

OPAL COUNSELLING – Directory of Local Services

Name of organisation	What service do they offer, eligibility criteria	Contact details (Telephone number/email/address)
ALCOHOL & DRUGS		
Adolescent drug and alcohol service Hertfordshire (A-DASH)	The team provides confidential advice, support and specialist assessment and treatment to young people who have drug and alcohol problems under the age of 18, who have a Hertfordshire GP or live in or attend school in Hertfordshire.	Young People can phone or text directly: 01923 427288 07770537227 ADASH@hertspartsft.nhs.uk
Al-Anon	Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.	Confidential Helpline: 020 7403 0888 (Helpline available 10 am - 10 pm, 365 days a year)
Alateen	Alateen is for teenage relatives and friends of alcoholics. Alateen meetings are attended by 12-17 year olds. They meet to share their experiences of having, or having had, a problem drinker in their lives. They help and support each other.	For Alateen meetings, phone the General Service Office on 020 7407 0215
FRANK	Free confidential helpline for parents and teens, open 24/7 for advice on drugs and alcohol	0800 77 66 00
Gamcare	GamCare is the leading national provider of information, advice, support and free treatment for anyone affected by problem gambling.	https://www.gamcare.org.uk/
HertSpeak		To make a referral or find out more information: Call Simone on 01438 312 055 / 07918 641 535 or Text 'Referral HertSpeak' to 07918 641 535 for a callback

The Living Room	Organisation offering group support to individuals and families struggling with many forms of addiction.	www.livingroomherts.org/Pages/Category/our-services
Porn & Sex Addiction	useful resource for online porn and sex addiction	http://paulahall.co.uk/
ASD & ADHD		
ADD-vance	Provide specialist information, training and advice for professionals, as well as support for children, adults and families on issues relating to Autism, Attention Deficit Hyperactivity Disorder (ADHD) and related conditions: includes free courses	www.add-vance.org/ 01727 833 963 Email: herts@add-vance.org
Specialist Autism Advisory Service Communication Disorder Team Autistic Spectrum Condition	Consists of trained teachers and support workers who have additional training in the education of children with special educational needs and autistic spectrum condition. The team is experienced in supporting children from pre-school age to post-16. As soon as the team becomes aware of a child who has been diagnosed with an autistic spectrum condition, they will contact the family (for pre-school children) and the child's school (for school age children) to discuss the support that may be available from the service.	Countywide telephone number is: 01707 320697 Also look on: hertsdirect.org website and put Communication Disorder Team Autistic Spectrum in the advanced search
HARC	HARC is the Hertfordshire branch of the National Autistic Society (NAS). We work to provide information and support to individuals and their families living in Hertfordshire and campaign for better local services for those	Contact Branch Officer PO Box 450 Hatfield AL10 1EU Phone(s): 07 836 667 394 (call or text or leave a message)

	affected by autism spectrum disorders. HARC supports people with autism of all ages and across the full autism spectrum (including autism, Asperger's syndrome and high functioning autism).	email: support@harc-online.org.uk Web pages: www.harc-online.org.uk
Hope for Autism	Meetings are run by and for the parents and carers of children with Autistic Spectrum Disorders and Asperger's Syndrome. They offer support, information and advice.	Phone(s): 01442 390642 email: HopeforAutismWH@yahoo.co.uk Web pages: www.hopeforautism.org Days/Times of meetings: Second Tuesday of every month 7.30pm-9.00pm (St Albans). Venue for meetings: St Albans Children's Centre, Church Crescent.
National Autistic Society	It offers information, advice and support to people with autism, their families and carers.	Phone(s): 0845 070 4004 (Autism Helpline) 0845 070 4002 (Education Advice Line/Tribunal Support Scheme) email: autismhelpline@nas.org.uk Web pages: www.autism.org.uk
Name of organisation	What service do they offer, eligibility criteria	Contact details (Telephone number/email/address)
Challenging Behaviour Psychology Service (CBPS)	A service for children and young people who have a learning disability and/or ASD who present with significant challenging behaviour. Will consider joint assessments with CAMHS.	Tel: 01727 891100 Contact is Becky Davis Referrals considered from Child Development Centres and CAMHS.
BEREAVEMENT		
Hertfordshire Childhood Bereavement Service	This network offers support for bereaved children/young people and their families /carers across Hertfordshire.	Our opening times are Monday to Friday (9.00am – 5.00pm) The Isbister Centre , Hemel HP1 2BW Tel: 01442 218414 Email: space.herts@nhs.net

Hospice of St Francis – Berkhamsted	Offer support to children before and after a bereavement.	Web pages: www.stfrancis.org.uk Phone(s): 01442 869550 email: admin@stfrancis.org.uk Spring Garden Lane off Shootersway, Northchurch Berkhamsted, HP4 3GW
Isabel Hospice	Offers telephone support to bereaved children. Bereavement programme 5-18 years Individual Support (0 – 18) for families using the Hospice	01707 382500
Peace Hospice	Provides support to anyone in South West Herts who have experienced a death. Counsellors offer telephone, one-one or group support. All referrals to be made by a professional. Specific group called STARS providing 6 week group programme for 5 – 12 year olds and their carer	Bereavement helpline 01923 229595 Bereavement General Office Enquiry: 01923 250355 Email: bereavement@peacehospice.org.uk Website: www.peacehospice.co.uk
Cruse Bereavement care (Herts)	Outreach service offered to children 5-18 years	Helpline: 01707 278 389 Childrens services: 01707 264 293
Winston's wish	Charity for bereaved children	08452030405
BULLYING		
Kidscape	Helpline for anti bullying, and provides resources to keep children safe from harm (under 16s)	08451 205 204
Family Lives (previously known as Parentlineplus)	Offers workshops and groups to help support parents through a number of issues: bullying, violence, transition into schools etc	Website: www.familylives.org.uk Main number: 0808 800 2222 Admin office: Cath Collins 01707 630101
CHILDREN'S SERVICES		
Children's services	Safeguarding children	0300 1234043
Targeted Youth Support Service	Combines Targeted Young People's Support, Youth Connexions and Youth Justice Teams	0300 1234043

<p>Targeted Advice Service</p>	<p>TAS is a multi-agency team based at Kings Court, Stevenage, working alongside the Customer Service Centre.</p> <p>TAS provides advice and guidance for cases where they do not meet the threshold for Children's Safeguarding & Specialist Services, including support on how best to meet the needs of children and families, including through the Common Assessment Framework/Team Around the Family approach.</p>	<p>The Targeted Advice Service will continue to be centrally located, receiving referrals through the Customer Service Centre. Tel: 03001234043</p> <p>TAS has in place a Consultation Line for practitioners where practitioners are unsure whether the Safeguarding & Specialist Services threshold has been met (i.e. where the safeguarding need may be unclear); practitioners may seek advice and guidance using the Consultation Line</p> <p>Practitioner Consultation Line at TAS: Tel: 01438 737511</p>
<p>Early Intervention and Targeted Support Team</p>	<p>EITS teams will work directly with children, young people and families with additional or complex needs (at the 'targeted' level on the continuum of need, as set out in "Meeting the Needs of Children and Families in Hertfordshire" HCTP 2010), to prevent escalation to specialist services, working with the age range 0-19 year old (up to 25 for young people with learning difficulties and disabilities).</p>	<p>Enquiry Line (9am – 5pm Mondays to Fridays) 01442 453842</p>
<p>Behaviour and Attendance Team (BAT)</p>	<p>We provide support for children and young people with significant emotional and behavioural difficulties and also those having difficulty with school attendance. We work directly with children, their families and schools to assess difficulties and help to develop interventions and strategies</p>	<p>http://www.thegrid.org.uk/leadership/sl/contacts.shtml</p>
<p>Family Rights group</p>	<p>We are the charity in England and Wales that advises families whose children are involved with/ need children's services because of</p>	<p>FREE Confidential Advice Service 0808 801 0366</p>

	welfare needs or concerns. We promote policies and practices, incl family group conferences that help children to be raised safely and securely within their families, and campaign for effective support to assist family and friends carers, including grandparents who are raising children that can't live at home.	
COUNSELLING		
<p>CHeCC (Cross Herts Community Counselling)</p> <p>Each area has a different service providing counselling from within the CHeCC group (see all areas below)</p>	<p>CHeCC represents independent charitable organisations that collaborate to ensure that Hertfordshire residents aged 13-25 and experiencing difficulties have access to counselling in an accessible and welcoming setting close to where they live</p>	<p>Young person can self refer to the local service Directory can be found on website: checc.org.uk</p>
Urban Access	Urban Access is a free and confidential service offering counselling to all young people aged 11 - 25 years in the Dacorum area.	<p>If you would like to make a referral please ask the young person to contact us directly on our telephone number 01442 252 868 or email us: counselling@urbanaccess.org.uk Website: www.urbanaccess.org.uk</p>
Youth Talk	The service is available to anyone, between the ages of 14 – 25 who live, work or receive education in the District of St. Albans	<p>Website: www.youthtalk.org.uk Tel: 01727 868684</p>
Signpost	Free and Confidential counselling and information service to all 11 – 25 year olds in Watford, Three Rivers and surrounding area	<p>Self referrals are preferred from the young person Tel: 01923 239495 Email: signpostcounsellingagency@gmail.com</p>
The Base	Free and confidential counselling services offered to young people aged 11-19 Counselling takes place Tuesday and Wednesday in Hatfield and Thursday in London Colney	<p>To arrange an appointment at either site, the young person can text their details to 07796 522216 and someone will contact them Or email: talk2some1@hotmail.co.uk Website: base184@yahoo.co.uk</p>

(Bishop Stortford, Cheshunt and Harlow) Young Concern Trust (YCT)	YCT Counselling is free and easy for young people aged 11 – 25 years to access	Tel: 01279 414090 Email: youngconcern@btconnect.com
Tilehouse Counselling	Charity that provides professional counselling for young people in Hitchin and North Herts, for young people aged 13 – 19 who feel in need of support. For those in employment we ask for an affordable contribution to our cost. Counselling is free for the unwaged.	counselling@tilehouse.org Tel: 01462 440674
Counselling in Schools	The Service currently works with Children and Young People aged 5 - 19 years attending an educational establishment in Hertfordshire. The service will work with a child or young person who has been excluded. Therapies Available: Counselling Art Therapy Drama Therapy ,Group work	Referral should be via the head teacher or Special Educational Needs Co-ordinator (SENCo).
Child Line	Get help and advice about a wide range of issues, talk to a counsellor online, send Child Line an email or post on the message boards.	www.childline.org.uk/ 0800 1111
Citizens Advice	The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.	www.citizensadvice.org.uk

DOMESTIC ABUSE		
Hertfordshire Sunflower Services	Information and support is available for those affected by domestic abuse through partnerships with a number of services and organisations. Services are free and are available to anyone residing in Hertfordshire, of any age or gender, who is experiencing or is affected by domestic abuse.	Domestic Abuse Helpline 08 088 088 088. Website: www.hertssunflower.org.uk You can contact the service directly yourself, or a referral can be made by a friend or family member, or by any professional in contact with or working with you.
Safer Watford Sunflower Centre	The Safer Watford partnership works with the Sunflower Centre in Watford to challenge crimes of hate and domestic violence. The Sunflower is a domestic abuse, race and hate crime action centre. It offers free and confidential services, groups, individual, legal advice and support.	The Centre is open Monday – Friday 08:00 – 16:00 Telephone: 01923 215180
Watford Turnaround	Challenging domestic abuse	01923 250489
Safer Places	Provides a comprehensive range of services to adults and children affected by domestic and sexual abuse and family conflict	0845 0177 668 Website: www.saferplaces.co.uk Email: info@saferplaces.co.uk
The Hideout	Women's Aid have created this space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to you.	www.thehideout.org.uk
EDUCATION		
Dacorum Educational Support Centre (DESC)	The Centre caters for pupils at Key Stages 3 and 4, who have been permanently excluded or who are at serious risk of permanent exclusion.	Tel: 01442 243327 Dacorum Education Support Centre, 30 Tenzing Road, Hemel Hempstead, HP2 4HS
Advisory Centre for education	ACE believes in a fair education system for all. We provide independent advice to parents/carers of children in state-funded schools who are experiencing difficulties such as bullying, SEN, admissions and exclusion from school	General advice line: 0808 800 5793 Exclusion advice line: 0800 800 0327 Exclusion information line: 020 7704 9822

FAMILY/RELATIONSHIP ISSUES		
Relate	<p>Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through this website.</p> <p>Relate children and young people's counselling service is for any young person who is having problems at home. Our counsellors are able to help you to talk about the things that are worrying you. Children and young people tell us that seeing a Relate counsellor helps because they are independent from either your school or home life. Our counsellors help you to talk honestly and openly and can support you with problems like family breakdown; moving in with a second family; or bullying at school.</p>	<p>Telephone: 0300 100 1234 – will give nearest office and contact details</p> <p>Or check website: www.relate.org.uk</p>
Headway Family Mediation Service	<p>Family and relationship breakdown can be an extremely difficult and stressful experience for all family members. For those living in or near Hertfordshire or Bedfordshire, Headway Mediation can help you through this difficult time and leave you, your former partner and your children in a better position to move on.</p>	01707 790017
Gingerbread	<p>We provide advice and practical support for single parents. Our free helpline provides support and expert advice on anything from dealing with a break-up, to going back to work or sorting out maintenance, benefit or tax credit issues. Our friendly advisers will talk through your options and will send you useful information.</p>	<p>The Gingerbread Single Parent Helpline is open as follows: Mondays: 10am to 6pm Tuesdays/Thursdays/Fridays: 10am to 4pm Wednesdays: 10am-1pm and 5pm-7pm.</p> <p>Phone today for free, on 0808 802 0925.</p>

Scaffold Project	A multi-agency project that aims to improve outcomes for families caught in a cycle of low achievement. We work in particular with families who are not being supported by, or are not engaging with existing services.	Project Office: 01438 757321 Borehamwood team: 07747 564760 Broxbourne team: 07860 405062 Stevenage team: 0777 1978546 Three Rivers Team: 07747 564760
FIRE STARTERS		
Fire Service officer	Children with a history of setting fires	Joanne Todd 07717 355187
HOMELESSNESS		
Herts Young Homeless	Herts Young Homeless services are open to all 16 – 24 year olds who are homeless or threatened with homelessness. They provide information and support as well as emergency accommodation through the Crashpad scheme.	Hitchin: 01462 435668 Hatfield: 01707 251384 Hertford: 01992 582034 St. Albans and Dacorum: 07920 722 051 Watford: 01923 245030 www.hyh.org.uk
MENTAL HEALTH		
Mental Health Helpline	Advice and support from mental health professional's out-of-hours.	01438 843322
Young Minds	We provide expert knowledge to professionals, parents and young people through our parent's helpline, online resources, training and development, outreach work and publications.	www.youngminds.org.uk/
Young Minds Parents Helpline	The YoungMinds Parents' Helpline offers free confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.	Parents' helpline 0808 802 5544 *Call us free on 0808 802 5544 <i>Monday to Friday 9.30am-4pm.</i> *Email parents@youngminds.org.uk * Chat online <i>(Monday to Friday 11am-1pm).</i>

The Early Intervention in Psychosis (EIP)	Teams based in West and East Herts provide services for younger people (aged 14 to 35 years) who are experiencing one or more of the following: worrying feelings problems in sleeping, concentrating or relating to other people disjointed, unrealistic or racing thoughts sudden mood swings - possibly from depression to elation hearing unexpected voices Referrals to this service can be direct or through your GP. Parents, partners or carers of people who are behaving oddly or struggling with worrying thoughts can also contact the service direct.	They would usually want a CAMHS clinician to have seen the young person and made an assessment first: If young person is 16.5 years and above – EIP to be contacted first, under 16.5 – refer to the CAMHS clinic
MENTORING		
Go Get It	One to One Mentoring Scheme. With their own personal coach, young people who are educationally disadvantaged, or with a history of anti social behaviour and/or offending are encouraged to turn their lives around	07779 668863
Mentoring scheme	Available for 11- 19 year olds in Herts (upto 25 years for young people with learning difficulties/ disabilities)	Contact Emma Greenwood on: 07880 903 206 or 01992 588 796 Email: emma.greenwood@hertscc.gov.uk
MONEY ADVICE UNIT		
PARENTING		
Parenting Groups	Check out the Children’s Centre website for local course www.hertschildrenscentres.org.uk or www.hertsdirect.org and follow links at bottom of page for ‘parents’, then click ‘parenting courses and workshops’, then click ‘support and information for families’, then ‘Targeted Parenting Course’	

Families In Focus	Courses run on a variety of issues – particularly anger Enabling families to be stronger together	Website: www.familiesinfoocus.co.uk Tel: 01442 219720
Children's Centres	A 'one-stop shop' offering access to information and services for children under five and their families. Offering: <ul style="list-style-type: none"> • childcare • links to training and job opportunities • expert advice and healthcare • parenting and family support • family fun and meeting people 	www.hertschildrenscentres.org.uk
Home Start	Many parents need help, friendship, advice or support during those early years when children are young. Help and support is offered to families or single parents, as long as they have at least one child under 5	Families can refer themselves Free information line: 0800 068 63 68 Website: www.home-start.org.uk
Family Information Service	Monday – Friday 8.30 – 4.30 Advice and Information on services for families.	0300 1234052
Family Lives (formally known as Parentline Plus)	Family Lives is a national charity providing help and support in all aspects of family life. Free 24 hr helpline for family issues. They also occasionally run groups	0808 800 2222 www.familylives.org.uk
Strengthening Families, Strengthening Communities	Parenting Programme aimed at preventing and managing anti social behaviour (8-13 year olds in Hemel, 8 – 16 yrs in Hatfield) Run 13 week courses	Contact Ben Carr: 01992 555246 Or send referrals to: sfsc.referrals@hertsgov.uk
Parenting Practitioners	Parenting input for children whose parents have mental health difficulties or learning difficulties	Contact Jan Crook, or Avril Burns Tel: 01923 427304

SEXUAL ABUSE		
Sexual Assault Referral Centre (SARC)	Provides a caring, sensitive 24 hour service to victims who have been raped or have suffered a serious sexual assault	Will accept self referrals – do not need to report to the police Tel: 08 088 088 088 www.hertssunflower.org
Herts Area Rape Crisis and Sexual Abuse Centre	Survivors of rape, sexual assault and childhood sexual abuse	01707 276512
SPECIAL EDUCATIONAL NEEDS		
Parent Partnership Advisers	Support for parents with children's special educational needs (0-25 years)	Dacorum – 01442 217143 East – 01920 411 152
Child Development Centre	Provides treatment for children whose development may be delayed, or have disability: Children's Occupational Therapy Children's Audiology Services Children's Physiotherapy Children's Community Medical Team (Community Paediatricians) Speech and Language Therapy	Hemel Pat Lewis Children's Centre Health Lane Hemel Hempstead Hertfordshire HP1 1TT Tel: 01442 230861/230893 Fax: 01442 219177
Hertfordshire Additional Needs Database (HAND)	If you are the parent or carer of a child or young person with an additional need or disability aged 0-19 e.g. Physical disability Visual or hearing impairment A chronic physical illness Autism (Autistic Spectrum Disorder) and communication disorders Learning disability Significant pre-school delay you can join the Hertfordshire Additional Needs Database.	If you have any queries about HAND please contact us at hand@hertsc.gov.uk or by ringing the Additional Needs Information Officer on 01992 556984
Families In Focus	Courses for parents with children with additional needs	info@familiesinfocus.co.uk Tel: 01442 219720
KIDS East HUB and West HUB	Information and support services for parents, carers and siblings of children with additional needs and disabled children and young people across Herts, providing a one-stop-shop and weekly stay and play	East: 01992 504013 West: 01923 676549

The Challenging Behaviour Psychology Service (CBPS)	A service for children and young people who have a learning disability and/or ASD who present with significant challenging behaviour	Tel: 01727 891100
SUICIDE SUPPORT		
The Ollie Foundation	a charity devoted to stopping teenagers and young people from taking their own lives	https://theolliefoundation.org contactus@theolliefoundation.org
Support after Suicide	a special interest group of the National Suicide Prevention Alliance who focuses on supporting those bereaved or affected by suicide	http://supportaftersuicide.org.uk/emotional-support/
Survivors of Bereavement of Suicide		https://uksobs.org/
Papyrus		https://www.papyrus-uk.org/help-advice/suicide-bereavement-support
VICTIM SUPPORT		
Victim Support	National helpline to offer info and support and signpost to local schemes.	0845 30 30 900
YOUNG CARERS		
Hertfordshire Young Carers	For children who look after members of their family (Herts) trips, information, support activities social groups	01992 586 969 Under 18s carers assessments by TAS 0300 123 4043 young.carers@carersinherts.org www.koolcarers.org.uk

YOUTH SERVICES		
Youth Connexions	<p>In our One Stop Shops you can get information, advice, guidance and support on education, work, training and volunteering. We also offer advice on drugs, finance, health, including sexual health, housing and much more.</p> <p>Trained staff and counsellors can offer you the opportunity to sit down and discuss a wide range of topics confidentially and in private - either call into the One Stop Shop or telephone to make an appointment.</p>	<p>Website: www.youthconnexions-hertfordshire.org</p> <p>Personal Advisers and Employment and Training Advisers are available</p> <p>Age Range: 13-19, up to 25 if you have a learning difficulty or a disability</p> <p>Cost: Free</p>
Channelmogo	<p>Channelmogo is a website for all young people in Hertfordshire aged 11-19 (and up to 25 if disabled). The site is managed by people in Herts who are here to help young people in all sorts of ways.</p> <p>The website brings together many different services who all work together to support young people. Whether you are looking for a job, things to do; places to go, need some advice or want to find information about local services such as travel, channelmogo has everything for you.</p>	<p>www.channelmogo.org/</p>

WEBSITES SPECIFICALLY FOR YOUNG PEOPLE

[www.childline.org.uk/Explore/ Bullying/Pages/online-bullying. aspx](http://www.childline.org.uk/Explore/Bullying/Pages/online-bullying.aspx)
information about cyber-bullying, social networking and 'sexting'. Also provide an online support service.

www.childline.org.uk

A place you can talk to someone online if you are worried about anything, including your mental health. You can also call childline on 0800 1111.

www.depressionalliance.org A wide range of information on depression.

[http://www.drinksense.org/en/ services-for-young-people](http://www.drinksense.org/en/services-for-young-people)
Information about using alcohol safely and getting help.

www.getconnected.org

Free confidential help for young people aged under 25 by phone, text or email.

www.harmless.org.uk

A National voluntary organisation for people who self-harm, or who are affected by family or friends who self-harm.

www.healthtalkonline.org/youngpeoples-experiences

Information on all sorts of health related issues from people going through similar experiences.

www.mentalhealth.org.uk

The website of the Mental Health Foundation and includes an A-Z of mental health problems.

www.mind.org.uk A National Mental Health Charity, providing lots of information and tips.

www.mindfull.org

An online based service for young people aged 11-17 providing support, information and advice. They have an online chat room.

www.nshn.co.uk

The National Self-Harm Network provides a range of information and factsheets about dealing with selfharm.

www.papyrus-uk.org A charity working to prevent young suicide, with a helpline available.

www.rethink.org/youngpeople

Rethink Mental Illness provides sources of information, support and advice.

www.talktofrank.com Information and support about drugs.

www.thinkyouknow.co.uk

Provides advice and information about using all aspects of the internet and how to keep yourself safe.

www.time-to-change.org.uk/youngpeople

An England-wide campaign to tackle stigma and discrimination related to mental health.

www.voicecollective.co.uk

Resources for young people who hear, see and sense things that others don't.

www.youngminds.org.uk

Young Minds is a UK-wide charity committed to improving the emotional well-being and mental health of children and young people.

www.right-herebrightonandhove.org.uk/gp-film-and-information

A short film with top tips on preparing to speak to your GP.

<http://www.2gether.nhs.uk/moodometer>

An online resource and app which helps monitor and understand your emotional well-being.