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 416596 Community Police 0845 125 3535 or 101 Tax Credits 034553003900

Get advice take 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

Self Harm Bullying

Mental Health

Drugs and alcohol

Things to do

Housing, rights and money

What age can I?

Text 07786 511111

Talk online lancashire.gov.uk/youthzone Call 0800 511111

acebook.com/LancashireYPS twitter.com/LancashireYPS

You can contact us 365 days a year 2pm to 10pm



What's on guide **BURNLEY**



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

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

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** Centre not currently open for delivery

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.

Apply for healthy start at https://www.healthystart.nhs.uk/

Burnley Central CFW Service Whittam Street Burnley **BBBB11 1LW** Open Mon-Fri 9am-5pm Ightenhill CFW Service Oak Street Burnley **BB12 6QZ** Tel: 01282 470895 Centre not currently open for delivery 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

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

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.



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







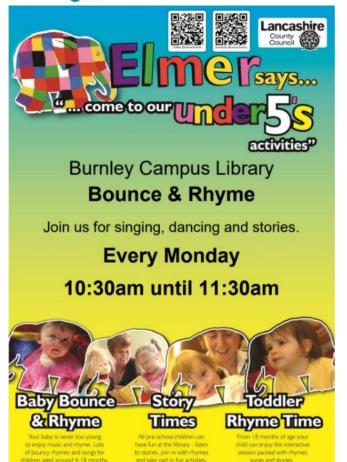


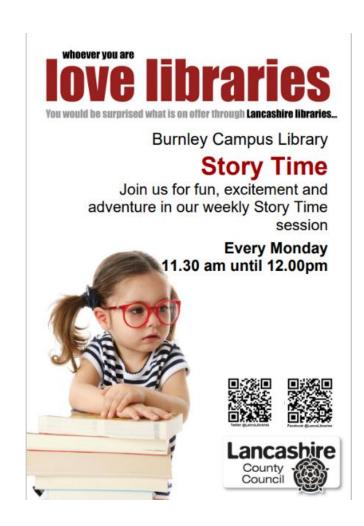


We want to ensure children are at the best possible levels of ability, confidence and independence when they start childcare or schools. In order to support children to be ready to make the most of learning at nursery and school we should support them in developing individual characteristics for learning.

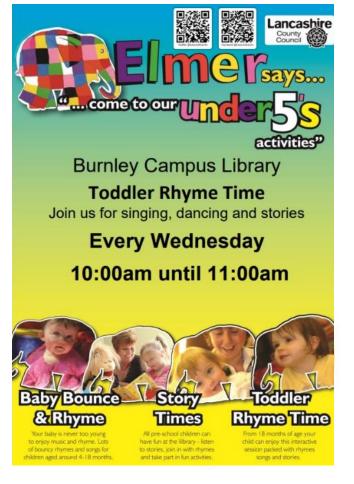


Programme









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.









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

Built 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









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.

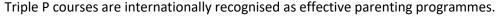




More about our groups and services...







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.











UniQcorn SEND 12-19+ —**Monday-- UNIQORNS** Group 7-9pm —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 Qadeer on 07770 764310 or e mail Qadeer.ahmed@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
- \blacksquare Sports
- ■& organising events throughout the year

Like and share Burnley Family Zone Facebook page.



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





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 Amania on 07989750474 or Qadeer on 07770 764310 or e mail

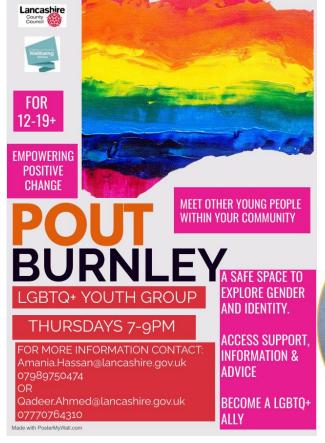
Qadeer.ahmed@lancashire.gov.uk amarnia.hassain@lancashire.gov.uk



Wednesday --'The Voice'- 7-9 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 information contact Qadeer on 07770764310

or Amania on 07989750474







Friday -Padiham Project at Padiham Leisure Centre 7-9pm—Open to any young people who can be supported on any issues. (This is an open access style provision) but the emphasis still on 'issues base work' i.e. drugs, alcohol, ASB, bullying, targeting and providing support to meet young people's needs.

For more details or book on the session contact Amania on 07989750474 or Oadeer on 07770 764310 or e mail

Qadeer.ahmed@lancashire.gov.uk amarnia.hassain@lancashire.gov.uk





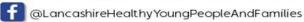


To book - call or email lancsyoungpeoplefamilyservice.co.uk

0300 247 0040 vcl.019.SinglePointOfAccess@nhs.net

Tuesday	Wednesday	Thursday	Friday
Talk to Me 0-6 mths 10-11am Every 1 st & 3 rd Tuesday of the month	Moving onto Solids* 0-12 mths 10-11am	Baby & Me 10-11am Every fortnight from 4 th March	School Readiness From April 10-11am
Chat, Read & Play 6-18 mths 10-11am Every 2 nd & 4 th Tuesday of the month	1 Year and Beyond From Apr - 1-2pm Alternate weeks with the below session	Antenatal Infant Feeding* 1-2pm	Bump, Birth & Beyond* 12.30-2pm Antenatal education
Understanding Colic & Reflux 1-2pm Breast, bottle & formula feeding	2 Years and Beyond From Apr - 1-2pm Alternate weeks with the above session		





















BREASTFEEDING SUPPORT GROUP

EVERY THURSDAY

| 10:00 - 11:30 |
BURNLEY CAMPUS LIBRARY

BARDEN LN, BURNLEY BB10 1JD





@fabLancashire

Helpline: 01254 772929 9:30am-2:30pm & 9:30pm-Midnight EVERY DAY





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

Scanthe OR

If you're stuggling 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



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

Dial 999 if you have seriously harmed yourself

Healthy young minds	Online self-help materials, resources and guidance.	healthyyoungmindslsc.co.uk/ information/coronavirus Available: 24 hours a day, daily.
togetherall	An online counselling service for over 16s.	togethera .com Available: 24 hours a day, daily.
SAMARITANS	A safe place for anyone struggling to cope.	selfhelp samaritans org 116 123 Available: 24 hours a day, daily
CALM	Support for men struggling or in crisis.	calmzone.net 0800 58 58 58 Available: 5pm-12am, daily.
NHS Lancashire & South Cumbria	Wellbeing and mental health helpline and text service supporting people's mental health. LanguageLine available.	Iscft.nhs_uk\Mental-Health-Helpline 0800 915 4640 Text HELLO to 07860 022846. Available: Weekdays 7pm-11pm Weekends 12pm-Midnight
NHS Foundation Trust.	Mental Health Crisis Line - urgent help with mental health distress	Iscft.nhs.uk/Crisis 0800 953 0110 Available: 24 hour a day, daily.
Mindsmatter	Psychological therapy via telephone / video or online.	Iscft.nhs.uk/Mindsmatter
PAPYRUS PREVENTION OF YOUNG SUICCE	Support for young people dealing with suicide, depression or distress. LanguageLine available.	papyrus-uk.org 0800 068 41 41 Text: 07786 209697. Available: weekdays 10am-10pm; weekends 2-10pm.
R	Supporting adults recovering from addiction / mental health diagnosis.	redroserecovery.org.uk Available: online only 24/7.
	Supporting recovery and continued sobriety of alcoholics.	alcoholics-anonymous.org.uk E: eastlancsaa@gmail.com
mind	Helping you understand and look after your mental health and wellbeing.	lancashiremind org uk mindinfurness org ulverstonmind org uk online only.



Mental health support resources in Lancashire and South Cumbria

The Silver Line	Confidential helpline providing information, friendship and advice to older people.	thesilverline.org.uk 0800 4708090 Available: 24 hours a day, daily.
every mind matters	Practical advice - how to deal with stress and anxiety.	nhs.uk/oneyou/every-mind-matters/ online only 24/7.
тне міх	Helpline for any challenges under 25s' might be facing.	themix.org.uk 0808 808 4994 Available: 4-11pm, daily. Or text: THEMIX to 85258 (24/7).
5 Anxiety	Helping those suffering with anxiety disorders.	anxietyuk.org.uk 08444 775 775 Availability: weekdays 9:30am – 5.30pm. Or text 07537 416 905.
YOUNG MINDS	Advice for parents / carers concerned about the mental health of a child or young person.	youngminds.org.uk 0808 8025544 Available: weekdays 12-10pm. 24/7 Crisis Messenger: text YM to 85258. LanguageLine available.
ageuk	Helping older people who are at home and need extra support with their wellbeing.	ageuk.org.uk 0800 678 1602 Available: 8am-7pm, daily. Language support on Thursday.
keeth	Safe and anonymous online counseling and support for young people.	kooth.com Available: weekdays 12pm-10pm; weekends 6-10pm.
P	Talk Me Happy - counselling, bereavement and befriending for BME people in Lancashire.	lancashirebmenetwork.org.uk/counselling 01254 392974 Available: weekdays 10am-5pm.
childline	Confidential counselling service for children.	childline.org.uk
No Panic	Helping people with panic attacks and anxiety disorders.	nopanic.org.uk 0330 606 1174 Available: weekdays 3-6pm.
sala	Support for anyone anxious or worried in Cumbria.	safa-selfharm.com 01229 832269 Available: weekdays 9am-5pm.
Child Co- Bereavement UK	Support for children & young people who are grieving.	childbereavementuk.org 0800 0288840 Available: weekdays 9am – 5pm.
Believe in children Barnardo's	Emotional support for children and young people in Cumbria	tinyurl.com/barnardosmytime 01539 742626 E: MyTimeCumbria@barnardos.org.uk Available: weekdays 9am – 5pm.



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

If you're stuggling 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



















Help with obtaining food parcels / meals on wheels / collecting prescriptions / dog walking / preventing loneliness / financial and debt advice / housing advice / help with shopping / mental health support

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

Area Covered: Pennine Web: www.actionasd.org.uk Email: 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

Area Covered: National

Web: www.healios.org.uk/services/thinkninja1

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



Area Covered: National

Web: 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.







Accrington

Area Covered: Pennine

Signposting to other early help support

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

Web: www.brook.org.uk/burnley Email: 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 - 25 years. The service is currently using telephone and skype methods of contact.



yvonne.tudor@adhdnorthwest.org.uk Tel: 01254 352 586 / 01524 411 044

Web: www.adhdnorthwest.org.ukEmail:

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: Hyndburn Voluntary & Community Resource Centre, Cannon Street,

We are LANCASHIRE WOMEN Address: 21-23 Blackburn Road, Accrington, BB5 1HFArea Covered: Pennine

Web: www.lancashirewomen.org www.facebook.com/LancashireWomen www.twitter.com/LancashireWomen

Tel: 07832 688181

Services: This service supports families whose babies are admitted to the Neonatal Intensive Care Unit at Burnley General Hospital. The service is currently providing telephone support to families and promoting their group Facebook page.

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

Web: www.barnardos.org.uk/lancashire-young-carers.htmlEmail: 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



Area Covered: National

Web: www.papyrus-uk.org/hopelineuk/ Email: pat@papyrus-uk.org

Tel: 0800 068 4141 or text: 07860 039967



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

and bank holidays





Web: www.nationaldahelpline.org.uk

Tel: 0808 2000 247



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



Child Action Northwest

Address: Whalley Road, Wilpshire, Blackburn, BB1 9LL

Area Covered: Blackburn with Darwen

Web: https://canw.org.uk/

Tel: 01254 244700 Email: info@canw.org.uk

Services: CANW Young People's service supports young cares within the Blackburn with Darwen area.

CANW Leaving Care Service: CANW have Children in Need Funding to support vulnerable Care Leavers by providing online support and guided activities for young people 15yrs plus who have left care and are feeling isolated. The service is working towards three main targets: Improved emotional and physical health, growth in independence skills and greater understanding of personal risk and safety.

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 <u>www.nestlsancashire.org/whatwedo</u>



Address: 36-38 Whitefriars Street London EC4Y 8BQArea Covered: Pennine

Web: 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.



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@trusthouselancs.org

Website: www.trusthouselancs.org Contact: 01772 825288 support@trusthouselancs.org



Signposting to other early help support



Get in touch

Central Team

Ringway House Percy Street Preston PRI 1HO

East Team

BB11 3BT

C/O CVS Building 62-64 Yorkshire Street Burnley

North Team

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

Call

0808 164 0074 (This number is free to call)

Facebook

facebook.com/WeAreWithYouLancs

Instagram.com/wearewithyoulancs

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

We will work with you to make a change

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



Monday - Friday 9am to 5pm

Monday - Friday 9 am to 9 pm and Weekends 10 am to 4pm





