

Part 4

Useful contacts

**Useful websites
and other resources**

ask Children's Information Service

Army Welfare Service

Child and Adolescent Mental Health Services (CAMHS)

Child Protection Teams

Chlamydia Screening Lead

Connexions

Development Services for Young People

Education Welfare Officers (EWO)

Extended Services Network Coordinators

Families in Focus

Motiv8 (Formally FLUX)

NHS Wiltshire - Public Health

Parent Support Advisor (PSA) (see local Extended Services Network Co-ordinator)

Police Community Support Officer (PCSO)

School Nursing Services

Teenage Pregnancy Co-ordinator

Teenage Pregnancy Sexual Health Project Worker

Wiltshire's Accommodation Support Services for Young People (WASSYP)

Wiltshire Council Personal Development Education Team

Wiltshire Young People's Substance Use Screening Tool (SUST)

Young People's counselling services, eg Relateen, Off the Record'

Young People's substance misuse targeted support and treatment

Youth Offending Team (YOT)

ask Children's Information Service

ask is a Wiltshire-based charity which supports parents and carers through the provision of free and impartial information, advice and services. These services include the Family Information Service, the 0-3's Service, the **ask** Parent Partnership Service, the ask Parenting Service, the Parenting Specialists, and the Choice Advice Service.

Address: ask, Elmsgate, Edington Road, Steeple Ashton, BA14 6HP

Telephone: 01380 871200

Fax: 01380 871300

Email: info@askwiltshire.org

Helpline: (LoCall) 08457 585 072

Army Welfare Service (AWS) Community Support

The AWS employs a team of Community Development Workers based across Salisbury Plain, the aim of which is to secure or directly provide community support and learning opportunities wherever military personnel and their families are living. This is provided from a number of community centres in partnership with key relevant agencies in order to deliver good quality, affordable early years, playwork, youthwork and community development work opportunities throughout the year.

For more information, contact Sue Harper, Senior Community Development Worker on 07785 355428

Child and Adolescent Mental Health Services

Healthy Minds:

The service aims to provide support and help to services working with children and young people who have emotional and behavioural problems. It offers consultation; direct work with children and young people and their families where referral criteria are met; and a route to specialist help where problems are more severe. Contact details below:

Marlborough, Tidworth, Pewsey and Wootton Bassett

Alison Durrant, Senior Practitioner (Children and Young People's Mental Health)

Address: 357 Hungerdown Lane, Chippenham, Wilts, SN14 0UY

Telephone: 01249 444321

Email: alison.durrant@wiltshire.gov.uk

Devizes and North Wiltshire (excluding Wootton Bassett)

Joy Young, Acting Senior Practitioner (Children and Young People's Mental Health)

Address: 357 Hungerdown Lane, Chippenham, Wilts, SN14 0UY

Telephone: 01249 444321

Email: joy.young@wiltshire.gov.uk

West Wiltshire

Cheryl Hampton, Senior Practitioner (Children and Young People's Mental Health)

Address: Trowbridge Resource Centre, Rutland Crescent, Trowbridge, BA14 0NY

Telephone: 01225 752198

Fax: 01225 775334

Email: cheryl.hampton@wiltshire.gov.uk

Cheryl offers a telephone consultation service, 9-12 on Friday mornings.

Salisbury

Gill Mackay, Senior Practitioner (Children and Young People's Mental Health)

Address: Riverside Children's Resource Centre, 29 Churchfields Road, Salisbury, SP2 7NH

Telephone: 01722 333552

Fax: 01722 422052

Email: gill.mackay@wiltshire.gov.uk

Gill offers a telephone consultation service for professionals 9-12 on Wednesday mornings

Child Protection Teams

The Children and Families Fieldwork Teams are the first point of contact for people with concerns about a child - anything from a parent concerned about their child's behaviour and wanting some advice, to serious incidents where the police have intervened and removed a child from a situation.

Children and Families Fieldwork Teams work with children and their families on cases involving child protection or child placement, such as fostering and supported lodgings

Please follow through the flowchart on 'What to do if you are worried a child is being abused or neglected' in Part 3 of this guidance, which gives you contact numbers should you need their involvement.

The Chlamydia Screening Lead

Chlamydia is the most commonly diagnosed bacterial sexually transmitted infection. The highest prevalence is amongst young people aged between 15 and 24 years of age. One in ten people who take the test in this age group will be found to be positive. The Chlamydia Screening Programme was launched in 2005 to increase access to screening for young people.

Tracy Daszkiewicz - Public Health Manager

Address: NHS Wiltshire, Southgate House, Pans Lane, Devizes, Wiltshire, SN10 5EQ

Telephone: 01380 733965

Email: tracy.daszkiewicz@wiltshire.nhs.uk

Jane Vowels - Screening Programmes Manager

Telephone: 01380733844

Email: jane.vowels@wiltshire.nhs.uk

For more information go to www.itsbesttotest.nhs.uk

Connexions

A service providing a single point of contact for all 13-19 year olds to help them prepare for the transition to work and to adult life via schools, colleges and Connexions centres.

Connexions Personal Advisers (PAs) can help young people with anything from courses and jobs to money, legal issues, housing, relationships, alcohol and drugs, volunteering or leisure activities.

Young people can access Connexions personal advisors during school or college time or they can access the main drop-in centres, details below:

Chippenham Sue Broughton (Centre Manager)

Address: 1 Avon Reach, Monkton Hill, Chippenham

Telephone: 01249449900

Email: CNX_chippenham@wiltshire.gov.uk

Salisbury Peter Moxley (Centre Manager)

Address: Milford House, 43-55 Milford Street, Salisbury

Telephone: 01722 424400

Email: CNX_Salisbury@wiltshire.gov.uk

Trowbridge Mary Clappen (Centre Manager)

Address: 1 Wicker Hill, Trowbridge

Telephone: 01225 716450

Email: CNX_Trowbridge@wiltshire.gov.uk

Opening times:

Monday, Tuesday, Thursday, 9.30am - 5.00pm

Wednesday, 10.00am - 5.00pm

Friday, 9.30am - 4.00pm

Young people can drop-in or call to find out about other Connexions services in their local area.

Connexions Direct

Young people can also get immediate support and information from Connexions Direct, a national government helpline and website.

It is available seven days a week, from 8am to 2am.

Telephone: 080 800 13 2 19

Telephone: 01225 716070

Text: 07766 4 13 2 19

Website: www.connexions-direct.com

Development Service for Young People

The Development Service for Young People offers young people aged 13 to 19 a wide range of social and educational activities and experiences. It has 23 youth centres throughout the county, and youth workers working in a wide range of ways to meet the service's aim of enriching the lives of young people in Wiltshire by getting them included, involved, interested and inspired. Many youth workers are trained in delivering sexual health advice to young people.

Development Service for Young People

Address: Operational Office, Estcourt Crescent, Devizes, SN10 1LR

Telephone: 01380 735780

Fax: 01380 729634

Email: youthdevelopmentservice@wiltshire.gov.uk

Education Welfare Officers (EWOs)

EWOs are officers of the local authority dealing with young people who have irregular attendance or frequent absence from school. EWOs look at reasons for attendance problems and work with teams from social care to identify and support children involved in child protection procedures.

Address: LET Salisbury, The Hollows, Wilton, Salisbury, Wiltshire. SP2 0JE

Telephone: Salisbury 01722 743 907, Kennet 01380 727 931,

North Wiltshire 01249 658 978, West Wiltshire 01225 713 971

Fax: 01380 729634

Email: youthdevelopmentservice@wiltshire.gov.uk

Extended Services Network Co-ordinators

The team of Extended Services Network Co-ordinators (ESNCs) help schools work towards meeting and sustaining the full core offer, principally by supporting schools to work with one another, their community and other services and agencies in their localities. Co-ordinators are employed to cover each community area, contact details below:

Co-ordinator: Samantha Jennings-Bramly

Network: Amesbury/Durrington

Telephone: 01980-654512
or 07832 219555

Email: esnc@avonvalley.wilts.sch.uk

Co-ordinator: Trudi Cox

Network: Bradford on Avon

Telephone: 07825 913373
or 01225 309562

Email: trudi.cox@st-laurence.wilts.sch.uk

Co-ordinator: Judy Edwards

Network: Chippenham

Telephone: 07721 069597

Email: lcp@chippenhamlcp.org

Co-ordinator: Lizzy Martch-Harry

Network: Corsham

Telephone: 01249 712387,
01249 716254 or 07947 612337

Email: LMartch@corsham-pri.wilts.sch.uk

Co-ordinator: Jacqui Radford

Network: Calne

Telephone: 01249 818123
or 07808 174493

Email: jtr@johnbentley.wilts.sch.uk

Co-ordinator: Stephanie Davis

Network: Devizes

Telephone: 01380 724886
or 07875 333563

Email: sdavis@devizes.wilts.sch.uk

Co-ordinator: Emma Proctor

Network: Downton

Telephone: 01725 550333
or 07900 801985

Email: community@trafalgars.wilts.sch.uk

Co-ordinator: Janice Botterill

Network: Malmesbury

Telephone: 01666 829765
or 07528 292225

Email: jbotterill@malmesbury.wilts.sch.uk

Co-ordinator: Karen Davis

Network: Marlborough

Telephone: 01672 519538

Email: kdavis@stjohns.wilts.sch.uk

Co-ordinator: Jonathan Hope

Network: Melksham

Telephone: 078 255 102 42

Email: hopej@georgeward.wilts.sch.uk

Co-ordinator: Alison Rollinson

Network: Pewsey

Telephone: 01672 56500 ext 34

Email: aro@pewsey-vale.wilts.sch.uk

Co-ordinator: Emma Proctor and

Samantha Jennings-Bramly - Job Share

Network: Salisbury

Telephone: See Downton/Amesbury

Co-ordinator: Emma Lamb

Network: Tidworth

Telephone: 07804980914

or 01264 848313

Email: elamb@clarendon-jun.wilts.sch.uk

Co-ordinator: Jayne Bullock

Network: Trowbridge

Telephone: Direct Line 01225 711162,
01225 762637 ext 232 or 07532 110353

Email: jbullock@johnofgaunt.wilts.sch.uk

Co-ordinator: Sarah Hopkins

Network: Westbury/ Warminster

Telephone: 01985 215551

or 07545 696551

Email: slh@kingdown.wilts.sch.uk

Co-ordinator: Andrea Smith

Network: Wootton Bassett

Telephone: 07973 149668

Email: asm@woottonbassett.wilts.sch.uk

Extended Services central team

Address: Unit 7 Ascot Court, Aintree Avenue,

White Horse Business Park, Trowbridge, Wiltshire. BA14 0XA

Telephone: 01225 785691

Email: extendedservices@wiltshire.gov.uk

Families in Focus

In Wiltshire, there is a youth inclusion and support panel for 8-13 year olds called Families in Focus. If the child and parents/carers agree, you can refer a child who you think is at risk of involvement in offending and anti-social behaviour to Families in Focus. It is a multi-agency panel that aims to ensure that children at risk and their families receive mainstream and other services at the earliest opportunity.

Vanessa Brown

Address: The Martins, 56A Spa Road, Melksham, Wiltshire. SN12 7NY

Telephone: 01225 793616

Fax: 01225 793556

Mobile: 07881 661417

Email: vanessa.brown@wiltshire.gov.uk

MOTIV8 (formerly Flux)

MOTIV8 (formerly Flux) offers a range of treatment interventions to young people and harm reduction advice. Advice, information and support are also provided to young people's services and professionals in Wiltshire.

The service includes both treatment and harm reduction workers.

Address: Melksham YDC, 56a Spa Road, Melksham, Wiltshire, SN12 7NY

Telephone: 01225 793616

Fax: 01225 793556

Treatment Worker: Rob Tuttle

Mobile: 07785 715223

Treatment Worker: Elaine Wall

Mobile: 07789 941152

Harm Reduction Coordinator: Mick Soper

Mobile: 07798 833603

NHS Wiltshire - Public Health

Address: Southgate House, Pans Lane, Devizes, Wiltshire. SN10 5EQ

Telephone: 01380 733890

Parent Support Advisers - (PSAs)

Formally known as 'Family Link Workers', PSAs will provide information and support to parents and establish partnerships between schools and parents. Working directly with parents and carers of children who have early signs of social, emotional, health or behaviour issues, they will help signpost to services and identify programmes for early intervention and preventative support that meet local needs and assist parents.

To make contact with your PSA, please contact the Extended Services Network Co-ordinator for your area.

Police Community Support Officers (PCSOs)

The primary purpose of the Police Community Support Officer is to improve the quality of life in the community and offer greater public reassurance. In support of regular police officers they work within a targeted patrol area to provide a visible and accessible uniformed presence. They act as the 'eyes and ears' of their police colleagues observing and reporting instances occurring during their patrols. They will be equipped to provide crime prevention advice and will be able to carry out visits to victims of crime. Contact through Wiltshire Police:

Telephone: 0845 408 7000 (non emergency)

Website: www.wiltshire.police.uk where you can find specific local information and contact details.

School Nursing Services

South Area School Nurses:

Address: School Nurses, Community Child Health, Salisbury District Hospital

Telephone: 01722 425154

Central Area School Nurses:

Area: Marlborough, Pewsey and Calne

Address: Savernake Hospital, Marlborough

Telephone: 01672 517237

Address: Pewsey Surgery, Pewsey

Telephone: 01672 564086

Address: Calne FHC, Broken Cross, Calne

Telephone: 01249 816154

Trowbridge and Bradford on Avon:

Address: Trowbridge FHC, The Halve, Trowbridge

Telephone: 01225 766161

Address: Melksham Hospital, Melksham

Telephone: 01225 701047

Warminster and Westbury:

Address: Westbury Community Hospital, Westbury

Telephone: 01373 865614

North Area School Nurses

Chippenham and Corsham:

Address: Rowan Ward, Chippenham Community Hospital

Telephone: 01249 456462

Address: Corsham FHC, Corsham

Telephone: 01249 713282

Wootton Bassett and Malmesbury:

Address: Manor House, Wootton Bassett

Telephone: 01793 854202

Address: Malmesbury PCC, Priory Way, Malmesbury

Telephone: 01666 827573

Devizes and Melksham:

Address: Devizes FHC, New Park Street, Devizes

Telephone: 01380 738374

Address: Melksham Hospital, Melksham

Telephone: 01225 701047

Teenage Pregnancy Co-ordinator

The Wiltshire Teenage Pregnancy Partnership works to reduce the numbers of teenage conceptions in Wiltshire. When young people become pregnant the partnership is also active in promoting their care.

Wiltshire Teenage Pregnancy Co-ordinator: Denzil Longland

Telephone: 01225 781 202

Email: denzil.longland@wiltshire.gov.uk

Teenage Pregnancy Sexual Health Project Worker

Angela Clements, project worker, manages the 'No Worries' scheme. She is a trained sexual health nurse and an accredited sexual health trainer. Her role is to manage the 'No Worries' scheme and to update surgeries, pharmacies and other 'No Worries' venues on a regular basis. She carries out all the 'No Worries' training and co-trains on the Sexual Health and Delay training programmes.

TP Sexual Health Project Worker: Angela Clements

Telephone: 07920 138687

Email: angela.clements@wiltshire.gov.uk

Wiltshire's Accommodation Support Services for Young People (WASSYP)

WASSYP is a project with a multi-agency approach that aims to support 16 and 17 year olds who are homeless, or threatened with homelessness, to secure suitable accommodation. Contact details:

Young Persons' Scheme Co-ordinator: Sue Nash

Address: Top Floor, Court Mills, Polebarn Road, Trowbridge, Wiltshire. BA14 7EG

Telephone: 01225 781 202

Fax: 01225 19219

Email: sue.nash@wiltshire.gov.uk

Opening times:

Monday to Friday 9am until 5pm

Wiltshire Council Personal Development Education Team

The Personal Development Education Team is a Wiltshire Council advisory team, working with schools to promote the agenda of personal development, health and well-being through children's learning in the curriculum and through the wider aspects of school life. The team offers advice and support to schools – particularly through the medium of the Healthy Schools Programme and Healthy Schools Plus; provides training for teachers, school governors and other partners; promotes the sharing of good practice through a variety of teacher networks; and develops and supports partnerships with a range of agencies which contribute to the agenda of health and well-being in schools.

The advisers in the team are all available to provide generic support to schools, and will be pleased to offer specialist advice and guidance on the aspects shown below:

The Personal Development Education Team:

Richard Palmer	Team Manager and Healthy Schools Programme Co-ordinator
Nick Bolton	Responding to drug-related needs of young people at school (including alcohol and tobacco)
Liz Bone	Healthy eating and physical activity
Sarah King	Healthy Schools Plus programme and Healthy Colleges
Graham Paton	Citizenship and PSHE, with a special focus on sex and relationships education
Catharine Quirk	Emotional health and well-being including SEAL and anti-bullying

The PDE Team can be contacted at:

Address: Melksham Professional Development Centre,
3 Lancaster Park, Bowerhill, Melksham, Wiltshire SN12 6TT

Telephone: 01225 898433 (contact us through Cheryl Cullen, our Team Administrator)

Fax: 01225 793348

Email: Use the following syntax to email members of the team:
first name.second name@wiltshire.gov.uk

Wiltshire Young People's Substance Use Screening Tool (SUST)

The Wiltshire Young People's Substance Use Screening Tool (SUST) is a brief checklist of issues and suggested questions that can be used flexibly with young people, to structure discussion around their drug use. This is the recommended tool to help drop-in staff identify and plan an effective response to the drug related needs of a young person. Staff from various Wiltshire agencies have been trained to use SUST to support young people who are using tobacco, alcohol and/or other drugs; a drop in would ideally include SUST trained staff.

Training, guidance and support around use of SUST is available from Rob Tuttle (see also MOTIV8 for further contact details) and related courses are organised by NHS Wiltshire, Public Health:

Rob Tuttle

Address: 124 Wilton Road, Salisbury, Wiltshire. SP1 7AX

Telephone: 01722 341644

Mobile: 07785 715223

Fax: 01722 341655

Email: rob.tuttle@wiltshire.gov.uk

Young People's Counselling Services

Relate offer a number of services:

Relateen - One-to-one professional counselling service delivered in secondary schools. Young people can self refer and staff can refer.

Talk Zone - One-to-one professional counselling for young people aged 9-19. Parents, agencies and individuals may refer young people.

Time to talk - One-to-one professional counselling service delivered in primary schools for 9-11 only.

Pamela Walden-Woods

Address: Relate Mid Wiltshire, 24a Church Street, TROWBRIDGE, Wiltshire, BA14 8DY

Telephone: 0844 826 1788

Fax: 01225 775870

Email: office@relatemidwiltshire.co.uk

Opening hours:

By appointment only, varied locations and times.

'Off the Record'

Off the Record provides free and confidential information, advice and counselling for young people aged up to 25, as well as specialist services:

Children's Rights and Advocacy, Young Carers Service, Young Parents.

Address: Off the Record, Open House Centre, Manvers Street, BATH, BA1 1JW

Telephone: 01225 312481

Fax: 01225 3212481

Email: office@offtherecord-banes.co.uk

Website: www.offtherecord-banes.co.uk

Youth Offending Team (YOT)

The role of Wiltshire's Youth Offending Service is to reduce offending by children and young people aged 10-17 and to have a preventive role in reducing the risks of offending by all young people. The Youth Offending Service is a multi-agency operation comprising staff from police, probation, health, children and education. It works closely with young offenders and their parents/carers as well as with the court, other criminal justice agencies and other organisations or groups that support young people and that recognise the unique value and contribution they make to society. Other key providers and supporters include the Development Service for Young People, Connexions, training and employment providers, accommodation and voluntary sector agencies.

Address: 124 Wilton Road, Salisbury, Wiltshire. SP2 7JX

Telephone: 01722 341644

Fax: 01722 341655

Email: groupsalisbury-yot@wiltshire.gov.ukcjsm.net

Address: The Martins, 56A Spa Road, Melksham, Wiltshire. SN12 7NY

Telephone: 01225 793616

Fax: 01225 793556

Email: grpmelksham-yot@wiltshire.gov.ukcjsm.net

Useful websites and other resources

Wiltshire Pathways

Providing information about services and describing how to identify and assess children and young people who need help.

Website: www.wiltshirepathways.org

Sheu

For more information about the Schools Health Education Unit and school surveys.

Address: Rensdale House, Bobhay Road, Exeter. EX4 3AY

Telephone: 01392 667272

Email: sheu@sheu.org.uk

Website: www.sheu.org.uk

Teenage Pregnancy Unit

Website: www.teenagepregnancyunit.gov.uk

Brook

Website: www.brook.org.uk

Sex Education Unit

Website: www.ncb.org.uk/sef

Department of Health

Website: www.dh.gov.uk

Extended services prospectus

Website: www.teachernet.gov.uk

R U Thinking

Website: www.ruthinking.co.uk

FRANK

Website: www.talktofrank.com

Wiltshire advice on drugs and alcohol, including directory of drug and alcohol services

Website: www.wiltshire.gov.uk/alcoholanddrugsadvice

www.truthaboutbooze.com

www.downyourdrink.org.uk

www.units.nhs.uk

www.drinkaware.co.uk

Ariel Trust

Aims to improve young people's lives by delivering innovating projects based on best practice using multimedia resource packs and consultancy.

Website: www.arieltrust.com

Tacade

A charity working to promote health and well being of children and young people, produces publications linked to all major guidance documents including those for PSHEE.

Website: www.tacade.com

South West Child Protection Procedures

This has all the current CP procedures to be followed by all agencies in Wiltshire and most of the rest of the SW, plus additional information and guidance on specific issues that people may not be familiar with eg forced marriage; children involved in prostitution.

Website: www.swcpp.org.uk

Safeguarding Children and Safer Recruitment in Education DfES 2007

Guidance for Safer Working Practice for Adults who Work with Children and Young People Government Offices for the English Regions 2009

(an excellent publication we advise all schools to use with their staff)

Information Sharing: Guidance for practitioners and managers: HM Government 2008

Developing On-site Sexual Health Services in Secondary Education: A resource pack, Lucy Emmerson, National Children's Bureau, 2009

Extended Schools: Improving Access to Sexual Health Advice Services, Department for Education and Skills, 2007

