

Useful websites and phone numbers

Citizens Advice Helpline - 0808 223 1133

Lancashire Dental Helpline - 03001234 010

Community Midwives - 01772 524592

Health Visitors- 0300 247 0040

Royal Preston Hospital - 01772 716565

SEND helpline: 01772 533900

Children's Social Care - 0300 123 6720 Food Bank - 01772 555425

National Domestic Abuse Helpline 0808 2000 247

ChildLine 0800 1111

Medical Advice - 111

Police Non-Emergency - 101

Childcare Choices: childcarechoices.gov.uk

Help In Preston: helpinpreston.com



Early Help



Age 0-19 (up to 25 for young people with learning difficulties or disabilities)

Someone to talk to
Problems at home/school
Jobs and training
Apprenticeships
Staying safe online
Sex and health
Relationships

Mental Health
Self Harm
Bullying
Drugs and alcohol
Things to do
Housing, rights and money
What age can I?

Text 07786 511111

Talk online lancashire.gov.uk/youthzone

Call 0800 511111

facebook.com/LancashireYPS
twitter.com/LancashireYPS

You can contact us 365 days a year

2pm to 10pm

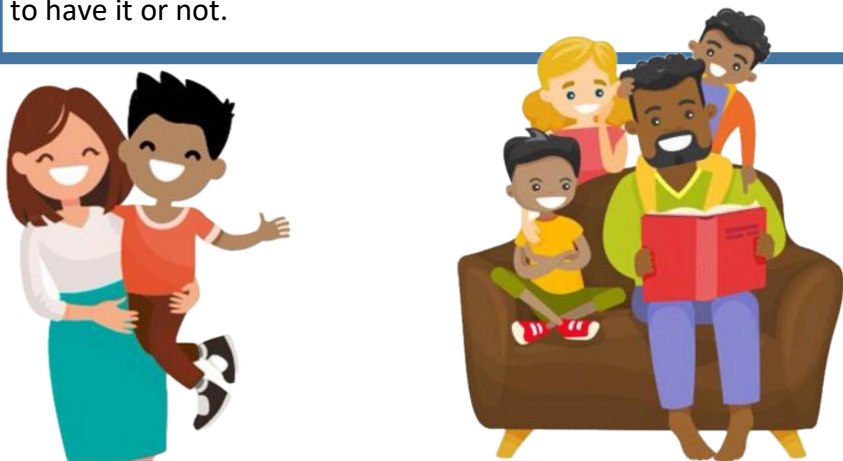


Lancashire
County
Council



WHAT IS EARLY HELP?

Every family can go through challenging times at some point. Early help means working with you and your family so that small problems don't become big problems. Early help is for everybody, for families with children and young people of any age, it's your choice whether to have it or not.



WHY WOULD I WANT EARLY HELP?

There are lots of reasons why people look for early help. It could be that you're worried about your child's health, development or behaviour, or how they're doing at school, or perhaps because you are caring for a disabled child. It may be that you're worried about money or housing and how that is affecting your family. Maybe your child or your family is affected by domestic abuse, drugs, alcohol or crime. Perhaps your child is a carer for other people, or maybe you have had a bereavement in the family that's made life a real challenge. Early help can give you the tools to solve any challenges or problems you are experiencing with help from others where needed.

Ribbleton Family Hub

Ribbleton Hall Drive

Ribbleton

Preston

PR2 6EE

Telephone: 01772 539444

Riverbank Family Hub

Brieryfield Road

Preston

PR1 8SR

Telephone: 01772 531948

Preston West Family Hub

Ashton Primary School Site

Ainsdale Drive

Preston

PR2 1TU

Telephone: 01772 536419

Moor Nook Family Hub & Youth Zone

Burholme Road

Ribbleton

Preston

PR2 6HN

Preston East CFW Services

Brookfield Primary School

Watling Street Road

Preston

PR2 6TU

Telephone: 01772 539420

GET IN CONTACT

We have a number of Family Hub buildings across Preston where you can just call in and get further information and support.

Our centres are open 9-5pm Monday to Friday every week.

Email

Prestonfamilyhub@lancashire.gov.uk

HOW CAN I GET EARLY HELP? If you feel you and your family might need support to solve some problems, you can ask a professional involved with your family about early help. This might be a teacher at your child's school, your GP, your health visitor, nursery practitioner or your housing support worker. If you find this difficult you can always contact your local family hub to ask for advice. We'll work with you to find someone for you to talk to. If someone is worried that you're having some problems, they might ask you if you would like to talk about early help.



Follow our Family Hub and Youth Facebook pages for the latest information

**Preston Family Hub
and
Preston Youth Zone**





WHAT WILL HAPPEN WHEN I ASK FOR EARLY HELP? The professional will talk with you about the problems you're experiencing. They will ask what help and support you think you might need. This is called an early help assessment (EHA). Early help assessment is nothing to be worried about. It's just a conversation to work out how to help you stop small problems turning into big problems. You can talk about things that are going well and things that you are proud of as well as things that you're finding a challenge. The person will also talk with your child or children in your family to make sure they understand how they are feeling and anything they think they might want some help with. Together you'll agree what to write down so there is a record of what you talked about. What happens next will be different for every family. You might make a plan with the person you spoke with to sort out the problems. You might want to meet with other people who might be able to help. This is called a team around the family (TAF) meeting. Or you might want to get a service (like family support) to give you the help you feel you need. These are just examples. You can say what you think will help you and your family.



Here are some pictures of our buildings and groups.



It might be that you just want to access groups, courses or get a bit of advice from a range of partner agencies who support families. We have a range of groups available across Preston for you to attend with your child or groups for children and young people aged 5-18 yrs (25yrs with SEND). We also have courses for you as a parent to attend, just scan the codes below for details of what's available.

WHAT'S
ON

LANCASHIRE
FAMILY
HUBS
NETWORK
PRESTON



Scan the QR code to
find out more about
Family Hubs.

Scan the QR code to
find out what's on in
your local area.



FAMILY
HUBS
NETWORK

Supporting children, young
people and families to
succeed in Lancashire



Each month we have two One Stop Shops where partner agencies come to the family hub and are available to speak with there and then. No appointment is needed just come along and speak with the different services.

ONE STOP SHOP

Preston West

Monthly Drop In -

Families can access free advice & support

Community Gateway
Citizen Advice—Energy advice
Employment advice - DWP
Relationship advice
Runshaw College Apprenticeships
Community Education Sexual Health
Debt Advice/Support
Free Funded Nursery Places
School Nurse team

No
appointment
needed

No
Appointment
Needed

Second
Thursday of
the month,
2pm-4pm



Preston West Family Hub
Ashton Primary School Site, Ainsdale Drive,
Preston, PR2 1TU
Telephone: 01772 536419



ONE STOP SHOP

Monthly Drop In - Families can access free advice & support *No appointments needed just turn up!*

Warm and Welcome space have a Free tea or coffee and a bite to eat

The Barnardo's MyTime to Thrive Service offers short-term therapy for children and young people struggling with their mental health and wellbeing. We support ages 5-18 and up to the age of 25 for those with additional needs.

Pathway Navigator-ASDAutism Pathway Navigator

Learn about the School Age Autism pathway processes, ask for advice about referrals and other mechanisms of support. Receive signposting support from someone with lived experience of a child/ young person with autism.

School Nurse - Bed wetting Sleep Hygiene & More
Compass bloom YP Mental Health support
Housing - Preston City Council - Gateway
Citizen Advice
Benefit Advice - DWP
Emotional Health and Wellbeing
Debt Advice/Support
Employment advice - DWP
Relationship advice
Home safety - Lancs Fire & Rescue
Free Funded Nursery Places
Sahara Project
Runshaw College Apprenticeships
Lancashire Women
Accessing Food Banks
Household living support
Domestic Abuse Support
Community Education Sexual Health

25.02.2025
25.03.2025
29.04.2025
27.05.2025
24.06.2025
29.07.2025
26.08.2025
30.09.2025
28.10.2025
25.11.2025

No
Appointment
Needed

Last
Tuesday of
the month,
2pm 'until



Ribbleson Family Hub,
Ribbleson Hall Drive,
Preston,
PR2 6EE