



Newfield Guide to Organisations that Support Families

The aim of this guide is to provide information to parents and carers about the wide range of local and national organisations who offer advice and support to families on a wide range of issues.

If you know of any other services please contact us at FamilyWellbeingCoordinators@newfield.blackburn.sch.uk so that we can include the details in this guide.

Carers

Name of Agency	Purpose	Contact	Important Information
Blackburn with Darwen Carers Service	Support service for unpaid carers.	BwD Carers Service Kingsway Greenhurst Place Blackburn BB2 1NA Tel: (01254) 688440 www.bwdcarers.org.uk	Support for unpaid carers. Can cover counselling, therapeutic support e.g. massages, support groups e.g. Alzheimer's, learning disability, adults with addictions etc.
Young Carers	Support to children and young people who are acting as carers for parents or siblings.	Child Action North West 273 Preston New Road Blackburn BB2 6PL Tel: (01254) 692709	Support young carers by making sure they can have breaks from their responsibilities and by giving young carers a platform to share their experiences and raise awareness about the issues they face.

Counselling and Relationships

Name of Agency	Purpose	Contact
Lancashire Women's Centre	Couple and relationship counselling Divorce and Marriage Breakdown Death of a Family Member	33 King Street Blackburn BB2 2DH Tel: 0300 330 1354
National Family Mediation Service	A family mediation service which may be quicker and more cost-effective than heading to court. It	Tel: 0300 4000 636 Email: general@nfm.org.uk

	reduces conflict, and your family stays in control of arrangements over children, property and finance. NFM works across England and Wales.	
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Crisis Situations

Name of Agency	Purpose	Contact	Important Information
Accommodation Service Information (The WISH Centre)	Supporting women and children to live free from abuse. Support, advice and safe emergency accommodation	Blackburn Darwen and District Womens Aid info@womens-aid-blackburn.co.uk Tel: (01254) 260465	Planning to leave partner support.
Blackburn Food Bank	Provides emergency food parcels	59 Oakenhurst Road, Blackburn BB2 1SN	The food bank can only be accessed when you have a food voucher. Referrals to the Food Bank can be made by health visitors, social workers or The Citizen's Advice Bureau.

Debt/Finances

Name of Agency	Purpose	Contact	Important Information
Jubilee Credit Union	Savings Accounts and Affordable Small Loans	5-7 Bolton Road, Darwen, BB3 1DF, United Kingdom Tel: (01254) 776611 jubileetowercu@btconnect.com	We offer savings accounts for children and adults within Blackburn with Darwen. Our savings accounts have no monthly fees or minimum deposit amounts, allowing you to save in a way that works best for you. Whether it's a small loan for birthdays or car repairs, or a larger loan for a holiday or home improvements, JTCU can

			offer affordable options with repayments structured to you and often lower interest rates than most high street lenders.
Pay Plan	Free debt advice and free debt management	Tel: 0800 716 239 Go to: www.payplan.com	To help people become debt free through clear, honest advice and debt solutions that work.
Shelter	Advice and assistance with debt problems	Blackburn Central Library Town Hall Street Blackburn BB2 1AG	Support regarding housing, debt and benefit entitlement. Appointments are required.
The Money Advice Service	Entitlements and Budgeting	www.moneyadvice.org.uk Tel: 0800 138 7777 (Monday to Friday)	Supporting Families with Budgeting, Managing Money and Managing Debt

Domestic Abuse

Name of Agency	Purpose	Contact	Important Information
Accommodation Service Information (The Wish Centre)	Supporting women and children to live free from abuse. Support, advice and safe emergency accommodation	Blackburn Darwen and District Womens Aid info@womens-aid-blackburn.co.uk Tel: (01254) 260465	Planning to leave partner support
Floating Support Service (The Wish Centre) (Blackburn Darwen & District Womens Aid)	Support in own home following domestic abuse - regain independence and confidence	Tel: (01254) 698549	

Independent Domestic Violence Advocates (IDVA's) (The Wish Centre)	Crisis Intervention / Advice, support advocacy / specialist support for victims with additional needs - forced marriage, substance misuse, sexual violence	Tel: (01254) 260465 43 King Street, Blackburn, BB2 2DH	24 hour domestic abuse helpline 08450777088/0808 2000 247
Make the Change Programme (The Wish Centre)	12 x weekly sessions for men around anger management / beliefs / effects of domestic abuse on children	info@womens-aid-blackburn.co.uk	
The Freedom Programme (The Wish Centre)	12 x 2 hour weekly sessions - course to develop awareness and understanding of abuse issues.	Tel: (01254) 260465 / 55111 info@womens-aid-blackburn.co.uk	

Employment

Name of Agency	Purpose	Contact	Important Information
JobCentrePlus	Employment support /lone parents/training/ childcare	Penny Street Blackburn BB1 6HA Tel: 03456043719	At your local Blackburn jobcentre, they can deal with all your claims for Jobseeker's Allowance, Universal Credit, Incapacity Benefit, Employment and Support Allowance, and Income Support. You can also apply for jobs in Blackburn using Universal Jobmatch or you may need to contact a local adult education provider to find out about the free training courses that may be available in Blackburn & Lancashire area.

Family Support/Parenting

Name	Purpose	Contact	Important Information
<p>Families Information Service (Blackburn with Darwen)</p>	<p>Information Service - nurseries/childcare/parent & toddler groups/parenting courses</p>	<p>Families information Service The Exchange Ainsworth Street Blackburn BB1 6AD Tel: (01254) 667877</p>	
<p>Home Start (Blackburn)</p>	<p>Supports families with a variety of issues providing one child in the family is under the age of 7</p>	<p>Home-Start Blackburn & Darwen Kings Court 33 King Street Blackburn BB2 2DH Tel: (01254) 692613 Office Mobile: 07925976640 Email: hstart@btconnect.com</p>	<p>Home-Start volunteers provide emotional and practical support and friendship to families with at least one child under the age of seven. By doing so they represent a lifeline for many families when things are difficult. This support can be enough to prevent things getting worse and so potentially can help avoid family breakdown.</p> <p>Parents and families come to Home-Start for a variety of reasons. These include:</p> <p>Loneliness, disability, ill health, multiple births, isolation, bereavement, post-natal illness, relationship difficulties or struggling with behaviour/routines.</p> <p>The service is free and confidential.</p>

Health (including Physical, Emotional and Sexual Health Support Services)

Name of Agency	Purpose	Contact	Important Information
Brook Blackburn	Free, confidential sexual health services for people of all ages living in Blackburn with Darwen.	Tel: (01254) 268700	Access contraception and emergency contraception, Sexually transmitted infection testing, advice and more.
Lancashire MIND	Mental Health Support Service	<p>Tel: (01257) 231660</p> <p>admin@lancashiremind.org.uk</p> <p>www.lancashiremind.org.uk</p> <p>Or contact Care Network Hub in Blackburn</p>	We work with all ages to help people build resilience and understand how to look after their mental health. We offer support to people who are facing barriers to achieving mental wellbeing and help people experiencing a mental health condition to get back on track.
Refresh	Service to help local people maintain positive emotional and physical wellbeing.	https://refreshbwd.com/	Support with how to stop smoking, eat well, be active and stay healthy.

<p>Lancashire & South Cumbria NHS Foundation Trust</p>	<p>Wellbeing helpline and texting service</p>	<p><u>Freephone 0800 915 4640</u></p> <p>Lines are open: Monday to Friday 7pm-11pm Saturday and Sunday 12pm-midnight</p>	<p>Our Wellbeing Helpline and Texting Service is a Freephone out of hours, person centred listening environment for people requiring emotional support in relation to their own mental health or that of someone they know.</p> <p>The Helpline aims to empower callers through active listening and information to make their own choices about how their health care needs may be met.</p> <p>Fully trained volunteers operate the helpline, they offer their time to listen and support callers.</p> <p>Confidentiality: The Helpline strives to maintain a safe and confidential space for callers to discuss any issues in relation to their own mental health, however some exceptions to confidentiality may apply under certain circumstances. You are able to listen to these exceptions upon calling the helpline freephone service.</p>
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Substance Misuse Support Service

Name	Purpose	Contact	Important Information
Inspire	Substance/Alcohol Misuse support	24 Hour Helpline Tel: (01254) 495 014	We offer a wide range of support for anyone worried about their own or somebody else's substance/alcohol use. We offer advice and guidance to individuals and family members through rapid, open access assessment leading to support and treatment. Our aim is to provide the kind of support that allows people to make positive changes in their lives and make recovery a real possibility.

Cost of Living Increases – There is local and national support that you can access:

We know that lots of our families are worried about the huge price increases that we have all experienced over the last few months and here at Newfield we want to ensure that our families are aware of the local and national services, grants and advice that is available and can provide support. Please do not hesitate to contact one of the Family Wellbeing Coordinators if you are aware of anything else.

<https://helpforhouseholds.campaign.gov.uk> The UK government is offering help for households. See what cost of living support you could be eligible for.

https://england.shelter.org.uk/get_help/local_services/blackburn Advice and guidance Use our emergency helpline 03301 755 121 during opening hours if you are homeless, have nowhere to stay tonight, are worried about losing your home, or are at risk of harm or abuse in your home.

<https://www.moneyhelper.org.uk/en> Advice on anything to do with money

<https://www.stepchange.org> Help and advice around debt to get you back on track

<https://www.nationaldebttline.org> We give free and independent debt advice. There is also a Cost of living hub on this website to find out if you can pay less for your living costs and to learn about any extra help that might be available.

<https://www.healthystart.nhs.uk/how-to-apply/> Are you pregnant or have a child under 4? The NHS healthy start scheme means that you could be entitled to over £1000 to spend on fruit, veg milk or formula milk.

Blackburn.gov.uk – Take a look at the Household Support Scheme. The Government have announced the scheme will be further extended from 1st October 22 to help with the rising cost of living. There have been significant changes to the Household Support Scheme eligibility criteria from 1st October 2022. For Households **not** on income related benefits. One application per household.

Household support may be available for:

- Blackburn with Darwen residents, children, families and adults
- Single income household with a total annual household income below £23,267
- Households with 2 or more adults with an annual income below £34,904

We may ask you about your savings. Savings must be below £16,000

You must be able to provide evidence of your total household income in the form of wage slips and bank statements, showing your name and address and upload these to your application. If you have applied previously under the criteria “Income related benefits” you will **not** be eligible to apply again as of 1st October 22.

If you have recently applied for any income based benefits and will not receive any Cost of Living Payments, claims processed after 25th May 22 you may be eligible for Household support. The funding is aimed at households who will **not** receive financial support under any schemes as listed below.

Cost of living payments

- £650 one-off Cost of Living Payment for those on means tested benefits
- £150 Disability Cost of Living Payment

Household support can:

- Help with food
- Help with Utility bills (Gas/Electric/Water) offering a 1 off payment (includes customers on pre-payment meters, direct debit payments and annual bill payers)
- Boiler servicing, repair and replacement in owner occupied homes* subject to assessment by a qualified gas heating engineer as part of the Healthy Home Service.
- Advice and support to reduce outgoings and increase income
- Children’s beds
- Support for sustainable impact on energy costs (insulating hot water tanks, fitting draft excluders, replacing inefficient lightbulbs)
- Purchasing White Goods (Fridge/Freezer/Cooker etc) 1 white good item per household based on all applications received from the household since 1st December 2021.
- Digital access and Broadband advice

Council Tax Reductions for Families of Children with Disabilities – Did you know that if you, or someone who lives with you, is ‘substantially and permanently’ disabled, we may be able to reduce your bill.

If you qualify for the reduction, your Council Tax charge will be reduced by the equivalent of one property band, even if your property is in band A.

To qualify, your home must have been adapted to meet the needs of the disabled resident, and must have at least one of the following:

- an extra bathroom or extra kitchen which is necessary to meet the needs of the disabled person
- a room (other than a bathroom, kitchen or toilet) which is mainly used by the disabled person
- sufficient floor space to use a wheelchair indoors, where one needs to be used inside the property.

The room or the wheelchair must also be essential or of major importance to the disabled person's well-being, due to the nature and extent of their disability.

Stair lifts, handrails and other fixtures on their own would not qualify for the reduction.

A disabled person in this context means a person who is substantially and permanently disabled. The disabled person can be either an adult or a child and does not have to be responsible for paying the Council Tax bill. Please contact the Council for further information.

Food Bank – Based on Oakenhurst Road in Blackburn. Referrals can be made by social workers, health visitors and the Citizen’s Advice Bureau.

Local Community Fridges/Food banks – Some areas of the Borough are now operating individual community foodbanks where families pay small amounts for large amounts of basic goods, fruit and vegetables. Please check if your local area has such a facility by joining your community Facebook groups.

This guide is one of a series of guides that have been developed by the Family Wellbeing Coordinators at Newfield School. The aim is to provide our families with useful information about local and national services, groups, activities etc. The information contained was correct when the guides were completed but it is the responsibility of parents and carers to contact any service they wish to access prior to attending, or to check that a specific activity, service or group is suitable for their child to attend. The relevant contact details are listed to assist you. It would be helpful if parents and carers notify the Family Wellbeing Coordinators should they discover any details to be incorrect or that groups are no longer taking place so that the guides can be updated. The Family Wellbeing Co-ordinators will aim to update the guides every 6 months and publish the updated versions on the school's website.