

Hertfordshire Signposting

Contents

Abuse.....	2
Addiction.....	4
Additional Needs.....	5
Bereavement.....	8
Carers	8
Children & Young People	11
Community Projects.....	15
Counselling.....	17
Crisis Support	19
Debt.....	20
Family Support.....	20
Food Banks.....	22
Helplines.....	22
Housing.....	24
Illness.....	25
Men	27
Mental Health.....	27
Older People.....	29
Pregnancy.....	30
Prisoners.....	31
Sexuality & Gender	31
Suicide	32
Women.....	33
Wellbeing	33

Abuse

Beacon Herts

If you live in Hertfordshire and have been victim of a crime, you can receive free and confidential support. Beacon Victim Care Centre is your gateway to victim services available in Hertfordshire.

W: www.hertfordshirebeacon.org **T:** 0300 0115 555 option 3

For Baby's Sake

For Baby's Sake is a programme for expectant parents, whether together as a couple or not, who want to bring an end to domestic abuse and create the best possible start in life for their baby. For Baby's Sake helps both parents to make the lasting changes that they want for themselves and their family.

W: www.stefanoufoundation.org **T:** 07702 538080

Future Living Hertford

Future Living Hertford is a registered charity and an independent service for those in recovery from addiction, and domestic abuse, providing a safe, non-judgemental therapeutic environment. It has expanded its services to meet client needs and has become a centre of excellence for Domestic Abuse for both men and women.

W: www.futurelivinghertford.co.uk **T:** 01992 537344

Herts Domestic Abuse Helpline

HDAH are a confidential and free support and signposting service for anyone affected by Domestic Abuse. When you call them, their well-trained call takers will listen carefully and non-judgmentally to what you say before providing information appropriate to your particular situation. They have contact details for around 177 specialist support services in Hertfordshire that could help you with your specific situation.

W: www.hertsdomesticabusehelpline.org **T:** 08 088 088 088

Herts Rape Crisis

Free & confidential counselling for females who are over 18 and survivors of rape, sexual assault and/or childhood sexual abuse - no matter how old you were when this happened. Every Thursday: 7.30pm- 9.30pm calls are answered by a counsellor.

W: www.hertsrapecrisis.org.uk **T:** 01707 276512

Herts SARC (Sexual Assault Referral Centre)

Herts SARC offers free support and practical help to anyone in Hertfordshire who has experienced sexual violence and/or sexual abuse. If you would like to talk to us about something that has happened to a friend or relative, they can talk you through their services and offer emotional and practical support. If you would like to speak to someone they are available 24/7.

W: www.hertssarc.org **T:** 0808 178 4448

Abuse

Herts Sunflower

A range of services, for those experiencing abuse, which are detailed in full on the website and are accessible via trained volunteers of the Herts Domestic Abuse Helpline.

W: www.hertssunflower.org

Relate - Hertfordshire

They offer a range of services to help you with your couple and family relationships, whether you're young or old, straight or gay, single or in a relationship. They can help with the big relationship threatening problems as well as the issues that just make things a little less than perfect. Even if things are going well for you, we can help keep things that way.

W: www.relate.org.uk/london-north-west-and-hertfordshire **T:** 0300 003 2324

Safer Places

Safer Places is an independent domestic abuse service with over 40 years of experience and has been recognised as delivering excellent services to adults and children affected by Domestic Abuse across Essex and Hertfordshire. They provide either community support or support within one of their refuges. They offer a wide range of services which anyone affected by domestic abuse can access. This includes legal advice, counselling, specialist advice and guidance regarding the circumstances that people may be facing.

W: www.saferplaces.co.uk **T:** 03301 025811

St Alban's and Hertsmere Women's Refuge

St Albans and Hertsmere Women's Refuge aims to provide a safe comfortable, conflict free environment for women and women with children who are suffering domestic abuse. They will give advice and support on available options to enable a woman to make informed choices, feel more confident and take control of their own and their children's lives and future.

W: www.stalbansandhertsmerewomensrefuge.org.uk

Watford Rape Crisis and Sexual Abuse Centre

Watford Rape Crisis and Sexual Abuse Centre offer non-judgmental support to women and men who have been raped or sexually abused, no matter when or how it happened. They offer a safe place for women and men over 16 years who have experienced sexual violence or abuse and are also a referral centre for survivors of satanic and ritualistic abuse. Watford Rape Crisis offers telephone and face to face support, sensitive to the individual's needs, as well as links to relevant organisations, information.

W: www.wrc-info.org **T:** 01923 249 511

Welwyn Hatfield Women's Refuge & Support Services (WHWR)

WHWR provides refuge accommodation to women fleeing domestic violence with, or without, their children. The Refuge operates a helpline and provides an outreach service for any women in the district who are, or have been, victims of domestic violence. WHWR operate two, term-time drop-in centres for women (under 5's welcome).

W: www.whwr.org.uk **T:** 0330 102 5811

Addiction

CGL (Change Grow Live)

CGL is a free and confidential drug and alcohol service for adults and children and young people. The service helps individuals sustain the changes they need to reduce and, ultimately, stop drug and/or alcohol use. CGL is available in multiple areas within Hertfordshire.

W: www.changegrowlive.org/get-help/our-services/find-a-service

Druglink

Druglink are a substance misuse charity focused on harm minimisation. Their objective is to make a positive impact on the lives of those affected by substance misuse, their families & communities. They achieve this through their Pathway of Prevention, Recovery & Reintegration.

W: www.druglink.co.uk **T:** 01923 260 733

Future Living Hertford

Future Living Hertford is a registered charity and an independent service for those in recovery from addiction and domestic abuse, providing a safe, non-judgemental therapeutic environment.

W: www.futurelivinghertford.co.uk **T:** 01992 537344

Grow Hostel

GROW is a charitable Not-for-Profit organisation which provides short to medium term hostel accommodation for men between the ages of 25 and 60 with inclusive drug or alcohol issues.

W: www.growhostel.org.uk **T:** 01923 256189

Hertfordshire Complex Needs Service

The service provides 1:1 community support to people recovering from mental health issues and additional complex needs, including drug and alcohol misuse. It works across Hertfordshire and can support you in your own home or within your local community. They work together with you to design personalised support packages that reflect your individual needs, offering high quality support to help improve your quality of life enabling you to face the future with confidence.

W: www.hertsmindnetwork.org/complex-needs-service **T:** 01707 891120

Resolve

Resolve supports the whole family through structured programmes, values and services for people with alcohol and substance issues, their family members, carers and loved ones. Today Resolve delivers services across the County of Hertfordshire with service centres based in East & North.

W: www.resolve-online.org

The Living Room

The Living Room Hertfordshire is an award-winning addiction recovery charity, founded in 2000. Their centres in Hertfordshire are in Stevenage and St Albans, staffed by highly-trained counsellors with lived experience of addiction themselves. The free services offered include day-time, group counselling, peer support and workshop therapies.

W: www.livingroomherts.org **T:** 0300 365 0304

Addiction

Viewpoint

Viewpoint is a user involvement charity in Hertfordshire for people with mental health or drug and alcohol problems. They believe it is essential that the people who use or who have used mental health or drug and alcohol services are enabled to help make positive changes to them. They provide support to our members to use their experience in the most positive way, drawing on their abilities to ensure they are user led.

W: www.hertsviewpoint.co.uk **T:** 01707 386136

Additional Needs

Aspergers4Herts

They are a limited charity trust predominately run by volunteers, many of whom have full time occupations also. They aim to bring information, help and support to people affected by Asperger syndrome in Hertfordshire.

W: www.aspergers4herts.org

CHIPS Playscheme

Children's Integrated Playschemes (CHIPS) offer play and social opportunities for children with additional needs aged 3 to 19 living in East Hertfordshire and the Borough of Broxbourne. Brothers and sisters are strongly encouraged to join as they believe that all children should play together, regardless of their needs.

W: www.chipsplay.org **T:** 01992 534664

Dacorum Mencap

Dacorum Mencap supports people with a learning disability, their families and carers, in the Borough of Dacorum in Hertfordshire, UK. This includes the towns of Hemel Hempstead, Berkhamsted and Tring, plus surrounding villages.

W: www.dacorummencap.org.uk **T:** 01442 247675

Harpenden Mencap

Harpenden Mencap is a local charity that provides support to adults with learning disabilities in the local community since 1959. Although affiliated with Royal Mencap, Harpenden Mencap is a self-funded organisation and provides support to people in Harpenden and St. Albans.

W: www.harpendenmencap.org.uk

Hertfordshire Action on Disability (HAD)

HAD delivering innovative, affordable, practical service to disabled people Equipment Centre Assessment for and retail of disability equipment On-line and at the Woodside Centre.

W: www.hadnet.org.uk **T:** 01707 324581

Additional Needs

Hertwise

Hertwise offers community dementia support throughout Hertfordshire. They offer specialist advisers, groups and one-to-one support and carers support groups and advice.

W: www.hertwise.org.uk **T:** 0300 123 4044

Hertfordshire Independent Living Service (HILS)

Hertfordshire Independent Living Service (HILS) social enterprise that delivers meals on wheels and caring support to disabled, elderly, or vulnerable adults throughout Hertfordshire. Along with the meal, their Community Team Members also provide welfare checks which provide reassurance to families and carers as well as our clients.

W: www.hertsindependentliving.org **T:** 0330 2000 103

Mudlarks Community Garden

Mudlarks is a Hertford based charity which supports adults and young people with learning disabilities and mental health issues. Through supported learning and meaningful work in the community, Mudlarks' projects help people build confidence and self-worth, and develop important skills.

W: www.mudlarksgarden.org.uk **T:** 01992 537080

PALMS (HCT)

PALMS (Positive behaviour, Autism, Learning disability and Mental health Service) works across the county providing a specialist multi-disciplinary approach to children and young people aged 0-19 who have a global learning disability and/or Autistic Spectrum Disorder and their families. PALMS clinicians comprise a 'virtual team' delivering a consistent service in a variety of community settings.

W: www.hct.nhs.uk/our-services/palms **T:** 01727 732007

Playskill

Playskill is a local charity that runs parent and child term-time groups for pre-school children with special physical needs. Groups are run by a skilled team, including a Paediatric Physiotherapist, Occupational Therapist and Speech and Language Therapist. They are based in Watford and Hemel Hempstead and welcome interest from all local areas, including Three Rivers, Dacorum, St. Albans and Bushey. If you are local, but outside of these areas, please do contact them to confirm whether you are within their radius.

W: www.playskill.org **T:** 07572 465504

Potential Kids

Potential Kids is voluntary non-profit organisation based in Hatfield, aiming to help young people with Special Educational Needs and Disabilities up to age 25, their siblings and families by providing social/activity groups. They offer after-school and weekend activity sessions for young people aged with special education needs and disabilities. These also give parents the opportunity to meet, relax, have a coffee and some downtime, whilst their young people socialise, learn and play.

W: www.potentialkids.org

Additional Needs

SEND (Special Educational Needs and Disabilities) Information Advice and Support Service

They provide impartial and confidential information, advice and support to parents and carers of children with special educational needs and disabilities (SEND), and young people and children with SEND.

W: www.hertfordshire.gov.uk/microsites/local-offer/support/sendias.aspx

SNAP (Special Needs Activities & Play)

SNAP aim to provide stimulating play opportunities and good quality childcare, tailored to meet the needs of children and young adults with special needs. They also provide parents/carers with affordable respite care from well trained and experienced staff.

W: www.stalbansmencap.org.uk/snap-home

Springboard (Specialist Post 16 Educational Provision)

Springboard is for you if you're aged 16-24 and have been diagnosed with/have traits of an Autistic Spectrum Condition (ASC) and associated emotional, behavioural and mental health needs. You may also have low confidence or self-esteem, social anxiety or have underachieved or missed time at school – and you may have a learning difficulty in one area but a high ability in others. At Springboard, they'll give you the additional specialist support you need before progressing to mainstream college course or employment.

W: www.nhc.ac.uk/school-leavers/springboard

St Albans Educational Partnership (StEPs)

StEPs work with families who are vulnerable and in need of advice, help and support through more chaotic and troubling times. They deliver a range of services including parenting programmes and workshops, parenting support, integrated practice for children and young people ensuring early intervention, adult and family learning platforms. They also offer enrichment programmes for children and young people to develop key skills linked to attainment, achievement and personal development.

W: www.stalbanseps.org **T:** 07912 792215

St Albans MenCap

St Albans Mencap is a prominent local campaigner for fairer and better services for people with learning disabilities. It organises events throughout the year to allow people with a learning disability to socialise in a positive, supportive environment and to let parents meet others who have shared similar experiences.

W: www.stalbansmencap.org.uk/home

The Regency Training Foundation

The Regency Training Foundation delivers short self-development training courses to disadvantaged adults and vulnerable young people in Bedfordshire, Hertfordshire and London. They work with adults aged 18 plus who have; physical, sensory and learning disabilities, mental health challenges, people from ethnic minorities, lone parents, and unpaid carers. More info on referrals can be found on their website.

W: www.rtfoundation.org.uk

Additional Needs

Watford Sheltered Workshop

Watford workshop's provide work experience, skills training and employment for disabled and disadvantaged people. They help them to achieve greater independence, become more integrated into the community and where possible move them on to mainstream employment.

W: www.watfordworkshop.co.uk

Bereavement

Cruse Bereavement Care Hertfordshire

Cruse offer face-to-face support, telephone support, group support and email support to adults. Their children and young people's service offer family workshop days and one-to-one support.

T: Adults 01707 278389 | Children 01707 264293 **W:** www.cruse-hertfordshire.org.uk

Listening Place - Ware

The Listening Place is for those who need a place to share their experiences of grief and loss. It offers a safe place where individuals can find a 'listening ear' and support in times of loss for any reason.

W: www.leasidechurch.org.uk/listening_place.html

Stand by me

Stand-by-me offers information, advice and support to help children, young people and their families living in North Hertfordshire understand and manage their grief.

W: www.stand-by-me.org.uk

The Counselling Foundation

The Counselling Foundation is a leading charity that has provided counselling and counselling training for the better mental health of communities in Hertfordshire and Bedfordshire for over forty years. They offer free NHS and subsidised weekly counselling for anxiety, depression and bereavement for those aged 16+, as well as grief support groups for those who have experienced a similar loss and to help promote healing through education and support after the bereavement of a family member, friend or colleague.

W: www.counsellingfoundation.org **T:** 01727 868 585

Carers

ADD-vance

ADD-vance is a dedicated group of professionals, who also happen to be parents of children affected by ADHD and/ or Autism. Their mission is to support the families of children affected by these conditions and the professionals involved in their care.

W: www.add-vance.org **T:** 01727 833963

Carers

Angels Support Group

Angels is a parent led charity set up in North Hertfordshire to support parents and carers of children with Attention Deficit Hyperactivity Disorder (ADHD) and/or Autistic Spectrum Condition (ASC).

W: www.angelssupportgroup.org.uk

Carers in Herts

The aim of Carers in Herts is to ensure all carers receive information, advice and support, to enable carers to participate in service planning and decision making and to be a platform for the voice of carers. They provide information, problem solving and support and also arrange a variety of ways for carers to have a voice and influence service improvements.

W: www.carersinherts.org.uk **T:** 01992 586969

CommonSENse

CommonSENse offers a forum for parents or carers of special needs children to discuss difficulties and share solutions by using a straightforward and no-nonsense approach. It also offers positive support to anyone going through a difficult period. It is open to parents with children of any age and whatever the special need.

W: <http://commonsenseharpenden.tripod.com>

DSPL (Delivering Special Provision locally)

DSPL is a Hertfordshire-wide partnership approach where parents, carers, staff in early years settings and schools, further education colleges, local authority officers and representatives from other agencies, work together as part of an Area Group, to ensure that there is a range of provision and support services available in their local community.

W: www.dspl7.org.uk **T:** 01727 519224

Headway Hertfordshire

Headway Hertfordshire works closely with people who have a brain injury, their carers and families. They aim to reduce social isolation, improve health and wellbeing and give carers a break. They also aim to raise awareness with local groups, professionals, statutory authorities, charities and others through presentations, talks and face to face meetings.

W: www.headway-herts.org.uk

Heather Club

A day centre/day club for older people, who are able to manage their own personal needs, I.E toilet, hand washing with help. The club provides recreational activities, entertainment and stimulating activities, visits to various accessible places such as a garden centres, parks, etc. Carers can benefit from having several hours to do essential tasks, or just have a break from caring for a short time.

T: 07836 560684 **E:** theheatherclub@aol.co.uk

Carers

Herts Parent Carers Involvement (HPCI)

HPCI is an independent parent carer led organisation which aims to improve services for children and young people aged 0-25 years who have special educational needs and/or disabilities. They do this by ensuring that family voices are heard by service planners and decision makers.

W: www.hertsparentcarers.org.uk

Hertwise

Hertwise offers community dementia support throughout Hertfordshire. They offer specialist advisers, groups and one-to-one support and carers support groups and advice.

W: www.hertswise.org.uk **T:** 0300 123 4044

Kids Hub

The HUB offers information and support for parents and carers of disabled children and young people aged 0-19 in Hertfordshire. The HUB provides free and impartial support over the phone, by email or face-to-face (including home visits).

W: www.kids.org.uk/hub

Up on Downs

Up on Downs is a parent run organisation which supports families of children with Down's Syndrome which welcomes parents and professionals from all over Hertfordshire. They support other parents by sharing information and creating opportunities for families to socialise and learn together. They support children by arranging specific activities and by working with other agencies to increase awareness of Down's Syndrome and improve the opportunities available to people with the condition.

W: www.upondowns.com

The Regency Training Foundation

The Regency Training Foundation delivers short self-development training courses to disadvantaged adults and vulnerable young people in Bedfordshire, Hertfordshire and London. Amongst the groups they work with are lone parents, and unpaid carers and with vulnerable young people and young carers in Hertfordshire. More info on referrals can be found on their website.

W: www.rtfoundation.org.uk

Young Carers

The main focus of the service is to work with children, young people and their families to help them find support locally, to reduce the amount of caring young carers have to do. Their staff visit young carers and their families in their homes so that they can understand the caring situation and find out what sort of help the family might need. They then work with other organisations like Hertfordshire County Council to find support from local services to reduce the amount of caring the young person has to do.

W: www.carersinherts.org.uk/how-we-can-help/young-carers

Carers

Young Carers in Herts

Their young carers service works with young carers aged 18 and under. The main focus of the service is to work with children, young people and their families to help them find support locally to reduce the amount of caring young carers have to do.

W: www.ycih.org

Children & Young People

FUTUREHope

FUTUREhope is a free, confidential service working holistically with young people aged 11-19 across Hertford and Ware. Their primary goal is to empower young people to have hope for their future and reach their full potential through their four key areas of work: outreach, education, support and development.

W: www.future-hope.org.uk **T:** 07531 875124

GRIT

Built by a team of people dedicated to improving the mental health and wellbeing of teenagers through a unique and innovative program designed to help reduce anxiety and self-destructive behaviours by building resilience. GRIT is a 12-week programme designed to build resilience and improve self-confidence and esteem thereby reducing self-destructive behaviour.

W: www.gritcharity.org

Haven

The Haven is a monthly support group, providing a safe space for those young people (aged 12+) who are dealing with stress and anxiety. This group can help you to learn practical tools to help you manage and reduce your anxiety levels and connect with other people who understand what you are experiencing.

W: www.the267project.com/about

Health for Kids

Health for Kids offers a fun, engaging and interactive way for children to learn about health. The website has games, activities, articles plus more. There is a separate section for parents and careers where you can search for news, services and advice by area.

W: www.healthforkids.co.uk

Healthy Young Minds in Herts

Healthy young minds Herts brings together various groups to develop and implement the mental health and wellbeing transformation plan. The website is full of Hertfordshire campaigns, news and information.

W: www.healthyyoungmindsinherts.org.uk

Children and Young People

Hertfordshire Charity for Deprived Children

A Hertfordshire Charity for Deprived Children awards small grants to children living in the administrative county of Hertfordshire who are facing difficulties that compromise their well-being and self-worth.

W: <https://mgtact0.wixsite.com/herts-charity-child>

Hertfordshire Student's Union

A charity run by students, for students. The charity provides information for students on things such as events, jobs, representation as well as support and advice services.

W: www.hertfordshire.su

Herts Young Homeless (HYH)

HYH is a unique charity in Hertfordshire providing services to support vulnerable people. Their focus is on preventing homelessness - from education in schools and family mediation through to supporting 16-24 year olds in their first homes or caring for adults of all ages who have mental health issues and housing needs.

W: www.hyh.org.uk

National Citizen Service Programme

National Citizen Service (NCS) supports 15-17-year-old's to learn new skills, gain exciting new experiences and contribute to their local communities. It is run locally by highly experienced organisations who have been carefully selected for the outstanding work they do with young people.

W: www.ncsyes.co.uk

NESSie

NESSie provides arts therapies and counselling to support children and young people with positive mental health in schools and educational settings across North Hertfordshire and Stevenage. NESSie provides a wraparound service delivery model to ensure children and young people are accessing the right level support to meet individual needs, as well as providing support and training for parents and professionals.

W: www.nessieined.com

Phoenix

The Phoenix Group empower young people up to the age of 25 who have a hearing impairment by helping to overcome barriers, promoting independence and building confidence and self-esteem.

W: www.phoenixgroup.org.uk

Plugged In

A youth group run by North Bushey Baptist Church. Activities include: table tennis, pool, table games etc. Open to all children who live or attend a school in North Bushey and are of Secondary School age. Meets in a church and has a short Christian mid-meeting break but is open to all children of any faith or no faith. There is no charge to attend the youth club.

W: www.northbusheybaptist.org.uk/index.php/through-the-week **T:** 07765 610466

Children and Young People

Plus 1

The programme is for young mums and dads, and young mums and dads-to-be who live in Hertfordshire and are aged 14-21 (up to the age of 24 if they have learning disability). The project covers: employability, healthy living, parenting skills and confidence building. Participants gain a City and Guilds Employability Skills qualification which will help them to progress to further education, training or employment. The Plus One programme also contains elements which help the young parents grow in confidence and cope with the new challenges of being a parent.

W: www.ychertfordshire.org/about-yc-hertfordshire/news/north-herts-and-stevenage-young-parents-achieve-100-pass-rate-in-the-plus-one-programme/

Positive Pathways

Positive Pathways is a project, funded by Hertfordshire Police and Crime Commissioner and YC Hertfordshire to help young people within the borough of Welwyn/Hatfield who are vulnerable and who may be at risk of, or already engaging in anti-social behaviour. Referrals can be made from schools, local agencies, families and by young people self-referring.

W: <https://one.welhat.gov.uk/positive-pathways>

Rephael House

Rephael House provide a professional therapeutic service for a cross section of the community, including a bespoke robust in-school therapy service. Alongside their comprehensive range of services, they also offer a free CAMHS funded Hertfordshire service for anyone that lives within the Hatfield and Welwyn area. This service is for young people aged between 13 – 19 years.

W: www.rephaelhouse.org.uk

Signpost Counselling

Signpost provides counselling, coaching and other support to help young people living in South and West Hertfordshire overcome problems in their lives. They pride themselves on being accessible, confidential and, wherever possible, responding to your needs on your terms. Their services differ according to a young person's age.

W: www.signpostcounselling.co.uk **T:** 01923 239495

St Albans Educational Partnership (StEPs)

StEPs work with families who are vulnerable and in need of advice, help and support through more chaotic and troubling times. They deliver a range of services including parenting programmes and workshops, parenting support, integrated practice for children and young people ensuring early intervention, adult and family learning platforms. They also offer enrichment programmes for children and young people to develop key skills linked to attainment, achievement and personal development.

W: www.stalbanseps.org **T:** 07912 792215

Children and Young People

Supporting You

Supporting You is a 7-week programme which equips young people with the tools to help themselves to strengthen their resilience and emotional well-being. The programme is suitable for young people that are aged 11-17 and beginning to exhibit behaviours or suggest themselves that they are starting to be affected by low mood, stress or anxiety such that it is beginning to interfere with the enjoyment of life and normal activities. They must have no current intervention or support in place from any other agency for emotional wellbeing or mental health issues, they do not meet the criteria for a CAMHS referral and are able to commit to attending a 7 week Supporting You programme in their local area.

W: www.ychertfordshire.org/about-yc-hertfordshire/make-a-referral/supporting-you-emotional-wellbeing-and-resilience-programme

The Boys Brigade

The Boys' Brigade engages with over 50,000 children and young people providing opportunities to meet together in their communities and engage in a range of fun and developmental activities. They believe that empowering children and young people is important and do this by involving them in decision making at all levels of the Boys Brigade and giving responsibility appropriate to their age and aptitude.

W: www.boys-brigade.org.uk/company-finder

The Youth Booth

This is a small charity which funds a range of projects for young people in Hemel Hempstead. The projects include youth clubs for children which offer a variety of activities.

W: www.theyouthbooth.com

Thirst Youth Café – Bishop Stortford

They believe that in order to influence or change something you first need to engage with it. Therefore, in order to engage the young people of Bishop's Stortford they look to use Thirst Youth Café as a place for Young People to build strong and trustworthy relationships with positive and responsible role models.

W: www.thirstcafe.com

Tilehouse Counselling

Tilehouse Counselling is a charity that provides professional counselling and therapeutic group work for adults and young people (13-19). They work from their base in Hitchin where they have six comfortable counselling rooms. They also offer some appointments for young people at the Stevenage One Stop Shop and Roysia Surgery, Royston.

W: www.tilehouse.org

Children and Young People

YCT

YCT is a counselling and therapeutic support charity. They specialise in supporting children and young people aged 5 – 25 years, their families and the professionals who work with them. YCT work from community venues and schools, academies, colleges, alternative education provisions and specialist schools across Essex, Hertfordshire and Greater London.

W: www.yctsupport.com

YC Herts

YC Hertfordshire provides youth work projects and programmes, information, advice, guidance, work related learning, outdoor education and support for young people. YC Herts can help young people with the issues which are important to them such as jobs, careers and education, relationships, sexual health, confidence, self-esteem, substance misuse, staying safe, housing and independent living skills.

W: www.ychertfordshire.org

Young Pride in Herts

Young Pride in Herts offers support, info and advice to the young LGBTQ community and those who may be struggling with their sexuality or gender, in Hertfordshire. If you need support, want to get involved in changing services in the county or are a friend/parent or carer who needs advice, please contact them through their contact page.

W: www.youngprideinherts.org

Youth Talk

A confidential counselling service for young people aged 13-25 who live, work or receive education in St Albans and the surrounding district.

W: www.youthtalk.org.uk

Who not What

Who not What is a group of young people who have come together to represent the voice of the young lesbian, gay, bi-sexual, transgender and questioning community of Hertfordshire. They are looking at services available throughout the county and will be working towards improving these services for young LGBTQ people aged 13-24 who live, work or are educated in the county. They conduct regular consultations to hear the views and opinions of young LGBTQ people aged 13–24 who live, work or are educated in the county.

W: www.ychertfordshire.org/support-for-young-people/young-peoples-democracy/who-not-what/

Community Projects

ASCEND

For over 20 years, ASCEND has been tackling unemployment, social deprivation and learning disabilities in the local community. They support the South Oxhey community in many ways, including training courses, job club, careers advice and more.

W: www.ascend.org.uk

Community Projects

Camphill Village Trust – St Albans

They are supported living providers and also offer a wide variety of day opportunities. Many people who live in easy driving distance of one of their communities, join them for day opportunities, once a week or more frequently. They arrange a variety of activities within the St Albans community.

W: www.camphillvillagetrust.org.uk/locations/st-albans

Community Development Agency for Hertfordshire (CDA)

CDA Herts' primary role in the Voluntary and Community Sector is to be the voice and advocate for the communities in Hertfordshire. They achieve this by exchanging information between the public, private and voluntary sectors, influencing strategies, supporting and working in partnership, and delivering projects.

W: www.cdaherts.org.uk **T:** 01992 289060

Groundwork East Hertfordshire projects

Through a range of projects across the County, Groundwork work towards a vision of a society of sustainable communities which are vibrant, healthy and safe, which respect the local and global environment and where individuals and enterprise prosper. Creating these sustainable communities means developing initiatives which cut across economic, social and environmental issues.

W: www.groundwork.org.uk/sites/east/pages/category/current-projects-in-hertfordshire-east

Healthwatch Hertfordshire

Healthwatch Hertfordshire is the independent consumer voice for Health and Social Care in Hertfordshire. They help people find out about local health and social care services and listen to what people think of services. They also help improve the quality of services by letting those running services and the government know what people want from care and encourage people running services to involve people in changes to care.

W: www.healthwatchhertfordshire.co.uk **T:** 01707 275978

Herts Help

A network of community organisations in Hertfordshire working together, there to listen and help you find independent support, guidance and information you need to get the most out of life.

W: www.hertshelp.net

RECOVER

Recover is a vibrant furniture up-cycling social enterprise, creating pathways into volunteering and work. At its heart is their commitment to sustainability – upcycling old unwanted furniture or working with materials either donated or reclaimed from the local area. RECOVER offers people life-changing experience, apprenticeships and professional qualifications in furniture up-cycling. Along the way they also gain a love of furniture and design and a belief in supporting the local community, environment and economy.

W: www.recoverteam.co.uk **T:** 01707 322 103

Community Projects

Watford African Caribbean Association

WACAS is a small charitable organisation that uses local knowledge and decades of experience to transform the lives of the vulnerable, the elderly and children, whilst preserving African and Caribbean traditions.

W: www.wacas.org.uk

YMCA Central Herts

YMCA deliver a range of programmes and services that tackle issues facing local people and ensure there are opportunities for young people throughout our work from apprentices, to work experience, and childcare to youth work. They work with all ages, faiths, backgrounds and have served the communities in Hertfordshire for over 127 years.

W: www.ymca.org.uk/location/ymca-west-and-central-herts **T:** 01923 353600

Counselling

Future Living Hertford

Future Living Hertford is a registered charity and an independent service for those in recovery from addiction and domestic abuse, providing a safe, non-judgemental therapeutic environment. It has expanded its services to meet client needs and has become a centre of excellence for Domestic Abuse for both men and women.

W: www.futurelivinghertford.co.uk **T:** 01992 537344

Herts Rape Crisis

Free & confidential counselling for females who are over 18 and survivors of rape, sexual assault and/or childhood sexual abuse - no matter how old you were when this happened. Every Thursday: 7.30pm- 9.30pm calls are answered by a counsellor.

T: 01707 276512 **W:** www.hertsrapecrisis.org.uk

Mind in Mid Herts

An innovative and experienced provider of mental health services in Mid Hertfordshire who have wellbeing centres in St. Albans, Stevenage, Hertford and Welwyn Garden City. They can provide counselling in Stevenage and St Albans.

W: www.mindinmidherts.org.uk/services/counselling

Mosaic Counselling Services

They provide counselling services for a range of mental health issues to the local and surrounding communities within St Albans and Hertfordshire. They aim to provide affordable open-ended therapy for anyone who needs counselling.

W: www.mosaiccounsellingservices.com

Counselling

NESSie

NESSie provides arts therapies and counselling to support children and young people with positive mental health in schools and educational settings across North Hertfordshire and Stevenage. NESSie provides a wraparound service delivery model to ensure children and young people are accessing the right level support to meet individual needs.

W: www.nessieined.com

Relate - Hertfordshire

Offering relationship, family and children and young person counselling. If you're new to counselling and would like to find out what it's like you can try a free Live Chat with a Relate Counsellor.

W: www.relate.org.uk/london-north-west-and-hertfordshire **T:** 0300 003 2324

Safer Places

Within Safe Space, counselling is readily accessible, their team is made up of placement counsellors and qualified volunteers. Counselling is available across their entire service, as and when it is needed by clients, to help them with addressing a variety of issues. Each session is generally tailored to the individual. There is flexibility within their therapy that allows for a variety of counselling formats.

W: www.saferplaces.co.uk **T:** 03301 025811

Safe Space

The Counselling in Schools Service provides Counselling and Arts Therapies (Art, Drama, Play) to Primary and Secondary schools across Hertfordshire.

W: www.hertfordshire.gov.uk/services/schools-and-education/at-school/counselling-in-schools/counselling-in-schools.aspx

Signpost Counselling

Signpost provides counselling, coaching and other support to help young people living in South and West Hertfordshire overcome problems in their lives. They pride themselves on being accessible, confidential and, wherever possible, responding to your needs on your terms. Their services differ according to a young person's age.

W: www.signpostcounselling.co.uk **T:** 01923 239495

The Counselling Foundation

The Counselling Foundation is a leading charity that has provided counselling and counselling training for the better mental health of communities in Hertfordshire and Bedfordshire for over forty years. A BACP accredited counselling service for over 18's and couples on a short or long-term basis. They offer free NHS and subsidised weekly counselling for anxiety, depression and bereavement for those aged 16+, as well as grief support groups for those who have experienced a similar loss and to help promote healing through education and support after the bereavement of a family member, friend or colleague.

W: www.counsellingfoundation.org **T:** 01727 868 585

Counselling

Tilehouse Counselling

Tilehouse Counselling is a charity that provides professional counselling and therapeutic group work for adults and young people (13-19). They work from their base in Hitchin where they have six comfortable counselling rooms. They also offer some appointments for young people at the Stevenage One Stop Shop and Roysia Surgery, Royston.

W: www.tilehouse.org

Vista St Albans

St Albans Plus and Vista can provide a Counsellor to support a child or young person aged between 5 and 19 years regardless of their gender, ethnicity, disability or sexual orientation. The counselling sessions enable them to explore their feelings in a secure environment and enable them to move past their problems and build firm foundations for a secure future.

W: www.vistastalbans.org.uk/children

YCT

YCT is a counselling and therapeutic support charity. They specialise in supporting children and young people aged 5 – 25 years, their families and the professionals who work with them. YCT work from community venues and schools, academies, colleges, alternative education provisions and specialist schools across Essex, Hertfordshire and Greater London.

W: www.yctsupport.com

Youth Talk

A confidential counselling service for young people aged 13-25 who live, work or receive education in St Albans and the surrounding district. Youth talk was founded by a local GP in 1997 after she realised there was a need for a safe place where young people could come for counselling and support. Since then, over 2800 young people have used the service.

W: www.youthtalk.org.uk

Crisis Support

HPFT Out of Hours Helpline

This service operates through the night from 5pm - 9am on weekdays and around the clock at weekends and on Bank Holidays. The service is available to our service users and carers for advice and support outside office hours. The helpline is staffed by experienced mental health professionals and support staff who can offer the following support: Putting worries and anxieties in perspective, Guidance about local services and referral if needed and Information on diagnoses, mental health issues and medication

W: www.hpft.nhs.uk/contact-us/out-of-hours-helpline/ **T:** 01438 843322

NightLight Crisis Service

NightLight is a countywide out of hour's mental health crisis service providing a safe and welcoming space for people who are feeling distressed and experiencing a crisis. They create a warm, welcoming and homely environment which is somewhere for you to relax and feel safe, where you can use the facilities and know that skilled and experienced staff are on hand to listen to you and offer support and advice if needed. They are open out of hours on Friday, Saturday, Sunday and Monday nights from 7pm-2am, every week of the year.

W: www.hertsmindnetwork.org/nightlight **T:** 01923 256391

Crisis Support

Children Crisis Assessment and Treatment Team (CCATT)

They provide very short-term interventions to help support young people (up to the age of 18) in a crisis. They work 7 days a week, covering the hours of 9am-9pm Monday-Friday and 9am-1pm on a Saturday and Sunday.

W: www.hpftcamhs.nhs.uk/coming-to-camhs-what-to-expect/our-hpft-camhs-services/our-specialist-teams/children-crisis-assessment-and-treatment-team-ccatt/

Crisis Assessment and Treatment Teams (CATT)

The Crisis Assessment and Treatment Teams (CATT) provide urgent assessments for people who are in crisis due to their mental health. The teams also support home treatment as an alternative to an inpatient stay. The crisis team is available 24 hours a day, 7 days a week. The team works closely with the Acute Day Treatment Unit (ADTU), the inpatient wards and Host Families scheme. CATT also provides support to enable people to leave hospital earlier if they have been admitted. The team includes nurses, doctors, social workers and support workers.

W: www.hpft.nhs.uk/services/acute-and-rehabilitation-services/alternative-services-to-an-inpatient-stay/

Single Point of Access (SPA)

SPA consists of a multidisciplinary team of qualified mental health professionals and trained referral advisors offering telephonic triage for all referrals for mental health and learning disabilities services in Hertfordshire. Referrals can be made through GPs and other health professionals or through self or carer referrals. SPA operates 8am – 7pm Monday to Friday.

W: www.hpft.nhs.uk/get-help/ **T:** 0300 777 0707

Debt

Citizens advice

Citizens Advice (previously Citizens Advice Bureau) is a network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with financial issues and other problems. Through their website you can access information and find your local CAB.

W: www.citizensadvice.org.uk/debt-and-money

Family Support

Aspects

Aspects is a family & pupil support service to help you through some of the challenges. They can support children 5-19 at school and as well as their family. Family Support Workers can help with a wide range of family challenges. They work with children, families and schools to make sure they are all giving the same messages and that your child is surrounded by a team of caring people. The service can be accessed by residents of Bishop Stortford, Sawbridgeworth and surrounding villages.

W: www.aspects.org.uk **T:** 01279 758134

Family Support

Families in focus

Families in Focus is an organisation that supports parents caring for children with additional needs and disabilities. They run a variety of free workshops and groups all over Hertfordshire.

W: www.familiesinfocus.co.uk

Families first

Families First brings together the full range of County Council professionals that help children, young people or their families.

W: www.hertfordshirefamiliesfirst.org.uk

Families Feeling Safe

Families Feeling Safe is an award-winning Social Enterprise, delivering high quality protective behaviours training, courses and workshops. Their work aims for children, young people and families to feel safer in their communities by improving their resilience and emotional & mental wellbeing.

W: www.familiesfeelingsafe.co.uk **T:** 01438 728653

HABS Family Support Team

HABS is a team of highly trained Family Support Workers, supporting the local community and working on projects to help improve the lives of families living within Hoddesdon, Broxbourne, Turnford and Wormley. The available support on offer is open to all families whose children attend the partnership schools and range from parenting classes, holiday activity sessions and family support covering a wide range of issues including emotional well-being, debt, bereavement and other complex issues.

W: www.habsfamily.co.uk

Home-Start Herts

Home-Start is one of the leading family support charities in the UK. Home-Start volunteers help families with young children deal with the challenges they face. They support parents as they learn to cope, improve their confidence and build better lives for their children.

W: www.home-startherts.org.uk

Kids Hub

The HUB offers information and support for parents and carers of disabled children and young people aged 0-19 in Hertfordshire. The HUB provides free and impartial support over the phone, by email or face-to-face (including home visits).

W: www.kids.org.uk/hub

Family Support

St Albans Educational Partnership (StEPs)

StEPs work with families who are vulnerable and in need of advice, help and support through more chaotic and troubling times. They deliver a range of services including parenting programmes and workshops, parenting support, integrated practice for children and young people ensuring early intervention, adult and family learning platforms. They also offer enrichment programmes for children and young people to develop key skills linked to attainment, achievement and personal development.

W: www.stalbanseps.org **T:** 07912 792215

Link Family Services

They are an organisation in place to support families whose children attend a Link School in Dacorum. There is no problem too big or too small. If they cannot help with your particular problem or query, they will know someone who can. Your involvement with them is totally dependent on your needs and they only get involved if you want them to. They are not social services and do not work directly in the school. Your details and what you talk about, are kept confidential.

W: www.linkfamilyservices.co.uk

Vista St Albans

Vista is a team of School Family Workers working together to improve outcomes and remove barriers to learning for our children and young people. They offer Parent Support, Mentoring, Counselling, Emotional and Behaviour Support as well as Multi-Agency and Families First Assessment work.

W: www.vistastalbans.org.uk

Food Banks

Find your local

The Trussell Trust believe that no one in a community should have to face going hungry. That's why they provide three days' nutritionally balanced emergency food and support to local people who are referred to them in crisis. If local agencies feel you are struggling to put food on the table, they will issue you with a foodbank voucher.

W: www.trusselltrust.org/get-help/find-a-foodbank

Helplines

Cruse Bereavement Care Hertfordshire

Cruse offer face-to-face support, telephone support, group support and email support to adults. Their children and young people's service offer family workshop days and one-to-one support.

T: Adults 01707 278389 | Children 01707 264293 **W:** www.cruse-hertfordshire.org.uk

Helplines

Herts Domestic Abuse Helpline

HDAH are a confidential and free support and signposting service for anyone affected by Domestic Abuse. When you call them, their well-trained call takers will listen carefully and non-judgmentally to what you say before providing information appropriate to your particular situation. They have contact details for around 177 specialist support services in Hertfordshire that could help you with your specific situation.

T: 08 088 088 088 **W:** www.hertsdomesticabusehelpline.org

Herts Rape Crisis

Free & confidential counselling for females who are over 18 and survivors of rape, sexual assault and/or childhood sexual abuse - no matter how old you were when this happened. Every Thursday: 7.30pm- 9.30pm calls are answered by a counsellor.

T: 01707 276512 **W:** www.hertsrapecrisis.org.uk

Herts SARC (Sexual Assault Referral Centre)

Herts SARC offers free support and practical help to anyone in Hertfordshire who has experienced sexual violence and/or sexual abuse. If you would like to talk to us about something that has happened to a friend or relative, they can talk you through their services and offer emotional and practical support. If you would like to speak to someone they are available 24/7.

T: 0808 178 4448 **W:** www.hertssarc.org

NightLight Crisis Service

NightLight is a countywide out of hour's mental health crisis service providing a safe and welcoming space for people who are feeling distressed and experiencing a crisis. They create a warm, welcoming and homely environment which is somewhere for you to relax and feel safe, where you can use the facilities and know that skilled and experienced staff are on hand to listen to you and offer support and advice if needed. They are open out of hours on Friday, Saturday, Sunday and Monday nights from 7pm-2am, every week of the year.

T: 01923 256391 **W:** www.hertsmindnetwork.org/nightlight

HPFT Out of Hours Helpline

This service operates through the night from 5pm - 9am on weekdays and around the clock at weekends and on Bank Holidays. The service is available to our service users and carers for advice and support outside office hours. The helpline is staffed by experienced mental health professionals and support staff who can offer the following support: Putting worries and anxieties in perspective, Guidance about local services and referral if needed and Information on diagnoses, mental health issues and medication

T: 01438 843322 **W:** www.hpft.nhs.uk/contact-us/out-of-hours-helpline

Helplines

Single Point of Access (SPA)

SPA consists of a multidisciplinary team of qualified mental health professionals and trained referral advisors offering telephonic triage for all referrals for mental health and learning disabilities services in Hertfordshire. Referrals can be made through GPs and other health professionals or through self or carer referrals. SPA operates 8am – 7pm Monday to Friday.

T: 0300 777 0707 **W:** www.hpft.nhs.uk/get-help/

Welwyn Hatfield Women's Refuge & Support Services (WHWR)

WHWR provides refuge accommodation to women fleeing domestic violence with, or without, their children. The Refuge operates a helpline and provides an outreach service for any women in the district who are, or have been, victims of domestic violence. WHWR operate two, term-time drop-in centres for women (under 5's welcome).

T: 0330 102 5811 **W:** www.whwr.org.uk

Housing

Citizens advice

Citizens Advice (previously Citizens Advice Bureau) is a network of 316 independent charities throughout the United Kingdom that give free, confidential information and advice to assist people with money, legal, consumer and other problems. You can find your local service by following the link.

W: www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/

DENS

Their aim is to be the first port of call for people in Dacorum who are facing homelessness, poverty and social exclusion; to support and empower them to take the next positive step in their lives. DENS house, support and empowers vulnerable single homeless people, and others in crisis, to transform their lives.

W: www.dens.org.uk **T:** 01442 262274

Emmaus

Emmaus Hertfordshire is a homelessness charity providing up to 39 formerly homeless people with a safe home environment and the opportunity to work. The charity has six stores located across Hertfordshire, filled with quality second-hand furniture, warranted electrical items, and clothes. Emmaus collects donated furniture and other household items which are recycled, restored and resold. This funds the community and helps people to move on from homelessness. They also provide skilled work and training and a stable home environment, thereby giving people a chance to regain their self-esteem.

W: www.emmaus.org.uk/hertfordshire

Housing

Grow Hostel

GROW is a charitable Not-for-Profit organisation which provides short to medium term hostel accommodation for men between the ages of 25 and 60 with inclusive drug or alcohol issues.

W: www.growhostel.org.uk **T:** 01923 256189

Helping Herts Homeless (formally North Herts Sanctuary)

The charity provides 17 bed accommodation for single homeless males. Resident's receive a hot evening meal, breakfast and a packed lunch. They also provide support and help to address the social and health needs of service users for them to "move on" to permanent accommodation. Those using the hostel are assessed for health or substance abuse issues. They are offered counselling, support and a means of referral for individual treatment.

W: www.helpinghertshomeless.org.uk **T:** 01462 600425

Hertfordshire Floating Support Service (Aldwyck Housing Group)

Aldwyck's Floating Support Service provides a holistic package of support to vulnerable people to enable them to maintain their tenancy and independence. The service offers flexible, short-term housing support to people for a maximum of two years. Residents of Hertfordshire who are aged 18 years or over with a mental illness. You can self-refer but must also be willing to: undergo a needs and risk assessment and undertake a support programme.

W: www.aldwyc.co.uk/hertfordshire-floating-support-service

Herts Young Homeless (HYH)

HYH is a unique charity in Hertfordshire providing services to support vulnerable people. Their focus is on preventing homelessness - from education in schools and family mediation through to supporting 16-24 year olds in their first homes or caring for adults of all ages who have mental health issues and housing needs.

W: www.hyh.org.uk

New Hope

New Hope exists to serve individuals who are homeless or vulnerably-housed through the provision of accommodation and opportunities to transform lives. Founded upon Christian values, which are at the core of their work, they support people regardless of faith, class, disability, ethnicity, gender and sexual orientation. Their mission is encapsulated in their strapline: 'preventing homelessness, transforming lives'.

W: www.newhope.org.uk

Illness

Headway Hertfordshire

Headway Hertfordshire works closely with people who have a brain injury, their carers and families. They aim to reduce social isolation, improve health and wellbeing and give carers a break, as well as raising awareness with local groups, professionals, statutory authorities, charities etc.

W: www.headway-herts.org.uk

Illness

Hertwise

Hertwise offers community dementia support throughout Hertfordshire. They offer specialist advisers, groups and one-to-one support and carers support groups and advice.

W: www.hertwise.org.uk **W:** www.hertwise.org.uk **T:** 0300 123 4044

Hertfordshire Independent Living Service (HILS)

Hertfordshire Independent Living Service (HILS) social enterprise that delivers meals on wheels and caring support to disabled, elderly, or vulnerable adults throughout Hertfordshire. Along with the meal, their Community Team Members also provide welfare checks which provide reassurance to families and carers as well as our clients.

W: www.hertsindependentliving.org **T:** 0330 2000 103

Keech Children's Services

Their children's service supports families from across Bedfordshire, Hertfordshire and Milton Keynes who have a child or young person diagnosed with a life-limiting condition. Their care is not just provided at the hospice itself but in the hospital, school, care or family home – wherever support is needed the most.

W: www.keech.org.uk/childrens-services **T:** 01582 492339

Lifegeta

Lifegeta is a support network for all types of people with life changing acquired conditions or their friends, family & carers. They address the emotional effects of finding yourself in a body that doesn't do what it used to do because of a life changing condition or disability (like head injury or stroke) or diagnosis (like MS or Parkinsons).

W: www.lifegeta.co.uk **T:** 07715 707488

Terrence Higgins Trust - Hertfordshire

They provide support for people newly diagnosed with HIV and those living with HIV in Hertfordshire. Training for professionals is also available.

W: www.tht.org.uk/centres-and-services/hertfordshire **T:** 01920 484784

The Crescent

The Crescent provides help and support to those living with, or otherwise affected by, HIV. They are a member led organisation run both by and for people living with HIV. The charity provides emotional and practical support in a confidential and non-clinical environment and through outreach services in a variety of settings.

W: www.thecrescent.org.uk

Illness

The Pepper Foundation

The Pepper Foundation is a registered charity which helps to fund the hospice at home children's nursing team managed by Rennie Grove Hospice Care (RGHC). This innovative paediatric team offers specialist palliative care and support to children with a life-threatening or life-limiting illness throughout the Chilterns area of Hertfordshire and Buckinghamshire. The nurses work with families to provide individualised care and support for each child in their own home on a 24 hour, 365 days of the year, on-call basis.

W: www.pepper.org.uk

The Red Shed Project

It is a non-profit organisation that benefits the community. We provide a service for those living with dementia, their carers and families. Their qualified Horticultural Therapists, supported by trained and experienced volunteers, deliver garden-based activities and experiences. They aim to improve and enhance physical and mental health, wellbeing and alleviate loneliness and isolation.

W: www.theredshed.garden

Men

Grow Hostel

GROW is a charitable Not-for-Profit organisation which provides short to medium term hostel accommodation for men between the ages of 25 and 60 with inclusive drug or alcohol issues.

W: www.growhostel.org.uk **T:** 01923 256189

Mental Health

Children's continuing care team (HCT)

The Children's Continuing Care Team provides nursing support to children with complex health needs within the West Hertfordshire locality. Children are usually referred to the team following a period of intensive hospital care within one of the Children's Specialist Centres in Central London. Referrals may be made by professionals from a number of health or social care settings. The team delivers individualised packages of care to children, usually provided in the child's own homes, though care may also be provided in other settings, such as in schools or nurseries.

W: www.hct.nhs.uk/our-services/children-s-continuing-care-team

Depression Alliance St Albans

This is a self-help group for people with depression and its related problems including anxiety. It is for those in Hertfordshire and surrounding areas who feel the need for some support and information to help them through difficult times in confidence. The group is NOT for those who are unable to take part in discussions or those in a crisis situation where medical treatment would be required. It is complementary to professional treatment and should not be seen as an alternative.

W: www.depressionalliance-stalbans.org.uk **T:** 07941 450 345

Mental Health

Green Minds

Green Minds is a horticultural, therapy and training centre offering eco-therapy, volunteering and employment opportunities. This is a social enterprise set up to provide support and volunteering opportunities to individuals who are experiencing mental ill health. Green Minds is an 'eco-therapy' project that uses structured outdoor gardening and creative activities to engage those who might not otherwise access support.

W: www.hertsmindnetwork.org/green-minds

GRIT

Built by a team of people dedicated to improving the mental health and wellbeing of teenagers through a unique and innovative program designed to help reduce anxiety and self-destructive behaviours by building resilience. GRIT is a 12-week programme designed to build resilience and improve self-confidence and esteem thereby reducing self-destructive behaviour.

W: www.gritcharity.org

Guideposts

Guideposts support people with Mental Health issues and living in Hertfordshire. They provide group activities and 121 support at their centre in Watford and various locations across the county. All clients are referred to their service by Community Mental Health Teams/ GPs.

W: www.guideposts.org.uk/hertfordshire-services

Healthy Young Minds in Herts

Healthy young minds Herts brings together various groups to develop and implement the mental health and wellbeing transformation plan. The website is full of Hertfordshire campaigns, news and information.

W: www.healthyyoungmindsinherts.org.uk

Hertfordshire Complex Needs Service

The service provides 1:1 community support to people recovering from mental health issues and additional complex needs, including drug and alcohol misuse and learning disabilities. It works across Hertfordshire and can support you in your own home or within your local community. They work together with you to design personalised support packages that reflect your individual needs, offering high quality support to help improve your quality of life enabling you to face the future with confidence.

W: www.hertsmindnetwork.org/complex-needs-service **T:** 01707 891120

Hertwise

Hertwise offers community dementia support throughout Hertfordshire. They offer specialist advisers, groups and one-to-one support and carers support groups and advice.

W: www.hertswise.org.uk **T:** 0300 123 4044

Mental Health

Mind in Mid Herts

An innovative and experienced provider of mental health services in Mid Hertfordshire who have wellbeing centres in St. Albans, Stevenage, Hertford and Welwyn Garden City. As an organisation, they are committed to providing high quality services for people aged 16 and over.

W: www.mindinmidherts.org.uk

Rethink Companions Befriending (Eats Herts)

A befriending service which supports clients with mental health problems, referred by local Community Mental Health Teams (CMHTs) and GPs. It matches clients with a volunteer with a view to establishing a partnership for social activity. It also provides a carers' service, offering support to anyone providing regular support to anyone with a severe mental health problem within the East Hertfordshire and Broxbourne area. Previously known as East Herts and Broxbourne Befriending.

W: www.rethink.org/help-in-your-area/services/community-support/rethink-companions-befriending-east-herts/ **T:** 01920 463663

Single point of access (HPFT)

SPA consists of a multidisciplinary team of qualified mental health professionals and trained referral advisors offering telephonic triage for all referrals for mental health and learning disabilities services in Hertfordshire. Referrals can be made through GPs and other health professionals or through self or carer referrals. SPA operates 8am – 7pm Monday to Friday.

T: 0300 777 0707 **W:** www.hpft.nhs.uk/get-help

Step 2 (CAMHS HCT)

Step2 is an Early Intervention Child and Adolescent Mental Health Service for children and young people in Hertfordshire aged 0-19. Step2 receives written referrals for direct family/child support from health professionals across Hertfordshire. The service offers a range of support including one to one direct interventions and group support. **Please note: Step2 is not an emergency service.**

W: www.hct.nhs.uk/our-services/step-2-camhs

Older People

Age Concern St Albans

Their purpose is to promote the welfare of elderly people in and around the City of St Albans. They provide a range of services to the residents of the district. They provide a friendly and sociable environment where we have speakers, activities, exercise classes and provide a hot lunch on the premises.

W: www.acstalbens.moonfruit.com **T:** 01727 856741

Age UK Hertfordshire

Age UK Herts promote the wellbeing of all older people and to help make later life in Hertfordshire a fulfilling and enjoyable experience.

W: www.ageuk.org.uk/hertfordshire **T:** 0300 345 3446

Older People

Heather Club

A day centre/day club for older people, who are able to manage their own personal needs, I.E toilet, hand washing with help. The club provides recreational activities, entertainment and stimulating activities, visits to various accessible places such as a garden centres, parks, etc. Carers can benefit from having several hours to do essential tasks, or just have a break from caring for a short time.

T: 07836 560684 **E:** theheatherclub@aol.co.uk

Hertwise

Hertwise offers community dementia support throughout Hertfordshire. They offer specialist advisers, groups and one-to-one support and carers support groups and advice.

W: www.hertwise.org.uk **T:** 0300 123 4044

Hertfordshire Independent Living Service (HILS)

Hertfordshire Independent Living Service (HILS) social enterprise that delivers meals on wheels and caring support to disabled, elderly, or vulnerable adults throughout Hertfordshire. Along with the meal, their Community Team Members also provide welfare checks which provide reassurance to families and carers as well as our clients.

W: www.hertsindependentliving.org **T:** 0330 2000 103

The Red Shed Project

It is a non-profit organisation that benefits the community. They provide a service for those living with dementia, their carers and families. Their qualified Horticultural Therapists, supported by trained and experienced volunteers, deliver garden-based activities and experiences. They aim to improve and enhance physical and mental health, wellbeing and alleviate loneliness and isolation.

W: www.theredshed.garden

Pregnancy

Alternatives Watford

Alternatives Watford is a pregnancy crisis centre which provides free, confidential support and advice. They offer: Pregnancy Crisis Advice, Pregnancy Support, Post Abortion Support, Miscarriage Support and Mother & Baby Charity Shop.

W: www.alternativeswatford.co.uk

Choice

Choice are committed to supporting others through the difficulties of unplanned pregnancy, miscarriage or abortion. They offer: a safe and welcoming place to talk, unbiased information, help in processing painful feelings, hope for healing, and, all sessions are confidential and free of charge.

W: www.choicenorthherts.org.uk

Prisoners

HACRO

They help people who've been on the wrong side of the law to get their lives back on track by focusing on both Family Support and the creation of Employment. This is proven to lessen reoffending. Their mission is to offer support for offenders, potential offenders and their families to manage positive change in their lives; to engage with influential partners in the community of Hertfordshire and neighbouring counties; and work to establish a range of educational and training initiatives with a focus on gaps in provision.

W: www.hacro.org.uk

Sexuality & Gender

Terrence Higgins Trust - Hertfordshire

They provide support for people newly diagnosed with HIV and those living with HIV in Hertfordshire. Training for professionals is also available.

T: 0808 802 1221 **W:** www.tht.org.uk/centres-and-services/hertfordshire

The Crescent

The Crescent provides help and support to those living with, or otherwise affected by, HIV. They are a member led organisation run both by and for people living with HIV. The charity provides emotional and practical support in a confidential and non-clinical environment and through outreach services in a variety of settings.

W: www.thecrescent.org.uk/

Who not What

Who not What is a group of young people who have come together to represent the voice of the young lesbian, gay, bi-sexual, transgender and questioning community of Hertfordshire. They are looking at services available throughout the county and will be working towards improving these services for young LGBTQ people aged 13-24 who live, work or are educated in the county. They conduct regular consultations to hear the views and opinions of young LGBTQ people aged 13-24 who live, work or are educated in the county.

W: www.ychertfordshire.org/support-for-young-people/young-peoples-democracy/who-not-what/

Young Pride in Herts

Young Pride in Herts offers support, info and advice to the young LGBTQ community and those who may be struggling with their sexuality or gender, in Hertfordshire. If you need support, want to get involved in changing services in the county or are a friend/parent or carer who needs advice, please contact them through their contact page.

W: www.youngprideinherts.org

Suicide

NightLight Crisis Service

NightLight is a countywide out of hour's mental health crisis service providing a safe and welcoming space for people who are feeling distressed and experiencing a crisis. They create a warm, welcoming and homely environment which is somewhere for you to relax and feel safe, where you can use the facilities and know that skilled and experienced staff are on hand to listen to you and offer support and advice if needed. They are open out of hours on Friday, Saturday, Sunday and Monday nights from 7pm-2am, every week of the year.

T: 01923 256391 **W:** www.hertsmindnetwork.org/nightlight

Children Crisis Assessment and Treatment Team (CCATT)

They provide very short-term interventions to help support young people (up to the age of 18) in a crisis. They work 7 days a week, covering the hours of 9am-9pm Monday-Friday and 9am-1pm on a Saturday and Sunday.

W: www.hpftcamhs.nhs.uk/coming-to-camhs-what-to-expect/our-hpft-camhs-services/our-specialist-teams/children-crisis-assessment-and-treatment-team-ccatt/

Crisis Assessment and Treatment Teams (CATT)

The Crisis Assessment and Treatment Teams (CATT) provide urgent assessments for people who are in crisis due to their mental health. The teams also support home treatment as an alternative to an inpatient stay. The crisis team is available 24 hours a day, 7 days a week. The team works closely with the Acute Day Treatment Unit (ADTU), the inpatient wards and Host Families scheme. CATT also provides support to enable people to leave hospital earlier if they have been admitted. The team includes nurses, doctors, social workers and support workers.

W: www.hpft.nhs.uk/services/acute-and-rehabilitation-services/alternative-services-to-an-inpatient-stay/

Spot The Signs

Spot the Signs is a suicide prevention campaign in Hertfordshire, helping to remove the stigma of talking openly about suicide. We provide training courses for professionals, and signpost to mental health services that can support young people.

W: www.hpft.nhs.uk/information-and-resources/spot-the-signs

Suicide Prevention Network

The Suicide Prevention Network involves more than 20 organisations. The vision is to make Hertfordshire a county where no-one ever gets to a point where they feel suicide is their only option. The aim of the website is to provide a forum for all of us who are working together as part of the network to prevent suicide within Hertfordshire. It will be used as a place to publish documents, share news items, update the network, and share our views (via the twitter feed).

W: www.suicidepreventionherts.org.uk/home.aspx

Women

St Alban's and Hertsmere Women's Refuge

St Albans and Hertsmere Women's Refuge aims to provide a safe comfortable, conflict free environment for women and women with children who are suffering domestic abuse. They will give advice and support on available options to enable a woman to make informed choices, feel more confident and take control of their own and their children's lives and future.

W: www.stalbansandhertsmerewomensrefuge.org.uk

Welwyn Hatfield Women's Refuge & Support Services (WHWR)

WHWR provides refuge accommodation to women fleeing domestic violence with, or without, their children. The Refuge operates a helpline and provides an outreach service for any women in the district who are, or have been, victims of domestic violence. WHWR operate two, term-time drop-in centres for women (under 5's welcome).

T: 0330 102 5811 **W:** www.whwr.org.uk

Wellbeing

GRIT

Built by a team of people dedicated to improving the mental health and wellbeing of teenagers through a unique and innovative program designed to help reduce anxiety and self-destructive behaviours by building resilience. GRIT is a 12-week programme designed to build resilience and improve self-confidence and esteem thereby reducing self-destructive behaviour.

W: www.gritcharity.org

Growing People

Growing People is a mental health charity based in Letchworth. Their qualified staff team provide a range of services using proven social and therapeutic horticulture (STH) therapies to contribute to the wellbeing and recovery of Hertfordshire residents.

W: www.growing-people.org.uk

Growing Roots

Growing Roots seeks to promote the mental and physical health and well-being of individuals, by providing the opportunity to grow their own vegetables, fruit and flowers on a share of an allotment.

W: www.growingrootsstalbens.co.uk

Health for Kids

Health for Kids offers a fun, engaging and interactive way for children to learn about health. The website has games, activities, articles plus more. There is a separate section for parents and careers where you can search for news, services and advice by area.

W: www.healthforkids.co.uk

Wellbeing

New Leaf College

New Leaf Wellbeing College runs short, free educational courses in all aspects of wellbeing, with a focus on encouraging people to draw on their own strengths and the knowledge they acquire to become experts in their own self-care. They support people to achieve their goals and ambitions, so that they can live a meaningful and fulfilling life, whatever challenges they live with.

W: www.newleafcollege.co.uk **T:** 01442 864966

Stevenage Healthy Hub

Healthy Hub is a one stop shop providing information, advice and support to improve the health and wellbeing of our community. A team of professionals are on hand to help you every step of the way. They provide lifestyle support for you and your family including mental health, physical activity, weight management, breastfeeding, parenting skills, coping with cancer, carers and smoking cessation. They can link you to services and support teams across Stevenage, some of whom meet regularly at the Healthy Hub. If you need someone to talk to, they will provide confidential one-to-one meetings within the Healthy Hub.

W: www.sll.co.uk/healthy-hub-stevenage