



A Guide to Support Services for Children
and Young People Experiencing
Domestic Abuse in West Dunbartonshire

TABLE OF CONTENTS

Page

Introduction	6
Herman's Three Stage Trauma Model	7
A	
AA (Alcoholics Anonymous)	8
Alanon/Alateen	9
Alternatives	10
B	
Blue Triangle Housing Association	11
Breathing Space	13
C	
Caledonia Youth	14
CARA (Challenging and Responding to Abuse)	15
Child and Adolescent Community Mental Health (CAMHS)	16
Childline Scotland	17
Children 1st	18
Citizens Advice	19
Clydebank Family Planning	21
Clydebank Women's Aid	22
Commission for Equality and Human Rights	23
Community Learning and Development Youth Services Team	24
Community Midwives Unit	25
Cornerstone Community Care	26
Cruse	27
D	
Dalmuir Peace for Parents	28
Dumbarton Area Council on Alcohol	29
Dumbarton District Woman's Aid	31
Dyslexia Scotwest	32
E	
Enable Scotland	33

	Page
F	
Fire Service	34
H	
Hope Scotland	35
I	
Includem	36
J	
Joblink for Young People	37
Junior WITH	38
K	
Know the Score	39
L	
LGBT Youth Scotland	40
N	
National Children's Home Action for Children (Scotland)	41
NHS 24	43
P	
Pathfinder Pilot Project	44
Police	45
R	
RNIB Royal National Institute for the Blind)	46
Rape Crisis	47
Riverview Resource Centre (formerly Joint Hospital)	48
ROC (Running Other Choices)	49

	Page
S	
Sandyford Initiative	50
Sandyford West Dunbartonshire	51
SAMH	52
SAY Women	53
Scottish Children's Reporter Admin (SCRA)	54
Sexwise	55
Smart Start Project	56
St. Margaret's Hospice	57
Strathclyde Gay & Lesbian Switchboard	58
T	
The Samaritans	59
The Scottish Child Law Society Centre	60
V	
Victim Support	61
W	
West Dunbartonshire Council - Active Schools	62
West Dunbartonshire Council – CLAN	63
West Dunbartonshire CHP - School Nurses	64
West Dunbartonshire Council – Education Network Support Team	65
West Dunbartonshire Council – Education Psychological Services	66
West Dunbartonshire Council – Social Work Services	67
West Dunbartonshire Council – Young Families Support Service	69
Who Cares? Scotland	71
Women's Centre for Health	72
Y	
Y Sort It	73
Youth 2 Youth	74

INTRODUCTION

This directory is intended for use by all those who come into contact or who provide support services to children and young people who have been or who are living with domestic abuse. A survey of services for children and young people in this situation in West Dunbartonshire recommended that the contact details of local support services to women, children and young people experiencing or exposed to domestic abuse be publicized among all those working with children in WD.

All local services are listed alphabetically. Each entry provides:

- a full agency profile
- contact details
- opening hours
- services provided
- referral procedures
- the age/age groups of the children and young people they work with
- Trauma and Recovery Support Stages covered (for explanation see page 5)

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The West Dunbartonshire Violence Against Women Partnership, The Reduce Abuse Project, West Dunbartonshire Community Health Partnership and West Dunbartonshire Community Planning Partnership.

Requests for additional copies can be made to this address.

West Dunbartonshire Violence Against Women Partnership
Room 6,
Council Offices
Rosebery Place,
Clydebank G81 1 TG
Tel: 01389 738680
Fax: 01389 738677

TRAUMA AND RECOVERY – THE THREE STAGE MODEL

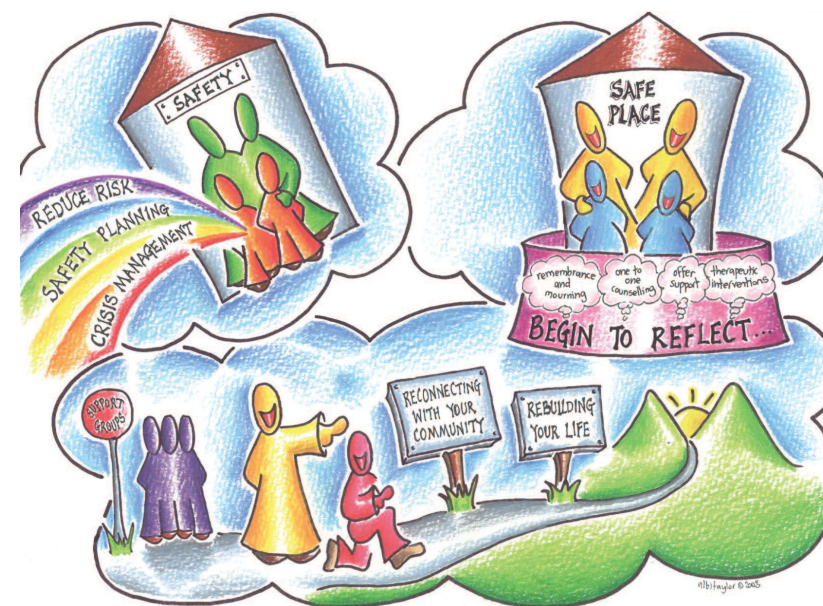
Stage 1 – agencies that can respond to high-risk situations or incidents where crisis management, risk assessment and safety planning are the priorities.

Stage 2 - agencies that can respond where the situation is more stable and the risk is reduced. This stage is described as one of remembrance and mourning.

Stage 3 – agencies that can help women and children rebuild their lives and reconnect with their communities.

(Source: Herman J (1994) Trauma and Recovery)

THE THREE STAGE MODEL



Agency: AA (Alcoholics Anonymous)

Address: Baltic Chambers
4th Floor
50 Wellington Street Glasgow
G2 6HJ

Tel: 0141 226 2214 Helpline 0845 769 7555
(24 Hour)

Fax: 0141 221 9450

Website: www.alcoholics-anonymous.org.uk

Opening hours: Office Mon – Fri 9.00 a.m. – 4.30 p.m.

Services and Resources: Twelve Step Recovery Programme supported by meetings most days/evenings in Clydebank and Dumbarton & Glasgow area

Referral Procedures: Self Referral

Referral Ages: Any age where alcohol is a problem.

Support Stages: Stage1 – Crisis Management
Stage 2 – Offers Support/One 2 One
Stage 3 – Support Groups

Agency: AI ANON/ALATEEN

Address: 22 Mansfield Street, Unit 6
Partick
Glasgow G11 5QP

Tel: 0141 339 8884

Fax: n/a

Website: www.al-anonuk.org.uk

Opening hours: 10.00 a.m. – 10.00 p.m. - Helpline
10.00 a.m. – 3.45 p.m. - Office

Services and Resources: 12 Step programme of recovery for families and children or anyone affected by someone else's drinking, supported by meetings throughout Clydebank and Dumbarton and Glasgow mornings, afternoons and evenings

Referral Procedures: Self Referral

Referral Ages: 14 years and over, with adult supervision

Support Stages: Stage1 – Crisis Management
Stage 2 – Offers Support/One 2 One
Stage 3 – Support Groups

Agency:	Alternatives
Address:	8 Millar Street Clydebank G81 1UQ 1/3 Quay Street Dumbarton G83 1LG
Tel:	Clydebank - 0141 951 2420 Dumbarton - 01389 734500
Fax:	Clydebank - 0141 952 5454 Dumbarton - 01389 734547
Opening hours:	8.45 am – 4.45 pm Mon – Thursday 8.45 am – 3.55 pm Friday Evening by appointment
Services and Resources:	Counselling; information and advice; group work; complementary therapies.
Referral Procedures:	Internal/external agency and self-referral.
Referral Age:	Young People's Service. Any age where substance misuse is a problem up to 21 years of age.
Support Stage*:	Stage 1 – Initial interview with appraisal officer and further risk assessment and crisis management when required Stage 2 - Counselling, complimentary therapies Stage 3 - Group work/support and events available

Agency:	Blue Triangle (Glasgow) Housing Association Limited
Address:	15 Alexander Street Clydebank G81 1SQ 45 - 47 Braehead Bonhill G83 9NA
Tel:	0141 952 2122 Clydebank 01389 729789 Bonhill
E-mail:	admin@btha.org.uk
Website:	www.btha.org.uk
Opening hours:	24 hour cover
Services and Resources:	The aim of B.T.H.A is to prepare single homeless people for independence and the objectives are:- To offer a safe and secure environment for the period of time that a resident is living in the project To provide a quality service compatible with the assessed needs of the resident To maximise the opportunities for the resident to develop both in terms of acquiring/consolidating skills and abilities and the building up of self-esteem To regularly monitor the resident's development To assess, plan and assist the process of securing appropriate follow-on accommodation for each resident Assist young people leaving residential schools and children's homes to make a transition to independent living. Assigned key-worker to support young person with the necessary practical skills and



emotional stability to move on to more independent living.

Referral Procedures:

West Dunbartonshire Council Homelessness Service has 100% nomination rights to the project and, with few exceptions, all referrals are admitted. On admission, a comprehensive assessment is undertaken and Support Plan agreed, which is reviewed on a regular basis.

Referral via allocated Throughcare worker, Social Worker or Residential Worker.

A referral can be made by telephone to the project, by providing basic background information about the new client.

Referral Age:

16 – 21 years

Support Stages:

Stage 3 - Support with practical skills and emotional stability to move on to more independent living.



Agency:

Breathing Space

Tel:

0800 838587

Website:

www.breathingspacescotland.co.uk

Opening hours:

The phoneline is open 24 hours at weekends (6pm Friday - 6am Monday) and from 6pm to 2am on weekdays (Monday - Thursday). These are hours at which other services may be unavailable or when worries seem insurmountable or can be unbearable

Services and Resources:

Breathing Space specifically, but not exclusively targets young men who are experiencing difficulties and unhappiness in their lives. The focus is to provide skilled assistance at an early stage and prevent problems escalating
Those living with mental health problems and those experiencing emotional distress
Family members, partners and friends who are concerned about their own wellbeing and that of people they care about.

Referral Procedures:

Self referral age 15+

Support Stages:

Stage 1 – Crisis Support
Stage 2 – Confidential listening service



Agency: Caledonia Youth

Address: Edinburgh -
5 Castle Terrace,
Edinburgh, EH1

Tel: 0131-229-3596

Website: <http://www.caledoniayouth.org/>

Opening hours: Mon - Thurs 12 - 6pm
Fri - 12 - 3.30pm
Sat - 12 - 2.30pm

Services and Resources: Confidential support in both educational and clinical environments, enabling all young people in Scotland to make informed responsible choices about their personal and sexual relationships.
Education Services
Experienced clinical staff can provide tailor made education sessions in both clinical and education settings to young people on their own or in-groups. We also provide education sessions to professionals who work with young people.
Education sessions are particularly geared to the needs of young people with special needs or those in residential or foster care. Education sessions can be provided on site at our branch or on an outreach basis.
Counselling Service
Trained counsellor provides a confidential service for all young people including the under 16s

Referral Procedures: Self referral - drop in centres

Support Stages: Stage 1 support - emergency contraception, pregnancy testing, condoms, pregnancy advice, and referral for terminations. Infection advice and Chlamydia testing.

Stage 2 - one 2 one counselling and support



Agency: CARA Project

Address: Room 6
Council Offices
Rosebery Place
Clydebank
G81 1TG

Tel: 01389 738595

Opening hours: 9am – 4.30pm

Services and Resources: Practical Short term support to the female primary carer of children.

Referral Procedures: Self-referrals preferred.

Agency referrals welcomed.

Referral Age: Does not apply

Support Stages: Stage 1 –Practical short-term support, advocacy, information and access to other relevant services.

Stage 2 – One 2 one counselling

Stage 3 –Local Women’s Support Group



Agency: Child and Adolescent Community Mental Health Teams (CAMHS)

Address: Acorn Centre
Vale of Leven Hospital
Alexandria
G83 0UA

Child and Adolescent Mental Health
Knightswood Clinic
129 Knightswood Road
Glasgow
G13 2XJ

Tel: 01389 817324/ 0141 211 9069

Fax: 01389 817328/ 0141 211 9080

Opening hours: 9 a.m. – 5 p.m.

Referral Age: 5 - 18 years

Services and Resources: Multi-disciplinary team to support children and young people age 5 –18 years with mental health difficulties.

Referral Procedures: Internal & External Agencies in writing and categorised either: routine, soon or urgent.

Support Stages: Stage 3 - Person centred approach to identifying a support package that suits individual needs of each person.

Agency: Childline Scotland

Address: 18 Albion Street
Glasgow

Tel: 0800 11 11

deaf and hearing-impaired children
0800 400222, Monday to Friday 9.30am to 9.30pm and Saturday and Sunday from 11am to 8.00pm

Fax: Fax: 0870 336 2911

Website: www.childline.org.uk

Opening hours: 10 hours a day, seven days a week.

Services and Resources: Childline is the UK's free, 24-hour helpline for children in distress or danger. Trained volunteer counsellors comfort, advise and protect children and young people who may feel they have nowhere else to turn.

Referral Procedures: Training and outreach
Self referral

Referral Age: All ages

Support Stages: Stage 2 – One 2 One counselling



Agency: Children 1st

Address: 83 Whitehouse Loan
Edinburgh
EH9 1AT

Children and Families Service Glasgow
Sussex House
61 Sussex Street
Glasgow
G41 1DY

Tel: National Office:0131 337 8539
Parent Helpline:0808 8002222
Glasgow Office:0141 418 5690
0141 418 5671

Fax: 0131 346 8284

Website: www.Children1st.org.uk

Email: glasgowproject@children1st.org.uk

Opening hours: 9 am – 5 pm Monday to Friday

Services and Resources: Offers structured help and support to children and young people affected by all forms of abuse and neglect who are resident within the West of Scotland. Our aim is to help individuals and families recover from the effects of abuse through promoting self-esteem, developing trusting relationships and learning how to keep themselves safe.

Children and families counselling

Referral Procedures: Via individual projects or contact
Children 1st

Support Stages: Stage 2 - therapeutic environment where children and young people can explore their experiences

Agency: Citizens Advice

Address: Clydebank
16 Alexander St.
Clydebank
G81 1RZ

Dumbarton & District
6 – 14 Bridge Street
Dumbarton
G82 1NT

38 Mitchell Way
Alexandria
G83 0LW

Tel: C/B: 0141 951 1778
D/B: 01389 765345
AL: 01389 604705

Fax: C/B:0141 951 4353
D/B: 01389 734383
AL: 01389 604624

Website: www.cas.org.uk

Email: info@dumbartoncab.co.uk

Opening hours: 9.30am - 15.30pm Mon - Thursday
9.15am - 15.15pm Friday

Services and Resources: Provide advice and information to people in need ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their need effectively

Benefits – questions about entitlements, support with applications and appeals against unfair decisions.
Debt and money advice – how to manage your debts, improve your financial situation and maximise your income.
Work-related problems – questions about terms and conditions, dismissal,

redundancy, intimidation and unfair dismissal.

Consumer issues – everything from broken kettles to difficulties with gas and electricity suppliers.

Relationships – issues relating to splitting up, children, and bereavement.

Housing – your rights through to homelessness.

Referral Age:

All ages welcomed

Referral Procedures:

Self referral or agency referral over the phone or in person.

Support Stages:

Stage 1 - Responsive service to support individual needs.

Agency:

Clydebank Family Planning

Address:

Clydebank Health Centre
Kilbowie Road
Clydebank
G81 2TQ

Tel:

0141 531 6358 (Clinic Times only) or 0141 531 6400

Website:

www.chps.org.uk/westdunbartonshire

Opening hours:

Tuesday - 5.30 pm – 7.30 pm
Thursday – 1.10 pm – 3.30 pm

Services and Resources:

Sexual Health/Family Planning and reproductive health service

Referral Procedures:

Agency or self referral
Appointments only

Support Stages:

Stage 1 – Crisis Management, Safety Planning, Risk Assessment



Agency: Clydebank Women’s Aid

Tel: 0141 952 8118

Fax: 0141 952 8118

Email: Clydebankwomensaid@hotmail.com

Opening hours: Monday – Friday 10-am – 4pm
Evening by arrangement

Services and Resources: Refuge/Follow on and Outreach Support to Children and Young people experiencing domestic abuse up to the age of 16 years.

Children’s workers provide:
Outreach support to 12 – 16 years old with female carers’ consent.

Outreach support to under 12 years if female carer has had contact with CWA

Young women over 16 can access part of CWA adult services

Referral Procedures: Self – referral and agency referrals accepted

Referral Age: Refuge/Follow on: 0 - 16

Children’s workers: 12 - 16

Outreach support: 0 - 12 as part of carers support.

Support Stages: Stage 1 - Refuge support, advocacy, access to other relevant services.

Stage 2 – Outreach and follow on support.
One 2 one practical and emotional support

Stage 3 – Group work



Agency: Commission for Equality and Human Rights

Address: The Optima Building
58 Robertson Street
Glasgow
G2 8DU

Tel: 0845 604 5510

Website: www.equalityhumanrights.com

Opening hours: 9 a.m. – 5 p.m. Monday – Friday
9.a.m. – 7.45 p.m. Wednesday

Services and Resources: Working towards reducing inequality. Eliminating discrimination, strengthening good relations between people and protecting human rights.

Referral Procedures: Self referral

Referral Age: Aged 12 years and over without parental consent

Agency: Community Learning & Development - Youth Services Team

Address: Youth Team
Dalmuir Community Centre
Duntocher Road
Dalmuir
Clydebank, G81 4RQ

Tel: 0141 562 2388/9

Fax: 0141 562 2397

Website: <http://www.wdcweb.info/education-and-learning/community-learning-and-development/cld-youth-services-team/>

Opening hours: Monday – Thursday 8.45 am – 4.45pm
Friday 8.45 am – 3.55 pm

Services and Resources: Helping young people to achieve greater control over their lives and to make informed choices through participation in a range of exciting activities. We offer a number of services for young people including Youth Outreach, Youth Clubs, Forums and Action Groups, Pupil Councils and the Duke of Edinburgh's Award Scheme.

Referral Procedures: Agency or self referral

Referral Age: Services offered to young people aged between 12 - 25 years.

Support Stages: Stage 2 – Offers support

Agency: Community Midwives Unit

Address: Vale of Leven District Hospital

Tel: 01389 817232

Opening hours: Midwives are available at the unit 24 hours a day for advice or information.

Early Pregnancy Services are available:
Monday – Friday 9-5 – 01389 817411

Day Care Services are available Monday – Friday 9-5 - 01389 817232

Services and Resources: Ante-natal
Special Needs in pregnancy
Gynaecology

Referral Procedures: Via GP's

Support Stages: Stage 2 - Pre – natal support to parents
Stage 3 - Referral to specialist agency support.

Agency: Cornerstone Community Care

Address: Short Break Service
Dumbarton Centre
3 Bruce Street
Dumbarton
G82 1HX

Tel: 01389 765890/739148

Fax: 01389730306

E Mail: enquiries@cornerstone.org.uk

Website: www.cornerstone.org

Opening hours: Office 9 am – 5 pm Monday - Friday

Services and Resources: Offers Short Break Service for children with or without disabilities and their families.

Holiday play school – for children with special needs.

Also offers support for children without disabilities.

Referral Procedures: Agency or self referral

Referral Age: No age limit

Support Stages: Stage 3 - support to allow families to integrate fully in society.

Agency: Cruse - Bereavement Care

Address: Glasgow

Tel: 0141 248 2199 (Cruse)
0808 808 1677 (RD4U)

Website: www.crusebereavementcare.org.uk
www.rd4u.org.uk/

Opening hours: Monday – Friday 9.30 a.m. – 5.00 p.m.

Services and Resources: Free bereavement care and support to people whom have experienced the loss of someone close.

Referral Procedures: Self referral

Support Stages: Stage 2 – One 2 one counselling

SURVIVAL STRATEGIES





Agency: Dalmuir Peace for Parents

Address: Dalmuir CE Centre,
Duntocher Road
Dalmuir

Tel: 0141 562 2484

Opening hours: Mondays – 11.30am – 2.30pm

Services and Resources: Supportive environment where parents of children aged 0-6 years can meet.

Services include;
Stress management, relaxation, friendly access, book club, local lunch club,.

Referral Procedures: Word of mouth and agency referrals

Referral Age: Carers with children aged 0-5 years

Support Stages: Stage 3 – community based support to facilitate social inclusion.



Agency: Dumbarton Area Council on Alcohol

Address: 82 Dumbarton Road
Clydebank, G81 1UG

Westbridgend Lodge
West Bridgend
Dumbarton
G82 4AD

Tel: Clydebank - 0141 952 6266

Dumbarton – 01389 731 456

Web: www.daca.org.uk
email@daca.org.uk

Opening hours: Clydebank – Mon to Thurs – 9am - 4.30pm
Friday 9am – 3.45pm
Tuesday & Thursday 6.30pm -9.00pm

Dumbarton – Mon to Thurs - 9am -4.30pm
Friday 9am – 3.45pm
Mon, Wed & Thurs evenings
6.30pm – 9.00pm

Services and Resources: DACA Is a community based voluntary organisation aiming to provide high quality accessible alcohol advice to anyone with an alcohol-related problem in West Dunbartonshire.

Young people 11-25 who have, or at risk of developing an alcohol related problem or affected by familial alcohol misuse, expetant mothers referred through SNIPS. Alcohol and/or Drug problems, mental health & learning difficulties

Services: Alcohol education/prevention, one to one counselling, group diversionary activities, (music, art therapy, stress management, family counselling). Support provided on average for 4 months but as long as wanted.



Referral Age: 11 - 25 years

Referral Procedures: Internal/external and self-referral welcomed.

Support Stages:

Stage 1 - Risk assessment, alcohol education & awareness, personal responsibility and safety discussion, contingency plans, Info on other services available, basic health info including safe sex, basic first aid.

Stage 2 –One 2 one counselling and complimentary therapies.

Stage 3 – Social and outdoor activities



Agency: Dumbarton District Women's Aid

Tel: 01389 751036

Opening hours: Monday – Thursday - 9.30am – 8.30pm
Friday - 9.30 am – 4.30pm

Services and Resources: Refuge support with female carer for ages birth – 16 years old, 18 if in full-time education

Children's workers provide practical and emotional support on a one 2 one basis

Play sessions & age appropriate activities and Group work.

Outreach and follow on support is available

Referral Procedures: Internal & External agency and self-referral.

Referral Ages: Refuge support: 0 - 16, 18 if still in full-time education.

Children's support workers: Age appropriate

Support Stages:

Stage 1 - Refuge support, advocacy, access to other relevant services.

Stage 2 – Outreach and follow on support. One 2 one practical and emotional support

Stage 3 – Group work



Agency: Dyslexia Scotwest

Address: 93 Woodside Place Lane
Glasgow
G3 7RB

Tel: 0141 331 2121

Email: info@dyslexiasw.com

Website: www.dyslexia-scotwest.org.uk

Opening hours: Mon – Fri. 9.00 am – 4.30 pm
Wed until 8.30 pm

Services and Resources: Support for students with dyslexia

Referral Procedures: Prior to starting course contact Support for Learning Department/Officer

Referral Ages 16+ year in Higher or Further Education

Support Stages: Stage 2 – Offers support



Agency: Enable Scotland

Address: Glasgow Services
Unit 7, The Claremont Centre
15-39 Durham Street
Kinning Park
Glasgow
G41 1BS

Tel: 0141 419 4150

Fax: 0141 419 4151

Email: glasgow@enable.org.uk

Website: www.enable.org.uk

Opening hours: Mon – Thurs 8.45 am – 4.45 pm
Fri 8.45 am – 4.00 p.m.

Services and Resources: ENABLE Scotland is committed to improving opportunities for people with learning disabilities and their families by developing and providing services that support people to live, work and enjoy a meaningful role in everyday life. We operate across Scotland and in most areas we have local managers who work alongside people and their families to design and develop the services that people want.

We have lots of experience of supporting people to do ordinary things like living in their own house, either on their own or with a friend finding the job they want developing an active social life getting away for a holiday or short break using inclusive day services in local areas.

Referral Age: 18 and over

Referral Procedures: Self referral and/or agency

Support Stages: Stage 2 – Offers support



Agency: Fire Service

Tel: Dumbarton 01389 872223
Duntocher 01389 385141
Emergency 999

Website: www.fireservice.co.uk

Opening hours: 24 hours

Services and Resources: Emergency service

Referral Procedures: Self referral

Support Stages: Stage One – agencies which can respond to high-risk situations or incidents where crisis management, risk assessment and safety planning are the priorities.



Agency: HOPE

Tel: Central: 0141 552 0229
Administration: 0141 554 6305
Family and Addictions: 0141 551 6050
Dumbarton Throughcare: 01389 738395

Website: www.hopescotland.com

Services and Resources: HELPNG OFFENDERS, PRISIONERS & FAMILIES
Support service for families of offenders and prisoners, and Throughcare support to prisoners returning to the community.

Hope - Families

- Understanding
- emotional support
- information and advice
- support at court
- Practical support
- Parenting support

Throughcare:

- Befriending to those in prison
- Support in relationships
- Information and advice
- Advocacy
- Emotional Support

Learning;

- Parenting courses
- Computing courses
- Self-esteem courses
- Financial courses

Referral Procedures: Self referral

Support Stages: Stage 2 –one 2 one support and family/group support
Stage 3 - Support in the community

Agency: Includem

Address: Suite 7, Phoenix House
7 South Avenue
Clydebank Business Park
Clydebank
G81 2LG

Tel: 0141 951 8100

Fax: 0141 951 8597

Website: www.includem.org

Opening hours: Office 9 – 5 p.m. 24 Hour Helpline

Services and Resources: A support service for children and young people

Services designed to create bespoke packages of support to meet the individual needs of young people.

Work closely with local authorities, families and carers.

Home Support Service aims to prevent young people in vulnerable families becoming involved in more formal measures of care.

Community Intensive Support Service works with chaotic young people who are persistent offenders.

Provide Intensive Support as a key partner in West Dunbartonshire's District Council's Intensive Support and Monitoring Services. This is a direct alternative to secure care.

Referral Procedures: Via social work

Support Stages: Stage 1 – Crisis Management
Stage 2 – Offers support
Stage 3 - Reconnecting with community

Agency: Joblink for Young People

Address: The Lennox Partnership
Unit 1A
Erskine House
Clydebank Business Park
G81 2DR

Tel: 0141-951-1131

Fax: 0141-952-0312

Website: <http://www.thelennoxpartnership.org/>

Opening hours: Monday – Friday 9.00 – 5.00 p.m.

Services and Resources: Joblink for Young People project provides the following support to young people:

- Tailored job search advice and guidance for trainees participating in Get Ready for Work and New Deal programmes within West Dunbartonshire.
- Access to Other Qualifications fund to assist with training costs.
- Access to motivational training.
- Signposting to other services and advice in the local area.

For the same age group, an Advice and Signposting service is available to those not in education, employment or Training.

Referral Procedures: To access the Joblink for Young People project clients must be currently unemployed and participating on Get Ready for Work or New Deal ETF/FTET options within West Dunbartonshire. Normally referred via agency.

Referral Age 16 - 24 years

Support Stages: Stage 2 - individual support

Agency: Junior WITH

Address: The Lennox Partnership,
Unit 1A,
Erskine House,
Clydebank Business Park,
Clydebank
G81 2LG

Tel: 0141-951-1131

Fax: 0141-952-0312

Website: <http://www.thelennoxpartnership.org/>

Services and Resources: Training Information
The programme is run over 13 weeks and provides trainees with industry standard qualifications such as REHIS Food Hygiene and Health and Safety, Emergency First Aid and Customer Care. Additionally, help will be given with CV preparation and Interview Skills.

Referral Procedures: If you have recently left school or are unemployed, live in West Dunbartonshire this programme is available to you.

Agency or self referral

Referral Age: 16 - 18 years

Support Stages: Stage 3 – support young people to contribute fully to their community through training & employment.

Agency: Know the Score

Tel: 0800 587 6879

Website: www.knowthescore.info

Opening hours: 24 Hour helpline

Services and Resources: Free, confidential 24 hour drug information line.

Referral Procedures: Self referral

Support Stages: Stage One – agencies which can respond to high-risk situations or incidents where crisis management, risk assessment and safety planning are the priorities.

Agency: LGBT Youth Scotland

Address: 84 Bell Street
Glasgow
G1 1NX

38 Stockwell Street
Glasgow
G1

Tel: 0141 552 4807 – Bell Street
0141 548 8121 – Queen Street

Fax: 0141 548 8001

Email info@lgbtyouth.org.uk

Website: www.lgbtyouth.org.uk

Opening hours: Mon – Fri 7.30 – 9.00 p.m.

Services and Resources: Confidential Helpline if you want to discuss issues about your sexuality

Referral Procedures: Self Referral

Support Stages: Stage 2 – one 2 one support

Agency: National Children's Home Action for Children (Scotland)

Address: 17 Newton Place
Glasgow
G3 7YP

Tel: 0141 332 7002

Website: www.nch.org.uk

Services and Resources: Youth Services include:

- leaving care projects that support young people who have been in care as they learn to live independently
- youth homelessness projects that provide or help find housing for other vulnerable young people, and help them learn to manage on their own
- Children's Fund programmes that work with five to 13 year olds, supporting them through any difficulties, helping them make the most of learning and development opportunities, and encouraging them to join in with school and community activities
- youth justice projects that enable young people in trouble to face up to their responsibilities and support them with their education and employment, so that they can build a crime-free future

NCH's specialist work with families includes:

- crisis intervention
- family group conferences
- tackling anti-social behaviour

Projects dedicated specifically to supporting children, young people and families affected by physical or mental health difficulties.

NCH's health and well-being services include:

- teenage pregnancy projects and a range of early years services that all promote positive attachment and child health

- projects working with young people who engage in high-risk behaviour such as drug and alcohol use or prostitution
- young carers projects that work with young people whose parents have chronic ill health, drug and alcohol use or mental health problems
- child and adolescent mental health services that operate across the range of early prevention, including working with children with significant and severe mental health issues
- projects working with children who have terminal illness/chronic ill health, supporting the ill child as well as the siblings and parents.

Referral Procedures:

Agency and self -referral

Referral Ages:

Inclusive of all families and children up to 18 years.

Support Stages:

Stage 1 - crisis intervention
 Stage 2 - individual support including emotional and practical support.
 Stage 3 - support to within the community

Agency:

NHS 24

Tel:

0845 424 2424

Website:

www.nhs24.com

Opening hours:

24 Hours 7 days per week

Services and Resources:

Online and telephone based service offers health advice and information.

Referral Procedures:

Self referral

Support Stages:

Stage 1: Crisis management
 Stage 2: Telephone support and advice

Agency:	Pathfinder Pilot Project
Address:	50 Montrose Street Clydebank G81 2QD
Tel:	0141 532 3403
Services and Resources:	Multi - agency risk assessment of children involved in a domestic abuse incident within the home.
Referral Procedures:	Agency referral from an initial risk assessment carried out by the police following an alleged domestic abuse incident within the home. Agency referral from an agency where domestic abuse in a risk factor within the home.
Support Stages:	Stage 1 support - Risk assessments, safety planning

Agency:	Police
Address:	Montrose Street Clydebank. Stirling Road Dumbarton Hill Street Alexandria
Tel:	Clydebank 0141 532 3300 Dumbarton 01389 822000 Emergency 999
Opening hours:	24 hours
Services and Resources:	Emergency Service
Agency:	Domestic Abuse Unit
Address:	50 Montrose Street Clydebank. G81 2QD
Tel:	0141 532 3325 Emergency No 01389 822000, 2am - 8am, 7 days
Opening hours:	24 hours
Services and Resources:	Investigation of all reports of domestic abuse. Provision of support and information to victims and the referral of victims to the relevant agencies. Ensure the safety of victims and families. Continued contact with victim as appropriate to the individual.
Support stage:	Stage 1 - incident led crisis support

Agency:	RNIB (Royal National Institute for the Blind)
Tel:	0845 766 9999 Helpline 0141 952 8030 Local Clydebank contact
Fax:	
Website:	www.rnib.org.uk
Services and Resources:	<p>The service includes supporting children with sight loss to live full and independent lives.</p> <p>West Haggeye, one of the regions of the youth forum in Scotland for blind and partially sighted young people aged 12 to 25.</p> <p>Haggeye is a project that works across Scotland to enable young people aged 12 to 25 to come together to make a difference by successfully campaigning for accessible services, facilities and opportunities, locally and nationally. It provides opportunities to:</p> <ul style="list-style-type: none"> • meet new people and make new friends • take part in social activities • discuss issues • influence the provision of services campaign for change
Referral Procedures:	Self - referral
Support Stages:	Stage 3 - support to enable children to live full and independent live within the community

Agency:	Rape Crisis Rosey Project - young women's project										
Address:	5th Floor, 30 Bell Street Glasgow G1 1LG										
Tel:	0141 552 3200 - main support line										
Minicom:	0141 552 4244										
Website:	www.rapecrisisscotland.org.uk support@rapecrisiscentre-glasgow.co.uk										
Support line hours:	<table> <tr> <td>Monday</td> <td>6.00pm - 8.00pm</td> </tr> <tr> <td>Tuesday</td> <td>1.00 pm – 3.00 p.m.</td> </tr> <tr> <td>Wednesday</td> <td>4.00 pm – 6.00 p.m.</td> </tr> <tr> <td>Thursday</td> <td>12.00 pm – 2.00 p.m.</td> </tr> <tr> <td>Friday</td> <td>1.00 pm – 3.00 p.m.</td> </tr> </table>	Monday	6.00pm - 8.00pm	Tuesday	1.00 pm – 3.00 p.m.	Wednesday	4.00 pm – 6.00 p.m.	Thursday	12.00 pm – 2.00 p.m.	Friday	1.00 pm – 3.00 p.m.
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Tuesday	1.00 pm – 3.00 p.m.										
Wednesday	4.00 pm – 6.00 p.m.										
Thursday	12.00 pm – 2.00 p.m.										
Friday	1.00 pm – 3.00 p.m.										
Drop in centre:	Wednesday 10.30am - 3.00pm										
Services and Resources:	A confidential support service for young women who have experienced rape, sexual assault or childhood sexual abuse or are experiencing sexual bullying										
Referral Procedures:	Self Referral										
Support Stages:	<p>Stage 1 – Crisis Management</p> <p>Stage 2 – One 2 One Support</p>										

Agency: Riverview Resource Centre (formerly Joint Hospital)

Address: Cardross Road
Dumbarton
G82 5JA

Tel: 01389 812070

Fax: 01389 812769

Opening Hours: Monday to Friday
Admin: 8.30 a.m. – 5.00 p.m.
Crisis Team: 8.30 a.m. – 8.00 p.m.

Services and Resources: Social Work, Mental Health Services and Addiction Services

Referral Procedures: Normally via G.P

Support Stages: Stage 1 – Crisis Management
Stage 3 – Support groups

Agency: Running Other Choices Services

Address: The School House
1st Floor, 217/229 Orr Street
Bridgeton
G40 2BN

Tel: 0141 550 2398
0800 7836686 - Young People only
08702 403824 - Refuge only

Fax: 0141 554 0455

Website: www.aberlour.org.uk – e mail
roc@aberlour.org.uk

Opening hours: 9.00 am – 5.00 pm & some evenings

Services and Resources: Offers Advocacy, Mediation, Individual Support, Counselling, providing information. Help young people find safe temporary accommodation (if no other option is available).

Referral Procedures: Self referral by phone or e mail

Referral Age: 16 years and under

Support Stage: Stage 1 – Crisis phone line
Stage 2 – Advocacy & Support
One to one support
Stage 3 – Mediation services between families



Agency: Sandyford Initiative

Address: 2 Sandyford Place
Glasgow
G37 NB

Tel: 0141 211 8130

Fax:

Website: www.sandyford.org

Opening hours: Monday – Wednesday 10am – 12.30pm & 1.30pm – 7pm
Thursday – Friday 10am – 12.30pm & 1.30pm – 4pm
Please call for details of Saturday and evening opening times

Services and Resources: Advice on sexual health, emotional health and substance misuse.

Referral Procedures: Self referral

Support Stages: Stage 1 – Reduce Risk, Safety Planning
Stage 2 – Offer support, one 2 one counselling



Agency: Sandyford West Dunbartonshire

Address: Ground Floor,
Old Maternity Block,
Vale of Leven Hospital
Alexandria
G83 OUA

Tel: 01389 817252

Website: www.sandyford.org

Opening hours: Monday – Wednesday 10am – 12.30pm & 1.30pm – 7pm
Thursday – Friday 10am – 12.30pm & 1.30pm – 4pm
Please call for details of Saturday and evening opening times

Services and Resources: Sandyford offers wide range of reproductive, emotional and sexual health services. These include care and support for all sexually transmitted infections, free condoms. Contraception and emergency contraception.

Referral Procedures: Drop in or appointments

Support Stages: Stage 1 – Safety Planning, Crisis Management
Stage 2 – Offers one 2 one support



Agency: SAMH

Address: Units 1 & 2
Leven Valley Enterprise
Castlehill Road
Castlehill
Dumbarton
G82 5BN

Tel: 01389 726800/01389 721608

Website: www.samh.org

Opening hours: 9.00 – 4.30 p.m.

Services and Resources: Outreach and supported living services for people with mental health issues

Referral Ages: 16 – 18 years

Referral Procedures: Through Community Mental Health Teams

Support Stages: Stage 1 – Safety Planning
Stage 2 – Offers support
Stage 3 – Support Groups



Agency: SAY Women

Address: 3rd Floor, 30 Bell Street
Glasgow G1 1LG

Tel: Tel: 0141 552 5803

Fax: Fax:0141 552 9751

Website: www.say-women.co.uk/

Email: enquiries@say-women.co.uk

Opening hours: 10.00 am – 10.00 pm Monday – Thursday
10.00 am – midnight Friday
8.00 am - 12 noon Saturday

Services and Resources: Safe accommodation, practical and emotional support for women (16 – 29) who have been or at risk of being sexually abused.

Referral Procedures: Self or agency referral

Support Stages: Stage 1 - Crisis support
Stage 2 - Practical and Emotional support through a care plan
Stage 3 - Supported tenancy



Agency: Scottish Children’s Reporter Administration (SCRA)

Address: 55 Church Court
Dumbarton
G82 1SU

Tel: 01389 764268

Website: www.scra.gov.uk/home/index.cfm

Services and Resources: The Scottish Children’s Reporter Administration (SCRA) is a national body focused on children most at risk.

SCRA’s role and purpose is to:

- Make effective decisions about a need to refer a child to a Children’s Hearing,
- Support Panel Members to make good decisions,
- Enable children and families to participate in Hearings,
- Disseminate information and data to influence, inform and reassure.

The Children’s Hearings System is the care and justice system for Scotland’s children. It is a unique system that deals with the care, protection, guidance and control of children, usually up to the age of 16.

Referral Procedures: Agency and self -referral

Support Stages: Stage 1 - support through crisis whereby care and protection grounds are required.

Stage 3 - Through compulsory measures, children and young people can be referred to relevant agencies that can support the individual or family.



Agency: Sexwise

Tel: 0800 28 29 30
Textphone 0800 328 1651

Website: www.bbcworldservice/sexwise

Services and Resources: Offers advice about sex, relationships and contraception. Call is free and confidential.

Referral Procedures: Self referral

Support Stages: Stage 1 – Crisis Management, safety planning



Agency: Smart Start Project

Address: Lomond & Argyll Advocacy Service
155 Glasgow Road
Dumbarton
G82 1NZ

Tel: 01389 726543
0845 6023292

Email: C_baird@tiscali.co.uk

Website: www.laas.org.uk

Services and Resources: Confidential, free and independent advocacy for parents and carers of children and young people with 'additional support' needs.

Can support with education, health and social work services.

Referral Procedures: Agency or self-referral by telephone.

Support Stages: Stage 3 - Support parent or carers of children who are between 0 - 16.

Over 16's can access the service themselves if they also have 'additional support' needs.



Agency: St. Margaret's Hospice

Address: East Barns Street
Clydebank

Contact: Joe Allison

Tel: 0141 435 7017

Fax: 0141 562 0231

Website: www.smh.org.uk

Opening hours: Tues, Wed & Thurs 9.00 a.m. - 4.30 p.m.

Services and Resources: Bereavement Counselling

Referral Ages: Age 10 years & over

Referral Procedures: Children up to 16 via GP, over 16 self referral.

Support Stages: Stage 1 – Crisis Management
Stage 2 – Remembrance & Mourning, One
2 One Counselling
Stage 3 – Support Group



Agency: Strathclyde Gay and Lesbian Switchboard

Tel: 0141 847 0447

Website: www.sgls.co.uk

Opening hours: 7 – 10 p.m. 7 days

Services and Resources: Telephone counselling and support.
Advice on sexual health.

Help and information on wide range of issues including social organisations supported housing, legal issues and employment.

Face to face meeting between counsellors and callers if appropriate.

Referrals to other organisations

Referral Procedures: Self Referral

Support Stages: Stage 2 – One 2 one support



Agency: The Samaritans

Address: 210 West George Street
Glasgow
G2 2PQ

Tel: 0141 248 4488
0845790 9090 - Helpline

Fax: 0141 248 4480

Website: www.samaritans.org.uk

Opening hours: 24 Hours/ 7 days per week

Services and Resources: A listening service. By telephone visit or e-mail

Referral Procedures: Self referral

Support Stages: Stage 1 - Crisis Management
Stage 2 – Offer support

Agency: The Scottish Child Law Centre

Address: 54 East Cross Causeway,
Edinburgh
EH8 9HD

Tel: 0800 328 8970
E: enquiries@sclc.org.uk

Website: www.sclc.org/uk

Services and Resources: Offers information and advice about any aspect of the law, including the law about confidentiality

Referral Procedures: Self referral

Support Stages: Stage 1 – Crisis management
Stage 2 – Offers support

Agency: Victim Support

Address: Kilbowie Road
Clydebank

Tel: 0141 952 2095/08456039213 Helpline

Website: www.victimsupport.org.uk

Opening hours: Mon to Thurs 9 am – 4.30 pm
Fri 9 am – 4.30 pm

Services and Resources: Advice and Support

Referral Procedures: Self Referral

Support Stages: Stage 1 – Crisis Management
Stage 2 – Offers Support
Stage 3 – Rebuilding Your Life

Agency:	West Dunbartonshire Active Schools
Address:	Balloch Castle Balloch Country Park Balloch G83 1NT
Tel:	01389 753210
Email:	active.schools@west-dunbarton.gov.uk
Opening hours:	Monday – Friday 8.30 a.m. – 5.00 p.m
Services and Resources:	<p>Offers children and young people opportunities and the motivation to adopt active, healthy lifestyles, now and into adulthood. Provide a supporting infrastructure in schools and the wider community of teachers, volunteers and coaches who deliver activity sessions before, during and after school.</p> <p>Target groups:</p> <ul style="list-style-type: none"> • Girls and young women. • children and young people with a disability • Children and young people in areas of socio-economic disadvantage. • Children and young people not currently involved in physical activity and sport.
Referral Procedures:	Agency or self referral
Support Stages:	Stage 3 - supporting children to actively participate in their community

Agency:	WDC -CLAN
Address:	West Thomson Street Clydebank G81 3EA
Tel:	0141 562 2409/10
Website:	http://www.wdcweb.info/education-and-learning/community-learning-and-development/community-literacies-team/
Services and Resources:	<p>The Community Literacies Team offers a range of community based learning opportunities throughout the area for children, young people.</p> <p>Support is offered to people wanting to brush up on reading, writing or working with numbers.</p> <p>CLT also organises out of school hours learning supported study clubs.</p>
Referral Procedures:	Self Referral
Support Stages:	Stage 3 - support to facilitate children and young people to participate fully in society

Agency:	WD Community Health Partnership - School Nurse
Address:	Child Health Suite Vale of Leven Hospital Bottom Floor Alexandria G83 0UA
Tel:	01389 817340
Website:	www.chps.org.uk/westdunbartonshire
Opening hours:	Monday – Friday – 9.00 a.m. – 4.30 p.m.
Services and Resources:	Responsible for managing and delivering community-based health care services and leading programmes to improve the overall health of all communities within West Dunbartonshire.

Agency:	West Dunbartonshire Council Educational Services - Network Support Team
Address:	Clydebank - c/o St. Joseph's Primary Faifley Road Faifley Clydebank G81 5EY Dumbarton – c/o Braehead Primary Meadow Road Dumbarton G82 2BL
Tel:	Clydebank 01389 879022 Dumbarton 01389 734799
Services and Resources:	Teachers and specialist teachers who provide support to schools and pre-five establishments to enhance their capacity to include pupils with additional support needs. <ul style="list-style-type: none"> • English as an additional language • Sensory impairment • Specific Language Impairment/Language difficulties • Learning difficulties • Behavioural difficulties • Looked after and accommodated children • Home Visits
Referral Procedures:	Agency referral
Referral Ages:	From 3 years to 18 years
Support Stages:	Stage 2 – emotional and practical one 2 one support

Agency: WDC – Education Psychological Services

Address: Principal Educational Psychologist
c/o Carleith Primary School
Stark Avenue
Clydebank
G81 6EF

Tel: 01389 800491

Fax: 01389 873693

Services and Resources: Confidential assessment, counselling and therapeutic support.

Referral Procedures: Normally through schools, Social Work, Health Personnel, Parents/Carers or by young people themselves.

Referral Ages: 3 to 24 years

Support Stages: Stage 2 – therapeutic support

Agency: WDC Social Work Department

Address: Dumbarton Area Team
6 – 14 Bridge Street
Dumbarton
G82 1NT

Clydebank Area Team
Rosebery Place
Clydebank
G81 1TG

Alexandria Area Team
4 Church Street
Alexandria
G83 0NP

Vale of Leven Hospital
Main Street
Alexandria
G83 0AU

Children & Families Teams
Rosebery Place
Clydebank
G81 1TG

Throughcare and Youth Homelessness Teams
Unit 10
Leven Valley Enterprise Centre
Castlehill Road
Dumbarton
G82 5BN

Tel: Dumbarton - 01389 737000
Clydebank - 0141 562 8800
Alexandria – 01389 608080

Vale of Leven Hospital

Switchboard – 01389 754121
Social Work Services – 01389 817550
01389 817551

Fax: Dumbarton – 01389 737022

	Clydebank – 0141 562 8899 Alexandria – 01389 608088
Website:	www.wdcweb.info
Opening hours:	8.45 a.m. – 4.45 p.m. Mon – Thurs 8.45 a.m. – 3.45 p.m. Friday
Services and Resources:	West Dunbartonshire, in partnership with other agencies, offers a range of services designed to protect and improve the health and social care of all its citizens, but especially the most vulnerable.
Referral Procedures:	Self Referral
Support Stages:	Stage 1 – Crisis Management

Agency:	WD Young Families Support Service
Address:	Council Offices Rosebery Place Clydebank G81 1TG
	Leven Valley Enterprise Centre Unit 12, Castlehill Dumbarton G82 5BN
Tel:	Clydebank - 0141 562 8800 Dumbarton - 01389 772028
Fax:	Clydebank - 0141 562 8899 Dumbarton - 01389 772033
Website:	www.wdcweb
Opening hours:	8.45 a.m. – 4.45 p.m. Mon – Thurs 8.45 a.m. – 3.45 p.m. Friday
Services and Resources:	We are part of Social Work Children and Family services and work across West Dunbartonshire, with one team based at Rosebery Place, Clydebank and another at Leven Valley Enterprise Centre, Dumbarton. We work with young people aged approximately 8 - 18 years, parents and carers, schools and other agencies e.g. social workers, health services and voluntary organisations. We offer <ul style="list-style-type: none"> • Group work - exploring relevant issues for young people in a group setting • Assessment of the needs of young people / carers • Individual Work - offering support, advice and encouragement • Befriending - accessing positive experiences with appropriate role models

- Parent/carers support - general family support. "Handling children's/teenage behaviour" workshops
- Schools - work within schools (individual / group work)
- Activ8 - cultural arts and outdoor activity based programme

Referral Procedures:

- We accept self referrals and referrals from other agencies
- We will speak to you about what support you may need.
- With your consent we will speak to people who know you well to find out more about your strengths and needs.
- We will work with you to support you to make positive choices
- We will encourage you to build on your strengths
- We will encourage you and your family to use support and local resources

Referral Ages:

8 – 18 years

Support Stages:

Stage 2 – Offers support

Agency:

Who Cares? Scotland

Address:

5 Oswald Street
Glasgow
G1 4QR

Tel:

0141 226 4441

Fax:

0141 226 4445

Website:

www.whocaresScotland.org

Email:

enquiries@whocaresScotland.org

Opening hours:

Monday – Friday 9.00 a.m, - 5.00 p.m.

Services and Resources:

Who Cares? Scotland is a voluntary organisation working with and for children & young people in care. We provide a range of services to children & young people with experience of being looked after in Scotland including: advocacy, advice, information and support. We work locally and nationally with most Scottish local authorities to:

- Give individual advocacy and support to young people
- Consult with & listen to young people's views
- Bring together young people with experience of care.

Referral Procedures:

Self referral and agency referral

Support Stages:

Stage 2 – offers individual support
Stage 3 – support groups

Agency: Women's Centre for Health

Address: 2 – 6 Sandyford Place
Sauchiehall Street
Glasgow
G3 JNB

Tel: 0141 211 6700

Fax: 0141 211 6702

Opening hours: 9 am – 8 pm Monday – Thursday
10 am – 3.30 pm Friday

Services and Resources: Advice Support and Clinics, Telephone Support

Referral Procedures: Self referral, from GP's, social work CPNs psychiatrists (with a woman's consent)

Support Stages: Stage 1 – Safety Planning
Stage 2 – One 2 One Counselling

Agency: Y Sort It

Address: 24 Kilbowie Road
Clydebank
G81 1TH

Tel: 0141 941 3308

Email: intro@ysortit.com

Website: www.ysortit.com
confidential@ysortit.com

Opening hours: Admin Office:
Monday to Friday 9.00 – 5.00

Youth Action Groups:
Whitecrook Youth Action Group
Whitecrook C.E. Centre
Monday 6.30 pm - 8.30 pm

Dalmuir Youth Action Group
Dalmuir C.E. Centre
Thursday 6.30 pm - 8.30 pm

Faifley Youth Action Group
Skypoint
Tuesday 6.30 pm - 8.30 pm

Services and Resources: Youth information and support network 12 – 25 year olds. This service is provided across all West Dunbartonshire through the use of a cyberbus and information points in all secondary schools.

Referral Procedures: Self referral and agency referral

Support Stages: Stage 2 – offers individual/group support



Agency:	Youth2Youth
Tel:	020 8896 3675 Helpline staff will call back if provided with a number
Website:	www.youth2youth.co.uk
Opening hours:	Monday and Thursday evening from 6.30pm to 9.30pm.
Services and Resources:	The helpline is run by young people for young people and offers free confidential information/advice/support on a range of subjects including: <ul style="list-style-type: none">• Sexuality• Emotional well-being (mental health)• Relationships including sexual health• Self Image
Referral Procedures:	Self - referral
Referral Age:	For all young people 11-19 years old
Support Stages:	Stage 1 – Crisis Management Stage 2 – Offers support and advice

SERVICE MAP

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