

Children's services in Leicestershire

Updated April 2017

Please note that this list of services, groups and agencies in Leicestershire is not intended as an endorsement by the Leicestershire First Response Children's Duty (FRCD) team but as a guide to what is available irrespective of affiliation. Referrals can be made to all services listed however some may incur additional charges for which FRCD are not liable.

Please use these services prior to making a referral for early help.

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Disabilities and Special Educational Needs (SEN)

Age / Criteria	Service	Telephone	Email	Web
16+	Mosaic	0116 2314425 0116 2318720	enquiries@mosaic1898.co.uk	www.mosaic1898.co.uk
16-65	RNIB College Loughborough	01509 611077	Via website	www.rnibcollege.ac.uk
All	Glebe House – Learning Disabilities and Autism	0776 6875276	chservices@glebehouse project. org.uk	www.glebehouseproject.org.uk
Families	Family Action	0116 2574979	Via website	www.family-action.org.uk
Families	Menphys	0116 2827225	Info@menphys.org.uk	www.menphys.org.uk
Parents	SENDIASS (parent partnership)	0116 257 5027	Via website	www.sendiassleicester.org.uk
Leicestershire	Parent Carer Council	0787 0688973	jane@parentcarercouncil.co.uk	www.parentcarercouncil.co.uk
All	Action Deafness	0116 2574800	enquiries@actiondeafness.org.uk	www.actiondeafness.org.uk
All	ADHD solutions	0116 2610711	Via website	www.adhdsolutions.org.uk
All	Leicester Centre for Integrated Living	0116 2225005	admin@lciil.org.uk	www.lciil.org.uk
All	Leicestershire Downs Syndrome Group	0759 5821127	info@leicesterdownsgroup.co.uk	www.leicesterdownsgroup.co.uk
All	National Autistic Society Leicestershire Branch	0116 2581841	leicester@nas.org.uk	www.autism.org.uk/leicestershire
All	Leicester Mencap Society	0116 2856514	niccilucas@yahoo.co.uk	www.mencap.org.uk
All	Vista	0116 2498839	info@vistablind.org.uk	www.vistablind.org.uk
All	SEN transport	0116 3050002	transportassessments@leics.gov.uk	
All	SEN Advice Line	0116 3056600	senaservice@leics.gov.uk	
5-25	Tanglewood	0748 2622939 0750 0110003	tanglewoodysg@mail.com	www.tanglewoodysgroup.btck.co.uk/
All	Children's Disability Service	0116 2252525		

Parental contact and family support

Age / Criteria	Service	Telephone	Email	Web
	CAFCASS	0300 4564000	enquiries@cafccass.gsi.gov.uk	www.cafcass.gov.uk
	Mediation Services	0300 4000636	On website	www.nfm.org.uk
	Community Advice and Law Centre (CALS) Family Mediation	0116 242115	mediation@cals.uk.net	www.calsmediation.co.uk
	The Grandparents Association	0845 4349585	Advice@grandparents-association. org.uk	www.grandparents-association. org.uk
	NACCC	0845 4500280 0115 9484557	contact@nacc.org.uk	www.nacc.org.uk
	Grandparents plus	0300 0337015 0300 1237015	See website	Grandparentsplus.org.uk
All	Talk2sort (mediation)	01509 260500	assistance@bridgehousingservies. com	www.bridgehousingservices.com
Adult	Family Support Programme	08456436476	family@acorntaining.eu	www.acorntaining.eu

Offending and anti -social behaviour

Age / Criteria	Service	Telephone	Email	Web
All	Leicestershire Fire and Rescue Service	0116 2872241	info@lfrs.org	www.leicester-fire.gov.uk/your-safety/education/firecare
All	Youth Justice Liaison and Diversion team	0116 305 0030	youthoffendingservice@leics.gov.uk	
All	Victim First	0800 9539595	support@victimfirst.pnn.gov.uk	www.victimsupport.org.uk
All	Action for Prisoner Families	0808 8002222		www.leicsprobation.co.uk
All	Hate Incident Monitoring Project	0116 3058263		www.gov.uk/reporthathe
All	Anti-social Behaviour	0116 3058263 0116 3056014	communitysafety@leics.gov.uk	www.leics.gov.uk/asb

Mental Health and Self Harm

Age / Criteria	Service	Telephone	Email	Web
Adults	Richmond Fellowship	0116 2626337 0808 8003302	Leicestershire.Helpline@richmondFellowship.or.uk	richmondfellowship.or.uk
Leicestershire	Samaritans	0116 2700007	Leicester@samaritans.org jo@samaritans.org	www.leicestersamaritans.org
Leicestershire	Inclusion Support Service	Referrals 0116 3050004		
Leicestershire	Community Mental Health Teams	0116 2956894	Contact Leicestershire Partner NHS trust	Contact Leicestershire Partner NHS trust
Leicestershire	CAMHS	0116 2955048 Professionals County Team 0116 2952992	N/A	www.leicspart.nhs.uk
Leicestershire	PIER Team (Psychosis Intervention and Early recovery)	0116 2957060	N/A	www.leicspart.nhs.uk
Leicestershire	Leicestershire Action for Mental Health (LAMP)	01162556282	lamp@lampdret.org.uk	www.lampadvocacy.co.uk
Leicestershire	Rethink	0300 5000927	advice@rethink.org	www.rethink.org
Leicestershire	Strides – confidence building	0780 4 273230	strides@wetland.plus.com	www.stridesleicester.plus.com
Leicestershire Up to 25 and parents	Young Minds	Parent helpline 0808 802 5544	ymenquiries@youngminds.org.uk	www.youngminds.org.uk
All	Childline	Freephone 0800 1111 (24 hours)		www.childline.org.uk
All	Beat – eating disorders	0808 801 0677 adult 0808 801 0711 youth		www.b-eat.co.uk
All	ABC – Anorexia, Bulima Care	03000 11 12 13 Helpline		www.anorexiabulimiacare.org.uk
West Leicestershire Over 18	Mind	0247 6552847 0300 123 3393	admin@cwmind.org.uk	www.cwmind.org.uk
All	Harmless	0115 934 8445	info@harmless.org.uk	www.harmless.org.uk
All	Charlie Waller Memorial Trust	01635 869754	training@cwmt.org	cwmt.org.uk/freestuff

Debt and Housing

Age / Criteria	Service	Telephone	Email	Web
Charnwood	The Bridge – Housing Advice Services	01509 260500	Via website	www.bridgehousing services.com
Charnwood	Charnwood Borough Council – Housing Needs	01509 634567	housing@charnwood.gov.uk	www.charnwood.gov.uk
Charnwood 16/17	The Bridge (Single Access Point)	01509 260500	Talk2sap@bridgehousing services.com	www.bridgehousing services.com
Charnwood	Loughborough Foyer	01509 216900	loughboroughfoyer@ncha.org.uk	www.personalisedsupprt.co.uk/ui/content/content.aspx?ID=454
Charnwood +NWL	Exaireo	01509 266422	info@exaireo.org	www.exaireo.org
Leicestershire	The Bridge – Housing support	01509 269500	Via website	www.bridgehousing services.com
Leicestershire	Shelter Housing Aid and Research Project (SHARP)	0116 2546064	info@leicestershelter.org.uk	www.leicestershelter.org.uk
Leicestershire	Advance Housing and Support	0116 2473900	support@advance.org	www.advanceuk.org
Leicestershire	Asra Housing Group	0116 2576716	enquiries@asra.org.uk	www.asra.org.uk
Leicestershire	Network for Change Supported Housing and Outreach Services	0116 2470335	info@networkforchange.org.uk	www.networkforchange.org.uk
Leicestershire	EMHA Liberty Housing – supported housing	0116 2322888	customerservices@emha.org	www.eastmidlandhousing.org
Leicestershire	District Councils	Check local website	Check local website	Check local website
Leicestershire	Furniture Reuse Leicestershire	03303550707	Check local website	Check local website
Leicestershire	Homestart	0116 2630270	info@homestartbow.org	www.home-start.org.uk
Leicestershire	Emergency hostels	Check local website	Check local website	Check local website
Leicestershire	Stoneham supported Lodgings	01455 68001	supportedlodgingsleics@homegroup.org.uk	www.homegroup.org.uk
Leicestershire	Leicester charity link	0116 2222200	info@charity-link.org	www.charity-link.org
Leicestershire	Citizens Advice Bureau	Various	Check local website	Check local website
Leicestershire	Community Advice and Law Centre (CALS)	0116 242 1120	enquiries@cals.uk.net	www.cals.uk.net
Leicestershire	Helping Hands	0116 2782001	n/a	www.helpinghandsadvice.co.uk
Melton	EMHA – Myst Lodge	0166 4481411 Referrals 01530 278195	john.thompson@emha.org	www.emha.org
Melton	EMHA – Westbourne House	01530 278195	customerservices@emha.org	www.emha.org
Oadby and Wigston	Single Access Point	07720 680470	Talk2sap@bridgehousing services.com	www.bridgehousing services.com

Teenage Pregnancy

Age / Criteria	Service	Telephone	Email	Web
All	SAMS (School Age Mum's support)	0750 0448370	sara@samsleics.co.uk	www.samsleics.co.uk
Parents under 20	Parents under 20	0116 305 9238		www.parentsunder20.co.uk www.letstalktp@leics.gov.uk

Domestic and sexual abuse

Age / Criteria	Service	Telephone	Email	Web
0 - 11	Women's Aid Leicestershire DV Helpline	0808 8020028 07976 957730 0116 2832225 0808 2000247 (24 hours)	admin@wallaction.org.uk	www.wa-leicester.org.uk
11-19	UR Project (LWA)	01509 550317		www.lwa.org.uk
All	UAVA	0808 80 20 028	info@uava.org.uk	www.uava.org.uk/
Men/women	Juniper Lodge Sexual Assault Referral Centre	0116 2733330		www.juniperlodge.org.uk
All	StopItNow!	Helpline (0808 1000 900)	help@stopitnow.org.uk	www.stopitnow.org.uk
16+	Sexual Violence Helpline	03003336533		
Men	ADAM project	0116 283 2225	adam.project@wallaction.org.uk	www.adamproject.co.uk
All	Blaby District Outreach Service	0116 272 7637	domestic.abuse@blaby.gov.uk	
Men	First Step	0116 2548535	cas@firststepleicester.org.uk	www.firststepleicester.org
Women/girls 14+	Jasmine House Leicester Rape Crisis	0116 2555962	admin@jasminehouse.org.uk	www.jasminehouse.org.uk
Women 16+	The Quetzal	0116 2533383	help@quetzal.org.uk	www.quetzal.org.uk
Women	Women's Aid Leicestershire	0300 3031844	admin@wallaction.org.uk	www.wa-leicester.org.uk
Families	Women's Aid IDVA Services	0300 3031844	admin@wallaction.org.uk	www.wa-leicester.org.uk
Families	Family Action Post Sexual Abuse	0116 2168334	PSA@family-action.org.uk	www.family-action.org.uk
Blaby Leicestershire	Children's Support worker Veronica House	0116 2727734 01530 278199	community-safety@blaby.gov.uk customerservices@emha.org	www.blaby.gov.uk www.eastmidlandshousing.org
All	Hinckley and Bosworth Outreach Service	01455 255 746	n/a	n/a
Leicestershire	Domestic abuse Service Database	All Services	website	www.leics.gov.uk/domestic_abuse_service-matrix.htm
Leicester (free) Leicestershire (charge)	The Jenkins Centre	0116 254 01 01	info@jenkinscentre.org	www.jenkinscentre.org

Behaviour Issues

Age / Criteria	Service	Telephone	Email	Web
5-16	Beyond Bullying	0116 3057570	Sue.Bosley@leics.gov.uk	www.beyondbullying.com
5-16	Educational Psychology	0116 3055100	psychology@leics.gov.uk	
5-11	Family STEPS	0116 3054400 (North) 0116 3053056 (South)	Family@leics.gov.uk	www.leics.gov.uk/family _ steps _ parents
11-16	Grounded	0116 2234254	centre@fun and families.org.uk	www.fun and families.co.uk
13 - 25	Worth it Projects	01530 835155	info@worthitprojects.co.uk	
Young People	Youth service	0116 3056338	youthservice@leics.gov.uk	www.leics.gov.uk/youthservice
Parent/Carers	Living with Teenagers	0116 2234254	centre@fun and families.org.uk	www.fun and families.co.uk
11+	Twenty Twenty Lifeskills	0116 2619790	olivia.pitt@twentytwenty.org.uk	www.twentytwenty.org.uk
5-25	Tanglewood	0748 2622939 0750 0110003	tanglewoodysg@mail.com	tanglewoodysgroup.btck.co.uk/
All	Kidscape	Parent Advice Line 020 7823 5430 020 7730 3300	info@kidscape.org.uk	www.kidscape.org.uk

Counselling and Mediation

Age / Criteria	Service	Telephone	Email	Web
0-19	Children's Support Service	0116 2727734	community.safety@blaby.gov.uk	www.blaby.gov.uk
10+	Relate	0116 2543011	reception@relateleics.org	www.relateleicestersghire.org.uk
10-19	Twenty Twenty	01509 236144	brightfuture@twentytwenty.org.uk	www.twentytwenty.org.uk
11-19	Talk2sort	01509 260500	Via website	www.bridgehousingservices.com/talk2sort
13+	The Centre (LGBT)	0116 2547412		www.leicesterbrlghtcentre.org
18+	Cruse Bereavement Centre (Young People)	0116 2884119 Free helpline 08088081677	Adults -leicester@cruse.org.uk	
Young people -hopeagain@cruse.org.uk	www.cruse.org.uk			
Adults	The Leicester Counselling Centre	0116 2558801	admin@leicscounselling.co.uk	www.leicestercounsellingcentre.co.uk
Adults	The Haven	01530 560921	the.haven.counselling@btconnect.com	www.thehavenashby.org.uk
Families	New Dawn Family support	0116 287335	newdawnfamilyss@btinternet.com	www.newdawnfamilysupportservie.org.uk
All	Safe space counselling	07938 779 477	safespacecounselling@talktalk.net	www.safespacecounselling.org
	NACCC (National Association of Child Contact Centres)	08454500280 0115 9484557	contact@naccc.org.uk	
Families	The Laura Centre	0116 2544341	info@thelauracentre.org.uk	www.thelauracentre.org.uk

Carers

Age / Criteria	Service	Telephone	Email	Web
Up to 18	Carefree Young Carers Barnardos	0116 2867182	carefree@barnardos.org.uk	www.barnardos.org.uk/carefree
	Support for Carers Leicestershire	08456899510	maureen@supportforcarers.org	www.supportforcarers.org
	The Carers Centre	0116 2510999	enquiries@thecarerscentre.org.uk	www.thecarerscentre.org.uk
	LAMP's Carer	0116 2556286	juliaruck@lampdirect.org.uk	www.lampdirect.org.uk
	Rethink Carer Respite Service	01530 276525	info@rethink.org	www.rethink.org
	Rethink Carers Support Group	01823 365327	groups@rethink.org	www.rethink.org
13 - 19	Open Door	0116 223 2397	thoma003@leicester.gov.uk	

Drug and Alcohol Misuse

Age / Criteria	Service	Telephone	Email	Web
Charnwood	Swanswell	0300 3035000	iradmin@swanswell.org	www.swanswell.org
Leicestershire	Substance Misuse Strategic Team	0116 3052680	info@drugs.org.uk	www.drugs.org.uk
Oadby and Wigston	Substance Use Prevention Officer	0116 272 7672 0792 0559413	kathryn.heathcote@oadby-wigston.gov.uk	www.oady-wigston.gov.uk/alcohol_drugs_and_substance_misuse
Oadby and Wigston	Self -help group	0792 0559413	kathryn.heathcote@oadby-wigston.gov.uk	www.oady-wigston.gov.uk/alcohol_drugs_and_substance_misuse
Blaby	Substance Use Prevention Officer	0116 272 7672	kathryn.heathcote@oadby-wigston.gov.uk	www.blaby.gov.uk/resident/crime-safety-and-emergencies/drugs-and-alcohol-advice-and-support
Adults	Alcohol Concern	0203 815 8920	@alcoholconcern.org.uk	www.alcoholconcern.org.uk



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