



A service directory of available services in Tameside this is a summarised list and not an full directory.

The full and interactive directory can be found on the Tameside Service Information Directory (SID)

at [www.tameside.gov.uk/Tameside-Service-Information-Directory](http://www.tameside.gov.uk/Tameside-Service-Information-Directory)

## MENTAL HEALTH SERVICES — CHILDREN AND YOUNG PEOPLE (C&YP)

### Children and Young People (C&YP):

- **If immediate help is required** — 999 / A&E in an emergency, **Samaritans** 24/7 help line 116 123, **The Sanctuary** for help in a crisis 0300 003 7029, **Childline** 24/7 helpline 0800 1111.
- **Healthy Young Minds (HYM)**— 0161 716 3600. (Formerly CAMHS) Offer specialist services to children and young people who experience mental health difficulties. Support children up to the age of 16 years and from 16-18 years for young people on particular pathways. Contact to speak to a duty officer for consultation, for referrals there is a particular form that can be completed by professionals.
- **HYM Psychological Wellbeing Practitioner (PWP)** - Providing up to 8 sessions helping young people with 'Talking Therapy' treating Anxiety, panic and low mood. Complete a HYM referral and state interest in a PWP.
- **The Hive**—0161 330 9223. 216 Katherine Street, AUL, OL6 7AS. Counselling and Emotional well being supportive services for children, young people and their families. The Hive is a central hub for ages 8-18 and their families. The services that are available within The Hive -

- **Sort it! Drop in:** The drop in runs every Wednesday from 4pm—8pm. Children and young person can access to discover what relevant support can be the most useful for them, or drop in to speak to a worker present. There are also bookable time slots that can be made in advance. A café sells good mood food until 7.30pm. Children under the age of 13 will need to be accompanied by an adult.

- **C&YP Counselling:** Counselling is offered within the drop in hours in one of the therapy rooms. Up to 8 sessions can be offered to explore any issues the young people wish to discuss. Can be referred onto these counselling sessions through attending the Sort it! Drop in.

- **Early intervention Service:** Helping Children and Young people with low level mental health such as Anxiety, Low Mood, Stress, Anger and Confidence. These would be for 1:1 sessions, with low level CBT sessions will be for a duration of 5 weeks. Can be referred to Early Intervention Practitioners through attending the Sort it !Drop in.

- **Bee Arty:** Each week the Sort it! Drop in runs there will be an art space that people can attend and drop in and out throughout the evening. Groups are 'Junior and Senior' based on age and will promote social activities with peers and therapy through art.

- **The Anthony Seddon Fund**— 0161 376 4439. Supporting mental health in the community and supports both adults and children. For children and young people, the service offers a drop in mental health support for ages 9-19 called 'The Talk Shop' which is every Thursday from 4-7pm. 1:1 counselling is available at this time, no appointment is necessary. Parents and families are welcome and there is a pool table and arts & crafts available for everyone. The AS Centre is located at 12 George St, AUL, OL6 6AQ.
- **Off The Record** — 0161 355 3553. Referrals can be made for counselling for ages 10-25 years, but drop in sessions are available every Wednesday between 3 –6pm. Also a service for Skype online sessions coming soon. <http://www.otr-tameside.org/>
- **42nd Street**—0161 228 7321 Supporting ages 11-25. 42nd Street offer Counselling, therapy, individual support, group work and volunteering opportunities. Please visit website for more details regarding the support available either online or via 1:1. Both professional and young people/family members can make a referral to access support. [www.42ndstreet.org.uk](http://www.42ndstreet.org.uk)
- **Cancer Warriors**—Helpline and resources [www.cancerwarriors.co.uk](http://www.cancerwarriors.co.uk) Cancer Warriors is not just a place for those who are suffering with cancer but for those who have been affected by cancer. If you've been affected by cancer in any way, today or previously we are here for you. Visit our support centre. Monday to Friday 10am to 2pm, 71 Melbourne Street, Stalybridge SK15 2JJ, Call 0161 338 5010 Email: cancerwarriors@mail.com

### Bereavement:

- **Winston's Wish**— Helpline and resources [www.winstonswish.org.uk](http://www.winstonswish.org.uk) We provide in-depth therapeutic support for bereaved children in individual & group settings. We'll help families understand child bereavement, offer advice & support through our array of child bereavement services. Freephone number 08088 020 021
- **Once upon a smile**—Helpline and resources [www.onceuponasmile.org.uk](http://www.onceuponasmile.org.uk) Our programmes are for children and young people who have been bereaved of a parent, guardian or sibling. Our programmes vary dependant on your child's age and circumstances surrounding their loved ones death. We provide opportunities for children to express their thoughts and feelings in a safe environment and meet other children who share similar experiences.

## MENTAL HEALTH SERVICES—ADULTS

### Adults:

- **If immediate help is required** —999 / A&E in person, or people can phone Thameside mental Health Emergency Line on 331 6248 when in a crisis for over the phone support. **The Samaritans**—08457 909090 24 hours each day.
- **Healthy Minds**— 0161 716 4242. Treatment and support options for people struggling to cope with low mood, stress, anxiety, depression, or any mental health problems. The service can also support if there is a long-term physical health condition. Professional or self referrals.
- **The Early Intervention Team**— 0161 716 3280. Specialist team that support people aged 14-65 who describe having psychosis episodes or similar episodes. Working with people to look at how to stay well from these experiences which might include practical help, treatments, advice around finances/housing, help with education/employment, guidance for family and friends.
- **The Anthony Seddon Fund**— A charity set up by Anthony's parents in his memory. The AS Fund help Thameside residents living with mental health illness. Adult drop in Monday—Saturday between 12—3.30 pm for the opportunity to chat and seek support. From counselling services. AS Centre located at 12 George St, AUL, OL6 6AQ for the drop in and activities. A range of supportive and social groups are run throughout the week—, e.g. Art/Music/Meditation therapies, a specialised 'Bereavement by Suicide Support Group' or dedicated Men's Groups. Please see website [www.theanthonyseiddonfund.org](http://www.theanthonyseiddonfund.org) for the full groups timetable as this is updated regularly and for some sessions booking is required.
- **Tameside Women's project**—A range of services available across Monday/Tuesday/Friday at main base in Cavendish Mill in AUL (opposite Asda) as well as one day local sessions at Ridgehill Centre and Hattersley Childrens Centres. Different professionals from various teams—running courses and groups run on a timetable, and there are some options of counselling support for attending members. To start accessing the centre, phone to make appointments (advised), or drop in to see what services are on offer. Self or professionals referrals - telephone or drop in. Duty number— 07716272847.
- **Tameside and Glossop Early Attachment Service (EAS)** – 0161 716 3569. Offers support to parents, babies and children, from pregnancy until the child's 5<sup>th</sup> birthday, to promote healthy attachment and bonding in their relationship. Email: [pcn-tr.eas@nhs.net](mailto:pcn-tr.eas@nhs.net)

- **Mind**— info line— 0161 330 9223. Local shop/café located on Katherine Street, AUL. Groups for parents to attend in an informal setting. Information and resources available. [www.mind.org.uk/](http://www.mind.org.uk/)
- **Making a Difference Tameside**—0161 343 2736. Working with people who suffer from long term mental health illness in a rehabilitative way, through activities and social events. 1:1 support also available. Referral form on website. Families welcome to call into Oasis Café on 214 Stamford Street where activities take place. [www.makingadifferencetameside.com](http://www.makingadifferencetameside.com)
- **Health and Wellbeing College**— Wide range of courses to suit a range of needs. Courses such as 'Art for Wellbeing', 'Coping with change', 'This is my moment' and 'Out of the Blues' cover all aspects of emotional well being and ways of managing and moving forward. Courses are different durations and run throughout the year. Please see website for timetable <https://hwcollege.penninecare.nhs.uk/our-courses>

### Bereavement:

- **Reuben's Retreat**—A charity set up by Reuben's family in his memory. They offer support both for bereavement of a child, or have a child suffering from a life limiting/threatening illness. Based with offices in AUL, and at the 'Retreat' in Glossop. Information regarding bereavement support— Full calendar and all other details on website [www.reubensretreat.org](http://www.reubensretreat.org)
- **Bereavement Support group**— for parents that are bereaved of a child in the last 12 months. Runs the last Thursday of every month 6.30pm-8.00pm. Calendar on website.
- **Healing Hearts**—for bereaved parents no matter how long or short the time of loss. Runs the first Thursday of every month 6.30pm—8pm. Calendar with all dates on website.
- **Finding Rainbows**— A charity set up by a Tameside Mum in memory of her son Kaiden. The charity offer support to anyone who has suffered the loss of a baby, child or through early pregnancy loss. They run a 24/7 helpline, coffee mornings, awareness days, memorial garden and counselling through 1:1 or group sessions. Drop-ins operate on Mondays and Wednesdays 10-4pm, located at on 1st Floor, 9 Fletcher Street, AUL. Please visit their Facebook page for information, as well as their website [www.findingrainbows.co.uk](http://www.findingrainbows.co.uk) and contact through emailing [find-ing.rainbows@outlook.com](mailto:find-ing.rainbows@outlook.com)

## MENTAL HEALTH SERVICES—ONLINE AND APPS

### Online Services for C&YP and Adults:

- **MindEd**—free online educational training resource about children and young people's mental health for all professionals and parents [www.minded.org.uk](http://www.minded.org.uk)
- **Kooth** – a free online counselling service for 10-26 years of age. Speak to counsellors, read young persons articles and make a daily online journal. <https://kooth.com/>
- **HeadScape**—Self help website for CYP –Interactive online quiz to 'find out what's going on in your head, and what might help sort it out' Information on a range of topics, and interactive resources for both CYP and professionals to help understand. [www.headscapegreenwich.co.uk/headscape](http://www.headscapegreenwich.co.uk/headscape)
- **Stem 4**—information website for adolescents who think they may have issues related to depression, anxiety and other conditions. <http://www.stem4.org.uk>
- **MoodGym**—an interactive self-help book which helps young people to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety. [www.moodgym.com/au](http://www.moodgym.com/au)
- **Aye Mind**— Aiming to improve the mental health and wellbeing of young people, by making better use of the internet, social media and mobile technologies. Resources available to young people aged 13 to 21, and a digital toolkit for all who work with young people <http://ayemind.com/>
- **WTF! Affirmations**—Run by Off The Record, affirmations is a collection of online MP3 files which young people can listen to, helping develop a positive state of mind and help deal with problems that are experienced. <https://www.wtfaffirmations.co.uk/>
- **Survivors Manchester**— website designed to help with impact of abuse, but range of self-help guides regarding emotional wellbeing. [www.survivorsmanchester.org.uk/](http://www.survivorsmanchester.org.uk/)
- **Mood Swings**—0161 832 3736. Online support, and access to recovery workshops helping people recover from 'life's ups and downs'.—Services are based on a personal plan that has been designed and agreed after an assessment chat. [www.moodswings.org.uk](http://www.moodswings.org.uk)
- **Self Help Online**—0161 226 3871. Providing a range of support, services and opportunities to discuss problems with anxiety, depression, phobia's and panic attacks. [www.selfhelpservices.org.uk](http://www.selfhelpservices.org.uk)
- **Hub of Hope** Online list of mental health services and support groups <https://hubofhope.co.uk/>

- **Anxiety UK**—Supporting those living with anxiety and anxiety-based depression by providing information, support and understanding. [www.anxietyuk.org.uk/](http://www.anxietyuk.org.uk/)
- **Papyrus** —Prevention of suicide in young people. Specialist phone service offering support, practical advice for people who are worried about how they are feeling. [www.papyrus-uk.org](http://www.papyrus-uk.org)
- **The Sanctuary**—Support to adults who are experiencing anxiety, panic attacks or depression The Sanctuary offers a space to talk and assistance with coping after a crisis. Sanctuary helpline 0300 003 7029. [www.selfhelpservices.org.uk/the-sanctuary](http://www.selfhelpservices.org.uk/the-sanctuary)

### Apps for Children and Adults: (Both Apple and Android)

- **Online NHS services and Apps**—A library of apps on a range of health and mental health issues, providing information on the app such as who it is suitable for (there are ones for children and adults), how to access, how it works and prices if applicable. <https://apps.beta.nhs.uk/>
- **Psyberguide**— Online library of mental health apps, browse by category, summary of apps with information on how to use it . Apps can be downloaded on both Android and iPhone. <https://psyberguide.org/>
- **Super better**—To help young people to increasing resilience. Can do 10 minutes everyday to stay strong and motivated. [www.superbetter.com](http://www.superbetter.com)
- **Sleepio** —Sleepio is a sleep improvement program app with Cognitive Behavioural Therapy (CBT) techniques to improve sleep [www.sleepio.com](http://www.sleepio.com)
- **Headspace**— An App (and a blog) regarding the importance of meditation to reduce stress. Themed taught meditation sessions to help things from sleep to stress. <https://www.headspace.com/>
- **MindShift** —App to help teens and adults cope with Anxiety, help with trying to face anxiety and make a positive change. [www.anxietybc.com](http://www.anxietybc.com)
- **VROOM**—To Help Develop Babies' Brain Power. The app offers parents a toolbox of tips to boost kids' capacity to learn while promoting parent-child bonding. [www.joinvroom.org](http://www.joinvroom.org)
- **Smiling mind**—7 years + Techniques to help children relax , reduce worries and anxiety. Improves concentration <https://www.smilingmind.com.au/>

## ADDITIONAL SERVICES FOR CHILDREN AND YOUNG PEOPLE

### Health

- **Health Mentors** - Working directly with young people regarding healthy weight, alcohol and drugs, smoking, emotional health and well-being, can be around 4-6 sessions to look at healthy behaviour changes. All correspondence should be sent to the School Nursing team for the locality where the child's school is. (please see full list of email addresses on Health Services)
- **You Think Team**— 0161 342 5672. Focusing on the sexual health, awareness and prevention of young people in Tameside aged up to 25. The team run sessions, attend settings and run a drop in at 31 Clarence Arcade, AUL.
- **Orange Rooms SAFE**—Can attend walk in clinic at Ashton Primary Care Centre to access contraception, advice and counselling. Timetable at <http://www.tameside.gov.uk/health/sexualhealth>
- **Ask Brook**— Sexual health and well being for under 25's. Young people able to use website for information and e-learning. [www.brook.org.uk/](http://www.brook.org.uk/)

### Child Sexual Exploitation

- **Child Sexual Exploitation**— 0161 856 5880. CSE Phoenix Team with TMBC ,phone for info, guidance and request for support.
- **PACE**— National charity—Parents Against Child Sexual Exploitation. Information and online support available for parents, and resources for professionals regarding identifying CSE. <http://paceuk.info/>
- **Online Safety**— NSPCC offers information on keeping children safe online, and advice on parental controls, websites to be aware of and video streaming. [www.nspcc.org.uk/](http://www.nspcc.org.uk/)

### Drugs and Alcohol

- **Branching Out**—0161 343 2753. Support on substance misuse and addiction. Contact for advice, workers will be allocated to provide further support once referral completed.
- **Frank**— 0800 776600 regarding substance misuse, confidential helpline available for both children and parents, offering support and advice. [www.talktofrank.com](http://www.talktofrank.com)

### In the Community:

- **Young carers**—Service for children and young people aged 8-18, who look after someone in their family who is unwell or disabled. Responsibilities such as personal care, housework, or food shopping. Young Carers provides respite activities for the young person through groups and activities. Discuss a referral on 0161 368 7722.
- **Youth Justice Service**— 0161 342 5680. Support for young people aged 10-17 who have been involved with crime or anti social behaviour. Offer of support to young people and families on preventing being involved in crime, giving back to victims and the wider community, and making more positive choices. <https://www.tameside.gov.uk/yot/generalinfo>
- **Groundwork**— Youth Mentoring for CYP to achieve their potential at school, in their communities and at work, and support for 18-24 years who have been out of employment, or education for twelve months or more and who need extra support to help them to a pathway into work. [www.groundwork.org.uk](http://www.groundwork.org.uk)
- **Gangline**— Helpline offering advice on concerns regarding a young person becoming involved in gang culture. Mentors and workshop details online. [www.gangline.com/](http://www.gangline.com/)
- **The Mix**— 0808 808 4994. Support service for young people 13 to 25. Helping a range of challenges for CYP - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk via online, social forums or free helpline. <http://www.themix.org.uk/>
- **National Youth Advocacy Service (NYAS)**—0808 808 1001. Advocacy, confidential advice and legal representation for young people, such as young people involved in private law matters. <https://www.nyas.net/>
- **Channel**— Referral for Police PREVENT work with a CYP who shows signs or behaviour of extremist behaviour. (Please contact MASH on 342 4101 or the EH Access Point on 342 4260 if this is a concern)

## YOUTH SERVICES AND ACTIVITIES

Tameside Youth Services full timetable — [www.tameside.gov.uk/youthservices](http://www.tameside.gov.uk/youthservices)

**Water Adventure Centre WAC** —take part in canoeing activities, for over 8 years and need to be able to swim 25 metres (the length of a regular swimming pool). Located at the Old Boat House, Fairfield Locks, Off Maddison Road, Droylsden, Manchester M43 6ES 0161 301 2673 Email: [info@wateradventurecentre.org.uk](mailto:info@wateradventurecentre.org.uk)

Monday 5-8pm:	Young Women's Evening Youth Club 12-18 Years
Sunday 11am—3pm:	Sunday Funday—Play club with Canoeing 8-14 years

**Multi Media Project** — Staff use music and media as a tool to work with young people from across Tameside looking at issues effecting young people providing individual support and work towards accommodating the needs of young people in the areas of Music, Dance, Drama, Singing and Video Production. Groups are on Saturdays 9am - 4pm, and on Mondays 6pm - 9.30pm located at Denton Festival Hall, Peel Street, Denton, M34 3JY.

Monday 6-9.30pm:	Multimedia Music Project 8-19 years
Saturday 10am—4pm	Multimedia Music Project 8-19 years

**Cycle-ops Adventure**—Cycle project that can give young people the opportunity to maintain bikes using re-cycled parts with a range of tools to suit the job. There is an open workshop project called Chain Reaction where young people aged 10-19 can attend to fix their bikes and keep mended bikes where possible. These sessions are 50p. Based at Unit 9 Charlestown Industrial Estate, Robinson Street, Ashton-Under-Lyne 0161 339 7084.

Thursday 4.30—7pm	Chain Reaction 8-19 years
Saturday 10am—12pm	Accessible Cycling Experience 8-25 years

Day	Day/Event	Times	Location
<b>Monday:</b>	Youth Forum (Every 2 weeks)	6 — 8.30pm	Copley Youth Base, Huddersfield Road, Stalybridge. 0161 342 3799.
<b>Tuesday:</b>	Blocksages Youth Base 8-19 years	6.30 — 9pm	Blocksages Youthbase, Birch Lane, Dukinfield. 0161 342 3954.
<b>Tuesday:</b>	LGBT out loud 13+ years	6.30 — 9pm	Locations move around Tameside. Please contact 342 2345 / 07971599414
<b>Tuesday:</b>	Disability Youth Project 12-19 years	6.30 — 9pm	Bennett Street, Hyde. 0161 368 0076.
<b>Wednesday:</b>	Hattersley HUB youth club (Term Time) 8-19 years	6.30 — 9pm	Hattersley HUB, Stockport Road, Hattersley. 0161 368 0076.
<b>Wednesday:</b>	Mossley Youth Club 8-	6.30 —	Mossley Youth Base, The
<b>Thursday:</b>	Open Access Youth Club 8-19 years	6.30 — 9pm	Bennett Street, Hyde. 0161 368 0076.
<b>Friday:</b>	Haughton Green Young People's Centre 8-19 years	6 — 8pm	Haughton Green YP Centre, Lancaster Road, Denton. 0161 342 2345.
<b>Friday:</b>	Cedar Park Youth Base 8 -19 years	6.30 — 9pm	Cedar Park Youth Base, Carr Street, AUL. 0161 342 3954



## CHILDREN AND YOUNG PEOPLE WITH ADDITIONAL NEEDS

### ***Services and groups in Tameside:***

- **ISCAN** — 0161 366 2050. Team of social workers and health professionals who work with CYP aged 0-18 with a disability or medical condition. Based at Jubilee Gardens in Droylsden (CSC/Behaviour team) and Rowan House in Hyde (Health) Working closely with families and professionals to support young people to achieve their potential in all aspects of their life. [iscanrowanhouse@tgh.nhs.uk](mailto:iscanrowanhouse@tgh.nhs.uk)
- **SENDIASS**—0161 342 3383. Tameside service aiding and developing partnership between CYP, parents/carers, schools, the local authority and all other partners who are involved in working to identify, assess and meet the special educational needs of children and young people with SEN, Disabilities and going through EHCP process. [www.tameside.gov.uk/sendiaass](http://www.tameside.gov.uk/sendiaass)
- **OKÉ**— Our Kids Eyes—0161 371 2084. Tameside charity that helps children and young people with disabilities. Offering advice, information, activities and events for children and their families. Weekly social events and Youth clubs for children aged 11-18 as well as holiday clubs for the whole family.
- **Tameside Autistic Group**— TASCA is a parent run support group with monthly support groups in different locations through Tameside who also run **CABS**—Children and Adolescent Behavioural Support Team for CYP with severe learning disabilities and challenging behaviour. 0161 371 2060. [www.tasca.org.uk/behaviouralsupportteam.htm](http://www.tasca.org.uk/behaviouralsupportteam.htm)
- **FACT**—Families of Autistic Children Together—A charity providing support for children on the autistic spectrum. Activities at Slide & Seek and Hollywood Bowl – please see Facebook for activity timetables. Parents can also learn Makaton (Sign language for children) See Facebook page or [www.factautism.org.uk](http://www.factautism.org.uk)
- **Tameside Arts**—Specialise in arts for ages 6+ with a learning/physical disability and mental health issues. The weekly schedule is being developed and added to often, sometimes as result of members requests for activities. Costs are £5 full day or £2.50 half day, and there is a ‘Shared Support’ scheme to be able to additionally fund 1:1 support on a full day or hourly basis. Full information available at website [www.tamesideartsltd.co.uk](http://www.tamesideartsltd.co.uk). A new Community Arts Centre is being adapted and once ready all groups and activities will move to this location in Denton.
- **People First Tameside**— a user-led charity which provides activities and services for learning disabled people in the Tameside area. [www.peoplefirsttameside.org/home/our-services](http://www.peoplefirsttameside.org/home/our-services)

### ***National Charities and accessing financial support:***

- **Autism Education Trust**— Supporting effective education practice, information for both schools and parents on children with autism achieving within the curriculum. [www.autismeducationtrust.org.uk/](http://www.autismeducationtrust.org.uk/)
- **Care for the Family** —029 2081 0800. Care for the Family is a national charity which aims to promote strong family life and to help those who face family difficulties. [www.careforthefamily.org.uk/](http://www.careforthefamily.org.uk/)
- **Family Holiday Association**—020 3117 0650. The Family Holiday Association is the only national charity dedicated to providing British seaside breaks and day trips for families struggling with some of the toughest challenges life can bring. [www.familyholidayassociation.org.uk](http://www.familyholidayassociation.org.uk)
- **Contact a Family** — 0808 808 3555. Contact a Family is a national charity for families with disabled children. They provide information, advice and support. [www.cafamily.org.uk](http://www.cafamily.org.uk)
- **Family Fund**—Charity that provides grants for holidays, and specialised equipment such as sensory or computing item to support families with disabled children. [www.familyfund.org.uk](http://www.familyfund.org.uk)
- **Happy Days Charity**— Provide respite breaks for individuals, families and groups who support children with additional needs ages 3—17. Can offer help to those with learning difficulties, physical or mental disabilities and life limiting illnesses. (Can also apply for respite funding for CYP who have been abused or neglected, witnessed DV, severe bereavement of young carers) Apply online [www.happydayscharity.org/](http://www.happydayscharity.org/)
- **Merlin’s Magic Wand**— Apply for a day out for ill, disabled or disadvantaged children ages 2-18, at a Merlin Attraction such as Lego Land, Sea Life or Alton Towers. Apply online [www.merlinsmagicwand.org/](http://www.merlinsmagicwand.org/)
- **Cloverleaf Advocacy** — Advocacy services to people with mental health needs, learning disabilities, older people, people with physical and sensory impairment, and carers. [www.cloverleaf-advocacy.co.uk/](http://www.cloverleaf-advocacy.co.uk/)
- **Disability Matters**— Offers free E-Learning for anyone who works or (looking to) volunteering with disabled CYP. E-Learning modules aiming to increase awareness and knowledge. [www.disabilitymatters.org.uk](http://www.disabilitymatters.org.uk)

## PARENT SUPPORT

- **Children's Centres Parenting Programmes** — Tameside's Parenting Offer strives to support families when it is needed most. There are different courses to suit the needs of all parents and children in Tameside. There is an online course available (please see page 11 for full details) and courses run throughout the year. Contact Early Help Access Point on 342 4260 for the referral form or contact and send completed forms to [parentingreferrals@tameside.gov.uk](mailto:parentingreferrals@tameside.gov.uk)
  - **Homestart**—0161 344 0669. Offers support to families with children aged under 5. Referral can be completed for a worker to help parents learn to cope, improve their confidence and build better lives for their families. <https://www.home-start.org.uk/>
  - **Infinity Initiatives** — 0161 339 6137. Charitable organisation run by volunteers, their pay as you can café is located at 217 Mossley Road, AUL, OL6 6LX. Provide an advocacy and support service for those with multiple needs—supporting individuals and families. They can offer support in understanding circumstances and signposting as appropriate, but also can offer support through counselling services, providing food items and in providing other items such as clothing/household items. Please follow their Facebook page to see all their posts for info. Can visit the café anytime open, no appointment necessary. Open Mon-Fri, 11:00-14:00, Weds until 20:00. Please search [Infinity Initiatives C.I.C on Facebook](#).
  - **The Leap Centre**— Large range of support for the community—For parents and families, examples include a Mum's Support Group, a group for families effected by DV and negative behaviours, and courses for School readiness and adult learning. Based in Clyde House, AUL. (Close to Oxford Park) Please contact Julia Cliff for more info on 0161 214 8300.
  - **Family Group Conference**—0161 336 2143. Bringing together families in Tameside to arranged meetings to discuss and make plans for their children to be safe, happy and well cared for. Phone for advice or to make a referral.
  - **Family Mediation**— 0161 872 1100. Run by 'Talk Listen Change' (TLC). Mediation service can offer support with family members to discuss positive communications and contact arrangements. [www.talklistenchange.org.uk](http://www.talklistenchange.org.uk)
- ### Domestic violence Support
- **Tameside Women's Centre**— A range of services available across Monday/Tuesday/Friday at Cavendish Mill. Access to courses, groups, peer support and support from multi agencies. Meet at Wednesday at Ridgehill or Hattersley on Fridays.
  - **Bridges** – Tameside Domestic Abuse Service—0161 331 2552. Help and advice for both professionals and service users. The Bridges Service is there to help with all levels of abuse and its effects, and runs CHIDVA to do work with children 1:1 who have witnessed DV. <http://thp.org.uk/>
  - **The Sanctuary**— 0161 331 2552. A scheme for Tameside DV victims to help people feel safe in their homes by adding security measures inside and outside the home. Referrals for scheme via New Charter. [Info available on New Charter website](#).
  - **Sitting right with you**— a website for victims of DV to visit for online support and help, confidential support and information, website protected to ensure private browsing. Website also has information for practitioners. [www.sittingrightwithyou.co.uk/](http://www.sittingrightwithyou.co.uk/) #endthefear
  - **Women's Aid**— 0808 2000 247. 24 hour helpline. Charity working to end domestic abuse against women and children. Helps awareness and encouraging change. [www.womensaid.org.uk/](http://www.womensaid.org.uk/)
  - **The Hideout** — Women's Aid has created this interactive website to help children understand if domestic abuse is happening, hear other stories and how to get help. [www.thehideout.org.uk/children/home/](http://www.thehideout.org.uk/children/home/)
  - **National Centre for Domestic Abuse**— 0844 8044 999. Charity that specialise in providing legal assistance to obtain injunctions.
  - **Men's Advice Line**—0161 801 0327. Advice and support for men experiencing domestic violence and abuse.
  - **Bridging to change**—0161 872 1100. TLC service. Support for DV perpetrators to recognise behaviour and take steps towards positive steps towards change. [www.talklistenchange.org.uk](http://www.talklistenchange.org.uk)



## HOUSING AND FINANCIAL SUPPORT

### Housing

- **New Charter**— 0161 331 2000. NC residents can log onto website to bid for new properties, log repair requests get advice on Anti Social Behaviour and domestic abuse. [www.newcharterhomes.co.uk/residents-and-customers](http://www.newcharterhomes.co.uk/residents-and-customers) If in a New Charter property, each Tameside area has an area representative who can support with housing and financial issues. Please phone 0161 331 2456 to enquire after an area specific housing officer.
- **Applying for housing**— advice on renting a home within the Tameside area available on Tameside's website on the [housing section](#), has information and advice, and a list of all the registered housing associations in Tameside so that applications can be made to different associations. Each organisation will have its own policies on how properties are rented out and some may have specialist accommodation. <https://www.tameside.gov.uk/housing/housingassociations>
- **Tameside Housing Advice**— 0161 331 2700. Provides help and advice on all aspects of housing, and help to resolve housing problems. Can assist in Private renting or Housing Association properties in Tameside. Check for eligibility for a bond scheme to assist with securing a deposit on a tenancy. [www.tamesidehousingadvice.org/](http://www.tamesidehousingadvice.org/)
- **Tameside Floating Support/Unlocking Potential** — 0161 339 5450. For ages 16-64 years of age. For families and for young people who are in urgent need of finding a home. Referral form—<http://www.tameside.gov.uk/housing/supportingpeople/floatingssupport>
- **Citizens Advice Bureau** — Drop in available 9.30am—12.30pm every morning at TMBC customer services on Stamford Street, AUL. CAB can advise on a huge range of topics such as benefits, housing, work, debt/money, law/court matters and immigration. [www.tamesidecab.org.uk/](http://www.tamesidecab.org.uk/)
- **Community Legal Advice**—0845 345 4345. Dealing with rent problems for people under private rent, their rights and help to solve problems.
- **Shelter**—0808 800 4444. Housing charity that offers advice and help with most kinds of housing problems from housing benefits, to council housing, deposits and knowing legal rights on eviction. [www.england.shelter.org.uk/](http://www.england.shelter.org.uk/)
- **2nd Generation Furnishings**—Application can be made for second hand items of furniture, such as sofa's, beds or items such as kitchen starter packs and soft linen etc. <http://www.2ndgenerationfurnishings.co.uk/>

### Financial

- **Citizens Advice**—Now moved into Tameside One building in AUL town centre, and Hyde Job Centre. Staff are trained to give advice on range of issues including financial advice, benefit advice, making claims, managing debt. Advice line— 0300 3309 076
- **Advice Tameside** —information and advice for Tameside residents. Help with benefits, budgeting, looking for work/volunteering and financial difficulties. [www.advicetameside.org.uk/](http://www.advicetameside.org.uk/)
- **MINT**—Money Information Network Tameside. Information and advice on financial matters. Ensuring that everyone has access to the right type of financial assistance. Also provide courses that help people manage their money. 0161 331 2666—within Jigsaw housing <http://minttameside.org.uk/>
- **Buttle Trust**— provide swift, financial support grants of up to around £300 for families or young people living in crisis.—apply online on <http://www.buttleuk.org/> Also do special training and education grant for 16-20 olds who are estranged from family but have career goals to train or do employment courses to get into work, but do not get parental financial support.
- **Turn 2 us**—Online help with debt and finance difficulties. Free benefits calculator and grant search tool to find out what support families will be eligible for. [www.turn2us.org.uk](http://www.turn2us.org.uk) or 0808 802 2000
- **Universal credit calculator**— <https://www.uceplus.co.uk/how-much-will-my-payment-be.html>
- **National Debt Helpline**— 0808 808 4000. Helpline offering advice, enabling people in need of support to deal with their debts in a proactive way. [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)
- **Utilities Debt Financial Assistance**—Application can be made to British Gas Trust or United Utilities to help clear or make decreased payment plans for Electricity, gas, water and sewerage debts. [www.britishgasenergytrust.org.uk/](http://www.britishgasenergytrust.org.uk/) and <http://www.uutf.org.uk/>
- **Cascade Baby Bundles**— Cascade Baby Bundles aims to support by providing a 'Baby Bundle' gift containing items of clothing, toys and essentials that will help cushion the financial impact of a child on a family experiencing hardship. Bundles for newborn babies and children all the way up to age ten. Need to register online <http://www.cascadebabybundles.org.uk/>

## EDUCATION AND EMPLOYMENT

### Children's Education:

- 2 year olds can be eligible for 15 hours per week at selected nursery providers—for further information, eligibility criteria and to complete applications contact the Family Information Service (FIS) 0161 342 4260
- All 3 year olds awarded 15 hours per week at all nursery providers, and eligibility for 30 hour placements can be found online. As this is a new government initiative, parents have to apply online to HRMC at <https://childcare-support.tax.service.gov.uk/par/app/applynow>
- School Admissions— Queries regarding applying for a new school place, transferring schools, or school appeals contact School Admission Team - more info and relevant transfer forms can be found online at <http://www.tameside.gov.uk/admissions>

### Education and Employment: Aged 16—19:

- **Positive Steps**—0161 621 9400. For ages 13-18. Oldham based service, but has Tameside team based in Clarence Arcades on Stamford Street, AUL. Drop in and ask to speak to a member of the team. Offers support for young people around sexual health, career guidance, work experience, apprenticeships and volunteering. [www.positive-steps.org.uk/](http://www.positive-steps.org.uk/)
- **Juniper** —0161 830 0595. For young people aged 16-18 looking to secure an apprenticeship, employment or going onto further education. Juniper has various provision pathways to help with career goals. There is also support for adults 19-24 looking to secure employment, with support available on interviews and for those requiring English and maths qualifications. Based at 166 Stamford Street, AUL. [www.junipertraining.co.uk/centres/ashton/](http://www.junipertraining.co.uk/centres/ashton/)
- **The Skills company**—(Formerly Skills Solutions) 0161 359 3017—supporting young people aged 16-19. Help with Apprenticeships, Traineeships, Higher Education qualifications, attending training courses and gaining skills to get into work. Based on Kayley Industrial Estate, Richmond Street, AUL, OL7 0AU. [www.theskillsco.com/about/tameside-skillcentre](http://www.theskillsco.com/about/tameside-skillcentre)
- **Princes Trust**—12 week development programme for young people to help meet new people, gain practical skills, experience and secure qualifications. Residential trip and community projects. [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

### Adult Employment:

- **The Motiv8 programme**—will support people age 25+ to identify a holistic support package to help remove barriers to engaging with services, activities, volunteering and in the future employment. Aims to support towards sustained employment through an accessible, approachable interventions. Referral forms can be made by organisations or self referrals to [info@manchesterbbo.co.uk](mailto:info@manchesterbbo.co.uk) or contact 0161 331 2048 for more info.
- **National Careers Centre**— Tameside Libraries offer CV support, help with searching and applying for jobs— 1-2-1 appointments to support with interview practice and applying for employment. Libraries information and timetable at—[www.tameside.gov.uk/libraries/nextstep](http://www.tameside.gov.uk/libraries/nextstep)
- **Employment support workshops**—1-2-1 session to improve CV's, completing application forms, and gaining experience in job interviews. Based at Hyde Community Action, Healthy Living Centre, 20 Great Norbury Street, Hyde, SK14 1BR. Telephone for appointments—0161 368 3268. Support also available in Bengali, Urdu, Punjabi.
- **Volunteering**—offers the opportunity to access rewarding work based experience, meet new people and find pathways into work. 'Do It For Good' website <https://do-it.org/> allows people to search in their local area for a range of opportunities that have been listed by a large range of services, from Administration to Customer Service to Youth workers. Over a thousand opportunities listed in Tameside for people to explore and contact.

### Adult Education:

- **Learn Direct Tameside**— Offering free IT, English and Maths Courses for adults looking to gain qualifications before getting into work. Courses are at different levels and can last between 5—10 days total length. Learn Direct Tameside based with 'In 2 Wrk' in Borough Arcade, Hyde, SK14 2AA. <https://in2wrk.com/tameside/>
- **Tameside ACE (Adult Community Education)** - 0161 342 4063. Gain skills, knowledge and qualifications. Courses focus on the essential skills for life and work such as IT, English, Maths and employability skills. Based at 68 Old Street, AUL and courses also run at the Health and Wellbeing College in Ashton town centre. [www.tameside.gov.uk/adultlearning](http://www.tameside.gov.uk/adultlearning)

## CHILDREN'S CENTRES

Children's centres provide a varied range of services and activities for 0-5 years. Sessions or play and learning development, and support for parents including advice on parenting and access to specialist services for families. Drop in sessions for health based activities and workshops with jobcentre plus for training and employment opportunities.

### **Ashton:**

St Peters Children's Centre

0161 342 2255 (Trafalgar Square, OL7 0LL)

### **Hyde/Hattersley/Longendale**

Hyde Children's Centre

0161 342 5353 (Flowerly Centre, SK14 4SQ)

### **Denton/Droylsden/**

#### **Audenshaw:**

Greenside Children's Centre

0161 342 5197  
(Greenside Lane, M43 7RA)

### **Stalybridge/Dukinfield/**

#### **Mossley:**

Ridgehill Children's Centre

0161 342 5533 (School Crescent, SK15 1EA)

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Access code for Tameside residents: SUNFLOWER

For technical support contact:  
[Solihull.approach-parenting@heartofengland.nhs.net](mailto:Solihull.approach-parenting@heartofengland.nhs.net)

Or call 0121 296 4448 Mon-Fri 9am-5pm

## HEALTH SERVICES

### **Health Visitors and School Nurses:**

All Health Visitor & School Nurses teams operate a duty system—generic email boxes and voicemails are checked daily.

#### **Ashton Locality:**

Corporate— email [hvashton.corporate@tgh.nhs.uk](mailto:hvashton.corporate@tgh.nhs.uk) phone 0161 342 7880  
St Peters – email [hvashtonstpeters@tgh.nhs.uk](mailto:hvashtonstpeters@tgh.nhs.uk) phone number 0161 342 7825  
School Nurses—email [sn.ashton@tgh.nhs.uk](mailto:sn.ashton@tgh.nhs.uk) phone number 0161 342 7891

#### **Stalybridge/Dukinfield/Mossley Locality:**

Stalybridge – email [hvstalybridge@tgh.nhs.uk](mailto:hvstalybridge@tgh.nhs.uk) phone number 0161 366 2120  
Dukinfield – email [hv@dukinfield@tgh.nhs.uk](mailto:hv@dukinfield@tgh.nhs.uk) phone number 0161 366 2160  
Mossley – email [hvmossley@tgh.nhs.uk](mailto:hvmossley@tgh.nhs.uk) phone number 01457 850 512  
School Nurses - [snmsd@tgh.nhs.uk](mailto:snmsd@tgh.nhs.uk) email phone number 0161 366 2182

#### **Hyde/Hattersley/Longendale Locality:**

Hyde – email [hvhyde@tgh.nhs.uk](mailto:hvhyde@tgh.nhs.uk) phone number 0161 366 2020  
Hattersley –email [hvhattersley@tgh.nhs.uk](mailto:hvhattersley@tgh.nhs.uk) phone number 0161 366 3900  
School Nurses— email [snhyde@tgh.nhs.uk](mailto:snhyde@tgh.nhs.uk) phone number 0161 366 2272

#### **Denton/Droylsden/Audenshaw Locality:**

Denton – email [hvdenton@tgh.nhs.uk](mailto:hvdenton@tgh.nhs.uk) phone number 0161 366 2229  
Droylsden – email [hvdroylsden@tgh.nhs.uk](mailto:hvdroylsden@tgh.nhs.uk) phone number 0161 342 7929  
School Nurses— email [sndenton@tgh.nhs.uk](mailto:sndenton@tgh.nhs.uk) phone 0161 0161 366 2240

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- **My Recovery Tameside/CGL** —Drug and alcohol service for adults, young people and families affected. Provide early intervention and prevention support, recovery and medical interventions and aftercare. 0161 672 9420 Referral forms online. [www.changegrowlive.org/content/my-recovery-tameside](http://www.changegrowlive.org/content/my-recovery-tameside)
  - **Be Well Tameside**—0161 716 2000. All about feeling good, healthy and happy through promoting healthy diet and exercise.
  - **Dental health** – If a family is in need of a dentist—0161-335-2700 to arrange emergency appointments for families  
[www.tamesideandglossop.nhs.uk](http://www.tamesideandglossop.nhs.uk)

## EHA ADVISORS

### Early Help Assessment Advisors Team:

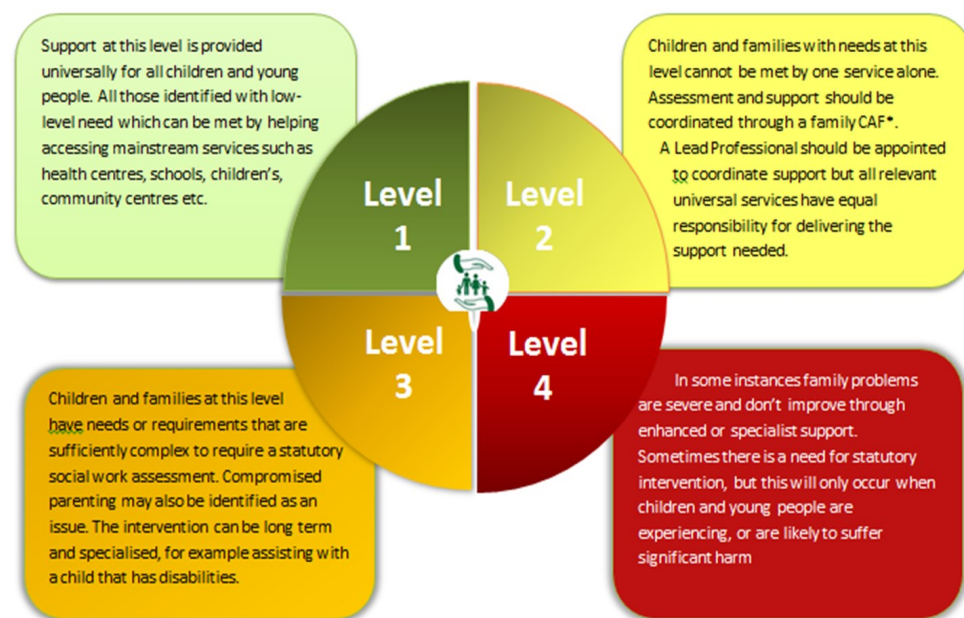
What they can support with—

- Provide advice and guidance to individuals completing EHA's and act as a quality assurance agent
- Provide advice and guidance on additional services that professionals can access for a family
- Attend school team meetings to advise / guide and consult on the EHA process
- Attend certain EHA meetings and support professionals to identify a clear action plan with clarity to roles and responsibilities of all parties involved in the plan
- Deliver monthly EHA training - Please see [Eventbrite EHA Training for](#) full list of all scheduled dates in order to book a place. These are full day training sessions aimed at professionals who will have a role in completing EHA's.

<p><u>Ashton:</u> <u>Paul Mottershead</u></p> <p>Telephone: 0161 342 2255 07813 441344</p> <p>Email: Paul.mottershead@tameside.gov.uk</p>	<p><u>Denton/Droylsden/Audenshaw</u> <u>Ella McCalman</u></p> <p>Telephone: 0161 342 2255 07716701959</p> <p>Email: Ellamccalman@tameside.gov.uk</p>
<p><u>Stalybridge/Dukinfield/Mossley:</u> <u>Natalie Smith</u></p> <p>Telephone: 0161 342 2255 07523941244</p> <p>Email: Natalie.smith@tameside.gov.uk</p>	<p><u>Hyde/Hattersley/Longendale</u> <u>Katie Legg</u></p> <p>Telephone: 0161 342 2255 07800917117</p> <p>Email: Katie.legg@tameside.gov.uk</p>

### **Important information about the Multi Agency Request for Service (MARS)**

Service/s from Early Help and the reporting of concerns to the Children's Complex Safeguarding Hub can be requested using the [online MARS form](#). Effective use of this form will aid ensure accurate and timely responses are provided. You will be required to use the Threshold Scoring Tool to indicate an overall score of the concerns based on a scale of 1-10, (0 being extremely concerned and 10 being not concerned) and also indicate the Threshold Level of need as below -



Please see the [Tameside Safeguarding Children's Partnership website](#) for further information and the full Tameside Threshold Guidance 2019 document—this has been produced to help professionals, concerned with supporting and safeguarding children, understand how to identify the needs of children and young people and the actions required to meet those needs.