DARLINGTON
Borough Council

Darlington Family Help



Let's find out what is on offer in your local Family Hub



Contents

Children's Initial Advice Team 4
Family Hub Activities 5
Family Hub Programmes 6
Darlington Family Hub 8
C: The Box 9
C -Card 9
Darlington Xtra is a Collaborative Partnership Initiative 10
Learning and Skills 11
Youth Employment Initiative 11
Families Information 12
Free Childcare 13
Family Group Conference 14
Young Peoples Engagement and Justice Service 15
Relational Practice 16
Housing 17
Listening Post 17
Kooth 17
Need to talk? 18
CAMHS 18
YMCA 19
UK Youth Parliament 19
Darlington Young Carers Service 20
Darlington Carers 20
0 - 19 Growing Healthy Darlington 21
Harbour 21
Mental Health 22
Daisy Chain 22
Darlington Association on Disability 22
Theatre Hullabaloo 23
Stepping Stones 23
Children and Family 24
Baby Bank 25
Food Banks in Darlington 25



Children's Initial Advice Team

If you are worried about a child or young person

If you are in danger or are worried about a child or young person, please call **999** in an emergency or call 101 if there is no immediate risk. If you have any concerns about the safety or welfare of a child or young person, contact Children's Initial Advice Team (CIAT) on **01325 406222**. Outside of these hours, please contact the emergency duty team on **08702 402994**.

Also, you are a parent/carer or parent/carer to be and want any advice, guidance or support or are struggling in any way, please contact **01325 406222**, option 2.

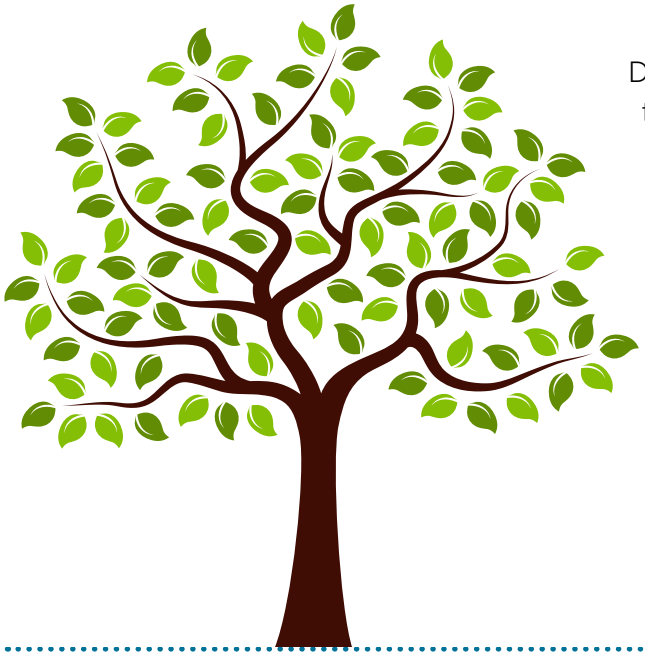
What if my child has Special Educational Needs?

If you think your child has special educational needs, contact the SEN Team on **01325 405891** or your child's Nursery/School.

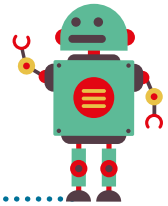
"Children and their families benefit from a well-designed early help offer. Children benefit from a wide range of interventions from the 'Building Stronger Families' early help service.

Workers build effective relationships with children and families and have a wide range of experience and skills."

OFSTED ILACS Darlington Borough Council



Darlington Family Hub is based at McNay Street with the Building Stronger Families Team. The Family Hub is a one-stop shop of support for children and families from pregnancy up to the age of 19. The support and services offered range from parenting programmes, toddler sessions, support around relationships, health services, support around your child starting nursery/school and so much more.



Family Hub Activities

Activities we deliver

Baby Steps	(0 to 12 months)
First Words Together	(0 to 18 months)
Learn and Play	(0 to 4 years)
Sensory Seekers	(0 to 4 years)
Walk and Talk	(0 to 4 years) (runs from South Park)
Toddler time	(12 to 36 months)
Story and Rhyme Time	(18 months to 3 years)

Numbers are limited for **Story and Rhyme Time** so please ring McNay Street on **01325 406250** to book.

Busy Feet	(18 months to 4 years)



We have our very own sensory room at McNay Street family hub.

If you would like to book, please contact 01325 406250

Venues we deliver our activities from

- McNay Street Family Hub
- Red Hall Community Centre
- Coleridge Centre, Skerne Park
- Firthmoor Community Centre (Maidendale)
- Mount Pleasant

Venues and times may be subject to change and please see our facebook page for up-to-date information **Darlington Children's Centres and Family Hub**



Family Hub Programmes

Reducing Parental Conflict

A program to help parents who are together or separated to gain a greater awareness of what is meant by parental conflict and the impact this has on their children's mental health and long-term life chances. The programme shares evidence-based tools and strategies to help parents reduce unhealthy conflict.

Families Together

Families Together is a program supporting parents/carers of children aged 3 to 9 years old. Parents/carers will gain an understanding of how to support their child with challenging behaviour.

Bump, Baby & Beyond

A programme, to support parents during the anti-natal period with practical advice in preparation for meeting babies' basic needs, including bonding and attachment, stimulation, boundaries and routines, stability, and safety. In turn this will give parents a better understanding of how to meet their baby's basic care needs, how to take care of themselves whilst pregnant, preparing for the birth.

Group Theraplay

A program for parents/carers and their children aged 5 to 10 years to help build better relationships and positive behaviour through attachment-based play, and to help them understand children's feelings and behaviours, and why they behave in the way they do. Aimed at helping children aged 5 to 10 years, who are withdrawn, passive, anxious, depressed, overactive or aggressive, children on the autism spectrum, and those who are afraid of connecting or attaching because of adoption, losses, or trauma.

I Am Me

A program for children aged between 7 and 11 years old that explores friendships, relationships and bullying and managing emotions; self-esteem and building self-confidence.

Looking After Me

A program for children aged between 12 to 16 years old to explore what impacts on our self-esteem and ways to develop positive self-belief and resilience, which helps to keep us safe.

Being Me

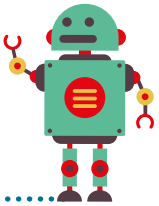
A program aimed at 14 to 17 years old girls who have been involved in or are at risk of exploitation, to explore keeping safe on the internet and in the community, understanding the risk posed to them and giving them the confidence to find their own voices.

CAPVA - Respect young people's programme

Respect uses the term Child and Adolescent to Parent Violence and Abuse (CAPVA) to describe the dynamic where a young person (8 years - 18 years) engages in repeated abusive behaviour towards a parent or adult carer. Abusive behaviour can include physical violence; emotional, economic, or sexual abuse; and coercive control. It may also include damage to property and abuse towards other family members, particularly siblings.

01325 406250

to find out more information on how you can access these programmes, or speak to your child/s nursery, school or health visitor.



7-week program

Respect uses the term Child and Adolescent to Parent Violence and Abuse (CAPVA) to describe the dynamic where a young person (8 years -18 years) engages in repeated abusive behaviour towards a parent or adult carer. Abusive behaviour can include physical violence; emotional, economic, or sexual abuse; and coercive control. It may also include damage to property and abuse towards other family members, particularly siblings.

Tween Workshops

A universal offer of parenting workshops delivered across Darlington supporting you with the trials, tribulations and frustrations that tweens and teenage years can bring.

- Emotional resilience
- Co-operating with your teen
- Understanding tweens
- Teenage brain
- Autism and neurodiversity
- Exploring drugs, alcohol, sexting, consent and mental health

All the above workshops are taking place at Mcnay Street Family Hub.



01325 406250

to book a place and confirm which workshops you are interested in.



Darlington Family Hub

Breast feeding area

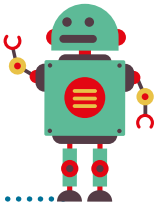
We are a breast-feeding friendly centre



Benefit Health Check

If we are supporting you, we have a benefit advisor who also works with DWP on site.

She can support with benefit checks, make sure you are getting what you are entitled to or advise what you need to do to qualify for benefits etc. Also, she can look at 'better off' calculations when returning to employment and explain what will happen to any benefit payments. She is also able to help with PIP and DLA forms etc.



C: The Box

C: The Box specialise in support for children, young people and families around staying safe online. Alongside this they also offer a wide range of support for children and young people with a variety of needs and issues from issues with self-esteem through to building positive friendships and relationships. Sessions are available at a variety of venues including at McNay Children's Centre, schools and home visits.



C-Card

The scheme provides confidential sexual health advice and free condoms to anyone aged 13 to 24. You can use the Darlington C-Card scheme regardless of your gender or sexual orientation. It doesn't matter whether you're having sex, thinking about having sex or just curious. C-Card is free and completely confidential.

For further information please call into the Family Hub at McNay Street

Relationships Sex and Education (RSE)

Keeping safe from child sexual exploitation - Spotting the Signs



Darlington Xtra is a Collaborative Partnership Initiative

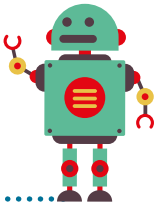
Keeping you up to date with training, learning tools, employment and progression opportunities across the Children and Adults Sector.

We work with organisations to promote the amazing opportunities and information for people across the town, creating content like podcasts, videos and micro teaches that support staff, partners and communities.

One of the primary aims is to support recruitment and retention of staff into the Health and Social Care Sector.







Learning and Skills

We are a leading provider of adult and community learning courses in Darlington and the surrounding area. We pride ourselves on providing the quality education for 16 - 18-year-old you expect.

- Functional Skills English, Maths and ICT
- English for Speakers of Other Languages (ESOL)
- Family Learning
- Intensive Support
- Distance Learning (DL) and Continuing Professional Development (CPD)
- Community Learning and Learning for Inclusion courses

Visit our **Adult and Community Learning** page for more information or contact **01325 405601**

Youth Employment Initiative

The YEI Team will meet you to find out what your needs are and agree a personal plan.

Our dedicated workers will support you with:

- Preparing your CV
- Completing job applications
- Cover letters
- Interview skills
- English & Maths
- Supported access to external training
- 1:1 support if needed
- Work experience
- Financial advice and support
- Access to vacancies and apprenticeships
- Dedicated Facebook vacancy page

07966 347401 For more information



Families Information

Please visit our **Local Offer** website for information on support available for parents and carers of children with special educational needs or a disability (SEND).

The Families Information Team provides information and advice within the Borough of Darlington.

The service strives to provide up-to-date advice and information on a wide range of issues.

The service maintains the **Livingwell Directory** website which is a directory including over 1,000 records relating to organisations, services, activities and events within Darlington.

The directory provides up-to-date information on local organisations, services, activities and events as well as relevant regional and national organisations.

You can search on the A-Z directory, by keyword, by postcode or by simply clicking on an area which interests you. The Families Information Team also provide support and advice in specialist areas.

We welcome your comments and suggestions to make sure the information is up-to-date and relevant.

If you are aware of any services, events or activities not listed in the directory, which are relevant to children, young people, parents/carers, or practitioners, please let us know.

The team can be contacted by:

01325 406222 (option 7)

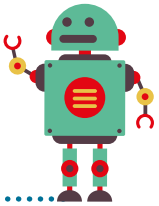
pfis@darlington.gov.uk

livingwell.darlington.gov.uk/Home/ContactUs

Town Hall, Darlington, DL1 5QT

Darlington Families Information Team

DarlingtonPFIS



Free Childcare

From **April 2024**, eligible working parents of 2-year-olds will be able to access 15 hours childcare support.

From **September 2024**, 15 hours childcare support will be extended to eligible working parents of children from the age of 9 months to 3-year-olds.

From **September 2025**, eligible working parents with a child from 9 months old up to school age will be entitled to 30 hours of childcare a week.



Childcare Choices

Contact your **childcare** provider or **local council** to find out more



Family Group Conference

What is a Family Group Conference?

It is an opportunity for family and friends to come together to talk, plan and make decisions that support your family and children.

It's family led and the aim is for you and your family to make a plan that keeps your children safe.

If you want to have an FGC, your facilitator will help you prepare for the conference.

Your facilitator talks with the family, your child and your support network about the worries that will be addressed at your family group conference.

Family decide:

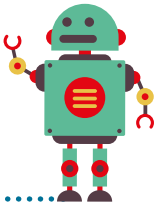
- Who Attends
- Venue location and time



If you have any questions or would like more information, please get in touch with the Family Group Conference Team on:

01325 406260

DLFGC@Darlington.gov.uk



Young Peoples Engagement and Justice Service

(YOS)

It is well known that children and young people offend for a variety of reasons - social and family problems, peer group pressures, social exclusion, truancy and drug problems. If young people are to be prevented from re-offending, they need the input of staff with a variety of knowledge and skills to assist them to make the right life choices.

No single agency has all the solutions to youth offending, but by working together, sharing knowledge, skills and experience, staff from the different agencies and professions can reduce it.

Darlington Young People's Engagement & Justice Service are a multi-agency service tasked with working with young people to prevent offending and re-offending whilst also safeguarding them from future harm and supporting victims of crime prioritising protecting the public. We are a strength-based service and work hard to prioritise the best interests and promote the inclusion of children and young people known to the service.

Youth Offending Service
Central House Annexe
Gladstone Street
Darlington
DL3 6JX

01325 406999

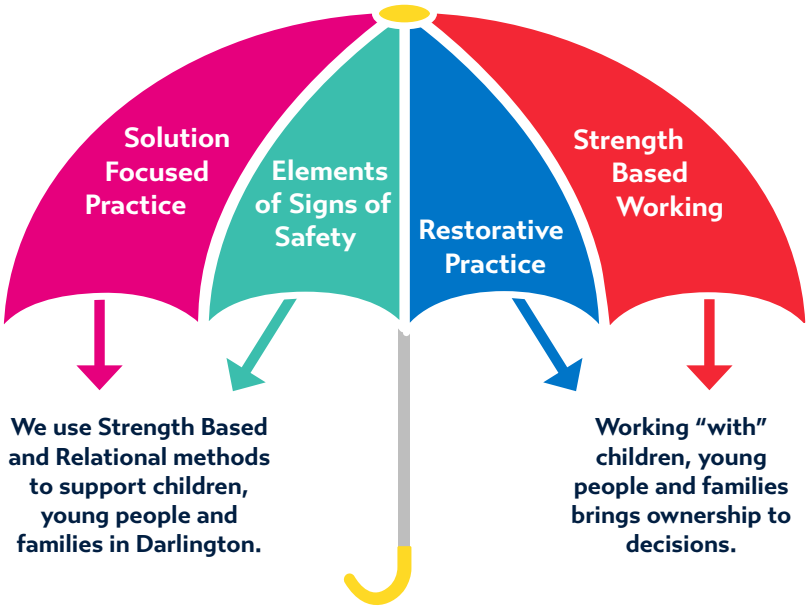
Funding has been secured to crackdown on anti-social behaviour and neighbourhood crime and boost women's safety.

The funding will be spent on a mixture of practical interventions including free home security, CCTV cameras, upgraded street lighting and additional policing resources and diversionary schemes that provide young people with meaningful activities to alleviate boredom and develop their interests and skills to prevent further problems.



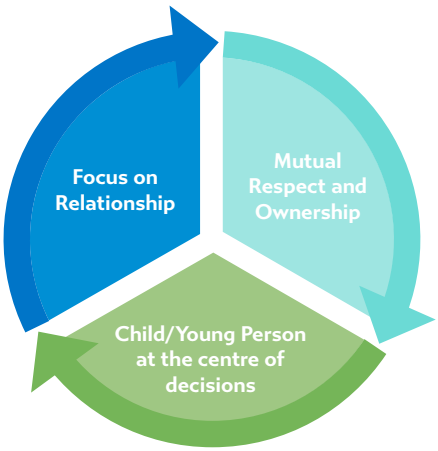
Relational Practice

Relational Practice Umbrella



Solution Focused Practice	Elements of Signs of Safety	Restorative Practice	Strength Based Working
Solution Focused Practice concentrates on helping people move towards the future that they want and to learn what can be done differently by using their existing skills, strategies and ideas – rather than focusing on the problem.	Signs of Safety is a strengths-based, safety-orientated approach to casework designed for use throughout the safeguarding process. Darlington use elements of Signs of Safety when working with children young people and families.	Restorative Practice is based on developing dignity, healing, and strength in relationships. Restorative practice is a strategy that seeks to repair relationships that may have been damaged.	Strengths-based practice identifies and draws on strengths and assets allowing all parties to work together to determine the best outcome. This approach focuses on positive attributes of a person or a group, rather than the negative ones.

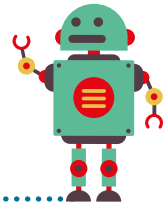
What is Relational Practice?



Very simply relational practice is about doing **with** others, rather than doing **to them or for them**. The principles underpinning a relational approach are:

- It focuses on relationships
- It is about talking to each other. Stories are told, motivations explained, and any worries are explored
- A plan is developed together and owned jointly by all involved

A relational approach brings together the people involved and gives them the opportunity to make situations better and in particular to make the child or young person safe.



Housing

Find out about you council home and tenancy, apply for a home and how to get involved.

www.darlington.gov.uk/housing

Listening Post

The Listening Post is a listening and mentoring project that seeks to help young people with low level mental health and well-being issues to prevent them escalating into something more long-lasting.

If you are a young person, or know a young person who would like to speak with a listener Please Contact:

ListeningPost@dacym.co.uk

07847 933799

Kooth

Kooth.com is a free, online counselling and emotional wellbeing platform for young people aged 11-18 years in Darlington, Hartlepool, Middlesbrough Redcar & Cleveland and Stockton.

The Kooth website allows young people to gain anonymous access to advice, support and guidance on any issue that is affecting their wellbeing. From friendship or relationship issues, family disagreements or difficult home lives, to concerns around eating, anxiety, stress, depression, self-harm, suicidal thoughts etc.

To register to Kooth, please visit:

www.kooth.com

07951183745



Need to talk?

We are with you

Get free, confidential support with alcohol, drugs or mental health from one of our local services or online.

withyou

www.wearewithyou.org.uk

CAMHS

Community mental health service in Darlington for children and young people

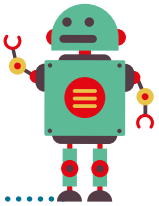
Providing community mental health services for children and young people in Darlington.

Mulberry Centre, Rowan Building
Darlington Memorial Hospital
Willow Road
Darlington
County Durham
DL3 6HX

0300 1239296

tewv.camhscountydurhamdarlington@nhs.net

You can also complete this **referral form** and return to **tewv.camhscountydurhamdarlington@nhs.net**



YMCA

YMCA Tees Valley Foyer is an exciting project for young people aged between 16-25 who are motivated and want to build a better future for themselves.

YMCA | Here for young people Here for communities Here for you

Middleton Court
Middleton Street
Darlington
County Durham
DL1 1SL

01325 462452

admin@ymcateesvalley.org.uk

UK Youth Parliament

UK Youth parliament enables young people to use their energy and passion to change the world for the better.

Open to 11 - 18-year-olds that have been elected as Members of Youth Parliament by their communities, UK Youth Parliament provides opportunities for young people to bring about social change through meaningful representation and campaigning. Part of the British Youth Councils **Youth Voice Programme**.

Youth Parliament
MAKING OUR MARK



Darlington Young Carers Service

We're here to help

You may be looking after your mum or dad, brother or sister, a grandparent or another relative or friend. You may have to care for them because they're disabled, have chronic illness, mental health problems, drug or alcohol problems or other conditions.

We can help with:

- Support plans and targeted support
- Family work to ensure the caring role is safe and healthy
- Targeted group work and forums
- Signposting, information and advice
- Advocacy (speaking on your behalf)
- Supporting the transition of young adult carers
- Practical support and access to services
- Young carer ambassador programme
- Supporting schools, colleges and agencies to implement the Young Carers Charter

Woodlands Wellbeing Hub, Saint Teresa's Hospice,
91 Woodland Road, Darlington, DL3 7UA

01325 794888

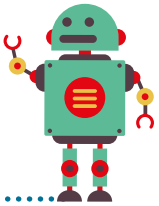
youngcarersdarlington@family-action.org.uk

Darlington Carers

Darlington Carers Support offers a variety of different services to local Carers. We can work with you to help you find the information you need finding your way through the maze of services and support available to you as a Carer. We can support you in many ways.

0300 030215

admin@darlingtoncarers.org



0 - 19 Growing Healthy Darlington

The role of the 0-5 Service is to protect and promote the health and wellbeing of children under five and their families. The 5-19 team promotes and protects the health and wellbeing of all children and young people aged 5 to 19.

0-5 Children's Service

All families with a child under five in Darlington have access to a Growing Healthy 0-5 Team consisting of health visitors, early years practitioners and infant feeding specialists. They provide expert health assessments, advice, support and interventions for babies, children, and families.

5-19 Healthy Child Service

We work with children, young people, and families to empower and enable them to make informed decisions about health and to support them in transitioning safely and happily into adult life. The Darlington Growing Healthy 5-19 Team works in community settings to deliver universal and targeted interventions designed to meet public health outcomes. We ensure the emotional and physical health and wellbeing of families, children, and young people across Darlington. We provide a service to all children and young people of school age, and their families, whether they are attending school. The service is based on the Healthy Child Programme from 5-19 years old. We offer advice and information and assess health needs on children entering school and on transfer to secondary schools. We are the first point of contact for schools when there are concerns about a child's health and wellbeing.

www.hdft.nhs.uk/services/childrens-services/growing-healthy-darlington

03000 030013

Please contact your Health Visitor or the number above to find out more information about your local Well Child Clinics.

Harbour

We offer a range of different services to assist those affected by domestic abuse. We work across the North East of England with services in County Durham, Hartlepool, Stockton, Middlesbrough, Darlington and North Tyneside.

www.myharbour.org.uk



Mental Health

Now more than ever we need to look after ourselves the best we can. For local information on mental health services visit out **Livingwell directory** or for support from a relevant charity you can get more information on the **NHS website.**

Healthy Darlington
eat well,move more,live longer

Daisy Chain

Daisy Chain exists to support and empower autistic children, young people, adults and their families. We deliver a wide range of person-centred services for autistic individuals from as young as aged 3 to aged 18+ and into adulthood.

Daisy Chain
A haven for families affected by autism

01642 531248

info@daisychainproject.co.uk

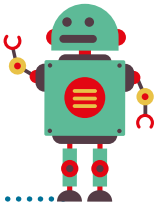
Darlington Association on Disability

We exist to promote independence and choice. We support disabled people and carers through the provision of services, support and information, and by tackling issues affecting disabled people both locally and nationally.

D.A.D
Breaking through Barriers

01325 489999

mail@darlingtondisability.org



Theatre Hullabaloo

Theatre Hullabaloo is a pioneering organisation that makes, tours & promotes theatre for young audiences, aged 0 – 16 years old, because we believe that they are the most important audience of all.

THEATRE Hullabaloo

01325 405680

info@theatrehullabaloo.org.uk

Stepping Stones

Stepping stones is a family mediation service based in Durham with outposts in Darlington, Stockton-on-Tees, Easington, Newcastle, Hexham, and Catterick Garrison.

Stepping Stones FAMILY MEDIATION

0191 3753871

enquiries@steppingstonesmediation.co.uk



Children and Family

Social Prescribing

Social prescribing is a personalised care approach to ensure children, young people and their families receive the right support at the right time to prevent problems from escalating. We can provide effective support to children and young people to focus on their mental health and wellbeing

We can work with you to resolve problems before they become overwhelming or long-term. Early help enables children, young people and their families who are overwhelmed by difficulties to make better choices. Social prescribers have an in depth knowledge of all the resources available in our local area. We use that knowledge to connect our clients to the resources that we are confident will improve their health and wellbeing.

If you think a referral to our social prescribing service would be helpful, contact your GP or any health or social care professional and ask them to refer you. You can also give us a call to discuss whether our service is right for you.

01325 952577 - option 2 and leave a message

livingwell.darlington@nhs.net

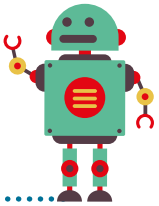
www.primaryhealthcaredarlington.co.uk/socialprescribing

The children and families social prescribing team can talk to you about the challenges you are facing. We can help you access community groups and activities. We can also help you access specialist services and support you through life-changing events.

Social prescribing can help you have more control over your own health and find ways to improve how you feel in a way that suits you. Studies show that people get better and feel, better faster than those treated with medicine alone and because it works, it's happening here in Darlington.

Social prescribers provide much-needed support to children young people and their families. We can help you to develop self-confidence, knowledge, and the life skills you need so that you are ready for school, work, or any of life's challenges.

Take your first step with a referral to our children and families social prescribing team who will connect you to the right support and services in your community.



Baby Bank

Please check out where your nearest baby bank is or for more information on their Facebook Page

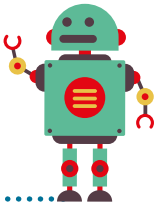
www.facebook.com/babybankdarlington

Food Banks in Darlington

- Darlington Baptist Church: **01325 360449**
- Kings Church Foodbank: **01325 469884**
- Firthmoor & District Community Association: **01325 462979**
- St Mary's Community Centre: **07816 755933**
- St Andrew's Foodbank: **01325 468142**
- Salvation Army: **01325 380994**
- St Columba's Foodbank: **01325 486339**



Notes





DARLINGTON
Borough Council

res0441