



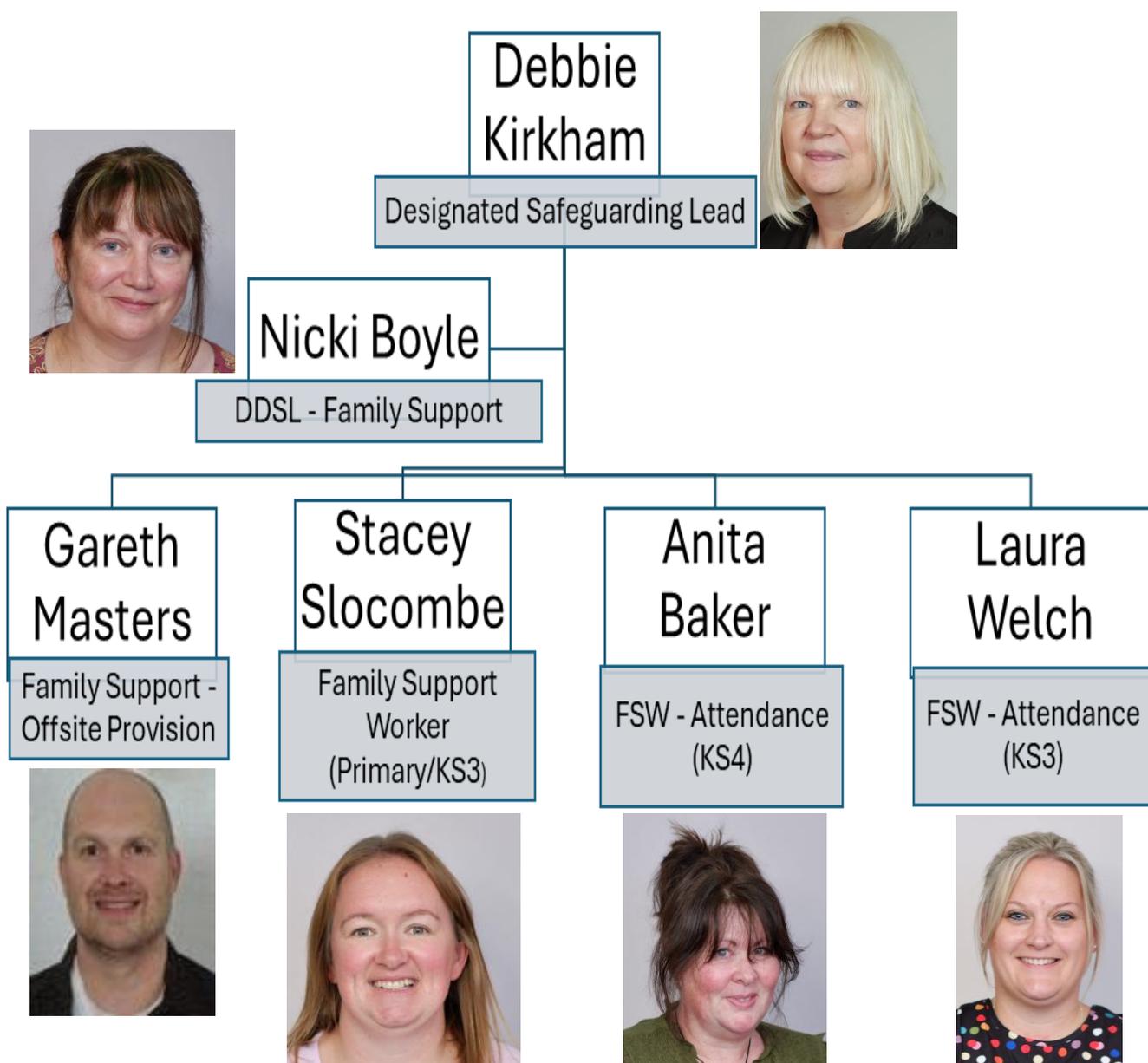
# Altus Signpost of Support for Parents/Carers





# How can Altus support

Introducing our safeguarding and family support team who deliver Early Help:



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# What is Early Help?

“Early Help is support for children of all ages that improves a family’s resilience and outcomes, or reduces the chance of a problem getting worse”

## Working Together to Safeguard Children, 2026

### **Family Information Service (FIS)**

Providing practical support and interventions for children and their families

### **Advice, Guidance and Support**

Using the Graduated Pathway of Early Help and Support to support families to access the right support at the right time

# When might Early Help support be provided?



- 
- Early Help is available to any child or family who may need some extra support with a wide range of issues, for example:
  - Behaviour at home, setting routines and supporting your child to come to school
  - Money concerns, including access to food and clothing and other necessities
  - Accessing services such as the GP or local health clinics, Citizen's Advice, GDASS
  - Concerns about your child's drug or alcohol use
  - Concerns about your child's mental health or wellbeing
  - Difficulties with your relationships

She helped me get the support we needed...

My mental health was so bad, I couldn't leave the house. Home visits helped me offload

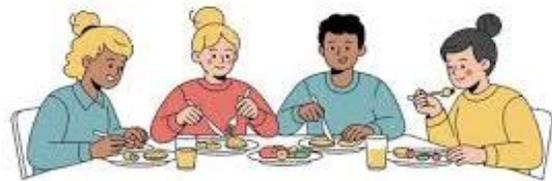
Thank you for my food bank vouchers

My daughter was sleeping on the floor - she now has a bed

She listened to me and I felt supported...

My washing machine broke, I couldn't afford to get it replaced. Now I have a brand new one

She supported me in professional meetings & acted as an advocate



First and foremost we can provide a **listening ear** and a trusted member of staff to listen to your worries and offer some ideas. This can be on the phone or we can come and see you at home. Sometimes that listening ear can be enough!

However, our safeguarding and pastoral support team can also:

- Give practical strategies and support around setting routines at home
- Provide advice and support around healthy lifestyles including eating, sleeping and game playing
- Help you get to appointments
- Help you bring your child to school
- Arrange a Team Around the Family meeting and support you to attend
- Signpost to a range of agencies e.g. local foodbanks, and complete referrals on your behalf
- Help with washing your child's school clothes or provide any school items such as uniform, coats in the winter or shoes
- Help your child visit college and make applications



# Support for Families in Gloucestershire:

- **Help, Advice & Services for Parents and Carers**
- If you or your family need support, you are not alone. There are many local services in Gloucestershire that can help with mental health, parenting, money worries, housing, and more.
- This leaflet lists some trusted organisations that can support you and your family.



# Family Hubs & Early Help



- **Family Hubs**
- **Gloucestershire Family Hubs** provide support for families with children from pregnancy to young adulthood.
- Family Hubs can help with:
  - Parenting advice
  - Child development
  - Health and wellbeing
  - Behaviour support
  - Family relationships
  - Local activities and groups
- Ask your **local Family Hub** or school about available services.
- More information via **Gloucestershire Family Information Service**
-  0800 542 0202
-  [www.gloucestershire.gov.uk/fis](http://www.gloucestershire.gov.uk/fis)



# Early Help Support



- **Gloucestershire Early Help Partnership**
- Early Help services support families when problems start to emerge, helping prevent them from getting worse.

Early Help can support with:

- Parenting challenges
- School attendance or behaviour
- Emotional wellbeing
- Family relationships
- Housing or financial stress
- Families can access support through:
- Schools
- Family Hubs
- Health professionals
- Youth services

**Early Help –  
Advice, Guidance  
and Support**  
Information for families  
and practitioners

# Mental Health Support



- **Young People & Families**
- **Young Minds**  
Support for parents worried about a child's mental health  
 [www.youngminds.org.uk](http://www.youngminds.org.uk)  
Parent Helpline: **0808 802 5544**
- **Gloucestershire Health and Care NHS Foundation Trust**  
Local NHS mental health services for children and adults  
 [www.ghc.nhs.uk](http://www.ghc.nhs.uk)
- **Samaritans**  
Emotional support 24 hours a day  
 **116 123**  
 [www.samaritans.org](http://www.samaritans.org)



# Family Support



## • Gloucestershire Family Information Service

Advice about childcare, parenting support, activities and services for families

 **0800 542 0202**

 [www.gloucestershire.gov.uk/fis](http://www.gloucestershire.gov.uk/fis)

## • Home-Start UK

Practical and emotional support for families with young children

 [www.home-start.org.uk](http://www.home-start.org.uk)



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# Social Care Support



- If you are worried about a child's safety or wellbeing:
- **Gloucestershire Children's Social Care**
  - ☎ **01452 426565** (daytime)
  - ☎ **01452 614194** (out of hours)
- Professionals and families can contact them for advice and safeguarding concerns.



# Domestic Abuse Support



- You deserve to feel safe in your home.
- **Gloucestershire Domestic Abuse Support Service**  
 **01452 726570**
- **National Domestic Abuse Helpline**  
24-hour confidential support  
 **0808 2000 247**
- **Refuge**  
Advice and support for women and children experiencing abuse  
 [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- If you are in immediate danger call **999**.



# Housing Support



## •Shelter

Free advice about housing, eviction, and homelessness

 **0808 800 4444**

 [www.shelter.org.uk](http://www.shelter.org.uk)

## •Gloucestershire Homeless Support Team

Contact your local district council for housing advice and homelessness support.



# Money & Cost of Living Support



## •Citizens Advice

Free confidential advice on

- Benefits,
- Debt
- Finances

 [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## •Turn2us

Help finding grants and financial support

 [www.turn2us.org.uk](http://www.turn2us.org.uk)

## •StepChange Debt Charity

Free debt advice and support

 0800 138 1111



# Parenting Support



- **Triple P – Positive Parenting Programme**

Parenting courses and strategies to help manage behaviour and build confidence.

- **Family Lives**

Parenting advice and support line

 **0808 800 2222**





## **Bereavement support**

### **Specialist child & youth bereavement services**

### **Winston's Wish**

- One of the UK's leading child bereavement charities (based in Gloucestershire)
- Supports children, young people (up to 25), and families after a death
- Offers:
  - 1:1 support
  - Helpline & online chat
  - Resources for schools and professionals

## **What is Talk Well?**

- **A local charity providing free counselling and emotional support**
- Works with young people experiencing:
  - Bereavement
  - Anxiety / low mood
  - Trauma, abuse, family breakdown
  - Self-harm or emotional distress

“Talk Well (formerly TIC+) provides free counselling and early intervention mental health support for young people aged 9–25 in Gloucestershire, including support for bereavement-related emotional distress, with additional access via anonymous TalkWellChat and family support services.” [Help for People Aged 9-25 | Let's Talk Well](#)



[Too Young To Grieve \(@tooyoungtogrieve\)](#) **Building a community to help young people navigate grief, life & heal together**

# Activities for Children & Young People



- **Gloucestershire Family Information Service**  
Find local activities, clubs, holiday programmes and childcare.
- **Young Gloucestershire**  
Activities, youth support and mentoring for young people  
 [www.youngglos.org.uk](http://www.youngglos.org.uk)
- Your **local Family Hub or Children's Centre** can also provide play sessions, groups and parenting activities.

[Holiday activities and food programme \(HAF\) | Gloucestershire County Council](#)

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young gloucestershire



Gloucestershire

**Family Hubs**



# SEND Support (Special Educational Needs & Disabilities)

## • Gloucestershire SENDIASS

Free advice for parents about education, EHCPs and SEND support

 **0800 158 3603**

 [sendiassglos.org.uk](http://sendiassglos.org.uk)

## • Contact

Advice and support for families with disabled children

 [www.contact.org.uk](http://www.contact.org.uk)

• [Glofamilias Directory | Support for Families with SEND - Gloucestershire's Local Offer for Parent Carers](#)



# Need Help Finding the Right Service?



- **Gloucestershire Family Information Service**

 **0800 542 0202**



**familyinfo@gloucestershire.gov.uk**

- They can help you find the right support for your family.

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