviours.

These are group based sessions run in school or in the community.

Referrals can be made for the community sessions by professionals. Schools would need to register their interest for mind and body and then the YP complete a survey and are assessed for suitability for the programme by a Mind and Body Practitioner.

This is a Tier 2 intervention.

Thinkaction for 17+ - counselling service for adults across Kent

www.thinkaction.org.uk/contact-us/thinkaction-canterbury-coastal/

You can self-refer, support is free. As well as our Canterbury office, we are based in GP surgeries and other community settings across the Canterbury coastal area such as Canterbury, Herne Bay and Whitstable.

School Health/Kent Youth Health

This service is for children and young people aged between 4-19 years old.

The teams can give support with the following:

- behaviour
- bullying
- bereavement
- healthy eating and lifestyle
- emotional health and wellbeing, such as anxiety, stress, depression, self-harm and anger management
- puberty and growing up
- sexual health
- stopping smoking
- drug and alcohol misuse
- sleep
- complex health needs.

Take referrals from young people, professionals, and parents.

Complete a referral via 0800 011 3474 or online via

<https://www.kentcht.nhs.uk/forms/school-health-service-referral-form/>

Website: <https://www.kentcht.nhs.uk/service/school-health/>

Young Person Website: <https://www.kentyouthhealth.nhs.uk/>

Papyrus - Suicide Prevention Charity

<https://papyrus-uk.org/>

0800 068 4141 HOPELINE UK is a confidential support and advice service for Children and Young People under the age of 35 who are experiencing thoughts of suicide

Papyrus also has lots of resources for Children, Young people, Adults and Professionals to help with their thoughts of suicide (distraction techniques) as well as having a range of safety plans.

Kent Refugee Action Network

<https://kran.org.uk/>

01227 634320

Helps young refugees, life skills, building confidence, advocacy programme.

Rubicon Cares

www.rubiconcares.org/

Helpline 07505 709 876

Counselling for people affected by crime across Kent and Medway

Relate (national)

www.relate.org.uk/

Our services include Relationship Counselling for individuals and couples, Family Counselling, Mediation, Children and Young People's Counselling and Sex Therapy. We also provide friendly and informal workshops for people at important stages in their relationships.

Young Minds

<https://youngminds.org.uk/>

Foster innovation to meet the needs of vulnerable and excluded children and young people.

Promote good mental health to more children and young people than ever before.

Champion the voices of young people and parents to influence mental health policy and practice.

Inspire excellence to achieve transformed, integrated services.

Head Start

<https://kentresiliencehub.org.uk/>

Here at the Kent Resilience Hub we wanted to create a resource that helps young people, parents and carers and professionals to understand emotional growth and resilience.

Early Intervention for Psychosis (East Kent)

www.kmpt.nhs.uk/our-services/early-intervention-for-psychosis-east-kent/

01227 812390

Monday-Friday from 9am-5pm for referrals

Monday-Friday from 8am-8pm for appointments

- If you live in Ashford, Canterbury, Dover, Folkestone and Thanet the east Kent team can help you. We work with people between 14 and 65 years old who are experiencing their first episode of psychosis, and who have been experiencing symptoms for less than three years.
- The NHS England standard requires that for people experiencing their first episode of psychosis start a NICE recommended package of care within two weeks of referral.
- We offer advice, carry out assessments and can offer support for up to three years. We can advise you about how mental ill health can be identified early and how our service can help.
- Assessments and interventions are provided by care coordinators who may be mental health nurses, occupational therapists or social workers. Our psychology team also provide interventions.
- Support time and recovery workers are a vital part of the team and they assist people with ordinary practical activities to help their recovery.

Live Well Kent

<https://livewellkent.org.uk/>

0800 567 7699

At **Live Well Kent** we can help you improve your mental and physical health and wellbeing. It is a free service for anyone over 17.

You might want to improve your everyday living, become more independent and confident, meet new people, get better skills or find a job. Whatever it is, we're here to help. We won't judge you and what we discuss will remain confidential.

Umbrella Centre

The Canterbury Umbrella Centre is a Charity Community Centre that is open to everybody and particularly provides support to people with mental health problems. Umbrella is located in a purpose built centre designed as a place where people can come and feel welcomed and supported.

www.canterburyumbrella.co.uk

01227 767660

Kent Sheds

www.kentsheds.org/

07783 02 21 12

Kent Sheds is based on the international [Men's Sheds](#) model. The idea behind the Men's Sheds movement is that men are more likely to thrive in informal spaces, in the company of their peers, and through engaging in practical activities such as sharing and learning skills and helping the community.

At a Shed, you can take part in practical group activities such as woodworking and gardening, sharing and learning new skills, and also support other "shedders" by working with them shoulder to shoulder.

Take Off

www.takeoff.works/canterbury-groups/

- A range of Peer Led course which change on a regular basis. These including Talking Groups, Allotment, Hearing Voices, Bi Polar and Eating Disorders. Take Off will provide a Time Table each month which will focus on the most requested areas.
- Bipolar Group – A support group for those with bipolar, on-going support for the ups and downs, here to talk about the experiences and the diagnosis to manage your mental health.
- Depression Group- A support group for those with depression and/or anxiety, on-going support for the ups and downs, here to talk about the experiences and the diagnosis to manage your mental health.
- BPD Group- A support group for those with Borderline Personality Disorders, on-going support for the ups and downs, here to talk about the experiences and the diagnosis to manage your mental health.
- Creative Group- Creative arts, crafts and baking, different activities every time, experiment with paint, oils, chalk, pottery, card making, tie-dye, baking biscuits, cakes, smoothies and more
- Canterbury Gardening
- Kings mile gaming- a fun and friendly group if you're anxious, board games, card games, dungeons and dragons and much much more. For support with mental health, anxiety and other diagnoses including ASD.

Sexual Abuse Support

East Kent Rape Crisis Centre

www.ekrcc.org.uk

01227 451753

Support for those that have experienced sexual abuse/assault. Provides 1-1 support/counselling to children, young people and adults as well as support to parents/carers.

Access through self-referral.

Finances

CAP

<https://capuk.org/>

We are on a mission to release thousands of families from grinding poverty through award winning debt counselling and community groups.

Direct family support bringing numerous debt payments into one monthly payments to make this more manageable and affordable for families and get them out of the cycle of debt.

Local contact details on website

Canterbury Debt Advice Service

www.helpwithdebt.org.uk/

01227 767600

Email: info@helpwithdebt.org.uk

Canterbury Debt Advice Centre provides a free, confidential, face-to-face service to those who are having difficulties with money. We are run by volunteers and members of The City Church. All advisers are fully trained to offer advice and provide a debt management plan for you.

Canterbury Food Bank

<https://canterburyfoodbank.org/>

We are a community project and registered charity providing emergency three-day food parcels to individuals and families in short term financial crisis across Canterbury, Whitstable, Herne Bay and surrounding villages.

We are a Christian-led project that brings together volunteers of all faiths and none to provide a vital service to people in short-term need.

Canterbury Food Bank works on a referral system but we can also accept self referrals. For more information on self referrals please phone **07718 108875**.

A food voucher can be obtained from a referral agency that is working to help you. This can be brought to the distribution centre to receive three days' worth of emergency food.

Contact Canterbury Food Bank for Food Vouchers to complete and give to families

Parenting/family support

KCC Kent Parenting Programme

www.kelsi.org.uk/special-education-needs/integrated-childrens-services/Early-Help-Toolkit

8 week programme on understanding your child, communication, difficult behaviours etc run by KCC Early Help. Self-referral and referral through schools/Early Help Teams

KCC Cygnet group (ASC)

www.kelsi.org.uk/special-education-needs/integrated-childrens-services/Early-Help-Toolkit

8 week programme on understanding ASC and behaviour management strategies run by KCC Early Help.

Incredible Years

Parenting Programme focusing on childhood

Contact for local Incredible Years group:

parenting@kent.gov.uk 07725 445030

Father's Club Kent

www.dad.info/health/your-child-s-health/the-fathers-club

The club is unique in that it meets at regular venues, in the evening, once a month, throughout the year, providing a forum where fathers can debate all the issues that affect them and their family. It enables fathers to discuss what has worked for them and share best practice with one another. They attend without cost, as and when they feel the need.

Gingerbread

www.gingerbread.org.uk/

The charity supporting single parent families to live secure, happy and fulfilling lives
Lots of information, guidance and support on all areas of family life online