



East Staffordshire
FAMILY
SUPPORT
SERVICE

harveygirls
Dads4Dads
MAKING FOOTPRINTS IN THE SAND LEAVING IMPRINTS ON THE MIND



Our Services

A description of all current services
available to local families

INTERNAL USE ONLY




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Our Charity Objects

- To promote the benefit of the inhabitants of East Staffordshire, South Derbyshire and surrounding areas by the provision of information, support and guidance relevant to the needs caused by conception among those under 21 years of age.
- To promote and provide facilities in the interest of social welfare for recreation and other leisure time occupation of individuals who have need of such facilities by reason of conception amongst those of 21 years old or under with the object of improving their conditions of life; and
- To provide education in the fields of sexual health, contraception and relationships with particular reference to personal responsibility in relationships and to encourage personal development.

Our Business Plan

Stakeholder Expectations	Our objectives	Our measure of success
<p>1. Responsiveness</p> 	<p>Be the number one provider of choice for young or lone parents and families within the local community</p> <p>Supporting service users to realise their full potential</p> <p>Sustain and develop strategic partnerships with key referral agencies</p>	<ul style="list-style-type: none"> Records of number of clients accessing our services Completed feedback questionnaires Client case studies Assessments effectively identify client needs Additional support in functional skills Increase knowledge via advice and guidance Increased awareness of ESFSS provision and services 10% growth in positive agency referrals Growth in involvement of collaborative bids
<p>2. Organisational Sustainability & Growth</p> 	<p>Deliver our agreed stakeholder targets as a minimum requirement.</p> <p>Expand our delivery in the third sector</p>	<ul style="list-style-type: none"> Ensuring they enhance the requirements of the service user for their own development and benefit. Diversification to be focused on the development needs of the service user to enable them to enhance skills and knowledge and strengthen their progression Income targets for recruitment /delivery being met Expand courses /explore accreditation Explore potential of rolling out provision Explore creation of a training model for purchase Capital project new office accommodation
<p>3. Choice</p> 	<p>Advocacy – Citizen’s Advice</p>	<ul style="list-style-type: none"> Ensure that all service users have access to the relevant people/organisations for advice and guidance to enable them to make informed choices and get the support required mapped directly to their individual and family needs

<p>4. Quality & Reputation</p> 	<p>To deliver a consistently high level of support ensuring quality training and learning</p>	<ul style="list-style-type: none"> • Through focused planning and ongoing consultation with the service users, services offered will be of a consistently high quality and customised to meet the needs and lifestyles of the Client • Staff to be qualified in the knowledge and delivery of their subjects whilst also possessing the skills to be empathetic to the needs and circumstances of the individuals using the programmes • Apply variety in methods of delivery when working with the clients to ensure they understand, this being achieved by establishing their learning styles and challenges, i.e. dyslexia, lack of IT application knowledge/experience, low achievement in English and Mathematics impacting upon self-esteem and confidence • Flexibility without compromise to quality will be met through innovative delivery of training, advice and guidance and mentoring activities, in order that nobody is excluded from access to the service
	<p>Reputation</p>	<ul style="list-style-type: none"> • Uphold the high standards and personal/professional ethics that have earned the organisation a reputation of being a quality client focused service, where people can come without judgement or prejudice and ask for help and advice, and receive this in a safe, supportive environment
<p>5. Professional, qualified staff</p> 	<p>All staff to undergo recorded CPD training per year</p>	<ul style="list-style-type: none"> • All staff are equipped, informed and competent in their areas of work • Success rates increased • Effective handling of safeguarding issues • Incidents involving Health & Safety minimal • Staff CPD targets met
<p>6. Accessibility</p> 	<p>To develop social media platforms including Twitter, LinkedIn, Facebook to promote the services and attract the attention of hard to reach clients</p>	<ul style="list-style-type: none"> • 25 % increase in Twitter and Facebook and Linked-In followers by the end of 2020 • 25% increase in website hits with a 10% increase in the number of enquiries generated through the website



1. Sessions: ‘Thinking Differently’ (Lottery Community Fund)

Connect Telephone Line

07841 485866 – Open 09:30 – 17:30 (voice messages can be left 24/7)

A service offering information and guidance around strategies, offering a supportive and empathetic solution-focused telephone line. The Connect Line is **not a crisis line**. Anyone can call without requiring a referral; the Connect Line serves as the **first point of contact** where families can receive information or signposting to our preferred partners. This also serves as a gateway into our core service offer of Family Support and Thinking Differently. The Connect Telephone Line will help to reduce isolation and loneliness, ‘somewhere to turn’ which will be a vital service offer to re-engage local families following COVID-19.

Harvey Girls



Inspirational, innovative and interactive sessions aimed at local Mums and their children from a wide range of backgrounds and circumstances. An energetic, welcoming, safe and engaging group setting with activities and ideas to encourage and support positive parenting, confidence and helping the child to be ‘school ready’. Peer-support can be enjoyed through meeting other Mums, helping to reduce isolation, providing a sense of connection, purpose, belonging and hope. For children, Harvey Girls provides the opportunity to interact with others, have fun, get active, develop and enhance their communication and listening and enjoy learning new skills through new experiences. Harvey Girls is centred around sharing knowledge, experience, emotional, social or practical tips and guidance for the benefit of the whole family.

Dads4Dads



Inspirational, innovative and interactive sessions aimed at local Dads and their children from a wide range of backgrounds and circumstances. Dads4Dads offers a programme of active, energetic and engaging activities in a safe, non-judgemental group setting. Activities will encourage Dads and their children to participate in games, challenges and creative tasks, with the aim of embedding positive relationships and an emphasis on physical interaction and play. Peer-support can be enjoyed through meeting other Dads, helping to reduce isolation, providing a sense of connection, identity, pride and courage. For children, Dads4Dads provides the opportunity to interact with others, have fun, get active, develop and enhance their communication and listening and enjoy learning new skills through new experiences. Dads4Dads is centred around giving Dads a voice, enabling quality time to be spent in a structured environment, encourage better emotional regulation and behaviour and practical tips and guidance for the benefit of the whole family.

Mixed Martial Arts Session

A whole family-orientated group offering mixed martial arts in a safe, accommodating and welcoming gym setting. Sessions are structured around a warm-up activity, then a main activity observing martial arts techniques by trained professionals, with the opportunity to put the techniques into practice in a supported environment. Professional equipment is provided including boxing gloves, kick-bags and other props. Healthy light refreshments are provided for parents and children to promote a link between healthy eating and physical activity. Our Martial Arts group aims to teach children about boundaries and discipline, listening skills and self-control. This is done by instilling positive behaviour, mutual respect and supporting emotional regulation. Parents are encouraged to participate in the techniques as they observe their children progress as they learn and practice new skills and will see the benefits of improved self-confidence, self-esteem and enhanced communication skills in their child. Our Martial Arts group is fun, energetic and a real highlight of the week for all who attend.

Music and Movement

Music and movement sessions facilitate an educational experience based on learning through play. These sessions run alongside Harvey Girls and Dads4Dads. Parents can participate to enhance and expand children's enjoyment of the world around them by singing songs and rhymes that are well thought out, educational, and most of all great fun to sing. Songs use short, simple repeated phrases and safe resources which excites them and to which parents can readily relate covering the language and communication objective within the EYFS (Early Years Foundation Stage). Strong melodies, interesting song structures and clever rhymes all linked to the EYFS framework in a multi-sensory way help children discover their body; develop strength, coordination, balance and a perception of the space around them. These sessions encourage parents to interact with their child, giving them full attention, supporting positive attachment, social, emotional and brain development – critical to young children within the first 1,001 days. Music and Movement sessions can be adapted to an age-appropriate audience.

Parenting Programme

Based around the Circle of Security principles, our 7-week parenting programme aims to enlighten parents to understand their child's emotional world by learning to read emotional needs. This programme runs alongside Harvey Girls and Dads4Dads. Sessions will include insight on how to emotionally develop and support their child's ability to successfully manage emotions, in addition to enhancing the development of their child's self-esteem. Parents will learn about their child's inherent desire to be secure and safe whilst exploring their inner emotions.

Thinking Differently Digital offer – ‘pandemic proof’

- ✓ Connect Telephone Line: Telephone line will continue to operate, reducing isolation, giving information and guidance through a supportive, non-judgemental conversation.
- ✓ Music and movement: A series of videos encouraging parent and child interaction that can be enjoyed in the family home, focused on music, sing-alongs, rhymes and dances. The aim of this video series is to provide an educational experience based on learning through music, dance, play and interaction.
- ✓ Martial Arts: A series of videos supporting the learned skills gained through attending our Martial Arts group. Gloves and pads can be provided to families to enhance their practice at home. Videos are fun, interactive and can be enjoyed by the whole family.
- ✓ Parenting Programme: A series of live, interactive virtual meetings delivered through Microsoft Teams for parents in evenings/weekends.

Referrals to ‘Thinking Differently’ Sessions are made online:

On a Computer, Laptop, Tablet/iPad, smartphone/iPhone

Visit:

<https://forms.office.com/r/cPtMWC0gAf>

Or, on a Tablet/iPad, smartphone/iPhone

The following QR Code can be scanned



Referrals can be made by public, professionals or internally

Parenting Programme/ Music and Movement sit alongside Harvey Girls and Dads4Dads and do not need a separate referral



The Connect Line does not require a referral.

07841 485866

2. School Link Work

(Abbot Beyne School; Fountains Primary School)



Abbot Beyne School
Everyone a Learner. Everyone Learning.



Our School Link Work sees us work in partnership with local schools, to provide *School Link Workers* who work with pupils, parents and teachers towards achieving the following 6 aims:

1. Embed the 'three R's' into our whole-family approach – Respectful, Responsible, Resilient.
2. Reduce barriers to attending school, in order to maximise resilience and for parents to be active, responsible participants in their child's education.
3. Engage young people on pathways to maximise their own and their families' attainment and aspirations, celebrating their positive outcomes with the family and the school.
4. Address the individual social, emotional and support needs of the whole-family, encouraging well-being and developing self-esteem and confidence.
5. Challenge and help the whole-family contribute to positive behaviour taking an active interest within school and their communities, enabling all family members to become responsible and respectful members of their community.
6. Empowering young people and their families to make appropriate choices.

School Link Workers help to promote good communication, improve attitudes to learning and create a safe place in school where pupils can have a voice. They help parents to understand the school's attendance system, empowering them to encourage better attendance for their child. Our whole-family approach encourages sustainable change and routines, to improve punctuality, self-esteem, self-confidence, independence and resilience. This includes promotion of community projects or extra-curricular activities, such as homework clubs, helping the child to feel part of their school community.

Where appropriate, Transition Support is provided over summer to prospective pupils, where weekly meetings are held with the family to encourage a smooth transition into the next academic year.

Referrals to School Link Work are internal only via schools, as per arrangements with each school.



3. *'Be Well, Be Energy Fit'* (Cadent)

Be Well, Be Energy Fit aims to meet the changing needs of vulnerable families who are likely to face significant hardship in 2022 and beyond as a result of inflation and energy price rises.

The service offers outreach-based support in the family home or at community venues, offering support around family wellbeing, home energy, money and home safety, including CO (Carbon Monoxide) awareness.

A free CO monitor is provided as part of the support, helping to keep the home safe. In addition, a range of free merchandise is provided for children, including Cadent Vans and Teddy Bears.

For homeowners, a home safety check can be completed through free servicing of gas appliances (boilers, cookers, hobs and gas fires). A Cadent Gas Safe Engineer attends the property and services the gas appliances. These are completed at our discretion and professional judgement.

Income maximisation can be completed with the family to help with budgeting and consideration on how energy bills can be afforded.

Information and guidance can be provided on money saving and energy efficiency, including leaflets, learning about best use of appliances to reduce energy costs. Where appropriate, referrals are made to the NEA (National Energy Action) for additional support, grants or specialist advice.

Support also includes, where appropriate, a free Slow Cooker to help reduce energy costs for cooking on a budget, including Slow Cook sessions to learn how to get the best use out of Slow Cookers.

Referrals to ‘Be Well, Be Energy Fit’ are made online:

On a Computer, Laptop, Tablet/iPad, smartphone/iPhone

Visit:

<https://forms.office.com/r/RwU9wY8aMG>

Or, on a Tablet/iPad, smartphone/iPhone

The following QR Code can be scanned



Referrals can be
made by public,
professionals or
internally



INTERNAL USE ONLY

Slow Cook referrals can be made
at the following link:

[https://forms.office.com/
r/BGJcm8xEdh](https://forms.office.com/r/BGJcm8xEdh)

Or Scan the QR Code



4. Loneliness Support: *‘Thinking Differently: Bringing Communities Together’* (NHS Charities Together / UHN·M)

This project aims to tackle loneliness and isolation for the whole family, with the objective of enabling people of all ages at any time in their lives to feel safe, well and connected to their community.

Our support achieves this by enabling the family to have a voice, be heard, be supported through engaging with community services and be connected with each other.

This service is aimed at supporting families who are more vulnerable, less connected to community networks, less likely to have an awareness of, or reach out to statutory or specialist support services or primary health care.

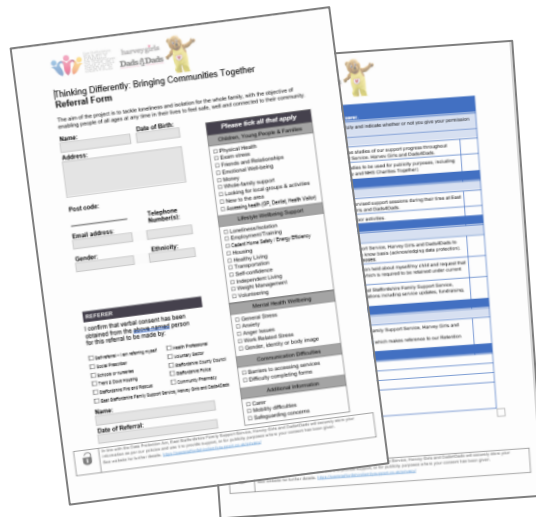
Once a family is identified and presents with a support need relating to loneliness and isolation, a Family Link Worker will make contact with the family to meet them in their own family home.

The worker uses the Outcome Family Star to enable the family to self-score on 7 key areas of support: ‘Physical Health’; ‘Emotional Well-being’; ‘Keeping Your Children Safe’; ‘Social Networks’; ‘Boundaries & Routines’; ‘Child Development’; ‘Home, Money & Work’. These are rated on a scale of 1-5, with the scale underpinned by a five-step Journey of Change: ‘Stuck; Accepting help; Believing and trying; Learning what works; Effective parenting’.

The family are then supported, restoratively, to increase their resilience in areas identified through the Outcome Star. This will be achieved over three visits if required to achieve a satisfactory outcome, tracking the journey of change through the Outcome Star journey tracker.

Our approach and the support we offer through this service makes a sustainable and significant difference in creating a resilient community, reducing loneliness and isolation for all people of all ages, at any time in their lives.

Referrals to Loneliness Support *'Thinking Differently: Bringing Communities Together'* are made via Referral Form:



Open Referral Form



01 - Referral
Form.docx



Referrals can be
made by public,
professionals or
internally

5. Social Prescriber for Children and Young People

(South East Locality Healthy Communities)

Our Social Prescriber takes a holistic approach to families' health and wellbeing, sitting within the current local provision of Social Prescribers.

The service aims to help connect children, young people and families with their wider community networks. The Social Prescribing service is referral-based using the "Joy App", currently under development.

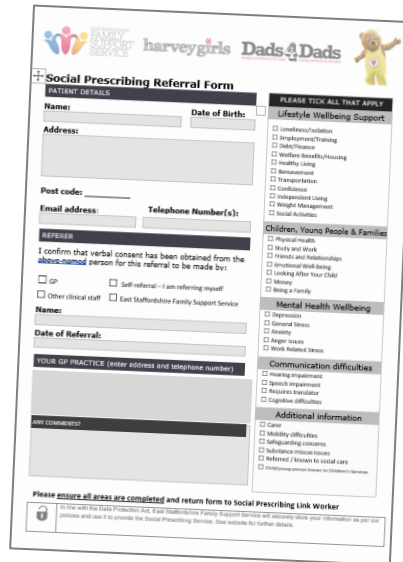
Social Prescribing for Children and Young People aims to provide earliest help, enhance emotional wellbeing and achieve health and social objectives. These objectives include engaging young people with GPs, signposting to universal or specialist services, information and guidance, including the promotion of home safety to prevent accidents in the family home and reducing A&E/GP attendance.

The approach is centred around supporting the whole-family, including extended family members such as Grandparents.

One of the key aims of Social Prescribing is to help families improve awareness of, and improve connectivity to community networks.

The restorative intervention we offer through Social Prescribing enables families to make decisions in a timely fashion, to be more resilient, achieving better health outcomes.

Referrals to Social Prescribing for Children and Young People are made via Referral Form:



The image shows a 'Social Prescribing Referral Form' for 'harveygirls Dads 4 Dads'. The form is divided into several sections: 'PATIENT DETAILS' (Name, Date of Birth, Address, Post code, Email address, Telephone Number(s)), 'REFERRER' (Confirmation of consent, Referrer Name, Date of Referral, Practice Name), and 'PLEASE TICK ALL THAT APPLY' (Lifestyle Wellbeing Support, Children, Young People & Families, Mental Health Wellbeing, Communication difficulties, Additional information). There are numerous checkboxes for various support needs such as loneliness/isolation, employment/training, independence, welfare benefits/housing, health/living, bereavement, transportation, confidence, independent living, weight management, social activities, physical health, study and work, friends and relationships, emotional well-being, looking after your child, safety, being a family, depression, general stress, anxiety, anger issues, work related stress, hearing impairment, speech impairment, resilience/bereavement, cognitive difficulties, care, mobility difficulties, safeguarding concerns, substance misuse issues, and referral known to social care.

Open Referral Form



CURRENT - Referral Form for Social Presci



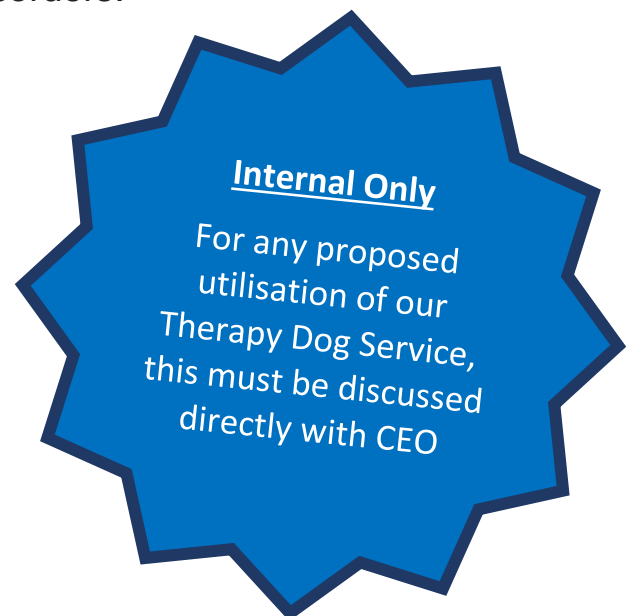


6. Jack the Therapy Dog

Jack the Therapy Dog is a service that can be requested for use in a variety of settings, for example schools, nurseries, health and social care or community venues.

Use of a Therapy Dog can bring a wide range of benefits, in particular (but not limited to) children with SEND (Special Educational Needs and Disabilities).

Interaction between children and animals can play a big part in a child's development, developing their social and emotional skills. Over a period of time, Therapy Dogs can help to reduce anxiety, lower feelings of isolation and help children with speech and emotional disorders.





7. Family Voice Staffordshire

Family Voice Staffordshire aims to improve outcomes and services in all areas of the lives of children, young people and their parents/carers, for the benefit of families across Staffordshire.

By placing parents/carers and their children at the centre, Family Voice Staffordshire offers a supportive, non-judgemental platform that empowers families to have a voice and be heard.

The key aims and outcomes are:

1. To ensure that **public money** gets spent appropriately
2. To enable **family voices** to be heard
3. To provide **information and guidance** to families






Family Voice Staffordshire is not a political campaign group and has no political affiliation or backing. However, it seeks to invoke and include prominent local figures such as MPs, Borough Councillors and County Councillors.











By being 'switched-on' and responsive to the big issues affecting families, Family Voice Staffordshire will be the most effective, trusted and reliable platform in Staffordshire for capturing and reflecting families' views in 'real-time'.





Family Voice Staffordshire operates through five main channels: **surveys, focus groups, sessions, seminars and webinars.**

Appendix 1 – Our Preferred Partners

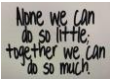




List of Partners, contact details and referral pathways correct as of 05.08.22

<p>Abbot Beyne School</p>  <p>Abbot Beyne School</p>	<p>Name: Jamie Tickle</p> <p>Role: Headteacher</p>	<p>Contact details: Fiona Airey – Assistant Headteacher SENCO f.airey@abbotbeyne.staff.sch.uk</p>	<p>Referral pathway: Not applicable</p>
<p>Burton Albion Community Trust (BACT)</p> 	<p>Name: John Widdowson</p> <p>Role: Community and Partnerships Manager</p>	<p>Contact details: Sarah Evans – Education and Employability Manager: sarah.evans@burtonalbionct.org Paul Gaskin – Community Engagement Manager: paul.gaskin@burtonalbionct.org</p>	<p>Referral pathway: None provided</p>
<p>Burton Caribbean Association</p> 	<p>Name: Val Wright</p> <p>Role: Chair</p>	<p>Contact details: Trevor Wright (Marketing Manager) 01283 512182 0797 0094828 trev.wright@yahoo.co.uk</p>	<p>Referral pathway: Not applicable</p>
<p>Burton HOPE</p>  <p>Our work focuses on those in society that struggle to get the help they need from anywhere else. Also making the public aware of what is happening in their own area.</p>	<p>Name: John Anderson</p> <p>Role: Chairman/Trustee/support Coordinator. CWO, Vulnerable adults DSL</p>	<p>Contact details: BurtonHOPE.John@Gmail.com 07831 637678</p>	<p>Referral pathways:</p> <p>HOPE2Home: Food Parcel Requests, Production and delivery</p> <p>Period Poverty: We supply schools and other organisations with ladies' sanitary products</p> <p>HOPE2Street: Homeless outreach and support</p> <p>HOPE4ID: Without ID it is very hard to get housed and lack of ID can cause many obstacles. HOPE4ID is the service name for resolving that obstacle.</p>
<p>Burton Library</p> 	<p>Name: Liz Gardner</p> <p>Role: Stock Services and Activities Officer</p>	<p>Contact details: liz.gardner@staffordshire.gov.uk 07783 493342</p>	<p>Referral pathways:</p> <p>Public libraries are a universal offer open to everyone without the need for referral. Joining the library is free; borrowing books, audio books or other stock is free, we have free Wi-Fi and free use of our public PCs plus a range of free online resources and online groups. Most of the groups run in the library are free; holiday activities sometimes incur a nominal charge to help cover costs but we try to make things free whenever possible.</p>

<p>Burton Mind</p>  <p>Our services cover Burton on Trent, Uttoxeter, Burntwood, Lichfield, Tamworth and the surrounding areas.</p>	<p>Name: Lynne Barrell</p> <p>Role: Chief Officer</p>	<p>Contact details:</p> <p>info@burtonmind.co.uk</p> <p>01283 566696</p>	<p>Referral pathways:</p>  <p>Burton Mind Referral Form</p> <p>Adults: Telephone counselling, Peer Support over Zoom, Eco Therapy, Floating Support and Building Better Opportunities Employment Support</p> <p>Children & young people: Telephone counselling and Young Person's Support Line.</p> <p>Businesses: Training and employee telephone/video counselling</p> <p>Professionals: Work-related telephone supervision</p> <p>Community Help: Telephone support and visits to groups across the area, anxiety presentations to groups and meetings via Zoom.</p>
<p>Burton Soup Kitchen</p> 	<p>Name: Gary Steen</p> <p>Role: Chairman</p>	<p>Contact details:</p> <p>bsksoupinfo@gmail.com</p> <p>07721303627</p>	<p>Referral pathway: None provided</p>
<p>Citizens Advice Mid Mercia</p> 	<p>Name: David Symcox</p> <p>Role: Chief Executive Officer</p>	<p>Contact details:</p> <p>Adviceline: 08082 787972</p> <p>dsymcox@citizensadvicemidmercia.org.uk</p>	<p>Referral pathway: Adviceline: 08082 787972</p> <p>Mon-Fri 10am to 4pm</p>
<p>Community Together CIC</p>  <p>Working Together for a Better Future</p>	<p>Name: David Symcox</p> <p>Role: Chief Executive Officer</p>	<p>Contact details:</p> <p>lee@communitytogethercic.org</p> <p>01827 59646 07496355946</p>	<p>Referral pathway: None provided</p>
<p>East Staffordshire Children's Centre</p> 	<p>Name: Mary Hutchinson</p> <p>Role: Early Years Coordinator</p>	<p>Contact details:</p> <p>Mary.hutchinson@staffordshire.gov.uk</p> <p>07971 755 762</p>	<p>Referral pathway:</p>   <p>Best Start Pathway Free Pass Referral</p>  <p>GDPR updated message</p>
<p>FISH 2013 – Fishing in Safe Hands</p>  <p>An angling development club, based in Burton on Trent, Staffordshire, for all ages and experience. Our aim is to bring the sport of fishing to as wide an audience as possible. Run by a group of keen volunteers, with level 2 coaches (Level 2 includes safeguarding and first aid).</p>	<p>Name: John Anderson</p> <p>Role: Chairman. CWO. Lead Coach.</p>	<p>Contact details:</p> <p>john.anderson.fish.2013@gmail.com</p> <p>07831 637678</p>	<p>Referral pathway: None provided</p>

<p>Fountains Primary School</p>  <p>At Fountains Primary we have a hard-working and dedicated team who have high expectations of the children. Through our inclusive curriculum, we encourage all children to continually challenge themselves, embracing their mistakes and working together to achieve the most potential they can. We work hard to build positive partnerships with parents as we believe this encourages the child to be the very best that they can be and helps to harness future learning and Independence.</p>	<p>Name: Nicola Price</p> <p>Role: Headteacher</p>	<p>Contact details:</p> <p>enquiries- primary@fountains.staffs. sch.uk</p> <p>01283 247600</p>	<p>Referral pathway: Not applicable</p>
<p>Pakistani Community Centre - Princess Street Training Education & Enterprise Centre</p> 	<p>Name: Khadija Bi</p> <p>Role: Administration Officer</p>	<p>Contact details:</p> <p>01283 511111</p> <p>info@princesstrainingcentre.org.uk</p> <p>http://princesstrainingcentre.org.uk/</p>	<p>Referral pathway: None provided</p>
<p>Phab Kids! Burton Junior Phab Club</p> 	<p>Name: Steven Phillips</p> <p>Role: Chair</p>	<p>Contact details:</p> <p>Chair.burtonjuniorphab@gmail.com</p> <p>07584 338857</p>	<p>Referral pathway: None provided</p>
<p>SAGE LGBT (Sexuality And Gender Empowerment)</p> <p>S.A.G.E</p> <p>Sexuality And Gender Empowerment</p> <p>1 – 1 support, Group support, Signposting, Training, Opportunities for volunteers</p> <p>SAGE is a Staffordshire based charity that supports LGB&T+ people and their families and friends, including people questioning their gender and or sexuality. Our purpose is to support and empower LGB&T+ people so they can be full and active members of the communities of which they are a part.</p>	<p>Name: James Battrick</p> <p>Role: Service Delivery Coordinator</p>	<p>Contact details:</p> <p>hello@sage.lgbt</p> <p>07764 457591</p>	<p>Referral pathway:</p>   <p>SAGE LGBT Agency referral form SAGE LGBT Leaflet</p>
<p>SARAC (Sexual Abuse Rape Advice Centre)</p> 	<p>Name: Catherine Miles</p> <p>Role: Chief Executive</p>	<p>Contact details:</p> <p>01283 535110 07423 674977 (CEO mobile)</p> <p>www.sarac.org.uk</p>	<p>Referral pathway:</p> <p>Call 01283 535110 For referrals</p>

<p>SCVYS – Staffordshire Council of Voluntary Youth Services</p>  <p>SCVYS offers practical support to individuals and groups, which is bespoke and proactive, enabling the voluntary sector to be stronger, safer and more sustainable. Our responsive support enhances the capability of groups to deliver quality services and activities to encourage the personal and social development of children, young people and families.</p>	<p>Name: Phil Pusey</p> <p>Role: Chief Executive</p>	<p>Contact details:</p> <p>First point of contact in District Cheryl Rice: cheryl@staffscvys.org.uk</p> <p>For strategic issues/concerns Phil Pusey: phil@staffscvys.org.uk</p>	<p>Referral pathway: None provided</p>
<p>Small Talk</p>  <p>Small Talk are independent speech and language therapists up to the age of 25 years</p>	<p>Name: Libby Hill</p> <p>Role: Clinical Director</p>	<p>Contact details: office@smalltalk-ltd.co.uk</p>	<p>Referral pathway:</p> <p>We accept referrals from anyone with parental permission. Please note that we are independent so costs are not covered by NHS.</p>
<p>Staffordshire Family Mediation</p>  <p>Mediation and support for families since 1989</p> <p>FMC accredited, experienced mediator offering a safe, neutral environment for discussions.</p> <p>Family mediation is where a professional impartial mediator helps you and your ex-partner explore options and negotiate a settlement acceptable to both parties, following a breakdown in a family relationship. We also offer property and finance mediation and children mediation.</p>	<p>Name: Sue Hollywood</p> <p>Role: Practice Manager and Professional Practice Consultant</p>	<p>Contact details: www.staffsmediation.co.uk</p>	<p>Referral pathway:</p> <p>See our up-to-date referral pathways online at: www.staffsmediation.co.uk</p>
<p>Support Staffordshire (East Staffordshire)</p> 	<p>Name: Sally Groves</p> <p>Role: Southeast Staffordshire Operations Manager</p>	<p>Contact details: 0300 777 1207 info@supportstaffordshire.org.uk</p>	<p>Referral pathways:</p> <p>Gulsoom.Aslam@supportstaffordshire.org.uk – Social Prescriber Emma.Sykes@supportstaffordshire.org.uk – Social Prescriber Zoe.Crozier@supportstaffordshire.org.uk – Volunteering</p>
<p>The Young Ones</p>  <p>The Young Ones provide celebration and emergency gift boxes for local underprivileged children from 0 to 17 years, individually designed according to age, gender and any specific requirements notified by welfare professionals in direct contact with children in need or crisis. We work within a radius of approximately 15 miles from Burton on Trent covering parts of Derbyshire, Leicestershire & Staffordshire.</p>	<p>Name: Sheila Meacham</p> <p>Role: Treasurer</p>	<p>Contact details: 07933 220634 agencyliaison@theyoungonesburton.co.uk http://www.theyoungonesburton.co.uk/</p>	<p>Referral pathway:</p> <p>Requests can be made by your family support workers by email or telephone.</p> <p>We regret we cannot accept requests direct from your clients</p>

<p>Winshill Neighbourhood Resource Centre</p> 	<p>Name: Kim Smith</p> <p>Role: Centre Co-ordinator</p>	<p>Contact details: wnrc12@hotmail.co.uk</p> <p>01283 740871 07919 872964</p>	<p>Referral pathway: None provided</p>
<p>YESS (Your Emotional Support Service)</p> 	<p>Name: Julie Bird</p> <p>Role: Service Lead</p>	<p>Contact details: 23 Carter Street, Uttoxeter, Staffs ST14 8EY hello@yess.uk www.yess.uk 01889 567756</p>	<p>Referral pathway:  YESS Referral Form</p>
<p>YMCA Burton upon Trent and District</p> 	<p>Name: Paul Laffey</p> <p>Role: Chief Executive</p>	<p>Contact details: Reconnect: 01283 547211 Outreach: 0800 130 3415 Furniture: 01283 547133</p>	<p>Referral pathway:  YMCA Mediation Referral Form Clients can visit the Reconnect centre (James Street, Burton Town Centre) <small>Foodbanks; self-refer at the Reconnect building, providing ID confirming name and address.</small></p>
<p>Zielona Zabka Polish Supermarket</p> 	<p>Name: Shwan Rashid</p> <p>Role: Manager</p>	<p>Contact details: 01283 749062 https://www.facebook.com/Zielona-Zabka-100149484988860/</p>	<p>Referral pathway: Not applicable</p>