

Bolton Council



Directory of Services

Health & Wellbeing

Service	Overview of Service	Contact Details	Website
Children & Yung People			
CAMHS	Bolton CAMHS (Child and Adolescent Mental Health Service) are a service offering help for children and young people, usually between the ages of 5 and 18. CAMHS work with children and young people to help them cope when they are having problems relating to how they feel, how they think about things and sometimes how they behave.	01204 483222	Community Child and Adolescent Mental Health Services in Bolton Greater Manchester Mental Health NHS FT (gmmh.nhs.uk)
Chat Health	Confidential texting service for advice and support from a healthcare professional for young people between ages 11-19. Support is available on a variety of topics, including bullying, emotional health & emotional wellbeing, relationships, sexual health, drugs & alcohol etc. Parents can also text a specialist nurse for advice around a range of topics, including child development,	For children & young people - 07507 331753 For parents - 07507 331751	ChatHealth – new text health service launches Bolton NHS FT (boltonft.nhs.uk)

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	behavioural issues, breastfeeding support etc.		
Kooth	Online mental health support for children & young people via an app. Kooth gives children & young people access to an online community of peers, as well as a team of experienced, accredited counsellors.	To access, follow website link to sign up online.	Home - Kooth
The Parallel	Emotional, physical and sexual health service for young people.	01204 462444 (Mon – Fri 9am-6pm) Instagram: @Parallel_Bolton	Bolton Adolescent Health and Wellbeing Service Bolton NHS FT (boltonft.nhs.uk)
Shout	Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.	Text 'SHOUT' to 85258'	Free, 24/7 mental health text support in the UK Shout 85258 (giveusashout.org)
Zac's Youth Bar	Zac's listening service offers support to anyone aged 11-18 who is experiencing low level mental health difficulties. Support can be accessed either face to face, or through Facebook chat.	01204 706200	Home - Zacs Youth Bar www.facebook.com/ZacsListeningService/ .
Bolton Lads and Girls Club (BLCG)	Offering a range of different services for young people, including support around lower-level mental health, general wellbeing, building resilience, self-confidence and self-esteem, social and peer relationships, personal and social development, personal	01204 540100	Home - Bolton Lads and Girls Club

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	<p>safety, understanding feelings, emotions and associated behaviours, risk of homelessness, and preventing school exclusion and offending behaviour.</p> <p>BLCG also offer a young carers service, as well as a bereavement support service.</p>		
www.bekindtomymind.co.uk	<p>Bolton Children and Young People’s Pathway for Action following Self Harming Behaviour or Expression of Intent to Carry out Harmful Behaviour. <i>Pathways and guide for Professionals</i></p>		<p>Be Kind To My Mind – Bekindtomymind is a Bolton campaign, developed by the Healthy Minds Youth Project and NHS Bolton Clinical Commissioning Group, to reduce the stigma and discrimination around mental health.</p>
The National Self Harm Network	<p>Advice for friends, families, and carers.</p>	www.nshn.co.uk	
Bolton Start Well The Start Well Service	<p>The Start Well Service works with the earlyyears workforce; children And other professionals to ensure the best possible start in life for every Bolton child.</p>	01204 338149.	<p>https://www.boltonstartwell.org.uk/for</p>
Bolton Parent and Infant Relationship Service (PAIRS)	<p>Multi-agency service providing support to families with a child aged 0–2 where there are concerns about attachment and/or the parent and infant relationship.</p>		<p>PIMHS@boltonft.nhs.uk</p>

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	Referrals can be received from GPs, PublicHealthNurses (formerlyHealthVisitors), Perinatal Midwives and Perinatal Community Mental Health Teams.		
Adults			
Single Point of Access (SPOA)	<p>The service accepts referrals from General Practitioners and other health and social care professionals for service users with mental health and psychological needs.</p> <p>Members of the public can self-refer for talking therapies to help with anxiety and depression-related difficulties.</p> <p>The function of the Single Point of Access team is to take referrals and to direct them to the most appropriate service.</p>	<p>01204 483101</p> <p>Those wishing to self-refer can do so using the following link - https://www.iaptportal.co.uk/bolt.html</p>	<p>Single Point of Access (SPOA) Greater Manchester Mental Health NHS FT (gmmh.nhs.uk)</p>
BAND Family Action	<p>Bolton based community mental health service offering support to those with lived mental health condition. Includes support around benefits, housing, access to services, attending appointment, self-esteem and</p>	<p>01204 380643</p>	<p>BAND - Family Action (family-action.org.uk)</p>

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	self-confidence, increasing social contact etc.		
Greater Manchester Mental Health (GMMH) 24/7 Helpline	24 hour helpline for those struggling with their mental health.	0800 953 0285	Crisis Care Greater Manchester Mental Health NHS FT (gmmh.nhs.uk)
Bolton Eating Disorder Service	Outpatient support for adults with an eating disorder in Bolton. The team provides talking therapies, physical health advice and dietetic expertise.	01204 462785	Bolton Eating Disorder Service CWP

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Solihull Parenting Programme	Parents can access the programme online for free.		Online Course for Parents 0-19 - Solihull Approach Parenting (solihullapproachparenting.com)
Early Help Practitioner JDPS			

Domestic Abuse

Service	Overview of Service	Contact Details	Website
Fort Alice	A charity offering support to people affected by domestic abuse. Support includes a refuge service, group work programmes, counselling, an IDVA service for high risk cases, and a children and young persons service.	01204 701846 01204 365677 (24 hour support and advice line)	Fortalice - Charity for supporting people affected by Domestic Abuse and Violence - 01204 365677
Endeavour	A registered charity offering a wide range of services including front line community based support, group work and counselling for those affected by domestic abuse. Also includes a pet fostering service to enable those with pets to flee an abusive household without surrendering or leaving their animals.	01204 394 842	Domestic Abuse and Violence Support Services - Endeavour (endeavourproject.org.uk)
Bolton at Home DA Services	Domestic abuse and violence team offering support to Bolton at Home tenants who are affected by domestic abuse.	01204 329636 or 01204 327997 during office hours.	Support with domestic abuse and violence - Bolton at Home
Victim Support	Free and confidential support 24 hours a day, seven days a week, 365 days a year for people affected by crime and traumatic events – regardless of whether or not the crime has been reported to the Police. Support includes information and advice, emotional and practical help, advocacy, peer support and group work, and help in navigating the criminal justice system.	0300 303 0162 (Local Greater Manchester victim care team) 08 08 16 89 111 (24 hour support line)	Domestic abuse - Victim Support

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Mankind Initiative	Information, support and signposting service for men suffering from domestic abuse.	01823 334244	Male Victims of Domestic Abuse – Please call 01823 334244 to speak to us confidentially - (mankind.org.uk)
Survivors Manchester	Support for male survivors of sexual abuse and rape.	0808 800 5005 (helpline) 0161 236 2182 (office)	Survivors Manchester - Break the silence
Galop	Support for LGBT+ people who have experienced abuse and violence.	0800 999 5428 (LGBT+ domestic abuse helpline)	Galop - the LGBT+ anti-abuse charity - Galop has provided advice, support, research and lobbying around the issues of LGBT+ policing for over 30 years.
Karma Nirvana	Support for people experiencing honour based abuse or forced marriage.		Karma Nirvana

Substance Misuse

Service	Overview of Service	Contact Details	Website
Bolton 360	Specialist intervention for young people, families and children affected by substance misuse.	01204 462444	360 Bolton NHS FT (boltonft.nhs.uk)
Achieve Recovery Services	Adults drug & alcohol misuse treatment and recovery service.	01204 483090	Achieve Recovery Services - services for drug and alcohol recovery in Bolton, Salford and Trafford Greater Manchester Mental Health NHS FT (gmmh.nhs.uk)
Early Break (Holding Families)	Whole family support for children and family members affected by parental substance misuse.	0161 723 3880	Holding Families Programme - Early Break - Early Break
Early Break (Holding Families +)	Holding Families+ work with children and families of alcohol and substance dependent parents who are in prison. The project works with mothers in HMP Styal and fathers in HMP Forest Bank to provide pre and post release support.	0161 723 3880	Holding Families+ - Early Break - Early Break

SEND

Service	Overview of Service	Contact Details	Website
Bolton Information and Advisory Service (IAS) for SEND	Bolton IAS is a statutory service, that provide legally informed information, advice and support, to parents and carers who have children between birth and 25 years, with any type of SEND. Bolton IAS also support young people directly, and cover Education, Health and Social care.	01204 848722 (Advice line) 07467943495 (Text for call back)	Home (iasbolton.com)
Bolton Children’s Opportunity Group (COG)	Bolton Children's Opportunity Group (COG) is a local Registered Charity, whose aim is to provide a stepping stone between home and playgroup and/or nursery, for under 5s with disabilities and/or special educational needs. COG gives parents the chance to meet others with similar problems, so they can be of mutual support.	01204 491085 01204 841654 01204 848722 01204 848380	Bolton Childrens Opportuntiy Group (boltoncog.com)
Short Breaks (Bolton Council Children with Disabilities Team)	Short breaks provide a specialist service which aims to support disabled children and their families, over and above those opportunities available to all families. The service includes providing a break from caring to support a parent or carer to continue to look after their child in the long term; to enable disabled children to participate in safe, fun and interesting activities.	01204 337414	Short breaks and activities for disabled children – Bolton Council
Bolton Start Well SEND and Inclusion	Support and guidance for parents with children with SEND within the early years setting.	01204 338355	SEND and Inclusion – Bolton Start Well

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Kidz2gether	Kidz2gether is a registered charity based at Horwich Community Centre in Bolton specialising in support for autism and autistic spectrum disorders.	01204 669821	Kidz2gether Bolton Children's Charity Autism Autistic ASD
Achievement Cohesion and Integration Service (ACIS) ACIS International Family Centre Shepherd Cross Street Bolton BL1 3BY	<p>If, after careful consideration and research, you decide to home educate your child, and your child is on school roll, you must inform the school in writing of your decision. You can also inform the EHE Officer by emailing ehe@bolton.gov.uk</p> <p>The school will then inform the Achievement Cohesion and Integration Service (ACIS) that you have chosen to be responsible for the education of your child at home. ACIS will aim to contact you within six weeks. However, if you have not heard from ACIS, please contact them on 01204 332309 or by email at ehe@bolton.gov.uk. The school will no longer be responsible for your child's education.</p>		

Foodbanks & Other Donations

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Service	Overview of Service	Contact Details	Website
Bolton Council Local Welfare Provision	The Local Welfare Provision scheme helps people in short-term crisis with food and essential items.	01204 332772	Local Welfare Provision - help in a crisis or emergency – Bolton Council
Farnworth & Kearsley Foodbank (The Trussell Trust)	Referrals to be made to access a food voucher which can be used at 1 of 3 sites.	01204 861671	Farnworth & Kearsley Foodbank - The Trussell Trust
Baby Basics	Provide essentials and equipment for new mothers and families who may be struggling as a result of poverty, domestic abuse, trafficking, homelessness etc.	01204361704	Baby Basics Supporting new mothers and families who are struggling to meet the financial and practical burden of looking after a new baby (baby-basics.org.uk)
Urban Outreach Foodhub	Bolton’s main centrally located emergency food distribution outlet, providing food parcels to households who may be struggling across the borough. As well as this, Urban Outreach run a programme called Bolton Lunches which supplies lunches over the summer holidays to families who may not access free school meal voucher support.	01204 385848	Urban Outreach Bolton – Bolton Food Hub
The Mill Community Grocery (in partnership with Kings Church)	£5 annual membership and £3 per visit to fill up a basket of food up to twice a week. Membership also provides access to a range of courses and 1:1 support sessions.	01204 226511	The Mill Community Grocery – Bolton Community Grocery
Bolton Guild of Help	Grant applications for those experiencing crisis.	01204 524858	Contact Us Bolton Guild of Help

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Service	Overview of Service	Contact Details	Website
Housing Options	Support for those who are homeless, at risk of homelessness, sleeping on the street or in need of accommodation.	01204 335900	Homelessness – Bolton Council
Bolton at Home	<p>Large housing association in Bolton, offering the following support to it's tenants;</p> <ul style="list-style-type: none"> • Mid-Tenancy Sustainment and Support. • Domestic Abuse and Violence Support. • Perpetrator Service. • Family Intervention. 	01204 328000	Home - Bolton at Home
Back Up North West	BACKUP provide multiple services across Bolton to young people aged 16-25 years who are homeless, or at risk of homelessness.	01204 520183	Preventing Homelessness In Bolton and the North West (backup-charity.org.uk)
Housing Standards (Bolton Council)	<p>The team tackles poor property standards within the private rented sector and aims to improve the management standards of landlords operating within the borough.</p> <p>The team provides advice, information and enforces relevant legislation on many aspects of private sector housing including, housing disrepair and safety hazards.</p>	01204 336500	Housing standards – Bolton Council
Shelter Manchester	Free targeted advice on housing, benefits or debt issues for all Manchester residents, including support around eviction or homelessness, damp or disrepair, benefits, rent arrears or overdue utility bills.	03301 755 121	Shelter services in Manchester - Shelter England

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Caritas Young Parents' Accommodation Service	Caritas Young Parents' Accommodation Service provides safe, comfortable accommodation and support for vulnerable young parents and their children.	0161 817 2250	Caritas Young Parents Accommodation – Caritas Diocese of Salford (caritassalford.org.uk)
Sarah Lodge (Great Places)	Sarah Lodge is a supported housing project for young women and families aged between 16-25, who are either pregnant or have children aged five and under.	0300 123 1966	Sarah Lodge (greatplaces.org.uk)

Debt & Benefits

Service	Overview of Service	Contact Details	Website
Bolton Money Skills	Free impartial money guidance to anyone who works, lives or studies in Bolton. Support includes dealing with high energy costs, budgeting and dealing with debts.	01204 33 2916	Home – Bolton's Money Skills (boltonsmoneyskills.org.uk)
Bolton at Home Money Advice Team	Free, confidential and independent advice on a full range of money matters to anyone living in a Bolton at Home property.	01204 328000	Our debt and money advice service offers tenants help managing their debt problems. (boltonathome.org.uk)
Citizens Advice Bury & Bolton	Free, confidential, independent and impartial advice and information around a range of issues including housing and welfare benefit, immigration and asylum, community care, legal matters and money and debt.	0808 278 7804	Home - Citizens Advice Bury & Bolton (cabb.org.uk)

Other

Service	Overview of Service	Contact Details	Website
Time2talk Mediation	The service offers mediation between young people and their parents/carers where there is conflict in the family. The aim is to prevent the family unit breaking down completely and to reduce the number of young people presenting as homeless.	01204 335945	Bolton Mediation – Time 2 Talk Project – Bolton Council
Partners of Prisoners (POPS)	POPS provide information and support for offenders' families from the point of arrest through to release and beyond.	08088082003 (Offenders’ Families Helpline)	Partners of Prisoners POPS provide information and support for offenders' families from the point of arrest through to release and beyond.
Relate	Services include Relationship Counselling for individuals and couples, Family Counselling, Mediation, Children and Young People's Counselling and Sex Therapy.	0300 330 5793	Bolton Relate
The Proud Trust	LGBT+ charity that supports young people.	0161 660 3347	The Proud Trust - Home of LGBT+ Youth
ACIS	Support for families that are new to the UK and speak English as an additional language.	01204 338055	Support for families new to the UK – Bolton Council
BRASSS Bolton	Befriending service for refugees and asylum seekers.	01204 397152	BRASS Bolton – Befriending Refugees and Asylum Seekers
Parents Protect	Provides advice for parents around keeping their children safe from sexual abuse.	0808 1000 900	Parents Protect