

# Support and Service Guide

For staff to support the emotional  
health of children and young people  
and families they work with





### We aim to:

"Enable children and young people to have positive mental health and well-being, thrive in 'their communities' and to 'bounce back' from life's challenges".

This guide will provide you with information on the services available to ensure young people get referred to the right place as well as the support available to you as support workers.

### What do we do?

HeadStart Hull (HSH) is a collection of Early Help services and interventions for supporting young people's emotional health and well-being. It was developed with young people, staff and parents and the learning from the two-year pilot project.

The programme takes an 'asset-based' approach, which means making sure young people have the skills and support they need so they can cope with difficulties. The 'assets' we want young people to have are:

- Trio of trusted adults
- Aspirations for the future
- Confidence and self-esteem
- Positive peer networks
- Stronger family networks

### How to contact us:

For more information on the programme contact [headstarthull@hullcc.gov.uk](mailto:headstarthull@hullcc.gov.uk) or visit [www.howareyoufeeling.org.uk](http://www.howareyoufeeling.org.uk)

Please note that all referrals must be done via a completed HSH checklist and sent directly to the required service. Referrals cannot be accepted via the HSH email address.



## Jigsaw

Jigsaw is a Personal, Social, Health Education (PSHE) programme used in all primary and secondary schools across the city that helps children and young people to know and value who they are and understand how they relate to other people and the world.

It offers a mindful, interactive and creative approach to PSHE that provides lessons for every year group for the whole school.

There are 6 Puzzles, each with 6 Pieces. Each Piece is based on specific learning to meet children and young people's needs as well as develop emotional literacy and social skills.

The puzzles are themed around:

- Being in my world
- Celebrating difference
- Dreams and goals
- Healthy me
- Relationships
- Changing me

Jigsaw works with every year group, for the whole school, across primary and secondary schools (from year 1 to year 11, ages 4-16)

### How to contact us:

Ask your school's PSHE lead or check out the website [www.jigsawpshe.com](http://www.jigsawpshe.com)



## Jigsaw Families Programme

The Jigsaw Families Programme supports children and their families with the knowledge, skills and confidence to develop healthy, strong, lasting and loving relationships. The sessions provide an informal, friendly and safe environment in which to explore the challenges of being a parent and offers strategies to help meet families' needs.

The project brings a parent or carer together with one of their primary school aged children for special learning time. They will explore effective communications, positive behaviour management, mindfulness practice and managing change through an 8-week programme using audio stories.

Mindfulness techniques will be woven into every session to reinforce the Calm Me time children receive in their Jigsaw lessons.

### How to contact us:

Ask your school's PSHE lead or check out the website [www.jigsawpshe.com](http://www.jigsawpshe.com)

# HeadStart Hull's Training and Development

## What do we do?

HSH produces an annual training brochure, which offers a range of training opportunities aimed at improving the knowledge, skills and confidence of staff working with children, young people and families. The offer will embed emotional well-being as 'everyone's business' with individuals taking on varied roles to build an overall framework of support. Training is delivered at four levels to meet the needs of staff undertaking different roles within your organisation.

### Respond

People who are not in a position to provide a lot of support for emotional well-being, but who young people might choose to confide in, are trained to;

- Spot the signs and symptoms of emotional difficulties
- React appropriately if a young person approaches them with concerns
- Understand how day-to-day practice impacts on emotional well-being

### Initiate

People who have strong working relationships with young people and are able to provide general support for emotional well-being, such as youth workers or teaching assistants, are trained to;

- Spot signs and symptoms and initiate discussions
- Discuss issues and concerns relating to emotional well-being
- Support young people to access additional support or services, where appropriate



### Intervene

people who are employed to provide specific emotional support and interventions, are trained to;

- Understand issues affecting emotional well-being
- Deliver evidence-based interventions
- Provide intensive support and guidance

### Influence

People who are involved in planning support for emotional well-being and shaping the work of colleagues, are trained to;

- Have an in-depth understanding of the issues young people face and support available to help them choose and use approaches that meet the needs of their young people

## Who do we work with?

Central training is available to any staff or volunteers working with young people in the Hull area. We also offer out-reach training to organisations signed up to the HeadStart Hull programme which provides delivery sessions to staff teams within their own settings.

For more information, please email:  
[headstarthull@hullcc.gov.uk](mailto:headstarthull@hullcc.gov.uk)

## HeadStart Hull School's Resilience Network Meetings (School Clusters)

### What do we do?

School clusters are regular meetings for staff working in HeadStart Hull schools. The meetings encourage partnership working and provide opportunities to share learning and best practice around supporting children and young people's emotional well-being and promoting good mental health. Themes of the cluster meetings have included:

- Child and Adolescent Mental Health Services (CAMHS)
- Bereavement, separation and loss training
- Delivering effective PSHE to improve emotional health
- Parenting support
- Accessing community support for young people

The school cluster meetings take place every half term and are hosted within school settings across the city.

### Who do we work with?

Primary, secondary, pupil referral units and special schools that are signed up to the HeadStart Hull Programme are invited to attend the school cluster meetings, with invitations sent direct to Head Teachers and HeadStart Hull leads within each setting.

For more information, please email:  
[headstarthull@hullcc.gov.uk](mailto:headstarthull@hullcc.gov.uk)

## HeadStart Hull's Voluntary & Community Sector (VCS) Resilience Network

The VCS Resilience Network is a collection of voluntary and community sector providers who support the emotional health and well-being of children and young people through their work in Hull by:

- Raising awareness of young people's emotional health and well-being issues
- Increasing the level of support available in the community
- Establishing partnerships and shared learning

### What do we do?

The network meets regularly to share ideas, develop learning and share best practice. Members of the network include a wide range of VCS organisations that support the emotional well-being of children and young people in Hull. Themes of these meetings have included:

- Understanding school based support
- Understanding what is being taught in PSHE
- Updates to improve partnership working
- Understanding sleep

### Who do we work with?

We work with VCS deliverers of HeadStart Hull services, as well as other services such as youth clubs, special interest groups, sports clubs, arts/drama clubs, disability groups, LGBTQ groups and parent support services.

For more information, please email:  
[headstarthull@hullcc.gov.uk](mailto:headstarthull@hullcc.gov.uk)

## HeadStart Hull Mark of Excellence (MOE)

We want to make sure that supporting children and young people's emotional well-being is everyone's business. To achieve this we developed a self-assessment tool that provides a systematic method in developing and adopting a 'whole organisation approach' and helps organisations think about the way in which they provide support.

The HeadStart Hull Mark of Excellence (MOE) demonstrates that an organisation recognises the importance of supporting children/young people's emotional health and well-being and has taken the practical steps required to provide this in their own setting.

### What do we do?

HeadStart Hull Policy and Practice Officers support the school/community organisations to achieve the MOE, through regular support and challenge meetings. Young people verify if the criteria has been met by visiting the setting, checking that policies and procedures work in practice and awarding the MOE upon completion.

The application and assessment process will take around 6 – 12 months to complete, depending on the size of the organisation and the number of staff/volunteers able to support the process, and support from HeadStart Hull is available at every step in the process.

For more information, please email:  
[headstarthull@hullcc.gov.uk](mailto:headstarthull@hullcc.gov.uk)

The HeadStart Hull Mark of Excellence recognises that the schools and organisations that have achieved the award fully believe in and practice the standards needed to build resilience in Young People. The standards are:

1. There is support for young people's emotional well-being & HeadStart Hull at a Senior Leadership Level
2. There is an ethos and environment that promotes respect and values diversity
3. Young people are supported to explore and understand their feelings and take responsibility for their emotional well-being
4. Staff are able to identify and support vulnerable young people and request additional support, where appropriate



5. Young people are supported to voice their opinions and influence decisions
6. Parents/carers are encouraged to support the emotional well-being of their children and young people
7. Staff are trained to support their own emotional well-being
8. There are monitoring and evaluation systems in place to effectively measure performance and evidence impact



# **Open Access Services** available for all young people aged **10-16**

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No referral needed.





## Turn 2 Us

Support for young people in secondary schools, giving you a chance to talk to a youth worker in your lunch break.

### What we do...

If you are feeling a bit stressed, fed up or anxious about something and want someone to talk to, our youth workers will be there to listen and give support. During the school holidays, you can come and see us in youth centres across Hull.

### How to contact us:

For more information, please call: **01482 331238** or ask a member of staff at your school about dates and times.

## Play Rangers

Fun family activities in parks and open spaces during the school holidays, provided by youth workers.

### What we do...

With lots of different activities to try like arts & crafts, sports, games, and music & dance, we help you build confidence, make new friends and reduce feelings of stress and anxiety. There's no need to book, just turn up!

### How to contact us:

For more information, please call: **01482 606077** or email: **info@hesslerdnetwork.karoo.co.uk**

# Additional support for Children and Young People aged 10-16

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If the young person feels they need additional support, talking to a Peer Mentor, joining a group or working with a resilience coach or counsellor could be the best option for them.

With a choice of 1-2-1 or group sessions, these services will provide additional support.

To access these services for a young person or parent/carer you are working with you need to complete the HeadStart Hull checklist in discussion with the young person/family.

This is the one assessment and referral tool to access any of the HeadStart Hull additional support services.

## Young People's Peer Mentoring

1-2-1 support over a number of sessions from a trained peer mentor who is a similar age to you, who can lend a listening ear and give support to help you deal with your worries.

### What we do...

Young people have told us our fully trained young mentors help with issues such as making friends, building self-esteem and self-confidence, bullying, worries about changing schools (transition), worries about exams or family issues.

### How to contact us:

For more information, please call:

**01482 326513** or email:  
**peermentoring@wearecornerhouse.org**

## SMILE

A 12 week group work project for young people, delivered in local youth centres by youth workers.

### What we do...

Run by youth workers, the SMILE group offers a mix of activities to help you understand your feelings, talk to other young people and build positive relationships.

Young people have told us this has helped with developing problem solving skills, experiencing success and achievement and developing support networks. It also helps to deal with issues such as bullying, stress, body image issues, low self-esteem /confidence, and behaviour changes.

### How to contact us:

For more information,  
please call: **01482 331238**  
or email: **smile@hullcc.gov.uk**



## School Based Group Work

School based group work sessions run 1 day a week per term and can help you improve your emotional and mental health.

Before joining a group, we will meet with you and your parents to talk about your need for support. You'll need your parents permission to attend these groups as they are in school time.

The groups are run by SMASH and WRAP who cover a set of schools each.

Young people have told us this has helped with developing problem solving skills, experiencing success and achievement and developing support networks. It also helps to deal with issues such as bullying, stress, body image issues, low self-esteem/confidence, and behaviour changes.

### SMASH

Malet Lambert,  
Archbishop Sentamu  
and The Marvell College

#### How to contact us:

For more information, please call:  
**01482 692929: option 1** or email:  
**hnft-tr.smashhull-ery@nhs.net**

### WRAP

Winifred Holtby, St. Mary's,  
Sirius North, Sirius West, Newland,  
Kelvin, Boulevard and Trinity

#### How to contact us:

For more information, please call:  
**01482 325883** or email:  
**headstart.groupwork@barnardos.org.uk**



## Emotional Resilience Coaches

1-2-1 support to help young people who have a range of emotional health issues and who are struggling to cope.

### What we do...

An Emotional Resilience Coach meets you at home, in school, or any suitable place to help you identify your issues or concerns, making a plan with you to get you back on track. Over a number of sessions, we will help you develop skills to cope with any problems, as well as improve confidence and self-esteem.

Young people have told us this can help with low-level anxiety and depression, stress, identity/body image, early signs of self-harm, transition from primary to secondary, secondary into education, employment and training, or between schools.

### How to contact us:

For more information,  
please call: **01482 331238** or email:  
**[emotionalresiliencecoaches@hullcc.gov.uk](mailto:emotionalresiliencecoaches@hullcc.gov.uk)**

## Counselling Services

### What we do...

Counsellors work 1-2-1 with young people to help you identify what you are struggling with and help you find ways to overcome these problems. Sometimes this could include working with your family, or others, to identify the best ways to do this.

Young people have told us counsellors can help with low mood, anxiety, bereavement, bullying, anger and low self-esteem, as well as sexuality and gender issues, identity and body image issues and risk taking behaviour. This service can take place in a range of venues across the city that you are more comfortable with.

### How to contact us:

For more information,  
please call: **01482 240200** or email:  
**[therapyservices@heyhound.org.uk](mailto:therapyservices@heyhound.org.uk)**

# Help for Parents and Carers to improve family emotional health and well being

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Parents do a fantastic job, but sometimes it can be hard, and sometimes parents need a bit of additional support.

Services specifically designed for parents and carers of young people means that whatever the problem, there is an

organisation that can help them improve their families emotional health and well-being.

If you are working with a family, parent or carer who thinks they need support, you contact HeadStart Hull services on their behalf.

## Parenting Support (10-16)

Parenting Practitioners work with parents to help them support the emotional well-being of their young people.

### What we do...

We offer group work sessions and 1-2-1 support.

Parents have told us this has helped them to provide emotional warmth, stability and consistency for their children to grow into healthy young adults by improving boundaries and behaviour, showing love and limits, and improving relationships.

### How to contact us:

For more information, please call:  
**01482 615523** or email:  
[parenting@hullcc.gov.uk](mailto:parenting@hullcc.gov.uk)

## Parent Peer Mentoring (10-16)

1-2-1 support from one parent to another over a number of sessions.

### What we do...

Trained Parent Peer Mentors offer a listening ear, help parents to access services, and support them to identify the changes needed to build a happy family home.

The mentors recognise the role of parents in the life of children and young people and believe that reducing parental stress, improving their emotional well-being and providing them with parenting skills and knowledge, helps them to support their children and young people.

## Support for Parents of Children with a Disability (5-16)

### What we do...

We provide a range of group work delivered across Hull, offering parents/carers guidance and practical support, such as:

- Stepping Stones Triple P (children aged 2-14)
- National Autistic Society Teen Life (children aged 10-16)
- Balancing Act (children aged 10-16)

1-2-1 support is also available to parents who want to attend these workshops, which can be accessed without a SEND diagnosis.

Parents have told us this can help with issues related to parenting teenagers with a disability and lack of supportive family networks and good child-parent relationship.

### How to contact us:

For more information, please call:  
**01482 467540** or email:  
[enquiries.yorkshire@kids.org.uk](mailto:enquiries.yorkshire@kids.org.uk)

Our volunteer mentors also offer group workshops and a drop-in service in schools and the community.

Parents have told us this can help with issues such as family breakdowns, lack of family support, social isolation and advice on family boundaries and parenting.

### How to contact us:

For more information, please call:  
**01482 799070**  
or email:  
[liz.hammond@childdynamix.co.uk](mailto:liz.hammond@childdynamix.co.uk)

**To find out more  
about HeadStart  
Hull, please visit:**

**[www.howareyoufeeling.org.uk](http://www.howareyoufeeling.org.uk)**

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