

NPAT

Support Services Guide

For Pupils and Parents

Northampton Primary Academy Trust value the wellbeing of our pupils and parents. This guide has been created to provide signposting to local and national support services that may be accessed to provide support across a wide range of issues.



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INTRODUCTION

Northampton Primary Academy Trust value the wellbeing of our pupils and parents.




This support service directory has been created with pupil and parent wellbeing at its heart, to provide navigation to local and national services that can be contacted to support with ongoing wellbeing across a wide range of issues.

Northampton Primary Academy Trust do not affiliate with any of the services listed or their products, materials, content, views or opinions expressed by the authors or content creators.




This directory is provided for information purposes only and not by recommendation.

Complaints regarding any of the services listed should be directed to the service provider concerned directly and in line with their company complaints process.






Service provider:	Service provided:	Contact information:
 <p>Northampton General Hospital NHS Trust</p>	<p>Child and adolescent bereavement service – provide support and advice to parents/ carers of primary aged children and training and resources for schools’ staff.</p>	<p>Tel: 01604 545 131</p>
 <p>Northamptonshire Children's Trust</p>	<p>Multi-Agency Safeguarding Hub (MASH) help and protection for children providing early years support, information and support for professionals and support to children.</p>	<p>Tel: 0300 126 1000</p>
 <p>the lowdown since 1989 supporting young people</p>	<p>Free and confidential drop in service and available counselling services on all issues facing 11-25-year olds.</p>	<p>Tel: 01604 634 385 Web: www.thelowdown.info</p>
 <p>Service Six</p>	<p>Award winning charity specializing in providing mental health and wellbeing support to children and young people. Services include: Play therapy, CBT, Art therapy, Trauma informed psychotherapy, Happy heads support for under 11yrs, Support after suicide service (any age)</p>	
 <p>NHS Northamptonshire Healthcare NHS Foundation Trust</p>	<p>Child & Adolescent Mental health Services (CAMHS) – supporting children and young people with emotional wellbeing difficulties and mental health conditions.</p>	<p>Tel: 0800 170 7055 9am -7pm</p>
 <p>ASK NORMEN All About Northamptonshire Mental Health</p>	<p>Ask Norman mental health gateway. Available to professionals, young people, children, parents and carers.</p>	<p>Web: www.asknorman.co.uk</p>
 <p>Voice for children & young people</p>	<p>Specialist help and support for children and young people across Northamptonshire who have been victim or witness to crime or witness to historic domestic abuse. Service includes; - Free access to specialist trauma therapy with no GP referral</p>	<p>Tel: 0300 303 1965 Web: www.voicenorthants.org Email: info@voicenorthants.org</p>

	<p>Place2Be provides child counselling and mental health support in schools, including primary. They work closely with pupils, families and staff to improve emotional wellbeing and provide mental health support for the whole school.</p>	<p>Email: Enquiries@place2be.org.uk</p>
	<p>The Uks leading charity providing support to young people with their mental health. Also providing information, helpline and resources to parents of children and young people.</p>	<p>Web: Mental Health Support For Young People YoungMinds</p> <p>Parents Tel: 0808 802 5544</p> <p>Young people: Text SHOUT to 85258</p>
	<p>A charity supporting children, young people, adults and their families affected by eating difficulties and disorders. Helping all ages to understand eating disorders including ARFID.</p>	<p>Web: www.firststepsed.co.uk</p> <p>Tel: 0300 1021685</p> <p>Email: info@firststepsed.co.uk</p>






DOMESTIC ABUSE & STALKING




Service provider:	Service provided:	Contact information:
	<p>MK ACT is a charity in Milton Keynes which works with over 100 families' every day to help them move on from fear and abuse and providing safe emergency accommodation in Milton Keynes.</p>	<p>Tel: 03443754307</p> <p>Web: www.mkact.com</p>
	<p>Free & confidential support service to victims of domestic abuse.</p> <p>Services include:</p> <ul style="list-style-type: none"> - Risk assessment - Safety planning - Refuge - Programme work - Support sessions 	<p>Tel: 0300 0120 154</p> <p>Web: www.ndas.co</p> <p>Mail: info@ndas-org.co.uk</p>
	<p>A free & confidential service providing emotional support, counselling and practical support for anyone living within Northamptonshire who has been a victim or witness of crime including Domestic abuse, stalking, sexual violence, anti-social behavior, theft, burglary of violence. Support includes: Free support sessions, Safety planning, Specialist domestic abuse risk assessment, Independent Domestic Violence advisory service, Support to refuge, Support through the Criminal Justice System .</p>	<p>Tel: 0300 303 1965</p> <p>Web: www.voicenorthants.org</p> <p>Mail: info@voicenorthants.org</p>

	<p>Christian family refuge providing refuge and support to women experiencing domestic abuse. Services include;</p> <ul style="list-style-type: none"> - Advice - Refuge - Program work 	<p>Tel: 01604 230311 Web: www.eveda.org.uk Mail: eve2eve@eve.org.uk</p>
 <p>National Centre for Domestic Violence A Community Interest Company</p>	<p>Free legal advice and emergency injunctions and orders (24 hrs) including;</p> <ul style="list-style-type: none"> - Non-molestation order - Prohibited steps order - Occupation order - Domestic violence protection orders <p>Legal aid advice</p>	<p>Tel: 0844 8044 999 Web: www.ncdv.org.uk</p>
	<p>National domestic abuse helpline by Victim Support. Free support line open 24/7 providing advice and emotional support for victims of domestic abuse.</p>	<p>Tel: 0808 2000 247 Web: www.victimsupport.org</p>
 <p>One Voice 4 Travellers Gypsy, Traveller and Roma women and girls and families reducing violence</p>	<p>One Voice for Travelers – free support offered to Gypsy, traveler or Roma women and girls suffering from or affected by abuse and domestic abuse.</p>	<p>Tel: 07930 958 274 Web: www.onevoice4travellers.co.uk Mail: onevoice4travellers@hotmail.com</p>
<p>DOSTIYO ASIAN WOMEN AND GIRLS ORGANISATION</p>	<p>Dostiyo Asian Women and girl's organization offer advice and support for Asian women struggling with domestic or social issues in their lives.</p>	<p>Tel: 01604 816 080 Web: www.dostiyo.co.uk Mail: info@dostiyo.org.uk</p>
<p>DOSTIYO ASIAN WOMEN AND GIRLS ORGANISATION</p>	<p>Dostiyo Asian Women and girl's organization offer advice and support for Asian women struggling with domestic or social issues in their lives.</p>	<p>Tel: 01604 816 080 Web: www.dostiyo.co.uk Mail: info@dostiyo.org.uk</p>
	<p>Men's advice line offering advice and support for men experiencing domestic abuse from a partner or ex-partner.</p>	<p>Tel: 0808 801 0327 Web: www.mensadvice.org</p>
	<p>Free service helping men to escape abuse.</p>	<p>Tel: 0800 5999 247 Web: www.karmanirvana.org.uk</p>
	<p>UK charity offering help and support to perpetrators of domestic abuse wanting to stop abusive behavior.</p>	<p>Tel: 0800 5999 247 Web: www.karmanirvana.org.uk</p>





 KARMA NIRVANA	Working to end Honour based abuse in the uk. Offering a helpline for anyone experiencing Honour based abuse or forced marriage.	Tel: 0800 5999 247 Web: www.karmanirvana.org.uk
 suzy lamplugh trust <small>LIVE LIFE SAFE</small>	National Stalking Helpline for information and advocacy support.	Tel: 0808 802 0300 Web: www.suzylamplugh.org
	Paladin – National stalking advocacy Service. A not for profit organization helping support victims of stalking.	Web: www.paladinservice.co.uk
 CONFIDENTIAL EMOTIONAL SUPPORT SUPPORTLINE	SupportLine is particularly aimed at those who are isolated, at risk, vulnerable and victims of any form of abuse.	Tel: 01708 765200 Email: infor@supportline.org.uk Web: Stalking and harassment
 POLICE.UK	If you are, or someone you know is, being stalking or harassed, there are ways to help deal with this. This weblink provides a useful guide.	Web: How to protect yourself from stalking and harassment Police.uk




GAMBLING, DEBT & MONEY ADVICE

Service provider:	Service provided:	Contact information:
 West Northamptonshire Council	Money Advice Team provide free information and support if you have arrears with your rent, council tax or mortgage.	Tel: 01604 838 578 Email: moneyadvice@northampton.gov.uk
 MK Milton Keynes City Council	Community Money Advice Centre which provides free confidential advice and practical support.	Tel: 01908 281 380 Email: moneymatters@gracechurchmiltonkeynes.org
 Money & Pensions Service	The money advice service is an independent service set up by the government to help you manage your money if you are going through a significant life event or trying to tackle or avoid debt.	Tel: 0800 138 7777 M-F 8am-6pm Web: www.moneyadviceservice.org.uk
 NATIONAL DEBTLINE	Charity providing free, impartial, expert debt advice.	Tel: 0808 808 4000 Web: www.nationaldebtline.org
 turn2us	Charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services.	Web: www.turn2us.org.uk







	Free support for anyone affected by gambling via their 24/7 helpline or through free confidential support sessions. Available for those who are gambling or those living with someone who is gambling.	Tel: 0808 802 0133 Web: www.gamcare.org.uk
	Supporting people aged over 16 years affected by gambling either of their own, a family member, partner or friend. Free 1:1 and group support sessions.	Tel: 0300 456 4293 Web: www.aquarius.org.uk Mail: gambling@aquarius.org.uk
	Step change offer free debt advice, a range of solutions, tools and resources for people across the UK worried about money. They advise on debt management plans, insolvency, mortgages, Debt relief orders and provide access to benefits calculators and emergency help and support.	


HOUSING, HOMELESSNESS & EVICTION

	Shelter Housing Advice provides housing advice and expert housing advisors online, by telephone or in person.	Tel: 0808 800 4444 Web: www.england.shelter.org.uk Online webchat: M-F 9am – 5pm
	Support and guidance if you are at risk of becoming homeless or have been asked to leave your home by friends or family.	Web: How housing solutions can help you Milton Keynes City Council
	Centre point supports almost 14,000 young people every year and campaigns to end youth homelessness by 2037. Centre can offer free advice if you are being evicted and can provide accommodation and support to homeless people aged 16-25.	Web: I'm being evicted Centrepont
	Citizens advice Northampton provides free advice about citizens rights, responsibilities and services. They provide advice on renting and council tax and can advise on applying for homeless help from the council including making an application and challenging a decision.	Tel: 03444 111 444 (N'ptonsire) Web: www.cencab.org.uk Drop in: The One Stop Shop Northampton M-F 9am-4pm Tel: 0808 278 7991 (MKeynes) Email: administration@mkcab.org.uk






	The mix community is delivered in partnership with crisis text line and Shout. The mix provides anonymous discussion boards and Essential support for under 25's.	Web: I'm being evicted - The Mix
	Use the free and easy-to-use Turn2us Benefits Calculator, Grants Search and PIP Helper tools to check what benefits you might be able to claim and what grants you might be able to apply for.	Web: Get support Turn2us
	Crisis can offer support with: <ul style="list-style-type: none"> • finding, securing and keeping a home • making sure you have the support you are entitled to from the local authority • claiming the right level of benefits wellbeing and building confidence.	Web: www.crisis.org.uk

MENTAL HEALTH

Service provider:	Service provided:	Contact information:
	Free confidential 24/7 text messaging service for anyone struggling to cope.	Text: 85258
	National Suicide Prevention Helpline	Tel: 0800 689 5652
 mind Northamptonshire  mind BLMK	Offering crisis support, Self-improvement courses, social groups, 1:1 session, mental health navigation service.	Tel: 01604 312 116 Web: www.northamptonshiremind.org.uk Tel: 0300 330 0648 Web: www.mind-blmk.org.uk
	National help liner for anyone facing mental health issues	Tel: 08457 90 90 90
	What we eat affects not only our physical wellbeing but also how we operate emotionally. This site provides a six-section online leaflet that covers how we can eat well for better sleep, memory and focus and less anxiety, pain and unhappiness.	Web: collegeofmedicine.org.uk/our-food-for-mood-campaign/

self care toolkit	This tool kit is commissioned by the UK department of Health.	Web: www.selfcaretoolkit.net
	The Lowdown offers a caring environment where young people are always supported on their journey towards positive emotional health and wellbeing. The Lowdown provides accessible, safe, welcoming, confidential and non-judgmental services.	Web: The Lowdown Free and confidential support for 11-25 year olds Tel: 01604 634385 Email: info@thelowdoennorthampton.co.uk

RELATIONSHIPS / RELATIONSHIP BREAKDOWN


Service provider:	Service provided:	Contact information:
 Now a part of 'Family Action'. 	Relate is one of the largest providers of relationship support in England and Wales. They are now part of 'Family Action' an award-winning national charity supporting people through change, challenge and crisis for over 150 years. Support for: <ul style="list-style-type: none"> - Relationship counselling - Family counselling - Individual counselling - Sex therapy - Children & Young people's counselling 	Tel: 0300 100 1234 - Nptonshire Tel: 01908 310010 – Mkeynes Web: www.relate.org.uk Email: NewEnquiries@relate.org.uk Email: appointment@relatemk.org
	Citizens advice Northampton provides free advice about citizens rights, responsibilities and services. The Relationship and Family Advice section provides useful links to help with family and relationship issues, including legal differences on living together and marriage.	Tel: 03444 111 444 (N'ptonshire) Web: www.cencab.org.uk Drop in: The One Stop Shop Northampton M-F 9am-4pm Tel: 0808 278 7991 (MKeynes) Email: administration@mkcab.org.uk
	Community Law Service is a registered charity and independent specialist social welfare advice provider. Northampton and County provide advice and representation to help with welfare benefits, housing, debt and immigration.	Tel: 01604 621 038/01933 313020 Web: www.communitylawservice.org.uk Drop in: The One Stop Shop Northampton M-F 9am-4pm
	Gingerbread provides free support to single parent families with anything from dealing with break up to sorting money. They also offer online forums with other single parents, single parent groups, information pages and urgent support.	Web: www.gingerbread.org.uk Text: GINGER to 85258






Service provider:	Service provided:	Contact information:
 <p>Disability Law Service</p> <p>Fighting injustice for disabled people</p>	<p>Free legal advice on community care, employment, housing and welfare benefits for disabled people and their carers to ensure they have access to rights and justice.</p>	<p>Tel: 0207 791 9800 Web: www.dls.org.uk Mail: advice@dls.org.uk</p>
 <p>northamptonshire rec rights & equality council</p>	<p>Northampton shire rights and equality council support & represent victims of discrimination and hate incidents.</p>	<p>Tel: 01604 400 808 Web: www.northantsrec.org Mail: info@northamptonshirerec.org.uk</p>
	<p>Galop – LGBT+ anti abuse charity providing emotional and practical support for LGBT+ people experiencing domestic abuse, sexual violence, hate crime, so -called conversion therapies.</p>	<p>Tel: 0800 999 5428 Web: help@galop.org.uk</p>
	<p>Pearls of Peace – provide Muslim women with a voice so they can be heard.</p>	<p>Tel: 01604 947 858 Web: www.pearlsofpeace.co.uk</p>
 <p>ADHD Foundation The Neurodiversity Charity</p>	<p>The ADHD Foundation Neurodiversity Charity - an integrated health and education service</p>	<p>Web: www.adhdfoundation.org.uk</p>
 <p>ADHD aware</p>	<p>Peer support service</p>	<p>Web: www.adhdaware.org.uk</p>
 <p>British Dyslexia Association</p>	<p>The voice of dyslexic people since 1972, working to achieve a dyslexia friendly society for all.</p>	<p>Tel: 0333 405 4555 Web: www.bdadyslexia.org.uk</p>
 <p>National Autistic Society</p>	<p>Supporting autistic people in the UK and their families.</p>	<p>Web: www.autism.org.uk</p>
 <p>GOV.UK</p>	<p>Access to Work , helping you to get or stay in work if you have a physical or mental health condition or disability</p>	<p>Web: www.gov.uk/access-to-work</p>
 <p>AchieveAbility</p>	<p>A user led charity working with adults who are Neurodivergent and dyslexic.</p>	<p>Email: info@achieveability.org.uk Web: www.achieveability.org.uk</p>

SEXUAL ABUSE


Service provider:	Service provided:	Contact information:
	<p>Sexual assault referral center offering support to anyone who has experienced sexual assault or rape including historic abuse.</p> <p>Services include:</p> <ul style="list-style-type: none"> - Evidential collection - Medical examination - Access to counselling - Specialist Independent sexual violence advisor support 	<p>24/7 Tel: 01604 601 713</p> <p>www.nhft.nhs.uk/serenity</p>
	<p>Confidential advice on rape and sexual abuse including historic abuse.</p> <p>Services include:</p> <ul style="list-style-type: none"> - Counselling 	<p>Tel: 01604 250 721</p> <p>Web: www.northamptonshirerapecrisis.co.uk</p>
	<p>Sexual assault and support service for Buckinghamshire and Milton Keynes offering support, advice and guidance to anyone affected by sexual assault including non-recent and childhood abuse.</p>	<p>Tel: 01908 201 971</p> <p>Web: sassbmk.org.uk</p> <p>Email: admin@saassbmk.org.uk</p>
	<p>The Survivors trust provide a range of specialist services to survivors of sexual violence and abuse.</p> <p>Services include:</p> <ul style="list-style-type: none"> - Counselling - Helpline - Advocacy - Available to men, women, children and non-binary adults. - 	<p>Tel: 08088 010 818</p> <p>Web: www.thesurvivortrust.org</p>

SUBSTANCE USE

Service provider:	Service provided:	Contact information:
	<p>STAR (Support, Treatment, Advice and Recovery) is a single front door to access drug and alcohol support services across Northamptonshire for:</p> <ul style="list-style-type: none"> • people with drug and alcohol problems • their family members and people affected by drug and alcohol use • professionals who work with people that have substance use issues 	<p>Tel: 0808 169 8512</p> <p>Web: Drug and alcohol support North Northamptonshire Council</p>

	<p>Substance to solution: Specialist support for recovery from substance misuse. Services include;</p> <ul style="list-style-type: none"> - Information - Support - Peer support groups 	<p>Tel: 01604 211 304 Web: www.changegrowlive.org</p>
	<p>ARC Milton Keynes – Addiction Recovery Community is a service provided in partnership as a free and confidential service for people who live in Milton Keynes. The service helps people break a cycle of addiction to substances such as heroin, cocaine, and new psychoactive substance as well as long term alcohol or gambling addictions.</p>	<p>Tel: 01908 250730 Email: cnwl.arc-mk@nhs.net</p>
	<p>Harm reduction service for those in recovery from substance misuse. Service includes: Support for family & friends</p>	<p>Tel: 0300 456 4292 Web: www.aquarius.org.uk</p>
	<p>Aims to reduce the physical, psychological and emotional harm caused to families living with or caring for someone who is addicted to drugs or alcohol. Free service. Support includes;</p> <ul style="list-style-type: none"> - Young people support - Family support 	<p>Tel: 01933 227 078 Web: www.familysupportlink.co.uk Email: fslcontact@yahoo.co.uk</p>
	<p>NGAGE with Aquarius is an early intervention drug and alcohol service for young people aged 10 to 25 in Northamptonshire. NGAGE also offer a youth group, Evolve, which offers positive activities and opportunities for young people.</p>	<p>Tel: 0808 169 8512 Web: Drug and alcohol support North Northamptonshire Council</p>

OTHER

Service provider:	Service provided:	Contact information:
	<p>Voice Road harm. Free service providing support to anyone aged 6yrs + who has been affected by a serious road traffic collision resulting in loss of life or life changing injury. Free access to;</p> <ul style="list-style-type: none"> - 1:1 talking support - Free Bereavement counselling - Free Trauma therapy - Free Children and young people trauma therapy. 	<p>Tel: 0300 303 1965 Web: www.voicenorthants.org Mail: info@voicenorthants.org</p>

	Emotional support for those dealing with a bereavement. Available for children & Young people and adults.	Tel: 0808 808 1677
	Support groups for those affected by endometriosis. Northampton based. 1 st Tuesday of every month 7:30pm – 9pm	The Black Prince, 15 Abington Square, Northampton
	Free, impartial and confidential information, advice and support for SEND children and young people aged 0 -25 years, their parents and carers. Services include; <ul style="list-style-type: none"> - The local offer - Personal budgets - Assistance with form filing - Advocacy assistance 	Tel: 0300 126 1039 / 0300 373 2531 Web: www.iassnorthants.co.uk Email: sendiass@westnorthants.gov.uk sendiass@northnorthants.gov.uk
	Free instructor-led exercise videos, including aerobic exercises, strength and resistance training, pilates and yoga.	Web: www.nhs.uk/conditions/nhs-fitness-studio
	Information, support, advice and free symptom checker	Tel: 0300 222 5700 Web: www.crohnsandcolitis.org.uk
	The UK's national charity for working parents and carers.	Web: www.workingfamilies.org.uk
	Making life better for the 5.7 million carers across the UK	Web: www.carersuk.org
	Making working life better for everyone in Britain. Giving employees and employers free, impartial advice on workplace rights, rules and best practice.	www.acas.org.uk