

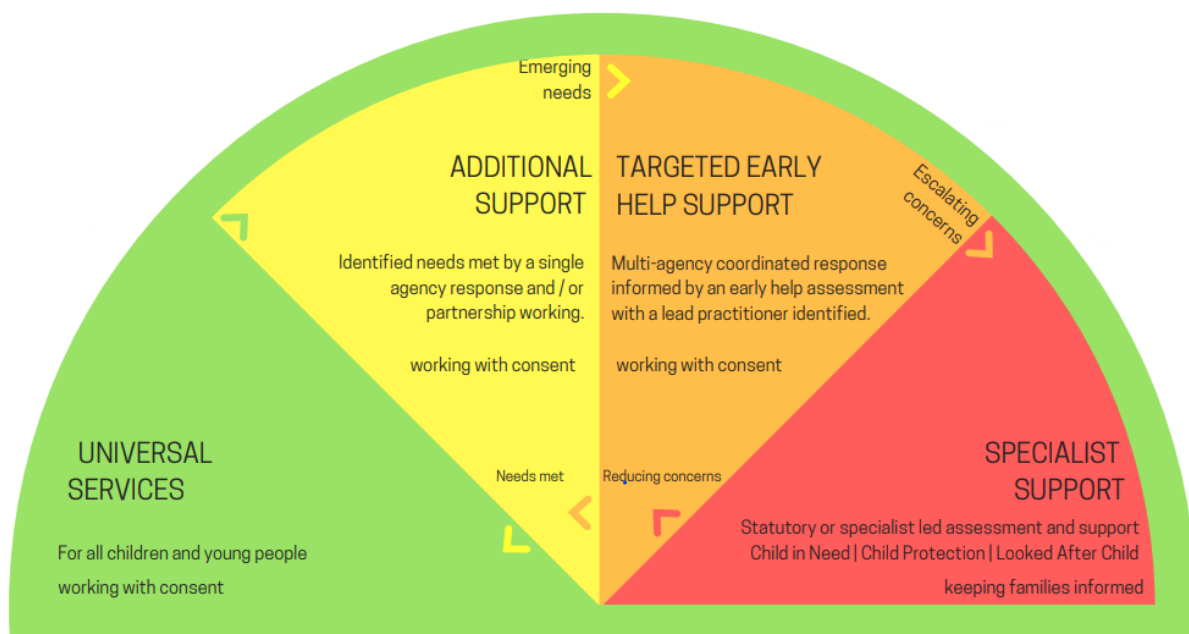
# Early Help for Children and Families

## Windmill Hill School

### Early Help Offer

At Windmill Hill School, we recognise the challenges that families face in bringing up children. There may be times when you need extra help and support. If this is the case, please come and talk to us. There are many ways in which we can help as outlined in this offer of early help. We can also help to plan specific support for families in the forms of Early Help Assessment where we can work together to set and achieve outcomes.

The diagram below shows the range of needs at different levels. We use this graduated approach to make sure we provide the best support for different families' individual situations.



Providing early help to our pupils and families at Windmill Hill School means we are more effective in promoting support as soon as we can. Early help means providing support as soon as a problem emerges, at any point in a child's life from the foundation years through to teenage years.

## Key Personnel

# Meet the Safeguarding Team



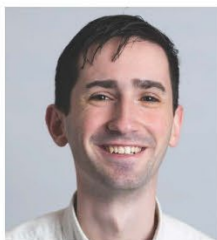
**Maryum Khan**

Pastoral Manager/ Lead DSL  
mkhan@windmillhillschool.org.uk  
01582 280625/ 07485 369400



**Kevin Latham**

Creating Tomorrow Trust CEO  
klatham@creatingtomorrowtrust.co.uk  
01582 280625/07825 915272



**Alister King**

Assistant Pastoral Leader/DSL  
aking@windmillhillschool.org.uk  
01582 280652/07485 303134



**Michelle Brett**

Head of School/DSL  
mbrett@windmillhillschool.org.uk  
01582 280652/ 07485 303123



**Joblin Ahmed**

Family Support Worker/DSL  
jahmed@windmillhillschool.org.uk  
01582 280652



Windmill Hill School is committed to keeping every child safe and thriving. If you have a concern about the safety or welfare of a child, you must report this to a member of the Safeguarding Team.

If a child is in immediate danger and the DSL/Deputy DSL isn't available:

- Make a referral to Luton Children's Social Care (MASH) on 01582 547653 (out of hours 0300 300 8123)
- Call the police, if appropriate, on 999 if an emergency or 101.

**The Family Support Worker at Windmill Hill School is Joblin Ahmed.**

Contact details:

Joblin Ahmed

07485314522

[jahmed@windmillhillschool.org.uk](mailto:jahmed@windmillhillschool.org.uk)

## **Early Help at Windmill Hill School**

Everyone needs help at some time in their lives and therefore an ethos of early help is important for any school.

In **Keeping Children Safe in Education 2023** it makes it clear that **ALL** staff should be aware of their local early help process and understand their role in it. In addition, this statutory document makes it clear that any child may benefit from early help, but all school and college staff should be particularly alert to the potential need for early help for a child who:

- Is disabled and has specific additional needs;
- Has special educational needs (whether or not they have a statutory education, health care plan);
- Is a young carer;
- Is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups;
- Is frequently missing/goes missing from care or from home; - Is misusing drugs or alcohol themselves;
- Is at risk of modern slavery, trafficking or exploitation.
- Is in a family circumstance present challenges for the child, such as substance abuse, adult mental health problems or domestic abuse;
- Has returned home to their family from care;
- Is showing early signs of abuse and/or neglect;
- Is at risk of being radicalised or exploited;
- Is a privately fostered child

## **Child Sexual Exploitation**

All staff at Windmill Hill School have been trained to identify early cases of child sexual exploitation. At school we use the CSE Screening tool if we have concerns.

## **Female Genital Mutilation**

All staff have received training on FGM. Teachers know how to identify if a child may be at risk. They know the signs to look for and most importantly how to refer, following the schools' safeguarding procedures.

At Windmill Hill School we meet the needs of our children through a variety of ways:

- Attendance
- Safeguarding
- Behaviour for Learning
- Pastoral Support
- SENCO
- Designated Safeguarding Lead (DSL)

## **What is Early Help?**

Early Help means providing support as soon as a problem appears, to stop it from getting worse. This could be at any point in a child's life, from birth to the teenage years.

Anyone can provide early help – you don't need to be an expert professional. Early help is not about passing the issue on to an expert, but thinking about what is the best support you can offer.

We provide effective support by:




- listening
- working with other people who could help
- finding out about specialist agencies who could help
- filling out an Early Help Assessment with the person you are helping
- contacting Children's Social Care if you think the problem is more serious

There is a lot of information and advice on the  
<https://lutonlscb.org.uk/professionals/early-help/>  
<https://directory.luton.gov.uk/kb5/luton/directory/localoffer.page>  
[https://m.luton.gov.uk/Page/Show/Health\\_and\\_social\\_care/children\\_and\\_family\\_services/Pages/family-partnership-service.aspx](https://m.luton.gov.uk/Page/Show/Health_and_social_care/children_and_family_services/Pages/family-partnership-service.aspx)

As well as detail of local services that can provide support for children, young people and families.


All Windmill Hill School staff are aware with local Early Help offer. Staff consider if there is any offer of early help that we can make in order to help a child thrive.

The coordinated Windmill Hill School offer of Early Help is outlined in the table below. We believe that early interventions for children or families, in many cases, will prevent children from experiencing harm. We aim to provide early support for school and home life to help children make the most of every day.

<p><b>School nursing service</b></p>  <p>We support children and young people from the ages of 5 to 19 years old. For example, we provide:</p> <ul style="list-style-type: none"> <li>• one to one emotional wellbeing support</li> <li>• sexual health education</li> <li>• ChatHealth (our text messaging service for 11- to 19-year-olds)</li> <li>• the National Child Measurement Programme (NCMP) for reception and year six children</li> <li>• health promotion (including oral hygiene)</li> <li>• supporting families with safeguarding</li> </ul>	<p><b>School Health Nursing</b></p> <p><b>0333 555 0606</b></p> <p><a href="mailto:bedsandlutonchildrenshealthhub@nhs.net">bedsandlutonchildrenshealthhub@nhs.net</a></p> <p>The Poynt Unit 2- 3 Poynters Rd Luton LU4 0LA</p>
 <p>Offers a range of services across Luton as including Emotional Wellbeing and Bereavement Support Chums provide emotional wellbeing and bereavement support through one to one support, counselling, group therapy and workshops for children and young people aged 5-17 with mild to moderate mental health...</p>	<p><b>CHUMS</b></p> <p><b>01525 863924</b> <a href="mailto:info@chums.uk.com">info@chums.uk.com</a> <b>Wrest Park Enterprise Centre</b> <b>Wrest Park Silsoe</b> <b>Bedfordshire</b> <b>MK45 4HS</b></p>
<p><b>Child and Adolescent Mental Health Service (CAMHS)</b></p>  <p>This service provides a range of mental health and wellbeing services for children and young people up to the age of 18, including specialist mental health support and intervention.</p>	<p><b>1st Floor</b> <b>Charter House Alma Street</b> <b>Luton</b> <b>Bedfordshire</b> <b>LU1 2DL</b></p>

## Other Agencies for Early Help

We also liaise with other agencies and people within the local community. In the table below are some National organisations that can support children, young people and their families.

<h3>Multi-Agency Safeguarding Hub (MASH)</h3>	<p>If a member of staff, parent/carer or member of the public thinks a child or young person is at immediate risk of significant harm they should contact MASH – <b>01582 547653</b>.</p> <p>The number to call for <b>out of normal working hours emergencies</b> is <b>0300 300 8123</b></p> <p>In an emergency always call 999. Do not wait to discuss this with the DSL/DDSL but do report it afterwards.</p>
 <p>(Luton Safeguarding Children's Board) website.</p>	<p><a href="http://lutonlscb.org.uk/">http://lutonlscb.org.uk/</a></p> <p>Important information for <b>parents</b> and <b>professionals</b> across Luton in relation to keeping children safe and avenues of support including early help options. Everyone should know how to access this website which has all of the agreed Luton safeguarding and child protection processes on it.</p>
<h3>Family Partnership Service</h3>	<p>The Family Partnership service provides intensive support to our vulnerable children, young people and their families. We strongly believe that children belong in natural networks with people they know and who will love them and keep them safe. We expect all practitioners and managers to prioritise this value, and to help children have safe permanent relationships as a basic entitlement.</p> <p>There are many approaches that the service may use to identify the support and this may include:</p> <ul style="list-style-type: none"> <li>• direct support by a family support worker</li> <li>• identification of services either commissioned or provided by other partners within the community or The Family Partnership service provides intensive support to our vulnerable children, young people and their families. We strongly believe that children belong in natural networks with people they know and who will love them and keep them safe. We expect all practitioners and managers to prioritise this value, and to help children have safe permanent relationships as a basic entitlement.</li> <li>• There are many approaches that the service may use to identify the support and this may include:</li> <li>• direct support by a family support worker</li> <li>• identification of services either commissioned or provided by other partners within the community or specialist services</li> <li>• specialist services</li> </ul> <p><a href="https://m.luton.gov.uk/Page/Show/Health_and_social_care/children_and_family_services/Pages/family-partnership-service.aspx">https://m.luton.gov.uk/Page/Show/Health_and_social_care/children_and_family_services/Pages/family-partnership-service.aspx</a></p>





Cruse Bedfordshire offers people in Bedfordshire bereavement support from a team of trained volunteers, either in your home or at one of our drop-in centers in Luton, Biggles Wade and Bedford.

The service is free, confidential, and open to anyone over the age of 16.

We offer support regardless of the time that has lapsed since the bereavement and our service is offered to everyone whatever their culture, race, religious persuasion, or sexual orientation.

**Contact Name – Cruse Bedfordshire**

**Telephone - 08088081677**

**E-mail [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)**



Flying Start is Luton's pregnancy to five strategies. It aims to improve outcomes for children from pregnancy to their fifth birthday as a foundation to a healthy future.

<http://www.flyingstartluton.com/about-flying-start/>



Henry is an eight-week programme that can support you in giving your child a healthy start.

Children can make mealtimes feel stressful and providing healthy lifestyles for them can be challenging. Henry helps to overcome those challenges so you can have a happy and healthy family life.

The programme gives you the tools and skills you need to help provide a healthy lifestyle for your family. The programme covers 5 themes.

- parenting confidence
- physical activity for little ones
- what you eat
- family lifestyle habits
- enjoying life as a family

You'll receive a free parenting kit which includes lots of resources to use at home with your family including 4 colourful story books. There are also one-off workshops available on:

- fussy eating
- eating well on a budget
- getting active

**Telephone 01582 368245**

**E-mail [flyingstart@eyalliance.org.uk](mailto:flyingstart@eyalliance.org.uk)**

**Website Henry: healthy families group programme**

<p>Mental Health</p>	<p><b>Green House Mentoring</b> <a href="https://greenhousementoring.org.uk/">https://greenhousementoring.org.uk/</a></p> <p>16-22 St Thomas Road Stopsley</p> <p><b>Staying Safe</b> <a href="http://stayingSAFE.net/">http://stayingSAFE.net/</a></p> <p><b>SANE</b> 0300304700 Email: <a href="mailto:sanemail@org.uk">sanemail@org.uk</a> <a href="http://www.sane.org.uk">www.sane.org.uk</a></p> <p><b>Samaritans</b> 116 123 (24 hour helpline) <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></p> <p><b>Rethink Mental Illness</b> 0300 5000 927 <a href="http://www.rethink.org">www.rethink.org</a></p> <p><b>MIND</b> 0300 123 3393 or text 86463 <a href="http://www.mind.org.uk">www.mind.org.uk</a></p> <p><b>Anxiety UK</b> 03444775774 <a href="http://www.anxietyuk.org.uk">www.anxietyuk.org.uk</a></p>
<p>Local Money &amp; Debt Advice Organisations</p>	<p>Many families find themselves struggling financially with the current economic climate, changes to the welfare benefits system and the pressures of everyday life. If you would like help learning how to keep a budget, advice with debt or arrears, or are worried about illegal money lenders (loan sharks) or pay day loans there are various organisations in Luton who can help you.</p> <p>Visit the link below which will take you to the individual pages for these organisations:</p> <p><a href="https://directory.luton.gov.uk/kb5/luton/directory/service.page?id=iSNBs-DWdAU&amp;directorychannel=0">https://directory.luton.gov.uk/kb5/luton/directory/service.page?id=iSNBs-DWdAU&amp;directorychannel=0</a></p>





# Citizens Advice Luton

Community House  
15 New Bedford Road  
Luton  
LU1 1SA

Citizens Advice Luton offers free, confidential, impartial and independent advice and information on a wide range of subjects.



Support for local families including free school uniform, shoes , coats

<https://www.leveltrust.org/>

See Family Worker for further information



## Food Bank

### How to get food

Contact us by emailing [advisors@lutonfoodbank.org.uk](mailto:advisors@lutonfoodbank.org.uk) or calling **01582 725838** (Mon-Fri, 8.30am-4pm) Our advisors can assess your situation and arrange food parcels where appropriate. They can also signpost you to other organisations for advice on debt, housing, etc,

<https://lutonfoodbank.org.uk/get-food-from-luton-foodbank/>

**See Family Worker for a food bank voucher**



## Active Luton

**Sport for All**

**Including -**

### **Great Fun, Healthy and Active Holiday Camps**

Energise Luton Holiday Camps is Luton's Holiday Activity and Food programme, funded by the Department for Education, for school-age children up to 16 who are on income-related free school meals.

<https://www.activeluton.co.uk/>

<p>E-safety (Online Safety)</p>	<p>Online Activity (phones, computers) can be a <b>serious risk</b> to children: The use of technology has become a significant component of many safeguarding issues. Child sexual exploitation; radicalisation; sexual predation – technology often provides the platform that facilitates harm. With the right support, education and safety measures in place the internet and new technologies can also bring great benefits, but we must all be vigilant</p> <p><b>Parent Zone – Luton Hub</b>  <a href="https://parentzone.org.uk/pzlocal/luton">https://parentzone.org.uk/pzlocal/luton</a></p> <p><b>PACE</b> (parents against child exploitation) UK is a useful website to engage parents with safety issues. <a href="http://www.paceuk.info/">www.paceuk.info/</a>  <a href="https://www.thinkuknow.co.uk/parents/">https://www.thinkuknow.co.uk/parents/</a> -</p> <p>This is <b>the Child Exploitation and Online Protection (CEOP) Centre</b>. It's a one stop shop for most information about online safety.  <a href="https://www.thinkuknow.co.uk/teachers">https://www.thinkuknow.co.uk/teachers</a>  (excellent resources)</p> <p><a href="http://educateagainsthate.com">http://educateagainsthate.com</a> This is the government website to help parents and professionals understand the risks of children and young people being radicalised by extremists online and how to keep children safe from this.</p> <p><a href="http://www.internetmatters.org">www.internetmatters.org</a> – A great site for helping parents keep their children safe online</p>
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<p>Bullying (including cyberbullying)/ Child death/suicide/prevention</p>	<p><b>Cyberbullying</b> is using the internet, email, online games or any digital technology to threaten, tease, upset or humiliate someone else.</p> <p>If the police consider a message or post to be potentially criminal, they will take appropriate action. This could involve arresting the person responsible or interviewing them under caution.</p> <p>Cases involving sustained abuse or where someone's life is threatened will be treated seriously. The police will consider all of the circumstances when considering the best response to a report of cyber bullying. They will assess how vulnerable the victim is and what resources are required to trace the offender via social networking sites that often operate abroad and to different legislation. In certain cases, it may be difficult to take action if the offender isn't in the UK. They will work with the victim to bring about the most suitable and proportionate conclusion, this will include alternative options that include the officer in the case using their discretion and working with the offender to record an apology to the victim.</p> <p>Useful links  <a href="https://anti-bullyingalliance.org.uk/">https://anti-bullyingalliance.org.uk/</a>  <a href="https://www.nationalbullyinghelpline.co.uk/">https://www.nationalbullyinghelpline.co.uk/</a>  <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a></p> <p><b>KidScape:</b>  Our resources provide information on issues surrounding bullying, online and personal safety. They can be used directly by young people and parents, as well as in the classroom within schools and youth organisations.  <a href="https://www.kidscape.org.uk/">https://www.kidscape.org.uk/</a></p> <p><b>CEOP</b>  <a href="https://www.thinkuknow.co.uk/">https://www.thinkuknow.co.uk/</a></p> <p><b>Brave the Rage</b>  <a href="https://bravetherage.co.uk/rage">https://bravetherage.co.uk/rage</a></p>
<p>Hollie Guard-A new personal safety APP</p>	<p><b>Children &amp; Teens</b></p> <p>Hollie Guard keeps your entire family safe.</p> <p>Keep an eye on your children while they're traveling to and from school with Journey.</p> <p>Teens can get help quickly while out with friends.</p> <p>Parents, guardians, and caregivers are automatically contacted by both SMS and email</p> <p><a href="https://hollieguard.com/">https://hollieguard.com/</a></p>

Hate Crime	<p><b>A hate crime is a criminal offense whose motivation can be shown to be race, national origin, religion or sexual orientation. A difference of race alone is NOT sufficient to make it a hate crime. There would have to be evidence of racial slurs or racial statements in addition to the crime (this does not trivialise other serious offenses that are NOT hate crimes).</b></p> <p><b>Hate Crime:</b>  Luton Police; 01582 401212  Bedfordshire Police beds.police.uk  Emergency number: 999  Non-Emergency number: 101</p> <p><b>Citizens Advice Luton</b> - We are a Hate Crime Reporting Centre. We can provide help and support.  What is Hate Crime?  Anyone who bullies, threatens or attacks you because of who you are is committing a crime. This might be because you are physically disabled, have learning difficulties, in mental distress. It might be because of the colour of your skin or because of your religion. It might be because of your gender identity or sexual orientation.</p> <p><a href="https://www.citizensadviceluton.org.uk/get-advice/hate-crime/">https://www.citizensadviceluton.org.uk/get-advice/hate-crime/</a></p> <p><b>08082787847</b>  <a href="#">True Vision</a>  <b>E-mail</b>  <a href="mailto:enquiries@report-it.org.uk">enquiries@report-it.org.uk</a>  <b>Website</b>  <a href="http://report-it.org.uk/home">http://report-it.org.uk/home</a>  <a href="https://educateagainsthate.com/parents/">https://educateagainsthate.com/parents/</a>  Call in at your local police station</p>
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<p><b>Special Educational Needs Disabilities Information Advice &amp; Support</b></p>  <p><b>LutonSENDIAS</b></p> <p>The Luton <b>SEND</b> Information, Advice &amp; Support  Service provides free <b>impartial</b> and <b>confidential</b> help</p>	<p>The SENDIAS team offer services to those children and young people requiring additional support. These may include:</p> <ul style="list-style-type: none"> <li>• severe learning disabilities</li> <li>• severe physical disabilities</li> <li>• severe developmental delay in motor and or cognitive functioning</li> <li>• profound multiple disabilities</li> <li>• severe sensory impairment (registered blind and/or profoundly deaf)</li> <li>• complex and severe health problems that arise from the disability, that are life threatening, degenerative illness or organic disorder resulting in severe disability</li> <li>• a diagnosis of Autistic Spectrum Condition with an associated learning disability and where the condition severely affects day to day functioning.</li> </ul> <p><a href="http://www.sendiasluton.co.uk/">http://www.sendiasluton.co.uk/</a></p> <p>01582 548156</p>
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## SEN Services and Support Groups



## **Special Educational Needs Assessment team (SENAT)**

01582 548132

[senat@luton.gov.uk](mailto:senat@luton.gov.uk)

[www.luton.gov.uk/.../sen](http://www.luton.gov.uk/.../sen)

## **Edwin Lobo Centre**

The Edwin Lobo Centre is a base for the Community Paediatric Service providing specialist secondary care services for children living in Luton and Central Bedfordshire presenting with developmental, physical and learning disabilities.

0300 555 0606 (Health Hub)

## **Luton Continence Service**

Bedfordshire Continence Service provides advice, support treatment, management, and containment for people with continence needs.

You can be referred for an assessment by your GP or any other health professional from whom you may be receiving care.

0345 602 4064 [continenceteam@nhs.net](mailto:continenceteam@nhs.net)

## **Occupational Therapy Service - Children's Social Care**

The Children's social care occupational therapy service forms part of the Luton borough councils' children with disabilities team. Our small team provide a service to children and young people up to age 18 who have a permanent and substantial disability.

Family Partnership Service

**Telephone** 01582 548652

**E-mail** [DutyOTTeam@luton.gov.uk](mailto:DutyOTTeam@luton.gov.uk)

## **Selective Mutism Resources Training and Information (SMARTI)**

SMARTI is a support group held termly for those:

caring for and working with children who have a diagnosis of selective mutism those who demonstrate speech anxiety in certain situations. It provides opportunities to network with others and to share ideas with them while providing/gaining support. A variety of resources and information to help with the management of this condition are on display in the form of:

- handouts
- books
- toys
- voice recorders

01582 548151

01582 548173

[gold.coker@luton.gov.uk](mailto:gold.coker@luton.gov.uk)

[Speech, language and communication difficulties service](#)

## **Speech and Language Therapy (SALT)**

0300 555 0606

[ccs.beds.childrens.slt.admin@nhs.net](mailto:ccs.beds.childrens.slt.admin@nhs.net)

[Children's Speech and Language Therapy](#)

## **SEND DISABILITY RESOURCE CENTRE**

We are here so that disabled people and their families have somewhere to turn if they need help in any situation. <https://drcbeds.org.uk/>

## Autism Bedfordshire Services for Children

### A range of resources and support including:

#### Summer activity schemes

Our Summer activity schemes are based in Bedford and Luton and provide a wide range of onsite activities and community-based experiences for autistic children and young people aged 3 to 17 years. Each scheme is specifically designed to cater for the different needs, interests, ages and abilities of those that attend.

#### LOAF

Loads of Autistic Fun (or L.O.A.F. for short) is a Saturday morning activity group which the whole family can attend. It runs fortnightly during term time from 10am to 1pm and provides an inclusive environment where all children up to age 12 (those with autism and their siblings) and their parents/carers are welcome and supported by trained staff and volunteers.

01234 214871

[enquiries@autismbeds.org](mailto:enquiries@autismbeds.org)



FLAG is an online support group for parents and carers of autistic family members living in Luton. The meeting is hosted by the Autism Spectrum Team, part of the Special Educational Needs Service at Luton Council. Meetings are held on Zoom, and password protected for your security.

Chloe Bishop

Autism Advisory Teacher

01582 548151

01582 548168

[chloe.bishop@luton.gov.uk](mailto:chloe.bishop@luton.gov.uk)



#### Families United Network (FUN)

Families United Network (FUN) is a registered charity working to support children and young adults with additional needs and disabilities and their families living in Bedfordshire. **Unit 5 Britannia Estate, Leagrave Road, Luton**

01582 420800

[info@familiesunitednetwork.org.uk](mailto:info@familiesunitednetwork.org.uk)

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

[Families United Network \(FUN\)](#)



#### Luton Well – Being

Our service offers a range of free and confidential support including talking therapies and specialist support to people living in Luton who wish to improve their mental and physical health. You can self refer through their website or speak to your GP/ Health Care Provider.

[www.totalwellbeingservice.org](http://www.totalwellbeingservice.org) Tel 0300 5554152



## Relate Bedfordshire and Luton

Relate Bedfordshire and Luton provides a range of vital services for adults, children, young people, parents and families, helping to build strong relationships. We can help you, your partner and family with breakups, arguments, affairs, sexual problems, step-families, retirement, new baby... anything that has an effect on your relationships.

<https://www.relate.org.uk/centre/bedfordshire-and-luton>

### Free School Meals

#### Free activities and meals in school holidays

[https://m.luton.gov.uk/Page/Show/Education\\_and\\_learning/Schools\\_and\\_colleges/Pages/Free-school-meals.aspx](https://m.luton.gov.uk/Page/Show/Education_and_learning/Schools_and_colleges/Pages/Free-school-meals.aspx)

All children on free school meals qualify for free places on Energise Luton holiday activity and food camps.

There are a huge range of holiday camps across the town to cater for different, ages, abilities and interests and every camp includes a nutritious lunch each day. Camps run for one week at Easter and Christmas and for four weeks during the summer holiday. You'll need to enter a 'FSM code' when booking. Please contact the school who will be able to provide this to you.

### Parentline



Parent line is a secure and confidential text service for parents and carers of those aged 0-19. It offers advice and support on a range of issues such as weaning, sleep and emotional health or how to make an appointment with our team. This will also be a great mechanism to find out how to access other local services.

Text our Health Visiting Service from today, our team is waiting to take your texts on our new dedicated phone number:

**07507 331886**

To find out how Parentline works, watch our short animation, click here: <https://vimeo.com/424779163/afd0181750>

**For young people aged 11-19 years**, we also offer ChatHealth, a text service where young people can get advice from our school nursing team. [Find out more about ChatHealth here.](#)



## Resolutions

### Young People

We don't judge and we won't tell you what to do. We are here to listen and help you make positive changes. We help people under 25 with things like:

Drug and alcohol use

-Health and wellbeing

-Offending behaviour

-Mental health

-Family support

-Someone else's alcohol or drug use

-Independent advocacy and visiting

### Adults

We're here for adults in Luton who are struggling with alcohol and/or drug use.

<https://www.changegrowlive.org/resolutions-drug-alcohol-service-luton/victoria-street>

## Drugs and Alcohol

Provided by



**Change  
Grow  
Live**

## TOKKO YOUTH SPACE



## WELCOME TO TOKKO!

Inspiring our young people to develop and find their space in our community.

Tokko is a dynamic charity based in Luton town center which supports young people aged 13-19 (up to 24 with SEN or a disability) to advance in life, feel safe and bring a reality to their imaginative ideas. Our projects support some of the most vulnerable people in our community.

**TOKKO YOUTH SPACE – 01582 544990**

7 Gordon Street

Luton

[info@tokko.co.uk](mailto:info@tokko.co.uk)

<https://tokko.co.uk/>

<p>DDNs (Dangerous Drug Networks)</p>	<p>DDN's are drug dealing gangs who target vulnerable people in order to set up drugs distribution networks.</p> <p>These criminals are using extreme violence to establish a presence, displacing an existing drug supply chain and intimidating rivals, witnesses and victims, this has resulted in local murders.</p> <p>DDN's exploit vulnerable teenagers to become drug runners for their network. Early intervention and intelligence are key to safeguard and protect the vulnerable.</p>
<p>Child Criminal Exploitation (County Lines)</p>	<p>Here is some guidance for frontline professionals on dealing with county lines, part of the government's approach to ending gang violence and exploitation:</p> <p><a href="https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines">https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines</a></p> <p>Children who are trafficked, exploited or coerced into committing crimes are victims in need of safeguarding and support. Though perceptions are altering these young people are still often criminalised and perceived as having 'made a choice' to take part in illegal activity.</p> <p><a href="https://www.catch-22.org.uk/child-criminal-exploitation">https://www.catch-22.org.uk/child-criminal-exploitation</a></p>
<p>Child Sexual Exploitation (CSE).</p>	<p>Central Bedfordshire Safeguarding Children Procedures has a page dedicated to Child Sexual Exploitation (CSE). It provides information about child sexual exploitation, the roles and responsibilities of relevant agencies and the procedures practitioners should follow to ensure the safety and well-being of children and young people whom it is suspected have been sexually exploited or are at risk of sexual exploitation.</p> <p><a href="https://www.centralbedfordshirelscb.org.uk/lscb-website/parents-and-carers/child-sexual-exploitation-1">https://www.centralbedfordshirelscb.org.uk/lscb-website/parents-and-carers/child-sexual-exploitation-1</a></p> <p><b>Key facts about CSE</b></p> <ul style="list-style-type: none"> <li>• It affects both girls and boys and can happen in all communities.</li> <li>• Any young person can be targeted but there are some particularly vulnerable groups: Looked After Children, Children Leaving Care and Children with Disabilities. • Victims of CSE may also be trafficked (locally, nationally, and internationally).</li> <li>• Over 70% of adults involved in prostitution were sexually exploited as children or teenagers.</li> <li>• Sexual violence or abuse against children represents a major public health and social welfare problem within UK society, affecting 16% of children under 16. That is approximately 2 million children.</li> </ul>

Child Sexual  
Exploitation  
(CSE).

### **Making a referral**

The Local Authority has a duty to make enquiries where a child may be suffering harm or neglect. If you think that a child may be at risk then you can let us know via the referral form linked below

### **Useful Websites**

- [Barnardo's](#) spot the signs: Advice for parents, professionals and young people on the signs of sexual exploitation and how to keep safe
- [Department for Education \(Gov.uk\)](#) National Action Plan for Tackling Child Sexual Exploitation
- [Parents Against Child Sexual Exploitation](#) pace is the leading national charity working with parents and carers whose children are sexually exploited
- [NSPCC](#) definitions, statistics, facts and resources about CSE.
- [NWG Network](#): Fighting against CSE and working to inform, educate and prevent child sexual abuse within the UK.
- Spotting The Signs of Child Sexual Exploitation: a 15 minute [YouTube clip](#) from Health Education England

Domestic  
violence



### **Luton Independent Domestic Violence Advisory (IDVA) Service**

Victim Support's IDVA service provides free, confidential support and guidance for high-risk victims of domestic abuse in Luton.

They support any victims over the age of 16 years old that are at risk of significant harm, regardless of their sexuality, gender, disability, culture or background.

The service accepts referrals from any source including self-referrals.

01582 488777

[luton.idva@victimsupport.org.uk](mailto:luton.idva@victimsupport.org.uk)

<https://www.victimsupport.org.uk/.../bedfordshire>





**Luton All Women's Centre**  
Run by Women for Women

### Luton All Women Centre

A dedicated to meeting the needs of all women in Luton and surrounding areas. The centre provides support and advice on a variety of issues including Domestic Abuse, Welfare Benefits, Parenting, we also have a Young Women's Service, a specialist service on Forced Marriage and Honour Based Violence and a Counselling Service.

**Contact:** telephone: 01582 416783, email: [support@lawc.org.uk](mailto:support@lawc.org.uk)

**WOMEN'S AID Luton** – [info@womensaidinluton.org](mailto:info@womensaidinluton.org)  
01582 391856

**24 Hour Domestic Abuse Helpline** 08082000247

Fabricated and induced illness (FII)

Fabricated or induced illness (FII) is a rare form of child abuse. It occurs when a parent or carer, exaggerates or deliberately causes symptoms of illness in the child.

[https://www.nhs.uk/conditions/Fabricated-or\\_induced-illness/](https://www.nhs.uk/conditions/Fabricated-or_induced-illness/)

Faith abuse

Faith and belief-based child abuse, including practices around 'spirit possession' and 'witchcraft', is a hidden crime, which makes it difficult to quantify in terms of magnitude. However, from our own experience and in consultation with communities, we know this kind of abuse is under-reported.

[www.gov.uk/government/publications/national action plan to-tackle-child-abuse-linked-to-faith-or-belief](https://www.gov.uk/government/publications/national-action-plan-to-tackle-child-abuse-linked-to-faith-or-belief)

Further contacts for advice can be found from the local representatives for some faiths.

Honour based violence (HBV)

'Honour' based violence (HBV) occurs when perpetrators believe a relative or other individual has shamed or damaged a family's or community's 'honour' or reputation (known in some communities as izzat), and that the only way to redeem the damaged 'honour' is to punish and/or kill the individual. 'Honour' based violence is a term that is widely used to describe this sort of abuse however it is often referred to as **so called 'honour' based violence** because the concept of 'honour' is used by

	<p>perpetrators to make excuses for their abuse. There is a very strong link between ‘honour’ based violence, forced marriage and domestic abuse. The term ‘Honour Based Violence’ is the internationally recognised term describing cultural justifications for violence and abuse. Honour Based Violence cuts across all cultures and communities: Turkish, Kurdish, Afghani, South Asian, African, Middle Eastern, South and Eastern European for example. This is not an exhaustive list. Where a culture is heavily male dominated, HBV may exist. The police have made it a high priority to help communities fight back to tackle both honour based violence and hate crime.</p> <h2>For local support and advice</h2> <p>Women's Aid in Luton</p> <p><b>Tel</b> - 01582 391856 (Mon-Fri 1000-1700) Offering refuge, outreach, drop-in, freedom programme. <a href="#">Women's Aid in Luton website</a></p> <p>Luton Police Force Marriage &amp; Honour Based Abuse Unit</p> <p>Please call <b>101 or 999</b> if a crime is in progress. <a href="#">Luton Police Force Marriage &amp; Honour Based Abuse Unit website</a></p> <h2>Other contacts</h2> <p>Honour Network</p> <p><b>Tel</b> - 0800 5999 247 <b>Website</b> - <a href="http://www.karmanirvana.org.uk">www.karmanirvana.org.uk</a></p>
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Female genital mutilation (FGM)	<p>Female Genital Mutilation (FGM) comprises all procedures involving partial or total removal or the external female genitalia. FGM is illegal in the UK and as of October 2015 mandatory reporting commenced. If education staff or other professionals discovers that an act FGM appears to have been carried out on a girl under 18 years old there is a statutory (legal) duty on teachers for them PERSONALLY to report it to the police.</p> <h3>What should I do if I think someone is at risk?</h3> <p>If you think someone is in immediate danger you should contact the police.</p> <p>If she has already been taken abroad you should contact the Foreign and Commonwealth Office on 020 7008 1500 or from overseas call +44 (0)20 7008 1500.</p> <p>You should also contact our Safeguarding Adults and MASH teams who will be able to offer you support and guidance:</p> <p><b>Safeguarding Adults team: 01582 547730</b></p>
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## Multi-agency safeguarding hub (MASH)

**Telephone:** 01582 547653

Out of hours: 0300 3008123

Emergency: 999

**Email:** [mash@luton.gov.uk](mailto:mash@luton.gov.uk)

You can also call the NSPCC anonymously on **0800 028 3550** if you're a worried someone might be a victim of FGM. You can also email them at [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk).

[Follow this link for more information and advice from the NSPCC.](#)

Forced marriage	<p><b>UK Forced Marriage Unit</b></p> <p>If you or someone you know is worried about forced marriage, please call the Foreign &amp; Commonwealth Forced Marriage Unit which can offer:</p> <ul style="list-style-type: none"> <li>• A confidential helpline to those at risk of, or affected by, forced marriage</li> <li>• Information for professionals working with children</li> <li>• Support workers in embassies to protect citizens subject to forced marriage abroad</li> <li>• Arranging repatriation and resettlement of those who have been forced, or are at risk of being forced, into marriage abroad</li> </ul> <p>Foreign &amp; Commonwealth Office Forced Marriage Unit  <b>Tel</b> - 0207 008 0151 (Mon-Fri 9am-5pm)  <b>Email</b> - <a href="mailto:fmfu@fco.gov.uk">fmfu@fco.gov.uk</a>  <b>Website</b>- <a href="https://www.gov.uk/forced-marriage">https://www.gov.uk/forced-marriage</a></p> <p><b>For out of hours emergencies, please telephone: 0207 008 1500 and ask to speak to the Global Response Centre</b></p> <p><b>For local support and advice</b></p> <p>Women's Aid in Luton</p> <p><b>Tel</b> - 01582 391856 (Mon-Fri 1000-1700)  Offering refuge, outreach, drop-in, freedom programme.  <a href="#">Women's Aid in Luton website</a></p> <p>Luton Police Force Marriage &amp; Honour Based Abuse Unit</p> <p><b>Tel</b> - 01582 394384 (Mon-Fri 0800-1600)  <a href="#">Luton Police Force Marriage &amp; Honour Based Abuse Unit website</a></p> <p>Victim Support  <b>Tel</b> - 0845 30 30 900</p>
Gangs and youth violence	<p><b>Gangs and Exploitation</b> is an increasingly prevalent issue which enables a whole host of criminality.</p> <p>Individuals involved with, or on the edges of, gangs might be victims of violence or they might be pressured into doing things like stealing or carrying drugs or weapons. They might be abused, exploited or put into dangerous situations. For many, being part of a gang makes them feel part of a family so they might not want to leave. Even if they do, leaving or attempting to leave can be a really scary idea. They might be frightened about what will happen to them, their friends or their family if they leave.</p> <p><a href="https://directionforbedfordshire.co.uk/how-can-we-help-you/gangs-exploitation/">https://directionforbedfordshire.co.uk/how-can-we-help-you/gangs-exploitation/</a>  01582 721010 / 080091753579</p> <p><b>TOKKO YOUTH SPACE</b> - <a href="https://tokko.co.uk/">https://tokko.co.uk/</a></p>

<p>Gender-based violence/violence against women and girls</p>	<p><b>National Domestic Violence Helpline</b></p> <p><b>Tel - 0808 2000 247</b> (24 hour help line)</p> <p><b>Women's Aid in Luton</b></p> <p><b>Tel - 01582 391856</b> (Mon-Fri 1000-1700) Offering refuge, outreach, drop-in, freedom programme. <a href="#">Women's Aid in Luton website</a></p> <p><b>Luton All Women's Centre</b></p> <p><b>Tel - 01582 416783</b> (Mon-Fri 0900 - 1700) Offering support, advice and counselling on domestic abuse, forced marriages and honour violence, freedom programme.</p> <p><b>Steppingstones</b></p> <p><b>Tel - 01582 457114</b> Offering help and support to women affected by any drug/alcohol, domestic abuse, mental health and social care related issues, freedom programme <a href="#">Steppingstones website</a></p> <p>For information about Luton Rape and Sexual Abuse visit:</p> <p><a href="https://www.lutonsexualhealth.org.uk/info-advice/sex-and-relationships/rape-and-sexual-assault/">https://www.lutonsexualhealth.org.uk/info-advice/sex-and-relationships/rape-and-sexual-assault/</a></p> <p><a href="https://www.emeraldcentre.org/">https://www.emeraldcentre.org/</a></p> <p>FGM (Female Genital Mutilation) is violence against women and girls. Forced marriage and so called 'Honour' based violence are a violation against human rights and is a high priority area of the national and local Violence Against Women and Girls Agenda. It is, primarily an issue for young women and girls aged between 13 and 30 years.</p>
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<p>Private fostering</p>	<p><b>Luton Council</b> <a href="https://m.luton.gov.uk/Page/Show/Health_and_social_care/children_and_family_services/Pages/Private-fostering-who-is-sleeping-in-your-house.aspx">https://m.luton.gov.uk/Page/Show/Health_and_social_care/children_and_family_services/Pages/Private-fostering-who-is-sleeping-in-your-house.aspx</a></p> <p><b>National Fostering Agency (NFA)</b> <a href="https://www.nfa.co.uk/">https://www.nfa.co.uk/</a></p> <p><b>Kinship Care</b> Kinship care means that relatives or friends look after children who cannot live with their parents. Visit this website for more information: <a href="https://kinship.org.uk/">https://kinship.org.uk/</a></p> <p><b>Foster Team 01582 547633</b> <b>MASH 01582 547653</b></p>
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<p>Preventing Radicalisation and Extremism/ HATE (PREVENT duty)</p>	<p><a href="http://www.educateagainsthate.com">www.educateagainsthate.com</a> is the government website providing information and practical advice for parents, teachers and schools leaders on protecting children from radicalisation and extremism.</p> <p>Call 999 or the police anti-terrorist hotline on 0800 789 321 to report an immediate threat to life or property. Concerns can also be raised by email to: <a href="https://www.gov.uk/report-suspicious-activity-to-mi5">https://www.gov.uk/report-suspicious-activity-to-mi5</a></p> <p>Let's talk about it has excellent website for parents: <a href="https://educateagainsthate.com/parents/">https://educateagainsthate.com/parents/</a></p> <p>While it remains very rare for school age children to become involved in extremist activity to the point of committing criminal acts, young people can be exposed to extremist influences or prejudiced views, including via the internet, from an early age. As with other forms of criminality or risk of harm, early intervention is always preferable. Schools, working with other local partners, families and communities, can help support pupils who may be vulnerable as part of wider safeguarding responsibilities.</p> <p>Channel guidance:</p>
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<p>Sexting/Sextortion /youth produced imagery</p>	<p><b>Guidance for parents – The Spark</b> <a href="https://thespark.org.uk/relationship-support-parents-families/free-parenting-resources/sexting-guide-for-parents/">https://thespark.org.uk/relationship-support-parents-families/free-parenting-resources/sexting-guide-for-parents/</a></p> <p>NSPCC website. <a href="https://www.nspcc.org.uk/keeping-children-safe/online-safety/">https://www.nspcc.org.uk/keeping-children-safe/online-safety/</a></p>
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<p>Children Missing in Education (CME)</p>	<p><b>Children Missing Education (CME)</b> refers to 'any child of compulsory school age who is <b>not</b> registered at any formally approved education activity eg school, alternative provision, elective home education, <b>and</b> has been out of education provision for at least 4 weeks'. <b>CME</b> also includes those children who are <b>missing</b> (family whereabouts unknown), and are usually children who are registered on a school roll / alternative provision.</p> <p>This might be a child who is not at their last known address <b>and either</b> has not taken up an allocated school place as expected, or has 10 or more days of continuous absence from school without explanation, or left school suddenly and the destination is unknown.</p> <p>This is the link for Children Missing Education on the Luton website</p> <p><a href="https://m.luton.gov.uk/Page/Show/Education_and_learning/Schools_and_colleges/parents-students/School_standards%20and%20attendance/Pages/Children%20missing%20in%20education.aspx">https://m.luton.gov.uk/Page/Show/Education_and_learning/Schools_and_colleges/parents-students/School_standards%20and%20attendance/Pages/Children%20missing%20in%20education.aspx</a></p>
<p>Missing Children and Adults Strategy (vulnerable children and adults who go missing)</p>	<p>Every year an estimated 200,000 people go missing in the UK. In some cases, missing adults may have made a choice to leave and 'start their lives over again', but the vast majority of missing people, children and adults, are vulnerable and need protection and support.</p> <p>The strategy has three key objectives which provide the right foundations for any effective local strategy to tackle this issue:</p> <ul style="list-style-type: none"> <li>• Prevention - reducing the number of people who go missing, including through prevention strategies, education work and early intervention in cases where children and adults repeatedly go missing</li> <li>• Protection - reducing the harm to those who go missing, including through a tailored, risk-based response and ensuring agencies work together to find and close cases as quickly as possible at a local and national level</li> <li>• Provision - providing support and advice to missing persons and families by referring them to agencies promptly and ensuring they understand how and where to access help. The police should be informed if any child or adult goes missing.</li> </ul> <p><a href="https://missingpersons.police.uk/en-gb/resources/links/children-and-young-adults#">https://missingpersons.police.uk/en-gb/resources/links/children-and-young-adults#</a></p>

<p>Children with family members in prison</p>	<p>Approximately 200,000 children have a parent sent to prison each year. These children are at risk of poor outcomes including poverty, stigma, isolation and poor mental health.</p> <p>NICCO provides information to support professionals working with offenders and their children to help mitigate the negative consequences for these children. <a href="https://www.nicco.org.uk/">https://www.nicco.org.uk/</a></p>
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Children and the court system	<p>Children are sometimes required to give evidence in courts, either for crimes committed against them or for crimes they have witnessed.</p> <p><a href="https://www.theeducationpeople.org/our-expertise/safeguarding/safeguarding-priorities/children-and-the-court-system-and-children-with-family-members-in-prison/">https://www.theeducationpeople.org/our-expertise/safeguarding/safeguarding-priorities/children-and-the-court-system-and-children-with-family-members-in-prison/</a></p>
<p>Embrace</p> 	<p>Embrace are solely focused on supporting children, young people and families who are victims of serious crime.</p> <p>They help them cope with what has happened, support their recovery and provide services that enable them to put events behind them, move on and fulfil their life's potential. They also provide support to children/young people who are directly experiencing stalking or those indirectly affected by stalking.</p> <p><b>Telephone:</b></p> <p><a href="tel:03456099960">03456099960</a></p> <p><b>Email:</b></p> <p><a href="mailto:info@embracecvoc.org.uk">info@embracecvoc.org.uk</a></p> <p><b>Website:</b></p> <p><a href="https://embracecvoc.org.uk/">https://embracecvoc.org.uk/</a></p>

Stalking	<p><b>General Advice:</b></p> <ul style="list-style-type: none"> <li>▪ If it doesn't feel right it probably isn't!</li> <li>▪ Seek support from trusted family/friends</li> <li>▪ Report to the police and do this early</li> <li>▪ Keep a diary in a secure location</li> <li>▪ Screenshot emails etc and save them</li> <li>▪ Photograph/video your stalker if safely possible.</li> <li>▪ Get advice</li> <li>▪ Tighten security; home, work and on-line</li> </ul> <p><b>National Stalking Helpline</b>  For advice and support. The helpline will operate a triage service for local support and make referrals -Phone: 0808 802 0300  Website: <a href="http://www.stalkinghelpline.org">www.stalkinghelpline.org</a>  <a href="https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline">https://www.suzylamplugh.org/Pages/Category/national-stalking-helpline</a></p> <p><b>Paladin: National Stalking Advocacy Service</b> For advice and referral.  Phone line: 020 3866 4107  Website: <a href="https://www.paladinservice.co.uk/">https://www.paladinservice.co.uk/</a></p> <p><b>Hollie Gazzard Trust</b>  <a href="https://holliegazzard.org/">https://holliegazzard.org/</a></p>
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