

Gloucestershire County Council

# Access to food, activities and wellbeing during the holidays

Information for families

Issue 9: July 2022



Gloucestershire  
COUNTY COUNCIL

# Introduction

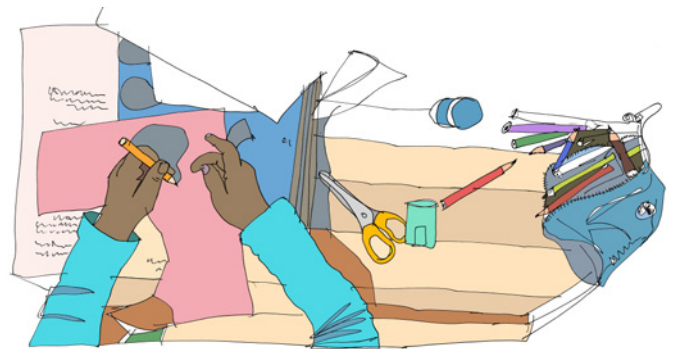
## Contents

Introduction .....	2
Free and low-cost foods .....	3
Food banks .....	3
Food support for under 4s .....	8
More help feeding the family .....	9
Household Support .....	10
Welfare and health support .....	11
Mental health and wellbeing .....	13
Dental and oral health .....	19

We have produced this helpful booklet to guide and signpost you to access available food, activities and wellbeing during the school holidays.

### Advice from the Government

For general COVID information advice refer to the central government website. <https://www.gov.uk/coronavirus>



Please also check our [website](#) for a plain text version of the information contained in this document.

# Free and low cost food

## Accessing Food Banks

If you feel you are struggling to put food on the table, agencies can work with you and offer support by issuing you a foodbank voucher which is the most important step to getting access to the foodbank. Agencies that can issue foodbank vouchers will include: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities.

## Call our free national helpline

If you are in financial crisis and live in England or Wales, please call our free national helpline, Help through Hardship, on **0808 2082138** for free (open Monday to Friday, 9am-5pm, closed on public holidays) to talk confidentially with a trained Citizens Advice adviser. They can help address your crises and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.

## Translators and Relay UK

Please ask the adviser if you need a translator, this will be provided via Language Line. If you can't hear or speak on the phone you can use [Relay UK](#).

**There are seven Trussell Trust foodbanks in the county, some are now offering home delivery options and are operating electronic referral systems. Collectively, the seven food bank's footprint covers each region of Gloucestershire; ensuring support is available irrespective of location.**

# Foodbanks

## Cheltenham Food Bank

<https://cheltenham.foodbank.org.uk>

### Cheltenham Food Bank Main Centre

Cheltenham Elim Church,  
115- 117 St George's Road,  
Cheltenham, GL50 3ED

Phone: **01242 570080**

Email:  
[foodbank@cheltenhamelim.org](mailto:foodbank@cheltenhamelim.org)

**Opening times:**  
Wednesday 11am – 3pm

### St Paul's Distribution Centre

St Paul's Church, St Paul's Road,  
Cheltenham, GL50 4EZ

**Opening times:**  
Friday 11am – 3pm

### C3 Distribution Centre

The Pavilion, Hatherley Lane,  
Cheltenham, GL51 6PN

**Opening times:**  
Friday 10am – 12noon.



### Salvation Army,

39 Bath Road,  
Cheltenham GL53 7HG

**Opening times:**  
Monday 11am – 3pm  
*Opening hours correct as of 8/7/2022 but please check website for any possible changes & contact the foodbank directly if necessary.*

# Foodbanks

## Gloucester Food Bank

<https://gloucester.foodbank.org.uk>

**Elim Church Gloucester  
(collecting parcels only)**

Park End Road, Gloucester  
GL1 5AN

Phone: **01452 309683**

Email: [info@gloucester.foodbank.org.uk](mailto:info@gloucester.foodbank.org.uk)

### Opening times:

Thursday 10:30am – 12:30pm

**Gloucester Food Bank  
(donations only)**

George Whitefield Centre  
107 Great Western Road,  
Gloucester GL1 3NF

Phone: **01452 309683**

### Opening times:

Monday, Wednesday – Friday  
10am – 3pm

*\*Opening hours correct as of  
8/7/2022 but please check website  
for any possible changes & contact  
the foodbank directly if necessary.*

## Forest of Dean: The Forest Food Bank

<https://theforest.foodbank.org.uk>

Phone: **07775 265263**

Email: [info@theforest.foodbank.org.uk](mailto:info@theforest.foodbank.org.uk)

With effect from March 2022  
Cinderford and Coleford  
Distribution Centres will be open for  
food parcel collections.

*\*Opening hours correct as of  
8/7/2022 but please check website  
for any possible changes & contact  
the foodbank directly if necessary.*

### Cinderford

The Forest Community Church,  
Parragate Road, Cinderford

Monday's 10am - 12noon  
Thursday's 2pm - 4pm

### Coleford

The Salvation Army, Broadwell

Wednesday's 10am - 12noon

You will still require an e-referral  
from one of the following agencies:

### St James Church, Bream

– Claire Phillips **01594 562985**,  
open Monday, Tuesday,  
Wednesday and Thursday 9am to  
1pm. Friday 9am to 3pm.

### Katrina Cracknell, Forest of Dean Community Church, Cinderford.

Mobile number – **07944 591112**.

Open – Tuesday and Fridays  
10am – 12.30pm. Closed on  
Monday, Thursday, Saturday and  
Sunday. Urgent parcels can be  
requested in the evening on the  
above mobile number.

### CCP (Green Square)

Gloucestershire Community Based  
Support – Cinderford, Coleford and  
Lydney Debt, Housing, Budgeting  
**0300 365 2002**

**FODCAB** – Help through Hardship  
for free to talk confidentially to a  
trained Citizens Advice adviser on:  
**0808 208 2138**. (Open Monday  
to Friday, 9am – 5pm. Closed on  
public holidays.)

Local citizen advice number is  
**01452 527202**.



Salvation Army Low Income,  
Social Care, Debt **01594 839106**

FoD Families Children's  
Assessment Teams Social Care  
**01452 426565**

Chepstow and District CAP  
Debt Centre Debt **07539 477286**  
<https://capuk.org/i-want-help>

Age UK Community & Social  
Care, Legal, Housing, Financial &  
Social Isolation **01452 422660**

Christians Against Poverty Low  
Income, Social Care <https://capuk.org/i-want-help> **07811 906 993**

**GDASS** – Supporting victims of  
domestic abuse. Designed to  
reduce the level of domestic abuse  
and improve the safety of victims  
and their families. **01452 726570**

Email: [support@gdass.org.uk](mailto:support@gdass.org.uk)

There are also independent food  
banks which you can find out about  
at: <https://www.foodaidnetwork.org.uk/independent-foodbanks-map>

If you can't afford food, you can call  
**01452 527202** to speak to North  
& West Gloucestershire Citizens  
Advice, a referral agency partner  
of The Forest Foodbank, about  
getting a voucher.

## Tewkesbury Food Bank

<https://tewkesbury.foodbank.org.uk>

76 Church Street, Tewkesbury,  
GL20 5RX. GL20 5NA

Phone: **01684 296824**

email: [info@tewkesbury.foodbank.org.uk](mailto:info@tewkesbury.foodbank.org.uk)

### Opening times:

Tuesday – Friday  
9:30am – 12:30pm

*Opening hours correct as of  
8/7/2022 but please check website  
for any possible changes & contact  
the foodbank directly if necessary.*

People who wish to apply for a  
foodbank voucher should contact  
one of the agencies listed below  
who will evaluate the need and will  
work with them to get to the root  
cause of the emergency and its  
solution. You can start by coming  
in to our centre (76 Church Street,  
Tewkesbury, GL20 5RX. Tel: **01684  
296824**) where you will be warmly  
welcomed and given advice. Or you  
may contact one of our Partners  
to get a Foodbank Voucher before  
coming in. Voucher holders are:

Tewkesbury Borough Council  
(TBC): 01684 272035

Bromford Housing 01684 272727

Mythe Medical Practice  
01684 293278

CCP (Cheltenham) 01242 228999

Citizens' Advice Bureau:  
01452 527202

Tewkesbury Drop-In Centre:  
01684 299315

If you are in financial crisis and  
live in England or Wales, please  
call **0808 2082138** for free (open  
Monday to Friday, 9am-5pm) to talk  
confidentially with a trained Citizens  
Advice adviser. They can help  
address your crises and provide  
support to maximise your income,  
help you navigate the benefits  
system, and identify any additional  
grants you could be entitled to.  
If needed, they'll issue you with  
a voucher so you can get an  
emergency food parcel from your  
local food bank.

Alternatively, please call **01452  
527202** to speak to North & West  
Gloucestershire Citizens Advice  
who will be able to issue you with a  
food bank voucher if necessary.



## Stroud Food Bank

<https://strouddistrict.foodbank.org.uk>

Email: [office@strouddistrictfoodbank.org.uk](mailto:office@strouddistrictfoodbank.org.uk)

[strouddistrictfoodbank.org.uk](https://strouddistrictfoodbank.org.uk)

If you find yourself in need of food, please know that help is available. The first step is to get a referral from one of our referral agencies (examples listed below) who will be able to issue a voucher.

### Referral Agencies

- » Citizen's Advice Help Through Crisis line **0808 208 2138**
- » P3 – **01453 750 480**
- » Your GP or health visitor
- » Your School

Once you have been referred, we will call you to discuss your food parcel and any extras you may require such as toiletries, household cleaning and pet food. You can collect from one of our centres below where you will receive a warm welcome or deliveries can be arranged for those without transport or unable to collect during opening hours.

### Cam

GL11 Community Hub, Fairmead, Cam, Dursley GL11 5JS

*Collections:* Tuesdays and Thursdays 2-4pm

### Dursley

Chantry Centre, 34-36 Long St, Dursley GL11 4JB

*Collections:* Mondays, Wednesdays, Fridays 2-3pm

### Stroud, The Octagon

Farmhill Ln, Paganhill, Stroud GL5 4BX

*Collections:* Wednesdays 1-3pm

### Stroud Trinity Rooms

Field Road, Stroud GL5 2HZ

*Collections:* Tuesdays 11-12noon; Thursdays 1-2; Fridays 1-2pm

### Stonehouse

Park Rd, Stonehouse GL10 2DW

*Collections:* Tuesdays 10:30-11:30; Thursdays & Fridays 2-3pm

**\*Please note that Wotton, Berkeley and Nailsworth operate a Mon-Fri delivery only service.**

## North Cotswolds Food Bank

<https://northcotswold.foodbank.org.uk/>

Unit 2, Glebe Farm Buildings, Guiting Power, Cheltenham GL54 1JB

Phone: **07879 375562**

Email: [info@northcotswold.foodbank.org.uk](mailto:info@northcotswold.foodbank.org.uk)

North Cotswolds have various delivery sites with varying delivery times; use the link to locate your area: <https://northcotswold.foodbank.org.uk/locations/>

### The most important step is to get a foodbank voucher.

In order to provide the most appropriate help for the circumstances of your situation we work with local agencies. If they feel you are struggling to put food

on the table, they will issue you with a foodbank voucher. The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis. Agencies we work with include: Citizens Advice, housing support officers, children's centres, health visitors, social services and some local charities.

### 1. Get in touch with us.

If you call or email our foodbank we can talk through your situation and put you in touch with a relevant local agency.

### 2. Contact a referral agency.

A good starting point may be the Citizens Advice Bureau.

If you are in financial crisis, please call our free local helpline on **0808 800 0511** (Mon – Fri 10am – 4pm) to talk confidentially with a trained

adviser from Stroud and Cotswold Citizens Advice. They can provide support and advice about benefits, debt, employment, housing, relationships etc, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they'll issue you with a voucher so you can get an emergency food parcel. If the local helpline is busy, you can call the national **Help Through Hardship helpline** on **0808 208 2138**.

They will discuss your situation and supply you with a foodbank voucher where appropriate. This may be in the form of an electronic referral; in which case you will be advised to come to the foodbank and give your name so this can be matched with the electronic referral.

### 3. Visit your nearest foodbank centre with your referral.



## Cirencester Food Bank with Fairford and Tetbury

<https://cirencester.foodbank.org.uk>

c/o Cirencester Baptist Church,  
Chesterton Lane, Cirencester GL7  
1YE

Phone: **01285 896360**

Email: [info@cirencester.foodbank.org.uk](mailto:info@cirencester.foodbank.org.uk)

Here are the opening times and locations for our foodbank centres. Everyone who comes to the foodbank for emergency food needs to have a valid foodbank voucher.

Please note that all of our centres are operating a delivery only service during these hours.

People with a food bank voucher will be contacted about their delivery during these times and arrangements made.

Cirencester, Tetbury and Fairford have various delivery sites with varying delivery times; use the link to locate your area [https:// cirencester.foodbank.org.uk/ locations/](https://cirencester.foodbank.org.uk/locations/)

You will need a Foodbank Voucher to access this support.

We know that anyone can find themselves at crisis point for a number of different reasons.

In order to provide the most appropriate help for the circumstances of your situation we work with local agencies. If they feel you are struggling to put food on the table, they will issue you with a foodbank voucher. The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis.

Our foodbank works with a number of different agencies, such as Citizens Advice, children's centres and health visitors. To find out more about the agencies that hold our vouchers and how you can get help, please contact us.

When you visit a referral agency they will take some basic details from you to complete the voucher. This will help them to identify the cause of your crisis and offer practical guidance. It also means we are able to prepare suitable emergency food for the right number of people.

Once you have been issued with a voucher, you can exchange this for a minimum of three days of emergency food at your nearest foodbank centre.

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## Independent Food Banks and Organisations

There are also some independent food banks and organisations in the county that can offer support with food, including:

### Hungry no More (Churchdown) – independent food bank:

Hungry no more operate from the gl3 hub in Churchdown. We are open on a Thursday morning for food parcels. We are a food bank helping and supporting our local community in Churchdown and the surrounding area: <https://www.neighbourly.com/>

### Pantry Project (Cheltenham)

Offers discounted, nutritious food boxes, with the option of fresh meat, fruit and vegetables: <https://www.ccp.org.uk/pantry>

### The Lord's Larder (Newent) – independent food bank:

The Lord's Larder Food Bank, which now services the Forest of Dean, Newent, Leadon Vale and West of Severn areas, was conceived to provide short-term access to basic food and toiletries: <http://thelordslarder.org.uk/>

### Wiggly Worm (Cheltenham)

Offers discounted, hot and nutritious meals with a fresh piece of fruit to those who need it most. In addition, Wiggly Worm champions food to promote physical and mental well-being, via cooking clubs, health and education projects, kitchen challenges and more: <https://www.thewigglyworm.org.uk/>

# Food support for under 4s

The Healthy Start scheme can help you get free vouchers every week to spend on plain cow's milk, infant formula, fresh, frozen or tinned fruit and vegetables and fresh, dried or tinned pulses, that are free from added fat, salt, sugar or flavourings.

You will also receive a voucher to exchange for free Healthy Start vitamins. The vouchers can be used at retail outlets registered with the Healthy Start scheme which includes many supermarkets, independent local shops and pharmacies.

## Eligibility

You'll qualify for the Healthy Start scheme if you're at least 10 weeks pregnant or you have at least one child that's under 4.

In addition, you must be receiving any of the following:

- » Child Tax Credit (only if your family's annual income is £16,190 or less)
- » Income Support
- » Income-based Jobseeker's Allowance
- » Pension Credit (which includes the child addition)
- » Universal Credit (only if your family's take-home pay is £408 or less per month from employment)

You will also be eligible for Healthy Start if:

- » you're under 18 and pregnant, even if you are not claiming any benefits
- » you claim income-related Employment and Support Allowance (ESA) and are over 10 weeks pregnant
- » you, your partner or your carer get Working Tax Credit run-on only after you have reported you're working 16 hours or less per week

To find out if your family earns £408 or less per month from employment



whilst claiming Universal Credit, look at your 'take-home pay for this period' on your monthly Universal Credit award notice.

## How to apply

**If you get a qualifying benefit and are more than 10 weeks pregnant or have parental responsibility for at least one child under 4 years old.**

You can apply online. To apply, you will need your:

- » name
- » address
- » date of birth
- » National Insurance number
- » baby's due date (if you're pregnant)

If you're currently receiving paper vouchers for Healthy Start, these will stop once you complete the online application. You can still use your Healthy Start vouchers until their expiry date. You can find the expiry date printed on your vouchers.

# Food Waste Apps and donations

With food insecurity and climate change now a global matter that requires a collective effort to address, reducing food waste is a priority of many households and organisations.

As a result, there are now several food waste apps where you can find perfectly good food that would otherwise be destined for landfill, at much lower cost. These apps include:

**Too Good To Go** – offer discounted food boxes from restaurants and various eateries

**Olio** - share surplus food and other unwanted household items such as toiletries, cleaning products, clothes and furniture.

**Food Cloud** - helps charities and community groups – from homeless hostels to breakfast clubs – obtain surplus food from retailers and other companies.

Try to prevent food waste from happening, follow these practical tips:

<https://www.bbcgoodfood.com/howto/guide/how-reduce-food-waste>

If you want to donate to food banks and other emergency providers use the donations at some supermarkets or donate directly to a local food bank: <https://www.trusselltrust.org/get-involved/ways-to-give/donate-food/>



# More Help Feeding the Family

Providing a healthy, nutritious meal for your child(ren) on a tight budget can be a challenge for anyone. We have provided some helpful resources below to help with this.

## Here are some suggestions to help you.

Full Time meals with Marcus Rashford and Tom Kerridge - Try out these pocket-friendly, easy-peasy recipes for mega-tasty, super-filling, hearty home cooked grub. [endchildfoodpoverty](https://www.endchildfoodpoverty.org.uk/)

BBC Good Food has many recipes that are cheap and wholesome meals for the whole family including step-by-step videos.

Newcastle City Council Public Health Team has compiled [tips for feeding children on a budget](https://www.newcastle.gov.uk/health/feeding-children-on-a-budget) and how best to make your food shop stretches further.

## Some useful links showing UK's general healthy eating guidelines:

**The Eatwell Guide** shows how much of what we eat overall should come from each food group to achieve a healthy, balanced diet:.

<https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/>

## Healthy eating is important and doesn't need to be expensive.

This food fact sheet will give you some ideas to help you to eat well and keep costs down:

<https://www.bda.uk.com/resource/food-facts-eat-well-spend-less.html>

**Cooking on a budget** - it's easy to assume it's more expensive to cook healthy meals from scratch than buy ready meals or takeaways. But we've proved that theory wrong time and time again:

<https://www.bda.uk.com/food-health/lets-get-cooking/cooking-at-home/cooking-on-a-budget.html>

## Healthy eating for children Food Fact Sheet

- Children need regular meals and snacks to get the energy (calories) and goodness or 'nutrients' they need for growing and fighting off illness. Children's nutritional needs change as they get older, so it is important to be aware of these changes. This Food Fact Sheet will help you ensure your child is eating the right food, however old they are.

<https://www.bda.uk.com/resource/healthy-eating-for-children.html>

We appreciate that all children are unique, and it may be more challenging to encourage your child to eat if they have specific sensory or dietary needs, here are a list of valuable resources to offer support:

**National Autistic Society guide for all audiences** - Eating a varied diet is good for your health, but many people don't achieve this. Some autistic people have a restricted diet, eating only a limited range of food. Others may over-

eat. This guide explores common issues, including pica, and ways you can help.

<https://www.autism.org.uk/advice-and-guidance/topics/behaviour/eating/all-audiences>

## Food for the Brain Foundation

- there is growing evidence that nutrition and lifestyle interventions can be very supportive to children with autism:


<https://foodforthebrain.org/condition/autism/>

**ARFID** - Avoidant restrictive food intake disorder, more commonly known as ARFID, is a condition characterised by the person avoiding certain foods or types of food, having restricted intake in terms of overall amount eaten, or both.

<https://www.beateatingdisorders.org.uk/get-information-and-support/about-eating-disorders/types/arfid/>

We understand that it can be difficult to encourage children to eat and try new foods, especially if they are a 'fussy eater' or have a food allergy or intolerance.

If you struggle to ensure that your child consumes a well-balanced diet, take a look at these top tips from the NHS around how to cater for 'fussy eaters': <https://www.nhs.uk/conditions/baby/weaning-and-feeding/fussy-eaters/>



In addition, if you are struggling to manage your child's food allergy (e.g., eggs, milk, peanuts, wheat) here are some useful guidelines from the NHS: <https://www.nhs.uk/conditions/food-allergy/living-with/>

Please note that a food allergy is **not** the same as a food intolerance.

**A food allergy is:** when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious.

Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include: an itchy sensation inside the mouth, throat or ears - a raised itchy red rash - swelling of the face, around the eyes, lips, tongue and roof of the mouth – vomiting.

**A food intolerance is:** when an individual has difficulty digesting certain foods and has an unpleasant physical reaction to them. It causes symptoms, such as bloating and tummy

pain, which usually happen a few hours after eating the food. The number of people who believe they have a food intolerance has risen dramatically over recent years, but it's hard to know how many people are truly affected. Many people assume they have a food intolerance when the true cause of their symptoms is something else.

For more information around food intolerances, please visit: <https://www.nhs.uk/conditions/food-intolerance/>

# Household support

## Funding information

### Household Support Fund

#### Do you know someone who may need some short-term financial support to help with the cost of food and energy?

The Department for Work and Pensions has provided councils funding to support those in need with rising energy bills and food between April and September 2022.

The primary objective behind this scheme is to support families and individuals with fuel and food costs during the cost-of-living crisis.

Vouchers and financial support from the fund can be used to help with food or energy bills and any of the following:

- Support with gas, electricity, and water bills
- Vouchers which can be used for food, essential kitchen equipment like cookers or fridges or other necessary essentials such as warm clothing and bedding.

The grant expectation is that it should primarily be used to support households in the most need particularly those including children and pensioners who would otherwise struggle with energy bills, food, and water bills.

#### More information and how to apply?

Individuals, working age adults, families (with or without children) and individuals of pensionable age can self-refer. Any referral agency in the voluntary or statutory sector can refer a client in need of financial support, for example, a support worker.

If you know someone who may benefit from some short-term support, please do encourage them to find out further information from our website (below) including eligibility criteria, as well as how they can apply for some support.

<https://www.gloucestershire.gov.uk/health-and-social-care/gloucestershire-welfare-support-scheme/household-support-fund-find-out-more-and-apply/>

### Welfare Fund

The fund provides practical support to eligible adults and families for food, gas/electricity top ups and household items such as furniture

including white goods/appliances and furniture. Auriga Services Ltd administers the delivery of the Gloucestershire Welfare Support Scheme.

In April 2020 Gloucestershire County Council approved plans to extend the existing Welfare Support Scheme for a time limited period to provide support to people and families in hardship as a result of the Covid-19 pandemic. This is a time-limited extension to the scheme and Gloucestershire County Council will review and adjust the scheme as required depending on how the situation evolves.

Please find the application here: <https://www.gloucestershire.gov.uk/health-and-social-care/gloucestershire-welfare-support-scheme/covid-19-emergency-living-fund/>

#### Contact us

Call: **0330 123 5550**  
Email: [office@gloucWRO.co.uk](mailto:office@gloucWRO.co.uk)

### Worrying about Money

[www.worryingaboutmoney.co.uk/](http://www.worryingaboutmoney.co.uk/)

Advice and support is available if you're struggling to make ends meet.

**Stroud and Cotswolds** (Includes a link to download a useful leaflet)

Check **here** to see if there is a specific leaflet for your area via a postcode search.

If no specific leaflet for your area, then check out the link below:  
<https://www.worryingaboutmoney.co.uk/uk-wide>

# Welfare and health support

## Multi Agency Safeguarding Hub (MASH)

The Multi Agency Safeguarding Hub is a partnership between Gloucestershire County Council, Gloucestershire Constabulary, Gloucestershire Domestic Abuse Support Service (GDASS), Gloucestershire Schools and Gloucestershire Health Services working together to safeguard children, young people and vulnerable adults. Safeguarding concerns raised by professionals, or members of the public are reviewed by the MASH.

The Family Front Door should be contacted if you have a concern about a child or young person. You can contact the helpdesk at: [childrenshelpdesk@gloucestershire.gov.uk](mailto:childrenshelpdesk@gloucestershire.gov.uk) or telephone: **01452 426 565**.

The Children and Families Front Door is open office hours, between 9am-5pm, Monday to Friday. Outside of office hours families' can contact the **Children & Families Services Emergency Duty Team** on **01452 614194**. This is an answering machine so you will need to leave a message and your telephone number. Someone will then call you back. Please remember that this number is only for situations that cannot wait until the next working day.

## Keeping Children Safe during Community activities, after-school clubs and tuition\*

The guidance is intended to help parents and carers choose a safer out-of-school setting for their child. The guidance covers provisions such as:

- » community activities
- » after-school clubs
- » supplementary schools
- » tuition
- » music lessons
- » sports training
- » other activities for children that take place without their parents' or carers' supervision, that are not a school, college, 16 to 19 college or provider caring for children under 8 years old registered with Ofsted or a childminder agency

The way these settings operate is not governed by a single framework and they are not inspected or assessed by a single regulator; therefore there is no single responsible body with complete oversight of these settings or the quality and safety of their provision. These providers should have policies on health and safety, safeguarding and child protection (including online and digital safety), and suitability of staff.

Parents or carers should feel able to ask questions about the provider's activities and policies. A well-run and trustworthy provider will welcome questions. They should be willing to give this kind of information to anyone who leaves a child in their care.

If a provider is reluctant to answer, or cannot answer, your questions, or you are not satisfied with their answers, you may wish to consider sending your child elsewhere.

To satisfy yourself that it is a safe environment, you may wish to meet with the providers before your child attends a first session, or ask providers if you are able to meet with them during a session, before deciding whether to send your child to a particular provider.

If a provider is going to be working on a one-to-one basis with your child (such as in the case of a private tutor), you may wish to supervise sessions.



**Below are some of the questions which you should ask these providers before sending your child to them:**

- » May I have a copy of your child protection policy?
- » Who is the lead person responsible for safeguarding children and what training have they had? How recently were they trained?
- » Do you have a complaints policy?
- » What training have staff had?
- » Who is in charge of first aid?
- » Do you have a parental consent and emergency details form that I need to return to you?
- » How will you securely store the information you hold on my child? Who has access to it and will you give it to anyone else?
- » If a large or small provider, how are staff and volunteers recruited? What checks do you undertake to ensure that they are suitable to work with children? How recent were the checks?
- » For lone providers: What checks have you undertaken that show you are suitable to work with children?
- » Will any adults besides yourself (if a lone provider), and staff or volunteers, be present while my child is there? If so, will they be there regularly?
- » Is my child allowed unsupervised access to the internet?
- » What filtering and monitoring systems do you have for managing internet access?
- » My child has special educational needs (SEN) or a disability or both. How will you cope with this?
- » My child needs help with using the toilet, changing, feeding, their medication, or other needs. How will you cope with these personal care needs?

## What to do if you have concerns

If you have concerns about a setting your child attends, first raise concerns with the provider. If the situation is not resolved, please escalate the issue by calling the **NSPCC helpline** on **0808 800 5000** or contacting the local authority designated officer – **Gloucestershire Multi Agency Safeguarding Hub (MASH)** on **01452 426565** or via e-mail: [childrenshelpdesk@gloucestershire.gov.uk](mailto:childrenshelpdesk@gloucestershire.gov.uk).

If you believe a child is in immediate danger of harm, please call the police on **999**.

## Children and Young People's Service (DCYPS)

If child is open to DCYPS, contact **DCYPS Duty** on **01452 328069**, ask for their Social Worker or Lead Professional.

## Children with a continuing health care package

If family has a children's continuing health care package contact [glccg.childrenscomplexcare@nhs.net](mailto:glccg.childrenscomplexcare@nhs.net)

## Children that are not open to DCYPS or have a continuing health care package

If they don't have a package in place and need support, ring the **Family Information Service** on **0800 542 0202**.

## In Emergencies

If they have an emergency out of hours contact **Emergency Duty Team** on: **01452 614194**.  
Email: [edt@gloucestershire.gov.uk](mailto:edt@gloucestershire.gov.uk)

## Health issues for 11–19 year olds

School Nurses prioritise support for vulnerable children as well as safeguarding families. Referrals are received in the same way; email, telephone or [electronic referrals](#).

All referrals are reviewed by a senior School Nurse (SN), triaged and actioned accordingly on a daily basis. A digital appointment will be offered using Attend Anywhere (a video platform system) unless indicated that a face to face is needed, then the SN will arrange to meet the child/family and use appropriate PPE to protect the child and family and prevent spread of COVID-19.

For children and young people the texting service **ChatHealth (07507 333351)** is open Monday to Friday from 9am to 4.30pm for 11-19 year olds who may want to discuss a health issue, worry or concern with a school nurse.



# Mental health and wellbeing

## Mental health quick links

[LGBT+ support for children and families](#)

[Support for children and young people seeking help with anxiety, depression, low mood \(not in immediate crisis\)](#)

[Support for parents and carers](#)

[Support for victims of sexual assault](#)

[Support in the community](#)

## Support for children and young people

### The Children and Adolescent Mental Health Service (CAMHS)

The Children and Adolescent Mental Health Service (CAMHS) has a centralised referral and advice line where the service will review self-referrals for children and young people who require additional support. CAMHS offer specialist mental health services for children and young people (and their families/carers), who are experiencing moderate to severe mental health difficulties. Services are also provided for children and young people who have health issues related to a learning disability. In addition, CAMHS provides a range of options so children and young people can access early help, support and advice within their schools and local communities to help improve their mental health and emotional wellbeing.

### Young Gloucestershire

Young Gloucestershire is a countywide charity that supports disadvantaged young people who are facing challenges in their lives.

Young Gloucestershire is open 9am to 4pm most days and have redesigned their services and are offering the following support for young people:

- » Counselling (online and face-to-face)

- » Youth work one-to-one sessions and support (online or face-to-face)
- » Online mindfulness sessions
- » All of our normal services that can be seen on our website are being delivered

### ThinkNinja app

ThinkNinja is an App created for young people to allow them to learn about their mental health and develop skills helping them to stay well.

It's really easy to download and install ThinkNinja. Just search "ThinkNinja" in Apple App Store or Google Play Store and install and then enter a few registration details.

### Teens in Crisis (TiC+)

<https://www.ticplus.org.uk/>

TiC+ offers counselling sessions face-to-face, online, via telephone or via video to suit the needs of each individual. They aim to improve, preserve and promote good mental health & wellbeing among young people and their families.

TiC+ also has TiC+chat, which is an anonymous drop in service - TiC+chat that runs Sunday through to Thursday 5pm to 9pm. Young people can phone or use the online chat to talk to a Mental Health Practitioner.

Phone: **01594 372777**

Text: **07520 634063**



## Infobuzz

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Infobuzz offers therapeutic and practical support for families and young people with complex needs:

- » Counselling – (online or face-to-face)
- » Telephone or online support for vulnerable families who have a loved one in prison

## Gloucestershire Young Carers

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Gloucestershire Young Carers offers support for young carers aged 8 to 14-years, including:

- » Assessments and individual support plans
- » Term time respite activity groups in localities across the county (8 – 15 years)
- » Holiday activity sessions (8-15 years)
- » Online interactive activity sessions
- » Participation opportunities for young carers, locally and nationally
- » Goal-led one-to-one support addressing individual issues
- » Private Family Facebook Group with advice, information, and activities
- » Specialist targeted services for young people caring for someone with addiction problems and/or mental illness
- » Young Adult Carer Service (for young adult carers (16 – 24 years): one to one support;

interactive support, advice and activities through a private Facebook group, educational and activity breaks and residentials.

- » Advice and support to professionals to improve their response to young carers

## Crisis Resolution and Home Treatment Team

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<https://www.ghc.nhs.uk/crisis/>

**0800 169 0398 or 0300 421 8100.**  
If immediate danger to life call **999**

- » Suitable for ages 11+
- » 24 hours a day, 7 days a week
- » An increased level of care for those with mental health conditions or experiencing emotional and psychological distress
- » Minimised face-to-face contact – use of telephone, text and video-based technology

## Winston's Wish

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Winston's Wish provides support and therapeutic interventions for children and young people who have been affected by bereavement.

New Helpline opening times: Our Freephone Helpline is now open from 8am - 8pm, Monday - Friday. Call us on **08088 020021**

## STREET

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### Safe Teenage Relationship Education & Empowerment Team

STREET is a county-wide service for young people aged 13-19 who:

- » have experienced or are experiencing teenage relationship abuse;
- » are adversely affected by domestic abuse in the home; or
- » are displaying harmful behaviour in their close relationships.

From 1 April 2022, the service will be managed by Victim Support Gloucestershire. Please contact [STREETreferrals@victimsupport.org.uk](mailto:STREETreferrals@victimsupport.org.uk) and they will send you a referral form.

### Domestic Abuse Support Service for young people

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A county wide service for young people aged 13-19 who have experienced or are experiencing teenage relationship abuse, affected by domestic abuse in the home or are displaying harmful behaviour in their relationships.

<https://www.gdass.org.uk/support-for-young-people/>

Our helpdesk is open Monday to Friday, 9am – 5pm:  
Phone: **01452 726 570**

Email: [support@gdass.org.uk](mailto:support@gdass.org.uk)

## On Your Mind local

<https://www.onyourmindglos.nhs.uk>

A local resource for young people to explore different aspects of mental health and find local and national services available to them, produced with partner Gloucestershire Clinical Commissioning Group.

## LGBT+ support

### Mermaids

**Mermaids** has been supporting gender diverse young people since 1995. The charity provides guidance and support for parents and guardians who may be caring for a gender diverse child as well as offering a safe community for them.

Phone lines, webchat and email are covered by volunteers and staff between 9am and 9pm, Monday to Friday. If no one is available and your situation is urgent, you can use the text chat service on our website 24/7 for crisis support or email [info@mermaidsuk.org.uk](mailto:info@mermaidsuk.org.uk)

### FFlag

<https://www.fflag.org.uk/>

FFlag is a voluntary organisation and charity which is dedicated to supporting parents and families and their LGBT+ members. Their website contains a wealth of resources and information.

## For children and young people seeking help with low mood, anxiety or depression (NOT in immediate crisis)

### School Nurse

<https://www.ghc.nhs.uk/our-teams-and-services/school-nursing>

They assess and identify community health needs in school settings, offering support and advice on a range of health issues such as emotional health, obesity, sexual health, smoking and substance misuse.

### Childline

<https://www.childline.org.uk/>

Phone: **0800 1111**

Childline counsellors available online or on the phone from 9am – midnight

### Young Gloucestershire

Phone: **01452 501008**

### Mix

<https://www.themix.org.uk/>

Phone: **0808 808 4994**

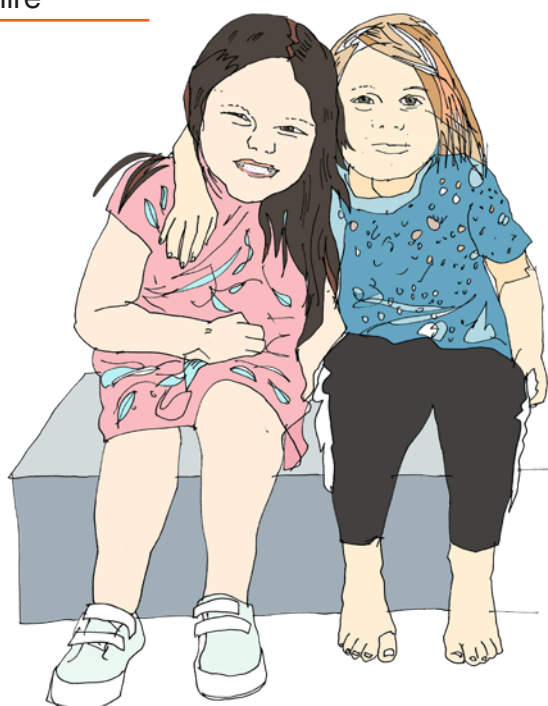
UK's leading support service for young people under 25 years old. Provides support with mental health, money, homelessness, finding a job, relationships and drugs.

### Young Minds

<https://www.youngminds.org.uk/>

Phone: **0808 802 5544** – parents' helpline

Online information and advice to support children, young people and their parents



## Support for Parents and Carers

Little Orange Book - expert advice on helping babies & young children when they're poorly:

<https://newcastlegatesheadccg.nhs.uk/wp-content/uploads/sites/12/2020/08/Little-Orange-Book.pdf>

### Samaritans

<https://www.samaritans.org/>

Phone: **116 123**

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

24/7 listening support via email and phone call.

### Campaign Against Living Miserably (CALM)

<https://www.thecalmzone.net>

**0800 58 58 58**

A leading movement against suicide. Helpline and webchat 5pm-midnight, 365 days a year.

### Stay Alive App

An [app for those at risk of suicide](#) or those worried about someone else.

### IAPT (Improving Access to Psychological Therapies) – Let's Talk

Phone: **0800 073 2200**

The [IAPT service](#) provides support for mental health conditions, such as depression, anxiety, PTSD, OCD and phobias.

### Community Advice, Links, Mental Health Support (CALMHS)

<http://www.independencetrust.co.uk/CALMHS/about>

Phone: **0345 8638323** or **01452 317460**

Text: **07812 067087**

Offering those with moderate to severe mental ill health one-to-one support, personal support plans and signposting to other services.

### Mental Health Matters

<https://www.mhm.org.uk/>

Phone: **0800 0851718**

For adults 18 and over. 24 hour phone and web chat for emotional support and signposting to services.

### Facts4Life

<https://facts4life.org/for-parents-carers-2/>

The Facts4Life website includes ideas for parents to help support young people with their health and wellbeing.

### Alexandra Wellbeing House

<https://www.sgmind.org.uk/project/the-alexandra-wellbeing-house/>

Phone: **01452 245338**

Email: [admin@sgmind.org.uk](mailto:admin@sgmind.org.uk)

### Qwell

Free, anonymous online counselling and self-help resources.

<https://www.qwell.io>

### Community Wellbeing Service

Connecting people to local services, organisations and groups that can help improve general wellbeing and meet wider social needs.

#### Cheltenham

Email: [glccg.ccpcommunitywellbeing@nhs.net](mailto:glccg.ccpcommunitywellbeing@nhs.net)

Phone: **0300 365 6463**

#### Cotswolds

Email: [cws.grcc@nhs.net](mailto:cws.grcc@nhs.net)

Phone: **07738 106384**

#### FOD District Council

Email: [community.wellbeing@fdean.gov.uk](mailto:community.wellbeing@fdean.gov.uk)

Phone: **01594 812447** or **01594 810000**

#### Gloucester City

Email: [hgl.communitywellbeing.gloucester@nhs.net](mailto:hgl.communitywellbeing.gloucester@nhs.net)

Phone: **0300 131 0024**

#### Stroud and Berkeley Vale

Email: [communitywellbeing.stroud@nhs.net](mailto:communitywellbeing.stroud@nhs.net)

Phone: **0345 863 8323** – option 3

#### Tewkesbury/Newent/Staunton & Corse/Mythe

Email: [ccpcommunitywellbeing@nhs.net](mailto:ccpcommunitywellbeing@nhs.net)

Phone: **0300 3656463**

## Support for victims of sexual assault

### Gloucestershire Rape And Sexual Abuse Centre (GRASAC)

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<https://www.glosrasac.org/>

GRASAC provides support for any individual affected by rape, sexual assault or abuse at any time in their lives.

Phone: **01452 526770**

Email: [support@glosrasac.org.uk](mailto:support@glosrasac.org.uk) or [info@glosrasac.org.uk](mailto:info@glosrasac.org.uk)

#### Open

Monday 12noon – 2pm

Tuesday & Wednesday  
6.30 – 8.30pm

Other helplines are available and information about these can be found [here](#).

### Gloucestershire Counselling Services

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<https://gloscounselling.org.uk/contact-us/>

Phone: **01453 766310**

Our office is open between 9.00am and 4.00pm Monday to Friday. At other times telephone messages can be left on the answer phone and your call will be returned as soon as possible.

Provides emotional support and counselling to victims of sexual violence.

## Support in the community

### Change, Grow, Live (CGL)

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<https://changegrowlive.org/>

Phone: **01452 223014**

Email: [gloucestershire.info@cgl.org.uk](mailto:gloucestershire.info@cgl.org.uk)

- » Drug and alcohol recovery service
- » Appointments by phone & email

### Gloucestershire Carers Hub

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<https://gloucestershirecarershub.co.uk/>

Phone: **0300 111 9000**

Mon, Wed & Fri 9am-5pm  
Tues & Thurs 8am-8pm

Email: [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)

The Gloucestershire Carers Hub provides information, advice and guidance for unpaid carers over the age of 18.

Services available include:

- » advice on benefits
- » emotional and wellbeing support
- » access to carer support groups
- » statutory carers assessments
- » training and contingency planning.

Carers can sign up to receive regular postal or e-newsletters.

Phone: **0300 111 9000**

Email: [carers@peopleplus.co.uk](mailto:carers@peopleplus.co.uk)

## Your Circle

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<https://www.yourcircle.org.uk/>

Your Circle is a directory to help you find your way around care and support, and connect with people, places and activities in Gloucestershire.

Covers:

- » Home & Housing
- » Travel & Transport
- » Work, Learning & Volunteering
- » Things to do
- » Money Matters & Benefits
- » Health & Wellbeing
- » Care & Support
- » Looking after someone
- » Keeping Safe
- » Information & Advice

### Gloucestershire Domestic Abuse Support Service (GDASS)

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<https://www.gdass.org.uk/>

A service to reduce the level of domestic abuse and improve the safety of victims and their families.

Helpdesk open Monday to Friday, 9am – 5pm:

Phone: **01452 726 570**

Email: [support@gdass.org.uk](mailto:support@gdass.org.uk)

Voluntary agencies and statutory services who meet people experiencing domestic abuse can make a referral to us. We particularly welcome self-referrals directly from individuals.



## Positive Relationships Gloucestershire (PRG)

<https://www.splitz.org/gloucestershire>

A service for men and women aged 18 and over, living in Gloucestershire, who want to make positive changes to improve relationships with their partner, ex-partner or future partners.

Phone: **01452 529866**

Mon – Friday (9am – 5pm)

Email: [PRGGloucester@splitz.org](mailto:PRGGloucester@splitz.org)

## Gloucestershire Self Harm Helpline

Phone: **0808 801 0606**

Text: **07537 410022**

Chat: [Webchat](#)

For people who self harm, their families and carers Phone, web chat and text support 5pm-10pm daily.

## Glosfamilies Directory

<https://www.glosfamiliesdirectory.org.uk/kb5/gloucs/glosfamilies/home.page>

A directory to give support and advice to families.

## A-Z of Services Be Well Gloucestershire

<https://www.bewellglos.org.uk/a-z-of-services/>

A comprehensive list of all the services and support available, listed by category.

## MHELO (Mental Health Experience Led Opportunities)

Phone: **01452 234003**

Email: [mhelo@inclusion-glos.org](mailto:mhelo@inclusion-glos.org)

Mental health user led support on [Facebook](#).

## Treasure Seekers/The Cavern

<https://www.kftseekers.org.uk/cavern>

56 Westgate Street, Gloucester, GL1 2NF

Phone: **01452 307201**

Email: [info@kftseekers.org.uk](mailto:info@kftseekers.org.uk) or [cavern@kftseekers.org.uk](mailto:cavern@kftseekers.org.uk)

We are open from 10am-11pm Monday -Saturday and 4pm-11pm on Sundays. Each of our areas have different opening times. The Hub is open during the day, and The Cavern every evening in case you want to speak to someone about getting involved.

## Targeted Family Support Services

<https://www.tfsservices.org.uk/>

Gloucester City, Forest and Stroud Targeted Family Support Services is an organisation dedicated to the support of vulnerable children from pre-birth to 11yrs and their families, providing solution and outcome focused targeted intervention services for families who may be experiencing issues.

## Home-Start in Gloucestershire

<https://homestartsd.org/>

Home-Start Stroud and Gloucester is a local charity which supports parents who are going through challenging times located in the Stroud District of Gloucestershire and we are currently developing our service in Gloucester.



# Dental and oral health

Tooth decay is the most common oral disease affecting children and young people in England, yet it is largely preventable. With dentists now safely open, there are some suggestions to help your children take care of your teeth and develop healthy habits early.

Children and young people under 18, or under 19 and in qualifying full-time education are entitled to free dental treatment. Find out if you are eligible for free NHS dental care.

The Brush DJ App plays two minutes of your music so you brush your teeth for the right amount of time. The app has short videos and can help make brushing teeth fun!

Advice and information on how to take care of children's teeth.

Use the Change for Life Sugar Calculator to see what sugar swaps you can make!





**Gloucestershire**  
COUNTY COUNCIL



Prepared by Gloucestershire County Council Children and Families Commissioning Team  
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