



DELIVERING EARLY HELP

# Children and Family Wellbeing Service

## Useful numbers

Welfare Rights 0300 123 6739  
 Citizen's Advice 01282 450535  
 Burnley Borough Council 01282 425011  
 Calico Homes Ltd 0800 1692407  
 Lancashire Women & New Born Centre 01282 42507  
 Lancashire Women's Centre 01282 429672  
 Victim Support 01282 425780  
 Pennine Community Credit Union 01282 691333  
 Children's Social Care 0300 123 6720  
 Children & Families Health Service Central – 01282 628349  
 West – 01282 628660 East – 01282 628549  
 CVS 01282 433740 Brook 01282 41 6596  
 Community Police 0845 125 3535 or 101  
 Tax Credits 034553003900



# Get advice and support



**Age 0-19** (up to 25 for young people with learning difficulties or disabilities)

**Someone to talk to**

- Problems at home/school
- Jobs and training
- Apprenticeships
- Staying safe online
- Sex and health
- Relationships

**Mental Health**

- Self Harm
- Bullying
- Drugs and alcohol
- Things to do
- Housing, rights and money
- What age can I?

**Text** 07786 51 1111

**Talk online** lancashire.gov.uk/youthzone

**Call** 0800 51 11 11

[facebook.com/LancashireYPS](https://www.facebook.com/LancashireYPS)

[twitter.com/LancashireYPS](https://twitter.com/LancashireYPS)

You can contact us 365 days a year

**2pm to 10pm**

# What's on guide

## BURNLEY



[www.lancashire.gov.uk](http://www.lancashire.gov.uk)

## Welcome

A warm welcome to you from everyone at the Children and Family Wellbeing Service in Lancashire County Council.

Our service is here to provide early help on a whole range of issues affecting you and your family. In other words, offering you the right help, in the right place, at the right time.

We provide targeted services for children and young people across the age range 0-19yrs+. Working together with key partners, we aim to ensure that we have maximum impact on achieving positive outcomes for your family.

Our staff are skilled and committed to understanding your needs and identifying with you the right support to help you achieve your goals. Key workers can work with you on an individual basis offering a more tailored and targeted response and through our community based centres and outreach programmes, outreach workers offer a range of groups and drop in services to meet a range of needs. We work in partnership with other agencies in our community based centres, to ensure we can bring together the right support for you in your local area.

Our 'What's on guide' aims to keep you as up to date as possible about what we can offer you and includes information on what specific groups and services are available at your nearest centre, in your local community.

If you need further information or support, you can contact using the information listed in the 'Key Contacts' section of this guide.

You can also contact our 'Talkzone' service which is available every day of the year from 2pm – 10pm.

**Call: 0800 511111**

**Text: 07786 511111**

**Talk online: [www.lancashire.gov.uk/youthzone](http://www.lancashire.gov.uk/youthzone)**

For those families with younger children, you can also access a lot of advice and guidance on a full range of childcare services, resources and issues from the Family Information Service. Tel: **0300 123 6712** or email [lancsfis@lancashire.gov.uk](mailto:lancsfis@lancashire.gov.uk)

We are always pleased to hear your feedback and ideas about our service, so if you feel able to share with us, please don't hesitate to contact us. We look forward to hearing from you and thank you for using our services.

## Centre details

Burnley Wood CFW Service  
Brunswick Street  
Burnley BB11 3NY  
**Open Mon-Fri 9am-5pm**

South West Burnley CFW Service  
Tay Street  
Burnley BB11 4BU  
**Open Wed-Fri 9am-5pm**

Reedley Hallows CFW Service  
Burnley Campus  
Barden Lane  
Burnley BB10 1JD  
**Centre not currently open for delivery**

Chai Centre CFW Service  
Hurtley Street  
Burnley  
BB10 1BY

**Healthy Start vitamins** - you can now collect your free vitamins from Children and Family Wellbeing Service centre, see opening times above.

Healthy Start vitamins contain vitamins A, C and D for your child and folic acid and vitamins C and D for you if you are pregnant, breastfeeding or until your baby is one year old.

Drops are for your child if they are aged from six months (unless a health visitor has advised earlier use of vitamins) until they are four years old, and mums get tablets. You must be receiving the Healthy Start vouchers that you get with your food vouchers. You will exchange the voucher to get your free vitamins.

Burnley Central CFW Service  
Whittam Street  
Burnley  
BB11 1LW

Ightenhill CFW Service  
Oak Street  
Burnley  
BB12 6QZ  
Tel: 01282 470895

Whitegate CFW Service  
Victoria Road  
Burnley  
BB12 8TG  
**Open Mon-Fri 9am-5pm**  
**Contact Talkzone between 2pm and 10pm, if you need any advice.**  
Text: 0778651 11 11  
Talk online:  
[lancashire.gov.uk/talkzone](http://lancashire.gov.uk/talkzone)  
Call: 0800 51 11 11



## Programme

### INFANT MASSAGE

6 weeks to crawling - The sessions will:

Help you to feel the relaxing effect of giving your baby a massage. Infant massage has many benefits, some of which are to strengthen the bonding process. Build your confidence in handling baby. Supporting baby's development – helping physical needs if there is any tummy trouble, problems with bowel movement or trapped wind



### BABY AND YOU

The Meet with other new parents to share your experiences of caring for baby together in a friendly environment with a range of play activities to engage babies in developmental play.



### CHAT PLAY READ

These special groups held in a centre or early years setting are to support your child's speech and language, which is a crucial skill that supports all other areas of their learning and development. This includes the ability to listen, understand and communicate verbally and non-verbally, supporting language development.



### DEVELOPMENT MATTERS

We will provide groups in our centres where you can bring your child along to socialise and play alongside other children and parents.

The sessions provide:  
High quality, well planned, stimulating and challenging activities, across all ages from 0-5 based on child-initiated play both indoors and outdoors




### TRANSITIONS

We want to ensure children are at the best possible levels of ability, confidence and independence when they start childcare or schools. In order to support children to be ready to make the most of learning at nursery and school we should support them in developing individual characteristics for learning.





Programme




**Elmer says...**  
"... come to our **under 5's** activities"

**Burnley Campus Library**  
**Bounce & Rhyme**


Join us for singing, dancing and stories.

**Every Monday**  
**10:30am until 11:30am**




**Baby Bounce & Rhyme**

Meet baby bouncers and sing to all ages from 0-2 years. Lots of library stories and songs to share and enjoy in a fun way.



**Story Times**

Meet school children and librarians to share stories and songs to enjoy with their families.



**Toddler Rhyme Time**

For children of all ages from 2-5 years. Lots of library stories and songs to share and enjoy in a fun way.

whoever you are


# love libraries



You would be surprised what is on offer through **Lancashire Libraries**.

**Burnley Campus Library**  
**Story Time**


Join us for fun, excitement and adventure in our weekly Story Time session

**Every Monday**  
**11.30 am until 12.00pm**



**Lancashire**  
County Council




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## Programme

### INSIDE OUT

This session is to support children age 5-11yrs who may be struggling to express and manage their feelings and emotions. By creating a safe space, children will have the opportunity to take part in activities including breathing and stretching exercises, TV and video clips, arts and craft, fun and games



### MOVE AND GROOVE

We will provide a safe, sensitive and nurturing space for children to meet and have fun together, promoting physical play and activity. We will provide information on their growing body and how to adopt healthy lifestyles including healthy eating.



### MOVING ON UP

You may be worried that your child may struggle with the transition to secondary school? We know this can be the case for many children for a variety of reasons. We want to help make this a smoother and happier time for them so that they look forward with confidence and have a better understanding of what to expect when they enter the next step of their schooling journey. Concerns may be a result of their development, social and communication skills, behaviour and / or emotional health and wellbeing issues.



### HEALTHY RELATIONSHIPS

The course aims to work in a solution focused way, enabling and empowering couples to understand conflict and see how to resolve the issues themselves.





## More about our groups and services...

Monday	Tuesday	Wednesday	Thursday	Friday
1:15pm Baby and You (0-2yr olds) The Chai Centre	9:30 am Parents-to-Be (Expectant parents) South West Burnley Centre	9:30 am Infant Massage (Non-mobile babies) The Chai Centre	9:30am Chat, Play & Read (2-4yr olds) South West Burnley Centre	9:30am Warm and Welcome (Drop in for a warm and welcoming space for a hot drink and toast) Burnley Wood Centre
2:15pm Mini Move and Groove (0-3yr olds) The Chai Centre	9:30am Warm and Welcome (Drop in for a warm and welcoming space for a hot drink and toast) Ightenhill Centre	10 :00am Chat, Play & Read (2-4yr olds) Burnley Campus Library	9:30am Development Matters (2-4yr olds) The Chai Centre	9:30 am Chat, Play & Read (2-4yr olds) The Chai Centre
1:00pm Infant Massage (non-mobile babies) South West Burnley Centre	Look out for new Adult Learning Courses starting in January	9:30am Development Matters (2-4yr olds) Ightenhill Centre	1:00pm Baby and You (0-2yr olds) Ightenhill Centre	1:15pm Baby and You (0-2yr olds) South West Burnley Centre
1:15pm Bumps to Birth & Beyond Ightenhill Centre From 23 <sup>rd</sup> Jan to book call 01282 470707	No need to book for any sessions unless it is specified on the timetable 😊	3:30pm Colourful Footsteps (SEND 5-11yrs) The Chai Centre	1:00pm Chat, Play & Read (2-4yr olds) Whitegate Centre	2:15pm Mini Move and Groove (0-3yr olds) South West Burnley Centre



We're providing warm spaces across Lancashire this winter

#LancashireWarmSpaces

Drop in to our warm and welcoming space for a hot drink and some toast.

Tuesday - 9:30am - 11:00am @ Ightenhill Centre, Oak St, Burnley

Friday - 9:30-11:00am @ Burnley Wood Centre, Brunswick St, Burnley



More about our groups and services...

## COLOURFUL FOOTSTEPS

**Colourful Footsteps** aims to provide an opportunity for parents and children with SEND age 5-11 years old to engage in a specific SEND activity session facilitated in a local centre:

To provide a safe environment for children and parents to play and explore accessing age appropriate resources and the sensory room.

To encourage awareness with parents around their child's development

To offer a range of creative and physical opportunities to encourage positive play and interaction between children and their parents.

Aid bonding, connection & reduce the risk of social isolation for parents

Build the confidence of parents and communication between parent and child

Chance for adult interaction, provide a great place to meet new people and build children's social skills



## CALLING ALL PARENTS OF DEAF CHILDREN



**Burnley Boys and Girls Club**

Burden Lane BB10 1JQ

**Monday 5th December 11-1pm**

**Come and join us for a brew and a chat. Everyone welcome.**

FOR MORE INFO OR HELP WITH TRANSPORT CALL

RIFFAT ON 07891 251234

OR EMAIL [RIFFATPARVEEN@HOTMAIL.COM](mailto:RIFFATPARVEEN@HOTMAIL.COM)



## More about our groups and services...



® Triple P courses are internationally recognised as effective parenting programmes. The CFW Burnley Neighbourhood team are delivering a range of programmes both face-to-face and virtually to include. **Triple P GROUP** - delivered over eight weeks for parents of children up to 12-years. Parents actively participate in a range of exercises to learn about the causes of child behaviour problems, setting specific goals, and using strategies to promote child development, manage misbehaviour, and plan for high-risk situations.

**Triple P TEEN** - delivered over eight weeks for parents of teenagers up to 16-years-old who are interested in learning a variety of parenting skills. Parents may be interested in promoting their teenager's development and potential or they may have concerns about their teenager's behaviour.

**Triple P Stepping Stones** - has been developed for parents of children with a disability. Stepping Stones Triple P has been evaluated with families of children with a range of disabilities (e.g. intellectual disability, autism spectrum disorders, cerebral palsy) and elevated levels of disruptive behaviour.

To enquire about any of the Triple P courses, please call 01282 470707 for more details.

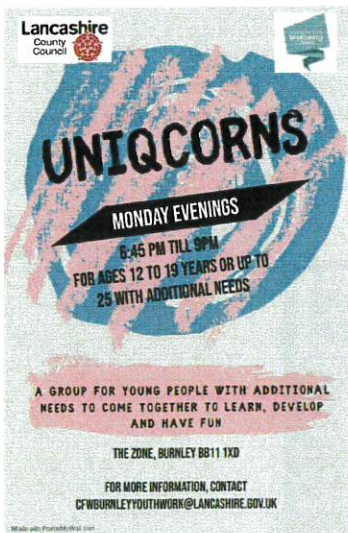
## The Freedom Programme



**Domestic violence is very common:** research shows that it can affect one in four women in their lifetimes. The Children and Family Wellbeing Team are offering a rolling programme of courses for women to engage within a supportive environment. **The Freedom Programme** is a way of helping you to protect yourself and your children. For details about programmes running please private message our Facebook page [Burnley Family Zone](#)



## Programme (cont)



UniQcorn SEND 12-19+ –Monday– UNIQORNS Group 6.45-9pm –will also take any referrals for young people who have any emotional, anxiety, learning, physical or other issues which are barriers to participation. Anxiety, ADHD, etc is by definition a disability. We encourage a wider presentation of young people to now be able to access this group.

For more details or book on the session contact [cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)

We support SEND Young people to have a fun time and make new friends. Throughout the program we will be looking at:

- Cooking, shopping, independence
- Motivation and confidence building
- Team building, teamwork and personal and social development
- Arts and crafts
- Employability skills (Older young people)
- Computers
- Sports
- & organising events throughout the year

Like and share Burnley Family Zone and Burnley Youth Zone



To find out about CFW services and activities, plus lots and lots of other information.



## Programme (cont)

**Targeted youth support service**

Do you want to make a difference in your local community?

As a young person, do you want your voice to be heard?

Are you interested in project work?

**Lancashire County Council**

For young people age 12-19

Wednesday's 6:45-9pm

Burnley youth zone

**Your voice**

For more information, contact  
[CFWBURNLEYOUTHWORK@LANCASHIRE.GOV.UK](mailto:CFWBURNLEYOUTHWORK@LANCASHIRE.GOV.UK)

**Wednesday --'Your Voice'** - 6.45p-9 pm normally (Youth Council). We will take referrals for any young people who feel they either have issues or want to seek support/talk about issues they feel important, for example bullying, mental health, personal safety etc, seek support. We will still continue to have the Youth Council as a core element of this group and feel the Youth Council should be more than just 'politics' and should reflect other issues and VOICES impacting on young people lives.

For more details or book on the session contact  
[cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)

**Lancashire County Council**

**POUT**

A safe and welcoming space for young people who are LGBTQ+ questioning and those who support the LGBTQ+ and believe in equality

**Thursday's 6:45-9pm at the Zone in Burnley**

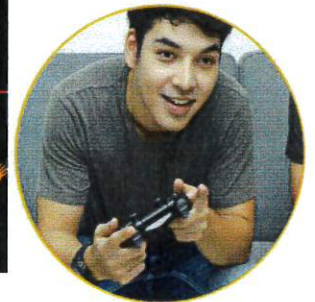
For more information contact  
[cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)

For young people age 12-19

**Thursday - POUT Burnley 12-19+**, is an LGBT+ youth group for young people age 12-19+. Youth groups continue to provide a lifeline for those who cannot access the support, understanding or information that they need at home or at school. For many, an LGBT youth group will be the first place they truly feel that they can be themselves. (The Proud Trust)

The aim of the POUT Burnley programme is to provide an opportunity for LGBT+ young people to meet other LGBT young people. Youth groups provide vital support and confidence and a safe space to meet

For more details or book on the session contact  
[cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)



Programme (cont)



**Lancashire**  
County Council

Wellbeing  
Service

Targeted youth support service  
**YOUTHCAN**  
Friday evening's  
6:45-9pm

A safe space for young people to access  
ages 12-19 at Burnley zone

For more information contact  
[cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)

For more details or book on the session contact  
[cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)

Wellbeing  
Service

**TARGETED YOUTH SUPPORT SERVICE**  
**HERE 4 YOU**

Every Tuesday | Padiham - various locations  
7-9pm

Our detached youth workers are here to offer  
young people support, advice and guidance from  
our mobile bus.

If you would like any more information on this  
provision please contact;  
[cfwburnleyyouthwork@lancashire.gov.uk](mailto:cfwburnleyyouthwork@lancashire.gov.uk)

**Lancashire**  
County Council

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## The Virtual Group Programme

0300 247 0040

vcl.019.SinglePointOfAccess2@nhs.net

To book on speak to your Health Visitor or call / email us above

Visit our website for more info [lancsyoungeoplefamilyservice.co.uk](http://lancsyoungeoplefamilyservice.co.uk)



Tuesday	Wednesday	Thursday	Friday
<b>Understanding Colic &amp; Reflux</b> 1-2pm Breast and formula feeding	<b>Moving onto Solids*</b> 0-12 mths 10-11am	<b>Baby &amp; Me</b> 10-11am Once a month	<b>Bump, Birth &amp; Beyond*</b> 12.30-2pm Antenatal education Run fortnightly
<b>Talk to Me / Chat, Read &amp; Play</b> 0-6 mths / 6-18 mths 10-11am Both groups run once a month		<b>Antenatal Infant Feeding*</b> 1-2pm Over 2 weeks	

\*There is also a pre-recorded version of these sessions and more available on our website

@LancashireHealthyYoungPeopleAndFamilies

[care.think.do](http://care.think.do)



Lancashire and South Cumbria Maternity and Newborn Alliance



## Breastfeeding & Parenting support on your phone!

LatchAid 3D support



**FREE 5 month Premium upgrade\***



**Download now**

For more information, visit:

[anya.health/lancashire-hcrq](http://anya.health/lancashire-hcrq)



\*Offer ends 31 March 2024

Anya is a lactation & parenting support app & information received does not amount to medical advice.



**F.A.B**  
 Families and Babies  
 Breastfeeding 24/7 support

**HELPLINE**

**01254 772929**  
 7 DAYS A WEEK  
 9.30AM - 2.30PM  
 &  
 9.30PM - MIDNIGHT

12th Lancashire



**LET'S  
KEEP  
TALKING**



**Our health and our finances have taken a hit during coronavirus.**

**Share the load - talk to a friend or family member about what you're going through.**



Scan the QR code for a list of services in your area



If you're struggling to cope then call the LSCFT mental health crisis line **0800 953 0110** or text **HELLO** to the Wellbeing & Mental Health Texting Service on **07860 022 846** or call Samaritans on 116 123

[healthierlsc.co.uk/MentalHealthSupport](http://healthierlsc.co.uk/MentalHealthSupport)



**Mental health support resources in Lancashire and South Cumbria**

Here is a list of mental health support resources available across Lancashire and South Cumbria. To find out more, follow the links below or make a call. More support is available at: [healthierlsc.co.uk/MentalHealthSupport](http://healthierlsc.co.uk/MentalHealthSupport)

**Dial 999 if you have seriously harmed yourself**

	Online self-help materials, resources and guidance.	<a href="http://healthyyoungmindslsc.co.uk/information/coronavirus">healthyyoungmindslsc.co.uk/information/coronavirus</a> Available: 24 hours a day, daily.
	An online counselling service for over 16s.	<a href="http://togetherall.com">togetherall.com</a> Available: 24 hours a day, daily.
	A safe place for anyone struggling to cope.	<a href="http://selfhelp.samaritans.org">selfhelp.samaritans.org</a> 116 123 Available: 24 hours a day, daily.
	Support for men struggling or in crisis.	<a href="http://calmzone.net">calmzone.net</a> 0800 58 58 58 Available: 5pm-12am, daily.
	Wellbeing and mental health helpline and text service supporting people's mental health. <a href="#">LanguageLine</a> available.	<a href="http://lscft.nhs.uk/Mental-Health-Helpline">lscft.nhs.uk/Mental-Health-Helpline</a> 0800 915 4640 Text HELLO to 07860 022846. Available: Weekdays 7pm-11pm Weekends 12pm-Midnight
	Mental Health Crisis Line - urgent help with mental health distress	<a href="http://lscft.nhs.uk/Crisis">lscft.nhs.uk/Crisis</a> 0800 953 0110 Available: 24 hour a day, daily.
	Psychological therapy via telephone / video or online.	<a href="http://lscft.nhs.uk/Mindmatter">lscft.nhs.uk/Mindmatter</a>
	Support for young people dealing with suicide, depression or distress. <a href="#">LanguageLine</a> available.	<a href="http://papyrus-uk.org">papyrus-uk.org</a> 0800 068 41 41 Text: 07786 209697. Available: weekdays 10am-10pm; weekends 2-10pm.
	Supporting adults recovering from addiction / mental health diagnosis.	<a href="http://redroserecovery.org.uk">redroserecovery.org.uk</a> Available: online only 24/7.
	Supporting recovery and continued sobriety of alcoholics.	<a href="http://alcoholics-anonymous.org.uk">alcoholics-anonymous.org.uk</a> E: <a href="mailto:eastlancsaa@gmail.com">eastlancsaa@gmail.com</a>
	Helping you understand and look after your mental health and wellbeing.	<a href="http://lancashiremind.org.uk">lancashiremind.org.uk</a> <a href="http://mindinfurness.org">mindinfurness.org</a> <a href="http://uiverstonmind.org.uk">uiverstonmind.org.uk</a> online only.

**Mental health support  
resources in Lancashire  
and South Cumbria**

	information, friendship and advice to older people.	0800 4708090 Available: 24 hours a day, daily.
	Practical advice - how to deal with stress and anxiety.	<a href="https://www.nhs.uk/oneyou/every-mind-matters/">nhs.uk/oneyou/every-mind-matters/</a> online only 24/7.
	Helpline for any challenges under 25s' might be facing.	<a href="https://www.themix.org.uk">themix.org.uk</a> 0808 808 4994 Available: 4-11pm, daily. Or text: THEMIX to 85258 (24/7).
	Helping those suffering with anxiety disorders.	<a href="https://www.anxietyuk.org.uk">anxietyuk.org.uk</a> 08444 775 775 Available: weekdays 9:30am – 5.30pm. Or text 07537 416 905.
	Advice for parents / carers concerned about the mental health of a child or young person.	<a href="https://www.youngminds.org.uk">youngminds.org.uk</a> 0808 8025544 Available: weekdays 12-10pm, 24/7 Crisis Messenger: text YM to 85258, <a href="https://www.language-line.org.uk">LanguageLine</a> available.
	Helping older people who are at home and need extra support with their wellbeing.	<a href="https://www.ageuk.org.uk">ageuk.org.uk</a> 0800 678 1602 Available: 8am-7pm, daily. Language support on Thursday.
	Safe and anonymous online counselling and support for young people.	<a href="https://www.kooth.com">kooth.com</a> Available: weekdays 12pm-10pm; weekends 6-10pm.
	Talk Me Happy - counselling, bereavement and befriending for BME people in Lancashire.	<a href="https://lancashirebmenetwork.org.uk/counselling">lancashirebmenetwork.org.uk/counselling</a> 01254 392974 Available: weekdays 10am-5pm.
	Confidential counselling service for children.	<a href="https://www.childline.org.uk">childline.org.uk</a>
	Helping people with panic attacks and anxiety disorders.	<a href="https://www.nopanic.org.uk">nopanic.org.uk</a> 0330 606 1174 Available: weekdays 3-6pm.
	Support for anyone anxious or worried in Cumbria.	<a href="https://www.safe-selfharm.com">safe-selfharm.com</a> 01229 832269 Available: weekdays 9am-5pm.
	Support for children & young people who are grieving.	<a href="https://www.childbereavementuk.org">childbereavementuk.org</a> 0800 0288840 Available: weekdays 9am – 5pm.
	Emotional support for children and young people in Cumbria	<a href="https://www.linvyur.com/barnardosmytime">linvyur.com/barnardosmytime</a> 01539 742626 E: <a href="mailto:MyTimeCumbria@barnardos.org.uk">MyTimeCumbria@barnardos.org.uk</a> Available: weekdays 9am – 5pm.

**LET'S  
KEEP  
TALKING**



**No matter what  
life has thrown at  
us this year, you can  
still make ends meet.**

**Reach out and have  
the chat you've been  
meaning to have.**



Scan the QR code for a list of services in your area

If you're struggling to cope then call the LSCFT mental health crisis line **0800 953 0110** or text **HELLO** to the Wellbeing & Mental Health Texting Service on **07860 022 846** or call Samaritans on **116 123**



**Burnley Together** is a partnership of local organisations. We offer services to our local communities.

We provide free information, support, and guidance to communities across Burnley and Padiham

If you aren't sure who to ask, we can help.

- ♥ Be Active
- ♥ Befriending
- ♥ Antenatal
- ♥ Food Support
- ♥ Form Filling
- ♥ Health and Wellbeing
- ♥ Housing
- ♥ School Uniform
- ♥ Skills and Employment
- ♥ Volunteering

01282 686402 | Burnley Together  
 contact@burnleytogether.org.uk | burnleytogether.org.uk

### Signposting to other early help support



**COME FOR A BREW AND A NATTER**

**Every Friday 9:30am - 12:30pm**  
 Valley Street, Burnley BB11 5LZ





## Signposting to other early help support

Address: Hyndburn Voluntary & Community Resource Centre, Cannon Street, Accrington

Area Covered: Pennine

Web: [www.adhdnorthwest.org.uk](http://www.adhdnorthwest.org.uk) Email:

[yvonne.tudor@adhdnorthwest.org.uk](mailto:yvonne.tudor@adhdnorthwest.org.uk)

Tel: 01254 352 586 / 01524 411 044



Services: Offering support for children, young people and their families who are affected by ADHD. Service offers advice and support using various methods including telephone, Zoom (face to face), website and social media.

Address: 64 Bank Parade, Burnley BB11 1TSArea Covered: Pennine

Web: [www.brook.org.uk/burnley](http://www.brook.org.uk/burnley)

Email: [el.counselling@brook.org.uk](mailto:el.counselling@brook.org.uk)

Tel: Blackburn Counselling Service: 07824 164271

Burnley Counselling Service: 07760 163327

Services: Brook Young Counselling Service offers one to one counselling for ages 13 - 25years. The service is currently using telephone and skype methods of contact.



**We are  
LANCASHIRE  
WOMEN**

Address: 21-23 Blackburn Road, Accrington, BB5 1HFArea Covered: Pennine

Web: [www.lancashirewomen.org](http://www.lancashirewomen.org) [www.facebook.com/LancashireWomen](https://www.facebook.com/LancashireWomen) [www.twitter.com/LancashireWomen](https://www.twitter.com/LancashireWomen)

Tel: 07832 688181

Address: Bay 6, 1 Dorothy Avenue, Leyland, PR25 2YAArea Covered: East only

Web: [www.barnardos.org.uk/lancashire-young-carers.html](http://www.barnardos.org.uk/lancashire-young-carers.html) Email: [lancashireyoungcarers@barnardos.org.uk](mailto:lancashireyoungcarers@barnardos.org.uk)

Tel: 01772 432020 Services: Barnardo's Young Carers Service supports young carers across East Lancashire (not Blackburn with Darwen).

They are continuing their service using social media and telephone support. Website available with information that young carers can access: [www.barnardos.org.uk/lancashire-young-carers.html](http://www.barnardos.org.uk/lancashire-young-carers.html)

Area Covered: National

Web: [www.papyrus-uk.org/hopelineuk/](http://www.papyrus-uk.org/hopelineuk/) Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Tel: 0800 068 4141 or text: 07860 039967

# HOPELINEUK

Services: Suicide prevention helpline for young people and up to the age of 35 years 9am - 10pm weekdays, 2pm - 10pm weekends and bank holidays



## Programme *(cont)*



NEST Lancashire:

- Part of Victim Support
- Work with CYP 8-18 who have been affected by crime, bullying, threats and harassment
- One to one or group-based support and access to sport and other activities
- Also offer support through criminal justice system from reporting to police to attending court.

See [www.nestlancashire.org/whatwedo](http://www.nestlancashire.org/whatwedo)



Area Covered: National  
Web: [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)  
Tel: 0808 2000 247

Services: National helpline number for those people who are at risk or experiencing domestic violence.

## BIG WHITE WALL®

Address: 36-38 Whitefriars Street London EC4Y 8BQ  
Area Covered: Pennine  
Web: [www.bigwhitewall.com](http://www.bigwhitewall.com)

Services: Big White Wall is an online community for people aged 16 and over who feel stressed, anxious or feeling low. Trained professionals are available 24/7 who will provide 1:1 therapy or you can talk to other members anonymously and take part in group sessions.



Area Covered: National

Web: [www.healios.org.uk/services/thinkninja1](http://www.healios.org.uk/services/thinkninja1)

Services: Free online app for 10 - 18 years old in the UK.



## Signposting to other early help support



### Victim Support

Support for people who have been the victim of crime  
Phone: 0808 168 9111 (24-hour helpline) Website:  
[www.victimsupport.org](http://www.victimsupport.org)

Bereavement Cruse Bereavement Care Phone: 0808 808  
1677 (Monday to Friday, 9am to 5pm) Website:  
[www.cruse.org.uk](http://www.cruse.org.uk)

### National Careers Service

Advice and guidance for Careers, Further and Higher  
Education Phone: 0800 100 900 Website:  
<https://nationalcareers.service.gov.uk>

### Net Aware

Advice on apps and the way they work and how to stay  
safe using them Phone: 0808 8005002 Website:  
<https://www.net-aware.org.uk/>

### CEOP

Child Exploitation and Online Protection Command, you  
can report worries here Phone: Website:  
<https://www.ceop.police.uk/safety-centre>

### Safer Internet Centre

Advice and guidance for on Online Safety Phone: N/A  
Website: <https://www.saferinternet.org.uk/>

### Thinkuknow

Education program about Online Safety Phone: N/A  
Website: <https://www.thinkuknow.co.uk/>

### NSPCC Online Safety

Advice and guidance for young people and parents about  
staying safe online Phone: 0808 800 5000 Website:  
<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

### NSPCC

Children's charity dedicated to ending child abuse and  
child cruelty. Phone: 0800 1111 for Childline for children  
(24-hour helpline) 0808 800 5000 for adults concerned  
about a child (24-hour helpline) Website:  
[www.nspcc.org.uk](http://www.nspcc.org.uk)

### Children's Social Care

Support from Social Services Phone: 0300 123 6720 (Mon -  
Fri 08:00-17:00) 0300 123 6722 (Out of Hours)

### Rape Crisis

Support for victims of sexual assault To find your local  
services phone: 0808 802 9999 (daily, 12pm to 2.30pm  
and 7pm to 9.30pm) Website: [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)



**Trust House Lancs:**

- Preston based but cover countywide
- Counselling and support for victims of Sexual Abuse and Violence
- Support adults, CYP and families from age 4 onwards
- Victims can self-refer, or professionals can refer on their behalf

Referral form on Website – email to [referrals@trustouselancs.org](mailto:referrals@trustouselancs.org)

Website: [www.trustouselancs.org](http://www.trustouselancs.org) Contact: 01772 825288 support@trustouselancs.org



**Signposting to other early help support**



Area Covered: National

Web: [www.minded.org.uk](http://www.minded.org.uk)

Services: MindEd is a free educational resource on children and young people's mental health. Help and advice, hints and tips are available to help parents support their children and young people's mental health and their own mental health.



Address: Action for ASD Autism Resource Centre, King Edward House, Finsley Gate, Burnley, BB11 2FS

Area Covered: Pennine

Web: [www.actionasd.org.uk](http://www.actionasd.org.uk)

Email: [children@actionasd.org.uk](mailto:children@actionasd.org.uk)

Tel: Children's Service: 07809 903852 Services: Offering support for children, young people and their families affected by Autism. Service offers advice and support, online counselling sessions, online training such as Cygnet. Regularly updating website with information. Opening times 9.30am till 3.30pm Monday to Friday

**Get in touch**

**Central Team**  
Ringway House  
Percy Street  
Preston  
PR1 1HQ

**North Team**  
C/O YMCA  
New Road  
Fleet Square  
Lancaster  
LA1 1EZ

**Call**  
0800 164 0074 (This number is free to call)

**Facebook:**  
[facebook.com/WeAreWithYouLancs](https://www.facebook.com/WeAreWithYouLancs)  
**Instagram:**  
[instagram.com/wearewithyoulancs](https://www.instagram.com/wearewithyoulancs)

**East Team**  
C/O CVS Building  
62-64 Yorkshire  
Street  
Burnley  
BB11 3BT

**We Are With You in Lancashire**

We provide free and confidential support to young people experiencing issues with drugs, alcohol or mental health. We help young people achieve their goals, whether that's staying safe and healthy, making changes or reducing harm. Want to chat? We Are With You. [wearewithyou.org.uk](http://wearewithyou.org.uk)

**We will work with you to make a change**

A free and confidential service for young people under 25 affected by drugs and alcohol.

**Our office opening hours are**

**Monday – Friday**  
9am to 5pm

**Webchat**  
Monday – Friday 9 am to 9 pm and  
Weekends 10 am to 4pm



**we are with you in Lancashire**



