

Help and support for Families

We recognise that at times families may need some extra help, signposting or support, often this can be from friends, family or someone in the community but sometimes more may be required. Below are some of the places you might be able to find out more about the right support for your child and family.

School Offer

At Aylestone, we do all we can to support our students and their families. We are aware of the many pressures that families are under and are available to provide support, referrals and signposting to external services as well as suggestions for families who require additional help and support. The Aylestone pastoral and safeguarding teams aim to offer support for students and families to achieve successful and positive outcomes. Aylestone's Early Help Offer covers various areas including attendance, medical issues, mental health support, bereavement, pupil premium support, support for family relationships and routines etc

As a school, we can support students and families with a wide variety of things including:

- Attendance meetings and home visits
- School nursing team drop-in clinic and referrals
- ELSA referrals (in-school emotional literacy support)
- WEST referrals (Wellbeing and Emotional Support Team) for mental health and wellbeing support
- Liaison with Early Help team at Herefordshire Council to complete an EHA (Early Help Assessment) which can result in appropriate support
- Signposting students and families to appropriate support services
- Counselling referrals
- SEN assessments and support

We work closely with Herefordshire Early Help Team and suggest that families who require support outside of school contact the CHAT team (Children's Help and Advice Team) on 01432 260261. For more information on this service, follow this link:

[Being a parent – Herefordshire Council](#)

We are also keen to help as many families access parenting courses as possible, offering online or face-to-face courses locally through the Early Help Team. For more information, follow this link:

[Early Help Parenting Courses – Herefordshire Council](#)

You may also find some of the information and links below useful:

Youth Groups/ Activities



Monday	CLOSED		
Tuesday	Daytime Drop In 16+ (11am-2pm)	Afterschool Drop In 11s-16s (3pm-6pm)	
Wednesday	Daytime Drop In 16+ (11am-2pm)	Afterschool Drop In 11s-16s (3pm-6pm)	
Thursday	Daytime Drop In 16+ (11am-2pm)	Afterschool Drop In 11s-16s (3pm-6pm)	
Friday			The Outback 12s-16s (6pm-8pm)
Saturday			The Outback 12s-16s (6pm-8pm)
Sunday	CLOSED		

Close House is a Youth Centre in Hereford that gives children a safe space to hang out!

Providing:

- Pool Table
- Games
- Tuck Shop
- Music Mixing

<https://closehouse.org/>

Email: admin@closehouse.org.uk
Phone Number: **01432 274239**

This space is supervised by Youth Mentors who are safeguarding trained.

3 St Peters Close, Hereford, HR1 2DL



Going for Goal runs during term time ONLY.

These **free** football sessions are for children in Herefordshire, ages **9-18 years old**. The sessions are held at:

- **Widemarsh common at HFA headquarters on Thursdays from 4.30pm to 5.30pm on the 3G field.**
Please wear sports attire to the sessions

Partnered with **West Mercia Police and Close House** to give young people the opportunity to talk about social issues

contact: Jonathan Nash Community Engagement Manager
jnash@herefordfc.co.uk

[GOING FOR GOAL | National League Trust: Day of Recognition | Hereford FC - The Official website of Hereford FC](#)

Autistic Girls Network – A safe space for young girls **13-18** who are either diagnosed ASD or on the pathway to a diagnosis, to come together and be themselves!
Providing crafts, baking, days out, whilst covering life skills.

- **Bartestree, Hereford- Monday Evenings**

Link to sign up:

<https://autisticgirlsnetwork.org/group-registration-under-18/>



HAF programmes have been confirmed for 2025/26

If you are eligible for free school meals or benefits, you can sign up to free activities during the school holidays. Each activity provides a free meal.

Link to see what is on offer:

<https://www.talkcommunity.co.uk/here-for-herefordshire-holidays-programme/>

Support

Online support for a wide range of challenges families might face:

- Co-Parenting
- Parenting Teens
- Empowering Parents

And much more!

[Parenting and Family Support | Family Lives](#)









HOW CAN WE HELP?

SPEAK TO ONE OF OUR FRIENDLY AND PROFESSIONAL COMMUNITY ADVISORS

-  **HOUSING ISSUES**
-  **FORMS, OFFICIAL DOCUMENTS AND BENEFITS**
-  **CV'S AND EMPLOYMENT SUPPORT**
-  **MONEY WORRIES AND DEBT**
-  **SKILLS AND LEARNING**
-  **COMMUNITY EVENTS AND VOLUNTEERING**

 **01432 278070**
 SUSANNAH@KINDLECENTRE.ORG.UK
 NATALYA@KINDLECENTRE.ORG.UK
 LOUISE@KINDLECENTRE.ORG.UK
 THERESA@KINDLECENTRE.ORG.UK
 THE KINDLE CENTRE (ON THE SIDE OF ASDA), BELMONT ROAD, HEREFORD, HR2 8JA

The Kindle Centre:

The Kindle Centre offers a wider range of practical support for the community. Also providing:

- ESOL For Refugees
- Community ESOL
- Free Family Legal Advice drop in (Tuesdays 10am-12pm)

They also hold a range of community activities see website to find their schedule: <https://kindlecentre.org.uk/>

Location: **Belmont Rd, Hereford HR2 7JE**

Phone Number: **01432 278070**

Health and Medical Community Services:

A list of services available to adult and young people in the community, offering a wide range of services for a wide range of needs. Both drop ins and book appointments at various places:

<https://www.wyevalley.nhs.uk/services/community-services.aspx>

Contact details vary dependant of service



The Living Room

The living room is a community space that offers signposting and support. You can also sign up to their community larder scheme (open to anyone!). You can book appointments for housing support or financial support

Book Appointments for support here:

<https://www.thelivingroomhereford.co.uk/appointments>

Opening times: 09:00am-3:30pm Monday - Friday

Phone Number: 01432 381838

Location: 10 Commercial Road, Hereford, HR1 2BB



St Martin's Food Share

Take only what you can use.

Consider people who will be here later.

Take lots of salad – no one seems to like salad!

Remember this is a food share run by volunteers.

St Martin's FoodShare is a project of St Martin's Church, 89 Ross Road. Questions? Call David on 07563 382872

St Martin's Food Share – Proving weekly food share programmes

Friday from 11:30am (food distributed at noon)
Belmont Community Centre, HR2 7UQ

Monday from 10:30am (food distributed at 11am)
Hunterton Scouts Hut, HR2 7AJ

Monday from 11.30am (food distributed at 12 noon)
St Martin's Church and Hall

Community Fridge – Saxton Hall, HR2 6HE (Help yourself at any time!)

Household Support Fund (Council)

Up to £500 towards; food vouchers, energy bills and wider essentials

<https://www.herefordshire.gov.uk/household-support-grant>

Parents can apply for this independently



Further help and support available in Herefordshire

Children's Help and Advice Team (CHAT).

CHAT



Often families can solve their own problems, at times they may need support. If you need any advice or support for your child or your family, we recommend you share your worry with a professional you feel comfortable talking to or call CHAT (Children's Help and Advice Team within Early Help) if that works better for you and speak to an advisor.

A CHAT advisor can give advice over the phone, send you out information and signposting, or if needed, arrange a package of support through an Early Help Assessment to access a family support worker if required. This could include support from Children's Centre Services (for families with children aged 5 or under) or Early Help Family Support (for families with children 0-18, or up to 25 years with SEND)

We have information on a wide range of needs

Parenting support

Bullying

Family relationships

Online safety

Attendance

Behaviour worries

Mental health

Finances

And more

If you would like to seek help, advice and guidance for your family please contact our CHAT team to speak with an experienced CHAT advisor

01432 260261

Lines are open 9:00am to 4:30pm **Monday to Friday**

Further links to direct support for children and families

Additional support for SEND – link to local offer and short breaks

- Herefordshire SEND local offer [Local offer special educational needs and disabilities – Herefordshire Council](#)
- Sendiass Hereford / Worcester [Welcome to SENDIASS Herefordshire and Worcestershire | Worcestershire County Council](#)
- Herefordshire Short Breaks Scheme [Short Breaks Scheme – Herefordshire Council](#)

Wellbeing and Mental Health – Children

- CAMHS Herefordshire & Worcestershire [Herefordshire Child and Adolescent Mental Health Services | Herefordshire and Worcestershire CAMHS \(hacw.nhs.uk\)](#)
- CLD Trust [WELCOME | The CLD Trust](#)
- Kooth [Home - Kooth](#)

Wellbeing and Mental Health – Adults

- Healthy Minds – Now We're talking [Welcome to NHS Talking Therapies | Talking Therapies \(hwhct.nhs.uk\)](#)
- Herefordshire Mind [Herefordshire Mind - Herefordshire's Local Mental Health Charity \(herefordshire-mind.org.uk\)](#)
- The Cartshed [Woodland wellbeing Herefordshire | The Cart Shed | England](#)

Other support

- Turning Point [Herefordshire Recovery Service | Turning Point \(turning-point.co.uk\)](#)
- Women's Aid [West Mercia Women's Aid | WMWA is a full member of the Women's Aid Federation of England. \(westmerciawomensaid.org\)](#)
- WRASAC [Home - WMRSASC](#)
- Herefordshire Directory of Early Help [Herefordshire Directory of Early Help Services](#)
- Virtual Family Hub – TC Directory – [Virtual Family Hub - Talk Community Directory](#)
- Parenting Courses [Parenting groups and courses – Herefordshire Council](#)