

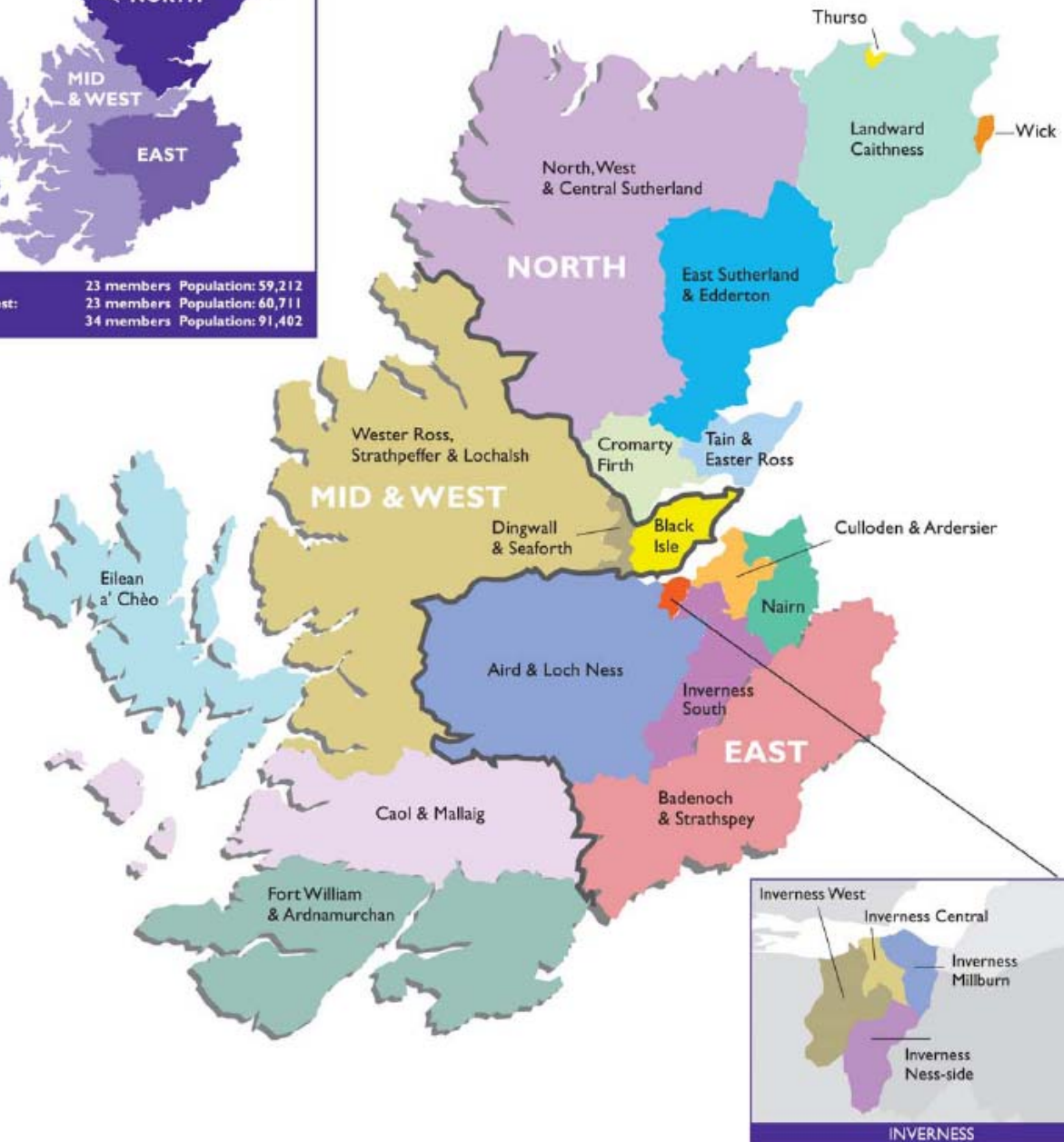
Ross, Skye & Lochaber Area

**Integrated
Children's
Services**

Easy Guide



Proposed Multi-Member Wards and Operational Areas



NORTH OPERATIONAL AREA			MID & WEST OPERATIONAL AREA			EAST OPERATIONAL AREA		
Ward No./	No. of	2004	Ward No./	No. of	2004	Ward No./	No. of	2004
Ward Name	Members	Population	Ward Name	Members	Population	Ward Name	Members	Population
1			6			13		
North, West & Central Sutherland	3	6,055	Wester Ross, Strathpeffer & Lochalsh	4	11,758	Aird & Loch Ness	4	10,020
2			9			14		
Thurso	3	7,849	Dingwall & Seaforth	4	11,073	Inverness West	3	8,106
3			10			15		
Wick	3	7,506	Black Isle	4	9,468	Inverness Central	4	12,672
4			11			16		
Landward Caithness	4	9,809	Eilean a' Cheo	4	9,694	Inverness Ness-Side	4	10,477
5			12			17		
East Sutherland & Edderton	3	7,620	Caol & Mallaig	3	8,080	Inverness Millburn	3	8,657
7			22			18		
Cromarty Firth	4	11,652	Fort William & Ardnamurchan	4	10,638	Culloden & Ardersier	4	11,523
8			Mid & West Area	23	60,711	19		
Tain & Easter Ross	3	8,721				Nairn	4	10,809
North Area	23	59,212				20		
						Inverness South	4	7,156
						21		
						Badenoch & Strathspey	4	11,983
						East Area	34	91,402

“Getting it right for every child - Ross, Skye & Lochaber Area's Children”

The Ross, Skye & Lochaber Children's Services Managers Group (R, S & L SMG) is the lead body of Managers involved in the provision of services for children & young people. The SMG is tasked with ensuring strong integration and high quality of services for children and families in Mid Highland. Encompassing Education, Social Work, NHS, Northern Constabulary and partner services and agencies, the SMG facilitates the development of services and professional networks around Associated School Groups and their communities. We hope the Easy Guide set out below enables you to make the best use of resources.

This '**Easy Guide**' has been updated at the request of local staff who found the previous edition a useful element of their resources library. With the advent of Getting It Right For Every Child we are keen to ensure staff know what resources are available, for whom and what, if any conditions there may be on their use. This information is ever-changing and can become out of date quickly. Consequently, the '**Easy Guide**' focuses on directing you to resource web sites, ensuring you see the most up to date information on a service or resource.

When working with a child & family a Named Person or Lead Professional will find this updated '**Easy Guide**' a useful tool for tracking down resources to help in the development of a Child's Plan. Equally, it is hoped that it will be of use to all staff working with children - but particularly those staff working with young people who might be vulnerable or have additional support needs.

The '**Easy Guide**' will be updated on a regular basis.

Please ensure any amendments, errors or additions are forwarded to Maggie Tytler.

Please do not hesitate to let us know of ways in which this resource might be improved.

Valerie Gunn
Acting Integrated Services Co-ordinator
valerie.gunn@highland.gov.uk

Maggie Tytler
Administrative Assistant
margaret.tytler@highland.gov.uk

Integrated Children's Services
Ferry Road,
DINGWALL, IV15 9QR
Tel: 01349 867980
Fax: 01349 867988

The Easy Guide can be viewed on (see link below)

www.forhighlandschildren.org/htm/area-csfs/ross-cromarty/area-csfs-ross-cromarty.php

INTEGRATED CHILDREN'S SERVICES REFERRAL GUIDE

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ACTION FOR CHILDREN

Action for Children is one of Britain's leading charities providing services for children, young people and their families. We run nearly 450 projects throughout the UK and have had a presence in the Highlands since 1985.

What services do you provide?

For vulnerable young people in the Highlands we provide:

- **Highland Family Support;** Providing support with parenting and child development for families with children aged 0-8 years in Inverness, Dingwall, Alness and Fort William
- **Gael Og ISMS;** Intensive, individualised community based programmes, in partnership with Highland Youth Action Service, for young people aged 12-17 who are at risk of being placed out of region
- **Gael Og Probation;** Intensive, structured individual and group work programmes are provided in partnership with Social Work Services for adult offenders
- **Gael Og Mentoring;** Individual support within local communities for young people aged 14-18, who are at risk of, or are misusing drugs
- **Gael Og Advice Service;** Free confidential information, support, advice and signposting service for young people aged 12-18
- **Gael Og Fostering;** Providing specialist Foster Care placements for difficult to place children and young people aged 6-16
- **Gael Og Positive Options;** Providing diversionary activities helping to promote and encourage young people to become involved in sport and leisure activities

Who to contact?

Mike Mawby (Gael Og)	Liz Taylor (Highland Family Support)
Service Manager Action for Children Highland Rail House Station Square Academy Street Inverness, IV1 1LE Tel: 01463 717227 Fax:01463 236335 Email: mike.mawby@actionforchildren.org.uk	Project Manager Action for Children Highland Rail House Station Square Academy Street Inverness, IV1 1LE Tel: 01463 717227 Fax: 01463 236335 Email: liz.taylor@actionforchildren.org.uk

www.actionforchildren.co.uk

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ACTION FOR CHILDREN (Family Support)

What services do you provide?

Action for Children Scotland has two family support services in Ross, Skye and Lochaber.

These provide support with parenting and child development for families with children aged 0-3 years by:

- Helping to make sense of your child's development - knowing what to expect!
- Helping to find ways to give children the experiences they need for growing up and joining in - including playing and having fun with their parents of course!
- Helping parents and children to enjoy being together.
- Working with parents on play ideas and how to handle children's behaviour.
- Encouraging parents to explore and use local resources for themselves and their children.

Both services also have a worker to help parents with drug and alcohol issues to address the impact of their addiction on their children (aged 0 - 12)

Action for Children Lochaber also runs a Housing Support service assisting parents with tenancy, life-skills and budgeting issues.

How?

Action for Children in Lochaber

- Home visiting - with you in your own home.
- Small groups for parents and children together at An Drochaid
- Mother and Baby Group
- Stay and Play - for parents with 1-2 year olds
- Stay and Play - for parents with 2-3 year olds
- Play sessions with individual families.
- Parenting Courses
- Crèche for children whose parents are attending parenting courses
- Liaising with other agencies regarding individual programmes for children.
- Assisting families to maintain and sustain their tenancy
- Liaising with other agencies regarding tenancy matters

Action for Children in Dingwall

- Home visiting - with you in your own home.
- Stay and Play for parents and children together at Dingwall Town Hall
- Play sessions with individual families in Thorfin House

- Parents on the Ball - develops both parenting and health and fitness - in partnership with Ross County FC staff.
- Liaising with other agencies regarding individual programmes for children.

Contacts

Liz Taylor

Project Manager - Highland Family Support Services

Action for Children Scotland

1st Floor, Rail House

Station Square

Inverness

IV1 1LE

Tel 01463 717227

Email liz.taylor@actionforchildren.org.uk

Action for Children Alness + Dingwall

For more information please contact:

Louise Douglas

Senior Practitioner

Thorfin House

Bridgend Rd

DINGWALL

IV15 9SL

Tel/Fax 01349 880548

Email louise.douglas@actionforchildren.org.uk

www.actionforchildren.org.uk

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ACTION FOR CHILDREN *Gael Og ISMS*

Who is the project for?

- Young people aged 12-17 years whose placement is at risk
- Young people who are difficult to work with
- Young people who are in need of continuing supervision

What do you aim to achieve?

- Reduce offending
- Reduce the likelihood of being placed in secure/out of region accommodation
- Offer a relevant package for young people within the Children's Hearing System

Who can refer?

- Social Work; Children and Families Services
- Education
- Children's Reporter
- Children's Hearing Panels
- Social Work; Youth Action Teams

Who to contact?

Grahame Cooper
Practice Team Manager
Action for Children
Gael Og ISMS
1st Floor, Highland Rail House
Station Square
Inverness
IV1 1LE

Tel: 01463 717227

Fax: 01463 236335

E-mail: grahame.cooper@actionforchildren.org.uk

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ACTION FOR CHILDREN *Gael Og Probation*

Who is the project for?

- Adult offenders who are involved in serious or repeat offending
- Those who are at risk of further offending

What do you aim to achieve?

- Reduction in offending
- Reduce the likelihood of custody
- Offer a relevant package for supervision

Who can refer?

- Social Work; Criminal Justice Services
- Courts

Who to contact?

Iain Sneddon
Practice Team Manager
Action for Children
Gael Og Probation
1st Floor, Highland Rail House
Station Square
Inverness
IV1 1LE

Tel: 01463 717227
Fax: 01463 236335
E-mail: iain.sneddon@actionforchildren.org.uk

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ACTION FOR CHILDREN *Gael Og Mentoring*

Who is the project for?

- Young people aged 12-18 years, at risk or who have developed a substance misuse problem
- Young people who are affected by substance misuse by family or carers

What do you aim to achieve?

- To support, encourage and challenge young people to make positive changes
- To increase confidence and self-esteem
- To help them lead a drug free life

Who can refer?

- Social Work; Children and Family Services
- Education
- Children's Reporter
- Social Work; Youth Action Teams

Who to contact?

Mike Mawby
Service Manager
Action for Children
Gael Og Mentoring
1st Floor, Highland Rail House
Station Square
Inverness
IV1 1LE

Tel: 01463 717227
Fax: 01463 236335
E-mail: mike.mawby@actionforchildren.org.uk

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ACTION FOR CHILDREN *Gael Og Drug and Alcohol Advice*

Who is the project for?

- Young people aged 12-18 who require information, support, advice or signposting on substance related issues
- Parents, carers and professionals who require information, support, advice or signposting on substance misuse issues

What do you aim to achieve?

- Empowered young people who have up-to-date, factual information around substance misuse to enable them to make a informed choice
- Provide a fully accessible and confidential service through a variety of mediums for all young people to access.

Who can refer?

Anyone can refer the young person to the following places:

Drop-in information centre in the Christian Youth Centre (CYC), 2 Bank Street,
Inverness on: Tuesday @ 4-6pm
 Wednesday @ 5-7pm
 Thursday @ 6-9pm

A mobile unit is available for 1-2-1 support in conjunction with our street football activities.

Who to contact?

Shirley Buchanan
Project Worker
Action for Children
Gael Og Advice
1st Floor, Highland Rail House
Station Square
Inverness
IV1 1LE

Tel: 01463 717227

Fax: 01463 236335

E-mail: Shirley.Buchanan@actionforchildren.org.uk

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ACTION FOR CHILDREN - Foster Care North Project

The Foster Care North Project specialises in high quality placements for children/young people with complex needs or challenging behaviour.

- Placement support from experienced Action for Children Senior Practitioners
- 24/7 on call support from the above experienced Action for Children Senior Practitioners with Action for Children Management back-up.
- Consultation, Learning & Development support from an experienced, accredited Forensic Psychologist
- Advanced training for carers in working with trauma and attachment issues.
- Mileage costs for formal meetings, education and health and leisure activities.
- General clothing, school uniform, pocket money & activity money.
- Paid respite to allow carers annual leave.
- Great "stickability" when working with trauma and challenging behaviour
- Low disruption rates for young people who have had frequent moves of placement prior to admission
- High level of continuity in placements
- Promote positive social activities and interactions
- Prepare young people to be confident and effective adults

Project Manager:	Mike Mawby	Action for Children Foster Care North
Practice Team Manager:	Marian Coyne	1 st Floor
Administrator:	Janis Cameron	Highland Rail House
		Station Square
Tel	01463 717227	Inverness
		IV1 1LE
Email	fostercarenorth@actionforchildren.org.uk	

www.actionforchildren.org.uk
www.actionforchildren.org.uk/content.aspx?CategoryID=60

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ALCOHOL COUNSELLING

What services do you provide?

We aim to initiate and support action to reduce the level of alcohol and drug related problems.

We offer a free, confidential one to one counselling service, support for family members and practical advice and information on substance misuse. We work with varied client groups and also offer a range of training courses for licensees and community groups. We also provide alcohol awareness in Primary and Secondary schools in Skye and Lochalsh.

How?

One to one counselling service information.

Referral

Self referral or through a variety of other agencies or individuals e.g. workplace or GP. Counselling by appointment. Talks, training and educational inputs by arrangement. Opening times for all are Monday - Friday 9-5 pm. Appointments may be arranged outwith these times. All have 24 hour answer phone service.

Contacts

Viv Caird
Co-ordinator
ACSRS
St Duthus House
St Duthus Street
Tain IV19 1AL

Tel/fax 01862 894097

Email dingwall@acsrs.force9.co.uk

Donald Beaton
Office Manager
Skye & Lochalsh Council on Alcohol
Victoria Cottage
Hedgefield Road
PORTREE IV51 9GF

Tel/fax 01478 612633

Email donald.beaton@btconnect.com

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AN CALA

What services do you provide?

Intensive support and vocational training unit for young people with Emotional, Social and Behavioural difficulties in the Lochaber area.

How?

By:

- Liaising with the Young Person's High School to develop his/her curricular choices (wherever possible)
- Identifying vocational pathways or online college courses which young people can access and which we can support
- Facilitating Personal, Social and Health Education - tailored to individual needs
- Working in partnership with agencies such as Careers Scotland and Duke of Edinburgh Award to enhance employability potential
- Working closely with Families, Social Work, Health Service, Police, Community Learning and Leisure and other agencies to ensure a holistic support package.

Where do you see people?

In our unit - An Cala based in Lochaber College.

Contact

Mary Corcoran
Manager
An Cala
Lochaber College
FORT WILLIAM
PH33 6AN

Tel 01397 874228

Email mary.corcoran@highland.gov.uk

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BARNARDO'S

What services do you provide?

The following Barnardo's projects/services exist in Highland:

Springboard

The Springboard Service offers Throughcare and aftercare support for young people aged 15 - 20, who are looked after or were previously looked after by Highland Council.

We work with young people to help them plan and prepare for the time when they move on to live independently and continue to offer advice, guidance and support when they are living on their own.

The service covers the whole of the Highland Council area. The main Springboard office base is in Inverness and there is a project worker based in Fort William, Wick and Brora.

The aims of the Springboard Service are:

- To ensure that young people receive a service that is relevant to their needs and will enable them to deal positively with the challenges of the transition to independent living.
- To ensure that young people receive good quality information, advice and support to ensure they achieve positive outcomes in all areas of their lives.
- To ensure that young people are supported to become fully integrated members of their community and to fulfil their potential in terms of health, education and employment.

What we do

Springboard workers offer the following support to young people:

- Help to think about and plan for the future.
- Help to develop the knowledge and skills needed to live independently.
- Practical and emotional support when young people leave care.
- Support and assistance to make contact with other support services.

Springboard staff work with individual young people or with groups of young people with similar needs and interests. We want to hear young people's ideas and hopes for their future when they leave care. Workers help young people to think about the challenges they will face when they are living independently, and the skills they have and will need to manage on their own.

Young people will be asked to think about:

- Where they will live.
- Opportunities for education or employment.
- Managing their money.
- Keeping links with family and friends.
- Having a healthy and stable lifestyle.
- Rights and legal issues.

Springboard workers will use the **Pathways** materials to explore these topics.

Information about Pathways can be found at:

<http://scottishthroughcare.org.uk/>

Contact Us:

Inverness Office

Barnardo's Springboard
14 Ardross Street
INVERNESS
IV3 5NS

Tel 01463 718436

Fax 01463 718439

Email springboard@barnardos.org.uk

Caithness Office

Barnardo's Springboard
Telford House
Williamson Street
WICK
KW1 5ES

Tel 01955 605200

Lochaber Office

Barnardo's Springboard
Flat 4, Caledonian Court
36 High Street
FORT WILLIAM PH33 6AT

Tel 01397 708756

Fax 01397 705689

Sutherland Office

Barnardo's Springboard
Brora Library & Cultural
Centre
Gower Street
BRORA
KW9 6PD

Tel 01408 622401

Fax 01408 622064

www.barnardos.org.uk

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BOYS BRIGADE

There are 3 sections in the Boys Brigade for boys aged from 5 to 17. They meet weekly in Dunvegan. Transport may be available from Portree for the older boys (Company Section).

Contact Details

Junior Section (age 8 - 11 years)	Mrs Lynda MacCusbic	01470 572227
Anchor Boys (age 5 - 8 years)	Mrs Marie Morrison	01470 572357
Company Section (11 - 17 years)	Mr Gary Wilson	01478 612033

www.boys-brigade.org.uk/

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BROOK ADVISORY SERVICE (SEXUAL HEALTH)

What services do you provide?

Under 25? If so, this is the sexual health service for YOU! Clinic (with doctor, nurse and counsellor present) sessions held after school/work on Mondays, Tuesdays, Thursdays and lunchtime on Saturdays. The friendliest service around!

Services provided

Contraception
Smear Tests
Counselling

Emergency Contraception
Screening for Infections

Pregnancy Testing
Termination Referrals

Contacts

+ Various Sessional Workers
77 Church Street
Inverness
IV1 1ES
Tel 01463 242434
Text BROOK HELP to 81222

Helpline 0800 0185 023

Opening hours:

- Monday 4.00 pm - 7.00 pm
- Tuesday 4.00 pm - 7.00 pm
- Thursday 4.00 pm - 7.00 pm
- Saturday 12 noon - 3.00 pm

www.brook.org.uk

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CALMAN

What services do we provide?

Housing Support:

We offer housing related advice & information, and housing based 1:1 support to young tenants in Easter Ross, Inverness and South-East Sutherland.

We also have a worker based in the wider Highland area who links young people in need of advice and support with the relevant services.

Training:

Training opportunities in Easter Ross and Inverness for young people in transition, including-

- Information Exchange: young people are producing a quarterly magazine aimed at young people across the Highlands, and the development of a website: www.leavinghomeinthehighlands.org with blogs, forums and stories from young people
- Training for work: setting up training opportunities for young people to have a positive experience of the working environment
- The Dove Project: Highland wide support linking young people and agencies in areas with no formal housing support service. The Dove Project works in Skye & Lochalsh; Nairn Badenoch & Strathspey and Sutherland.
- Peer Education: young people can share information and experiences with other young people.

How?

- Young people between 16 and 25 can access housing support if they want support with finding, keeping or managing their own tenancy. Support can take many forms, ranging from practical assistance with budgeting, sorting out benefits, shopping, cooking and completing forms to enjoying a chat over a cup of coffee!
- Young people can access the activities run by the Training Team- these are mostly group based sessions. Some of these young people may also access Calman housing support, others are living independently.

- The Dove Project works in Skye & Lochalsh; Sutherland and Nairn Badenoch & Strathspey. Regular meeting points are being set up for young people in transition to access information, advice and support.

Give us a ring if you're interested!

Where do you see people?

- Housing support workers tend to see young people they are supporting in their own flats or where ever they are accommodated. The Training based activities happen usually in the Calman group rooms in our two bases.
- Our office in Inverness is in the Hilton Community centre, next to the Service Point. Our base in Alness is next to Coulhill Primary School. As well as providing an accessible, welcoming venue for training and group work, many young people pop into the house to access advice and information from staff.

Referral:

- Word of mouth between young people in the area means that we receive a high percentage of self referrals, especially for the support service. Support staff also receive referrals from Social Work, Careers Scotland, Housing, Albyn Housing Society, the local Youth Action Team, and secondary schools.
- Young people are referred to training at Calman House by the same referrals as mentioned above.
- There are frequent referrals within Calman, often someone attending training will require support with their tenancy and often young tenants will benefit from training or group work with other young people.

Contact Details

Tel 0845 095 6110

Email info@calman.org

www.leavinghomeinthehighlands.org

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CARE AND LEARNING ALLIANCE (CALA)

What services do you provide?

CALA provides a range of services that can be specifically targeted to both children and family's needs. These include:

- Start-up Support
- Advice, Information and Practical Guidance
- Employment Advice & Support
- Employment Opportunities

How?

CALA can offer:

- A wide range of network opportunities through local fora and meetings
- Literature and Resources covering a broad range of issues
- Insurance cover through Membership
- Training - whether half / full day or specifically tailored to your needs.
- Disclosure Clearance for both Voluntary and Paid Staff
- Employment Opportunities through our Highland wide Staffbank

Where do you see people?

CALA offers a one-door approach to a broad range of childcare and family support services. We have over 300 members working throughout the Highlands, Moray and Argyll & Bute. Why not give us a ring to see what else we can offer?

Contacts

CALA	CALA
Unit 3 Bridgend Business Park	Dochfour Drive
Dingwall	Inverness
IV15 9SL	IV3 5EB
Tel 01349 866749	Tel 01463 703033

www.careandlearningalliance.co.uk

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CAREERS SCOTLAND

Ross

Contact names Careers Advisers and Keyworkers directly in school, by e-mail (firstname.surname@careers-scotland.org.uk), or telephone 01349 864914.

School	Careers Adviser	Keyworker
Dingwall Academy	Veronica McMillan	Douglas Forbes
Fortrose Academy	Frances Armitage	Douglas Forbes
Gairloch High School	Heather Muir	Douglas Forbes
Invergordon Academy	Heather Muir	Douglas Forbes
Ullapool High School	Heather Muir	Douglas Forbes
St Clements School		Shirley Stephenson

For further information on Careers Scotland, please contact:

Careers Scotland Centre
2B Fodderty Way
Business Park
DINGWALL
IV15 9XB

Opening hours: Mon - Fri 9am - 5pm
Tel 01349 864914
Fax 01349 865484
Website www.careers-scotland.org.uk
Email Dingwall@careers-scotland.org.uk
Locality Manager Sheila Swinton

Skye

Contacts:

School	Careers Adviser
Portree High School	Billy Ross
Plockton High School	Billy Ross
Skye & Lochalsh Further Education Centre	Mary Robb
Skye & Lochalsh Learning Centre Network	Mary Robb
Sabhal Mor Ostaig	Donna McEwan

For further information on Careers Scotland, please contact:

Careers Scotland
King's House
The Green
PORTREE

Fort William
PH33 6AN

Opening hours Monday - Friday 10am - 2pm
Tel 01397 874550
Fax 01397 706092
Email Dingwall@careers-scotland.org.uk
Locality Manager Philip Leckie

www.careers-scotland.org.uk

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CHIP+ (Children in the Highlands Information Point)

What services do you provide?

- CHIP+ provides information, advice and support to children with additional support needs, their parents, their carers and/or the professionals working with them.

Example of information given are:

Medical Conditions	Resource Library
Funding	Benefits
Equipment	Holidays
Activities	Respite & Support Groups
Transition to Adult Services	
Education and the Additional Support for Learning Act	

- CHIP+ provides a free quarterly Newsletter. The website can be found at www.childreninthehighlands.com.
- CHIP+ produces a variety of Information Packs which are freely available and offers an extensive range of information for parents of children with additional needs. In addition CHIP+ produces information sheets on a wide range of relevant topics.
- CHIP+ services are available throughout the Highlands.
- CHIP+ undertakes outreach work throughout the Highlands.
- CHIP+ assists families to prepare for meetings with professionals, in particular meetings relating to Education, and provides support during such meetings.
- CHIP+ is run by a Board of Directors drawn from interested groups and parents.
- CHIP+ operates a free library service. A full list of resources is available from our website

Where is CHIP+?

CHIP+ is based at the Birnie Child Development Centre and has a second office and resource base in Lotland Street (addresses below). Enquirers are welcome to call in to either. Alternatively, please call our Helpline (details below). CHIP+ also attends events throughout Highland.

Contacts

CHIP+
Birnie Child Development Centre
Raigmore
INVERNESS
IV2 3UJ
Tel 01463 711189
e-mail: info@chipplus.org.uk

CHIP+
Unit 6
15 Lotland Street
INVERNESS
IV1 1RY
Tel 01463 717727

Please phone first if visiting Lotland Street office.

Monday - Thursday 9am - 5pm
Friday - Afternoon only

www.chipplus.org.uk/pdfs/WHOLE%20DOC%20-%20FINAL%2007.pdf

www.childreninthehighlands.com

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CHILDCARE & FAMILY RESOURCE PARTNERSHIP

Family Resource Partnerships bring together a wide range of statutory and voluntary sector representatives to inform and further the development of local services.

The Childcare and Family Resource Officer covers Ross, Skye and Lochaber, providing ongoing support for, and enabling the development of registered childcare services, such as:

- Pre-school groups, including Parent & Toddler groups
- Early years services
- Registered Childcare
- Breakfast Clubs
- After School Clubs
- Holiday Play Schemes
- Transitional Youth Provision
- Toy Library
- Outdoor Play Areas
- Special Needs provision
- Childcare information

Services may vary in areas

If you require assistance with:

- Setting up services
- Understanding a particular service
- Or any Childcare or Family Support issue

Contact:

Old School House
Clachnaharry
Inverness
IV3 8RB

Tel 01463 711176

Email hayley.brown@highland.gov.uk

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CHILDCARE INFORMATION SERVICES

We are also responsible for a reliable, up-to-date, accessible information service about childcare and this is maintained by the Childcare and Early Education Service.

A lo-call helpline is available - 0845-6011345 - with web access at www.scottishchildcare.gov.uk

Email childcareinformationservice@highland.gov.uk

Opening Hours: 9 a.m. till 5 p.m. - Monday to Friday

For further information and resources for all involved in the care of children 0-8 years:

www.ngflscotland.com/earlyyears/

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CHILDREN'S REPORTER (SCRA) & THE CHILDREN'S PANEL

The Children's Hearings System is the care and justice system for Scotland's children. It is a unique system which upholds the welfare and rights of children, while ensuring that targeted assistance is provided to those in need of special, compulsory measures to ensure their care, protection and appropriate behaviour.

Children's Reporters are the independent officials who act as gatekeepers to the system in each local authority, acting on the authority of the Principal Reporter of the Scottish Children's Reporter Administration (SCRA). Children's Reporters receive referrals from a number of sources (such as social services, the police, parents) as a result of a variety of serious concerns. Increasingly, referrals to the Reporter should come from multi-agency Child's Plan meetings, when those most closely involved with a child believe that statutory, compulsory intervention may be required to meet the needs of a child. Referral should take place as a matter of urgency in cases that require it, with prompt provision of good information, usually within the Child's Plan itself.

The Reporter investigates each referral to decide if the child should be brought before a Children's Hearing. That investigation is focussed on:

- Whether the child requires compulsory measures of intervention - a supervision requirement, with or without conditions; and
- whether there is evidence to establish a formal Ground for Referral to a Children's Hearing.

Compulsory measures are required when parents/carers are unable or unwilling to engage with services sufficiently to address the risks and needs for the child, or where concerns about a child's welfare or behaviour cannot be addressed on a voluntary basis.

The formal Grounds for Referral to a Children's Hearing include (put simply):

- The child suffers from a lack of parental care;
- The child is beyond the control of their parent;
- The child, or another child in the same household, has been the victim of an offence such as assault, neglect, or sexual abuse;
- The child is falling into 'bad associations' or is exposed to 'moral danger';
- The child has committed a criminal offence;
- The child has abused alcohol, solvents or drugs;
- The child has failed to attend school without reasonable excuse.

Reports are often requested from partner agencies as part of the Reporter's investigation. Increasingly, much of the most important information should come from the Child's Plan.

If the Reporter decides that compulsory measures are necessary, and that there is evidence to establish a formal Ground for Referral, the child will be referred to a Children's Hearing. Each Hearing comprises three Panel Members, who are all trained volunteers from the local community.

The Children's Hearing makes the final decision about whether compulsory measures are required. It has a wide range of powers available to it, over and above imposing a supervision requirement if appropriate. Decisions can range from a placement at home with input from various services, through to a condition placing a child in secure accommodation. These powers are designed to ensure that the child is protected, that the child's best interests are met and that any concerns about behaviour are addressed.

The Reporter drafts the Grounds for Referral for a Hearing, invites relevant parties, and makes sure that necessary information and reports have been provided so that the Hearing can make an informed decision.

In cases where the Grounds for Referral are disputed by a Relevant Person (parent/carer) or a child, the Children's Reporter is responsible for leading the necessary evidence to establish those Grounds before a Sheriff at a Proof Hearing. The Reporter is responsible for identifying potential witnesses, including children where necessary.

Relevant Persons and children also have the right to appeal against decisions made by a Children's Hearing, and the Reporter is responsible for conducting those appeal proceedings before the Sheriff.

Reporters can also deal with referrals in other ways that do not require referral to a Children's Hearing, for example by referring the child to the Local Authority for Advice, Assistance and Guidance, with the child and parents/carers engaging on a voluntary basis with services.

Contacts

Authority Reporter, Highland (Inverness)Team

Scottish Children's Reporter Authority (SCRA)

47-49 Academy Street

INVERNESS

IV1 1LP

Tel 01463 245301

Fax 01463 245309

North Region

Scottish Children's Reporter

Willow House

Stoneyfield Business Park

INVERNESS

IV2 7PA

Tel 01463 246860

Fax 01463 716409

www.scra.gov.uk

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CITIZEN'S ADVICE BUREAU

We are proud to have a team of excellent volunteer advisers who are well trained and dedicated. They will help you with any problem you may have by looking up information for you, giving you advice and helping you explore your options and negotiating on your behalf if necessary. Some of the issues we deal with are benefits, housing, employment, family and neighbour problems, debt and consumer issues. This list is not exhaustive. We will help with any issue brought to the bureau.

Ross

Main Bureau:-

Balallan

4 Novar Road

ALNESS

IV17 OQG

Tel: 01349 883333

Fax: 01349 884126

Outreach:-

4 Church Street

DINGWALL

IV15 9SB

Tel: 01349 864850

Fax: 01349 860102

Monday 10.00 - 14.00

Tuesday, Thursday &

Friday 10.00-14.00

Email adviser@alnesscab.casonline.org.uk

Email adviser@dingwallcab.casonline.org.uk

Skye

The Green

PORTREE

Tel 01478 612032

Fax 01478 612897

Open:-

Monday/Tuesday - 10.00-13.00 and 14.00-16.30

Wednesday - 10.00-13.00

Thursday - 10.00-13.00 and 14.00-16.30

Friday - 10.00-13.00

Email info@skyecab.casonline.org.uk - please note, advice via e mail is not available from this office.

Lochaber

Dudley Road

FORT WILLIAM

Outreach - Community Centre

Mallaig

PH33 6JB

Tel 01397 705311

Fax 01397 700610

Open:-

Monday/Tuesday - 10.00-14.00

Wednesday - 15.00-18.00

Thursday/Friday - 10.00-14.00

Open 1st Monday of every month -
10.30 - 14.30

Email admin@lochabercab.casonline.org.uk - please note, advice via e mail is not available from this office.

www.adviceguide.org.uk

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COMMUNITY LEARNING AND LEISURE

What services do you provide?

- Life Long Learning projects
- Community Learning plans
- Support for Social Inclusion Partnerships
- Training opportunities for youth work staff
- Play schemes
- Youth Clubs and Youth Forums
- Arts and Sports Development
- Events

How?

- Throughout the community and Community Centres
- In Youth Clubs
- With Social Work Services
- With the Police
- With Housing
- With Social Inclusion Partnerships

Contacts

Ross, Skye & Lochaber:-

John Macdonald
Senior Community Learning & Leisure Officer
Tigh na Sgire
Park Lane
PORTREE
IV51 9GP

John O'Kane
Community Learning & Leisure Officer
Camaghael Hostel
Fort William
PH33 7NE

www.hccll.highlandschools.org.uk/

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ADULT BASIC EDUCATION

What Services do you provide?

- courses to help parents develop their own literacy and numeracy skills
- courses to help parents with value time spent on activities with their children
- help parents to keep up with and assist children with homework and reading

We also offer help to people who want to:

- improve reading, writing and spelling
- improve counting, calculating and number work
- learn English as a second language
- prepare for interviews, tests and exams
- increase confidence in learning

Where do you see people?

Tuition takes place in a centre, school, library and is available day or evening.

- It's FREE
- Confidential on a one to one basis or small groups
- Flexible.

Contacts

Ann-Marie Donaghue	Norma Christie	Joey Graham
ABE Co-ordinator	ABE Co-ordinator	ABE Co-ordinator
Education, Culture & Sport Office	Community Education Office	Elgin Hostel
C, L & L Service	The Library	Dunvegan Road
Camaghael Hostel	Old Academy	Portree
Fort William	Tulloch Street	
	DINGWALL	
	IV15 9JZ	
Tel 01397 707371	Tel 01349 864579	Tel 01478 614064
Fax 01397 705627	Fax 01349 865219	Fax 01478 613698

www.abeweb.co.uk/

www.highland.gov.uk/learninghere/communitylearning/adultbasiceducation/

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INVERNESS LEISURE

What services do you provide?

Sports facilities	Climbing Wall
Leisure Pool	Children's Activities
Competition Pool	Swimming Lessons
High Life Scheme	Events Diary
Conference facilities	Beauty Salon

Contacts and further information available from

Inverness Leisure
Bught Park
INVERNESS
IV3 5SS

Tel 01463 667500
Email info@invernessleisure.co.uk

www.invernessleisure.co.uk

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LIBRARIES

What services do you provide?

- Loan service of books and audio-visual materials specially selected for families and children of all ages
- Free request service
- Assistance and advice from trained staff
- Access to the People's Network computers which provide free use of the internet, e-mail, word processing and national information databases
- Study facilities
- Photocopying facilities
- Fax facilities
- Bookstart, Bookstart Plus and Treasure Box national free books for pre-school children scheme
- Regular events for different age-groups eg story and rhyme times, author visits, reading clubs, holiday activities
- Summer Reading challenge

How?

- Through 18 static libraries, 7 of which are joint school/public libraries and 4 mobile libraries. Cover provided for the whole of Ross, Skye & Lochaber.
- Through a team of library assistants supported by 9 professional librarians based throughout Ross, Skye & Lochaber.
- In partnership with other service providers eg schools, playgroups, health visitors, child car organisations.
- With colleagues within Community Learning and Leisure eg Arts Development, Heritage, Adult Basic Education.

Contacts

Charlotte Macarthur, Area Libraries Officer, R, S & L	01349 869871
Pauline Chapman, Dingwall and West Ross Librarian	01349 869871
Anne Nicholson, Lochaber Librarian	01397 703553
David Linton, Skye & Lochalsh Librarian	01471 820184

www.highland.gov.uk/leisureandtourism/libraries/

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CROCUS

What services do you provide?

Workshop Days for primary age children

Workshop Days for Teenagers

Drop In Centre

8 week grief course for children and young adults

Carers Group

Limited individual work with children and young adults

How?

Group work

Where do you see people?

Raigmore Hospital

Schools throughout the highlands

Culloden

Contacts:

Debbie Gallagher

Child Bereavement Support Co-ordinator

The Crocus Group

Raigmore Hospital

Inverness

IV2 3UJ

Tel 01463 704000 ext 6029

Email debbie.crocus@haht.scot.nhs.uk

www.crocusgroup.org.uk

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CROSSROADS

What services do you provide?

Crossroads is a charitable organisation which provides trained, security cleared Care Assistants to take over the responsibilities of the Family Carer at agreed times on a regular basis to give the Carer a break. They take on all the tasks usually undertaken by the carer e.g. washing, feeding, stimulation.

How?

Families can contact Crossroads directly or ask a Doctor, Nurse, Social Worker or other professional to make contact on their behalf.

Where do you see people?

On receiving a referral, Crossroads would contact you to arrange a meeting in your own home.

Contacts

Crossroads (Lochaber)

Mr Geoff Heathcote

3b Cameron Square

Fort William

PH33 6AJ

Tel 01397 701020

gmheathcote@btconnect.com

Crossroads (Ross & Cromarty)

Lynne Geddes

1 Castle Street

Dingwall

IV15 9HU

Tel 01349 863201

member@rosscromarty.freeserve.co.uk

Crossroads (Skye & Lochalsh)

Ms Jenny Millington

Tigh Lisigarry

Bridge Road, PORTREE

ISLE OF SKYE IV51 9ER

Tel 01478 612399

crossroadscaresl@btopenworld.com

www.crossroads-scotland.co.uk/index.html

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CRUSE BEREAVEMENT CARE SCOTLAND

Cruse Bereavement Care Scotland (CBCS) exists to promote the well-being of bereaved people and to enable anyone bereaved by the death to understand their grief and cope with their loss. The organisation provides counselling and support and offers information, advice, education and training services.

For City and Rural Inverness, Lochalsh & Skye contact 0845 600 22 27

e-mail inverness@crusescotland.org.uk

For Lochaber contact 01397 705 100

CBCS has an arrangement with Cruse Bereavement Care (CBC) so that young people may use CBC's Young Person's Freephone Helpline

Telephone 0808 808 1677

e-mail info@rd4u.org.uk

website www.rd4u.org.uk

Information on all of CBCS' services can be obtained from its website on

www.cbcs.org.uk

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DOMESTIC ABUSE

1 in 5 women in Highland will experience domestic abuse in their lifetime. Many of these women will have children and this has huge implications for them. In fact, research has shown that in 90% of cases, children are in the same or next room while attacks on their mothers are taking place. It is estimated that 100,000 children and young people in Scotland live with domestic abuse.

Domestic abuse can have a profound effect on people and can contribute to mental health difficulties, drug and alcohol misuse, physical disability and many other problems.

Domestic abuse is a crime and will be treated as such by the police.

Training on Domestic Abuse and Violence Against Women

In Highland, we are working in partnership with the statutory and voluntary agencies to raise awareness about Violence Against Women, which includes domestic abuse. Training on this issue is available for statutory and voluntary sector staff and further information is available from:-

Gillian Gunn

Violence Against Women Development Officer

Highland Wellbeing Alliance

Tel: 01463 704814

E-mail: Gillian.gunn@hnb.scot.nhs.uk

For information and advice contact

- Ross-shire Women's Aid 01349 863568
- Inverness Women's Aid 01463 220719
info@invernesswa.co.uk
- Outreach service for
 Skye, Kyle & Lochalsh 0771 5532 979
- Northern Constabulary 01463 715555
- Domestic Abuse Helpline 0800 027 1234

www.scottishwomensaid.org.uk/

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DYSLEXIA ASSOCIATION

What services do you provide?

- Provide support for children and adults who have Dyslexia
- Help update and inform/support parents and pupils with the latest information on Dyslexia
- We increase public awareness of Dyslexia

Who are the local contacts?

- Liz 01397 702771

Where do you see people?

- The last Thursday of every month at 7.00pm during term time only.
- In the Fort William Health Centre

www.westhighlandhealth.co.uk/reader.aspx?EntryID=42&TopicID=17

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EDUCATIONAL PSYCHOLOGICAL SERVICES

What services do you provide?

Educational Psychologist (EPs) are specialists working in the area of child development and education. They can work directly with children/young people and their families wither individually or in groups. They also offer training and development work to a variety of groups, organisations and agencies and contribute to the emotional well being of children and young people. EPs may offer advice and consultation to those working with children/young people, often through Liaison Group discussions. The service can suggest ways to prevent, manage or resolve difficulties as they arise, working in partnership with children/young people, parents/carers and others.

Who can request assistance from the Service?

Referrals come from:

- Parents
- Young people themselves
- Teaching Staff
- Medical Services (eg Community Paediatricians, Health Visitors etc)
- Social Work Services
- Reporter to the Children's Panel
- Liaison Groups

Any request to the service for direct involvement with a child/young person, should be made with the full knowledge and agreement of the family. The service is available for children from birth to 19 years of age. All Psychological Service staff are bound by a professional code of conduct. This provides guidance for the way they work and which respects confidentiality and the rights of the individual.

Contacts

Ross

Jane English
 Area Principal Educational Psychologist
 Area Education Office
 Castle Street
 Dingwall IV15 9HU
 Tel 01349 863441
 Email jane.english@highland.gov.uk

Skye

Bob Leadbetter
Area Principal Educational Psychologist
Area Education Office
Elgin Hostel
Portree
Tel 01478 613697
Email bob.leadbetter@highland.gov.uk

Lochaber

Stephanie James
Area Principal Educational Psychologist
Education Office
Camaghael Hostel
Fort William
Tel 01397 707352
Email stephanie.james@highland.gov.uk

www.highland.gov.uk/learninghere/psychologicalservice/

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FAMILY GROUP CONFERENCING

What Service to you provide?

A family group conferencing service where a family led decision making process is facilitated by independent co-ordinators for families in Ross and Cromarty.

How?

Family group meetings bring together families, extended families professionals and others concerned with a child or young person to work together in planning for the future well-being, care and protection of a child/young person. The co-ordinator spends time individually with family members and works with them to put forward their views on how best to look after a child/young person. Information is shared between family and professionals. Family members and relevant professionals come together for the family group meeting at a time and venue chosen by the family. A private family time is used to talk things through and make a plan. Ways to monitor plan are agreed. All attending meeting are given copies of plan.

Where?

Ross and Cromarty area for families where a child or young person (aged 0-18yrs) or their carer is engaged in risk-taking behaviour i.e. self-harm or offending. It is an independent community based service run by CHILDREN1ST.

REFERRAL ROUTE

Referrals and enquiries are welcomed from agencies and families.

Participation in service will be voluntary for child /young person and they will be expected to agree with any referral to the service

Liaison arrangements are in place and work takes place in partnership with families and agencies.

Contact co-ordinators for an informal discussion before completing referral form.

Contact

Chris Cochrane /Nicki Kennell

FGC Co-ordinators

Family Solutions

Children1st

Killen

Avoch

Ross-shire

IV9 8RQ

Tel 01381 620757

www.children1st.org.uk

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FAMILY MEDIATION HIGHLAND

A service which supports families affected by parental separation, family disruption, change or amalgamation.

What services do you provide?

- Mediation on children's issues
- Counselling service for Children & young people
- Support to parents
- General Enquiry service on related issues

All services are free and confidential

How?

Mediation takes place at the time of, or after, family break-up or amalgamation. It is for parents, or other family members such as grandparents or step-parents, who wish support to help them work out good arrangements for the children involved and improve communication. Mediation may take place between young people and a parent/step-parent or other significant family member. In exceptional cases children may be consulted directly during the mediation process.

Counselling is available to children and young people referred to the service who are experiencing difficulties in their lives due to parental separation, family disruption or change. The counsellor will meet the parent with whom the child lives, to explain the service. Ideally, our counsellor will also have contact with the other parent. Normally, the child will have a series of around six meetings with our counsellor. Support may also be offered to parents to address parenting difficulties arising from separation.

Referral?

Referrals are welcomed from adults or young people directly. Alternatively, referrals may be made by solicitors, social work, health visitors, GPs, teachers etc. There is no formal referral procedure. A telephone call to the office can be made to arrange an initial appointment to discuss the appropriate service. The initial appointment may be face to face or by telephone depending on circumstances and location

Why use the services?

Mediation provides opportunities to:

- | | | |
|-------------------|----------------------------|------------------|
| *Communicate | *Exchange perceptions | *Negotiate |
| *Resolve conflict | *Alter disputing behaviour | *Make agreements |

Counselling provides opportunities to:

- *Feel valued
- *Deal with change
- *Feel understood
- *Relinquish feelings of responsibility

Support helps parents:

- *Be aware of children's needs
- *Be confident of parenting strategies

Confidentiality

The service is confidential except in particular circumstances. Nothing discussed between the counsellor and the child will be relayed to the parent/s unless the child has given permission for this to happen. The content of a mediation session is not disclosed without the express consent of participants. All service users are advised of our policy on confidentiality, and are aware that if a Child Protection issue arises, we will have to pass this on to Social Work.

Where do you see people?

Mediation takes place in our Inverness office, or at various locations throughout the Highlands on an outreach basis. There is also a locally based mediator in Caithness and Sutherland.

Counselling is offered by our Inverness based counsellor at our office in Inverness and in a restricted area outside Inverness by arrangement eg Alness, Nairn, Aviemore. Our outreach counsellor offers a service from locations in Lochaber, Skye & Lochalsh, Wester Ross, Sutherland and Caithness.

Contacts

Family Mediation Highland
62 Academy Street
INVERNESS
IV1 1LP

Tel: 01463 712100
Fax: 01463 717994

Tel opening hours

Tues, Wed & Thurs (9am - 5pm)
Fri (10am - 12pm)

Office opening hours

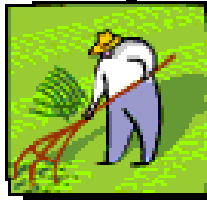
Tues, Wed & Thurs (9.30am - 5pm)
Fri (10am - 12pm)

Email fmhighland@btinternet.com

www.familymediationscotland.org.uk

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FARM TO WORK



There is increasing evidence that working on a farm has benefits to both health and wellbeing. Participants connect with a healthy daily structure and meaningful work in a natural environment-gaining social, educational and training benefits.

Farm to Work Project aims to combine growing food, animal rearing, conservation work and rural skills with work conditioning and vocational rehabilitation.

The project is based at Ballicherry Farm, Balblair on The Black Isle where cereals, grass and vegetables are grown and a selection of farm animals are kept for breeding and overwintering. There is also ongoing conservation and environmental work taking place on the farm throughout the year. The farmer and his staff encourage participants to be part of the farm team with work varying according to the seasons. Furthermore a qualified health professional is available on the farm to advise and support participants to assess suitability of tasks in relation to any health condition or disability with the aim of developing people's potential rather than focusing on limitations. Employability support will also be given to participants during their period on the farm.

Farm to Work Project is jointly funded by The Department of Work and Pensions, Skills Development Scotland and The Highland Employers Coalition.

Referral to Farm to Work is arranged through Careers Advisers, Job Centre Plus Staff and Condition Management Team at NHS Highland. Placements on the farm last up to 12 weeks and participants will be asked to take part in an independent evaluation of the project.

Opening hours for the project are normally 8am-5pm and participants are accepted on a full time or part time basis.

A regular bus service from Inverness to Cromarty passes the farm several times most days.

For further information contact Caroline Matheson, Project Manager on 01381 610355

FARM TO WORK REFERRAL/STARTER FORM

Please use BLACK INK and CAPITALS

CONFIDENTIAL

PART ONE- PARTICIPANT DETAILS

FIRST NAME-

LAST NAME-

N.I NUMBER-

LENGTH OF UNEMPLOYMENT-

LENGTH OF INCAPACITY BENEFITS CLAIM -

REASON FOR CLAIM-

ALL RELEVANT HEALTH ISSUES-

ANY INFORMATION ABOUT THE PARTICIPANT THAT MAY AFFECT PARTICIPATION?-

CAN THE PARTICIPANT ARRANGE THEIR OWN TRANSPORT TO THE FARM?-

HOW MANY HOURS PER WEEK WILL THE PARTICIPANT ATTEND? –

CONTACT DETAILS OF PERSON MAKING REFERRAL-

NAME-

ADDRESS-

TELEPHONE-

SIGNATURE -

PART TWO- PROVISION DETAILS

ANTICIPATED START DATE-

ANTICIPATED END DATE-

FAILED TO ATTEND START? -

PARTICIPANT SIGNATURE-

PROVIDER SIGNATURE-

FORWARD WITH FAMILIES

Forward with Families is a relatively new project providing tailor made, practical support to vulnerable families with school age children in the area. They are a voluntary organisation (sister to Family First) and their aim is to provide hands on, practical support delivered by a team of volunteers.

Funded by, and working closely with the Working for Families Initiative (Parent Champions). The families involved have been identified as having the potential to work towards training and education. Forward with Families provide the support needed to overcome any barriers in their current situation to enable them to look at their long term future.

Contact:

Tekela Koek
Co-ordinator Skye & Lochalsh
Forward with Families
c/o Family First
The Green
Portree
IV51 9BT

Mobile 07810 480 972

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FOSTER AND ADOPTION SERVICE

What services do you provide?

We recruit, assess, train & support foster carers and adoptive families.

We provide post adoption support.

We provide adoption counselling to those affected by adoption.

How?

The service advertises locally and Highland wide for potential foster/adoptive carers.

The service provides training in house but also links in with other organisations, agencies and independent groups to deliver relevant training to carers.

We have a team of fostering & adoption social workers covering the RSL area who provide the service and are based in different locations.

Where do you see people?

In their own homes, at the office base, in local social work offices.

Contacts

Alison Gordon - Senior Social Worker, Fostering & Adoption RSL

Bruce Chisholm - Social Worker, Fostering & Adoption RSL

Jean Jesson - Social Worker, Fostering & Adoption RSL

Alice Thomson - Social Worker, Fostering & Adoption RSL

Conon Family Resource Centre

Sellar Place

Conon Bridge

IV7 8BU

Tel 01349 861508

Fax 01349 866899

Email alison.gordon@highland.gov.uk

Sarah Begley - Social Worker, Fostering & Adoption RSL

Donalda Mackinnon - Social Worker, Fostering & Adoption RSL

Social Work Services

Old Corry Industrial Estate

Broadford

Isle of Skye

IV49 9AB

Tel 01471 820174

Diane Cook - Social Worker, Fostering & Adoption RSL
An Drochaid
Claggan Road
Fort William
PH33 6PH
Tel 01397 703263

www.highland.gov.uk/socialwork/servicestochildrenandfamilies/fosteringandadoption/

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GLACHBEG CROFT

What services do you provide?

- Day programmes for school classes on most curriculum areas through the context of farming and Sustainable Development Education. Including opportunities presented in "A Curriculum for Excellence".
- Placements for individual children with additional support needs. These can vary from work type placements to curriculum work.
- Opportunities for other organisations to use the facilities at the croft.

How?

A 14 acre croft with a modern fully equipped "eco building", Shetland cattle, sheep, woodland, ponds, vegetables etc. The croft is used as a "toolbox" to suit many purposes. Programmes are individually tailored to match agreed targets and purposes. The centre is run by a qualified and experienced teacher.

Where do you see people?

Largely on the croft, but off site work is also possible.

Contact

Tel 01463 811923

Fax 01463 811923

Email info@glachbeg.org.uk

www.glachbeg.org.uk

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GYPSIES and TRAVELLERS AND CHILDREN WHO EXPERIENCE INTERRUPTED LEARNING

What services do you provide?

The service provides the coordination of arrangements, across Highland, to support the educational needs of Gypsy and Traveller and other children who experience interrupted learning across the age range 3 to 18 using an integrated services approach.

How?

- Consultation, advice and support to families
- Consultation, advice and support to education staff and staff in other agencies
- Cooperative teaching in schools
- Teaching support to individuals/small groups in out of school settings
- Loan service
- In-service training

Referral

- Schools
- Families
- Other agencies

Where

- Schools
- Gypsy/Traveller Sites
- Other appropriate venues

Contacts

Karen MacMaster, Development Officer - Interrupted Learning

13 Castle Street, DINGWALL. IV15 9HU

Tel 01349 868208 Mobile 0774 8333311

Email karen.macmaster@highland.gov.uk

Longman Gypsy/Traveller site Tel 01463 714094	Spean Bridge Gypsy/Traveller site Tel 01397 712791
Kentallen Gypsy/Traveller Site Tel 01855 811713	Newtonmore Gypsy/Traveller site (seasonal) Tel 01540 673869

www.highland.gov.uk/learninghere/supportforlearners/specialistservices.htm

www.highland.gov.uk/livinghere/housing/gypsytravellersinhighland/

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HIGHLAND CARERS PROJECT

What services do you provide?

We consult regularly with young carers throughout Highland and use their voice to develop our information and training. We can provide advice, information and training to professionals in both adults' and children's services to enable the identification and support of young carers.

We also provide an information service to young carers including an information pack and a quarterly newsletter. Young carers who choose to go on our network will receive information about grants, residential opportunities, occasional activities and consultation events. Young carers who are looking for confidential advice, information or support can use the text messaging support service on 07950 328 264 or email youngcarers@hccf.org.uk

The project identifies young carers as anyone under the age of 18 whose life is affected by having to care for someone in the family with a physical or mental illness, disability or drug or alcohol problems.

Contact:

Frances Nixseaman
Highland Carers Project
Highland House
20 Longman Road
INVERNESS
IV1 1RY

Tel 01463 723563
Email youngcarers@hccf.org.uk

www.forhighlandsyongcarers.co.uk

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HIGHLAND CHILDREN'S FORUM

What services do you provide?

Highland Children's Forum exists for the benefit of children in need living in Highland area. It recognises every child's right to express his or her own views on matters affecting them. It attempts to hear the voice of children in need and to represent that voice to those who design or offer services.

We aim to:

- Represent and enable the expression of the view and needs of children 0-19 years
- Incorporate the views of their families and carers
- Share relevant information and experience
- Represent the views of members in a coordinated way to agencies for the purposes of general consultation and specific joint planning of future service provision.

We have a seat at the Joint Committee for Children and Young People created by Highland Council and NHS Highland, giving direct access to both policy designers and the elected members who decide on resource allocation. We also attend various Health committees and joint working groups where the evidence we gather from children can directly influence service design and delivery. Our ability to undertake this role depends on having a membership that reflects the whole spectrum of children in need in the Highlands. Membership of Highland Children's Forum is free and is open to children, their parents/carers, working in the field, or partner organisations seeking to work for children.

Highland Children's Forum seeks to hear the concerns of children and their carers and to identify examples of best practice. We do not advocate on behalf of individual members but will direct such members to sources of support.

Where do people see you?

We meet with children and their families within their local community setting.

Contacts

Calum Munro
Development Manager

Gillian Newman
Children's Consultation Worker

15 Lotland Street, Inverness. IV1 1ST

Email calum.munrohcf@btconnect.com Email gillian@highlandchildrensforum.org

Tel/fax 01463 223000

www.highlandchildrensforum.org

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HIGHLAND DEAF EDUCATION SERVICE

What services do you provide?

We are part of the Highland Council's Education Department and aim to meet the educational needs of deaf and hearing impaired pupils throughout the Highlands.

How?

We have school based and peripatetic staff who support families and local school staff as well as the deaf and hearing impaired pupils themselves. We offer different things depending on need. Our involvement may be as little as sending a leaflet or as much as regular one to one teaching. We monitor some pupils and have intensive input to other pupils and families. Some pupils attend our additionally resourced schools in Dingwall while others receive support in their local schools. For young deaf children we may offer home sign language tuition. We also have a range of equipment which may be of use.

Where do you see people?

We see pupils at home and in school. We work closely with other agencies and so sometimes see them in clinical situations.

Referral

Direct from health professionals, teachers, other educational professionals and occasionally parents.

Contacts

Margaret Kinsman
Acting Co-ordinator - Highland Deaf Education Service (HDES)
Dingwall Primary
Ross Avenue
Dingwall
IV15
Tel (01349) 862882
Email margaret.kinsman@highland.gov.uk

www.ndcs.org.uk

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HIGHLAND DEVELOPMENTAL COORDINATION DISORDERS GROUP

What services do you provide?

- To promote the awareness and understanding of Developmental Co-ordination Disorder.
- To support individuals and families affected with Developmental Coordination Disorder.
- To organise social events for individuals and their families.

HDCD also works closely with voluntary and statutory agencies.

Contact:

Development Officer
Unit 6
15 Lotland Street
INVERNESS
IV11ST

Tel 01463 709907
Email hdcd.org@tiscali.co.uk

www.hdcd.org.uk

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HIGHLAND DRUG AND ALCOHOL INFORMATION LINE - Tel: 0844 848 3778

The Information Line is run by NHS Highland and the Highland Drug & Alcohol Action Team and provides information about drug and alcohol services available around Highland. Members of the public, as well as professionals, can contact the Line for appropriate advice about where to get help. Confidential support services such as community Mental Health Team, Youth Action Teams and counselling services are widely available across Highland.

The Line is staffed by NHS Highland Resources & Health Information officers between 9.30 and 1pm on weekdays, with an out-of-hours answer-machine available for callers to access national help-line numbers and/or to leave a message for Information Line staff. Information such as leaflets can be sent out to callers.

HIGHLAND DRUG & ALCOHOL ACTION TEAM WEBSITE - www.hdaat.org.uk

The HDAAT website was launched in June 2004 and offers information and advice about drugs and alcohol. The site provides a wide range of factual information about the issues, advice about getting help, up-to-date news stories and links to other relevant sites. Visitors can contact the HDAAT Support Team through the site and also put forward their views on drug and alcohol issues through the Bulletin Board.

For further information contact the Highland Drug & Alcohol Action Team on 01463 704853

www.hdaat.org.uk/drugs-alcohol-scotland/communities

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HIGHLAND YOUTH ENVIRONMENT HERITAGE PROGRAMME - BTCV Scotland

Develop your own potential by understanding and improving your own place

Would you like the opportunity to learn some of the skills needed to take care of your environmental heritage.

As part of the Youth programme volunteer team you will be offered a mix of onsite training on practical environmental projects and sessions with specialist trainers in skills such as drystone walling and cobbling. You will also learn why conservation is important and that it offers rewarding career prospects.

The programme is open to 14 - 25 year olds.

We would like to hear from you about Heritage Projects you would like to work on in your own community with BTCV, because you have a place in the care of your heritage which is very real and relevant.

Contact

Keith Locke
Community Project Officer
BTCV Scotland
30 Millbank Road
Munlochy
IV8 8ND
Tel 01463 811560
Fax 01463 811661
Email inverness@btcv.org.uk

http://www2.btcv.org.uk/display/btcv_scotland.
http://www2.btcv.org.uk/display/btcv_inverness

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HOME-START ROSS & CROMARTY

What services do you provide?

Home-Start Ross & Cromarty is a voluntary organisation in which trained volunteers offer regular support, friendship and practical assistance to families who are experiencing stress and have at least one child under five years of age. Home-Start is committed to equal opportunities.

How?

The Home-Start Volunteers offer:-

- Friendly support through difficult times
- Reassurance that you are not alone
- A listening ear and shoulder to cry on
- Practical help with activities like playing or story time
- An extra pair of hands to help you cope with everyday situations
- Understanding that when bringing up children, problems are not unusual.

Where do you see people?

Volunteers visit families in their own homes, where the dignity and identity of each adult and child can be respected and protected.

To compliment the home visiting service Home-Start Ross & Cromarty run weekly family support groups in Tain, Alness and Balintore at which crèche facilities are provided. These sessions offer parents mutual support as well as a chance to learn new skills and develop self-confidence.

Home-Start Ross & Cromarty can offer support to families living in the area from Edderton to North Kessock and west to Garve our office is based in Alness.

Referral

Families can apply themselves for support or be referred by their health visitor, social worker, friend, family members or other statutory or voluntary organisation supporting them. It is always the choice of the family whether to accept or decline the offer of support.

Contacts

Marion Fraser
Senior Co-ordinator
Home-Start Ross & Cromarty
Perrins House
Perrins Centre
ALNESS
IV17 0UE

Tel 01349 883484
Fax 01349 883484
Email homestartrandc@btconnect.com

www.homestartrossandcromarty.org.uk

www.home-start.org.uk/

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KIDS ZONE, OUT OF SCHOOL CARE

What services do you provide?

- We offer after school care Monday - Friday, 2.30 - 6pm
- Full day care during school holidays, in service days and public holidays
- All children aged between 4 and 12 years are eligible.

How do people apply for the service?

Contact us on 01397 701287 between 2pm and 6pm or 01397 704872 at any other time, or just drop in during our opening hours.

Where do you see people?

At our office within the club.

What other agencies do you work with?

- Lochaber Childcare Partnership
- Out of School Federation

Who are the local contacts?

Lorraine Hunter
Project Co-ordinator
Kids Zone, Lochaber Out of School Care
Inverloch Primary School
Invelochy
FORT WILLIAM
PH33 7AE

www.kidzone.ws/

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KINSHIP CARE SUPPORT SERVICE

What services do you provide?

Kinship Care Support Service

How?

Children 1st provide support to Kinship Carers, who care for a "looked after" child, throughout Highland. A "Survival Guide" is available to all Kinship Carers. Individual advice and guidance is also offered as well as group work and peer support.

Where do you see people?

The Co-ordinator can make arrangements to see people in their local area.

Contacts

Lesley Taylor
Kinship Care Co-ordinator
CHILDREN 1ST
Killen Family Resource Centre
Avoch
Ross-shire
IV9 8RQ

Tel 01381 620757
Fax 01381 621335
Email Lesley.taylor@children1st.org.uk

<http://www.children1st.org.uk>

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LOCHABER COMMUNITY CARE FORUM

Advice, support and making connections for Young Carers

Contact in confidence : Mervyn James

Forum Development

Tel 01397 700311

Email lccforum@aol.com

The Forum also has a Handyperson Service and a Volunteer Visiting Service

Colin Findlay

Handyperson Service

Tel 01397 702424

Email Handyscheme@aol.com

Caroline Hamilton

Volunteer Visiting Service

Tel 01397 702440

Email lccforumcaroline@aol.com

www.hccf.org.uk/forums/lccf/lccfweb/index.htm

www.hccf.org.uk/forums/lccf/index.html

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LOCHABER DEAF CARE

What services do you provide?

- Supply & fit batteries and tubing for NHS hearing aids
- Talk to individuals about issues relating to deafness
- Provide advice and information on specialist equipment, services & hearing aids
- Referrals to Social Work for home assessments
- Audiology
- Social Evenings
- Lip-reading and Signing Classes available
- Deaf Awareness & Communication Tactics training
- Quarterly magazine

How do I get in touch with you?

Lochaber Deaf Care

The Shopping Centre

Caol

Fort William PH33 7DR

Tel/Fax: 01397 704889 E-mail: manager@ldc.demon.co.uk

Open: 10:00am-1:00pm Monday-Friday. Additionally 2:00pm-4:00pm Wednesday and Friday.

Where do you see people?

- At Lochaber Deaf Care Centre

Which other agencies do you work with?

- GP's
- Audiology
- Social Work

www.westhighlandhealth.co.uk/reader.aspx?TopicID=17&EntryID=41&MMID=6

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LOCHABER DRUG AND ALCOHOL FORUM

The Lochaber Drug & Alcohol Forum is part of the Highland Drug & Alcohol Action Team network, funded annually by HDAAT in order to implement related activities within the Lochaber community.

How do you contact us?

Chair Hector McLean

Administrator Karen Stevenson
 Tel 01397 706055

Other Useful Local Contacts

Youth Action Team
Tel 01397 706494

Community Safety Unit
Fort William Police Station
Tel 01397 702361

Community Mental Health Team
(Substance Misuse)
Tel 01397 709830

Primary Active Schools Co-ordinator
Tel 01397 700105

Lochaber Council on Alcohol
Tel 01397 702340

SACRO
Tel 01397 702340
Email info@lochaber.sacro.org.uk

Needle Exchanges:
CPN Service
Tel 01397 702481

Medical Practice, Kinlochleven
Tel 01855 831225

Pathways to Employment/Lochaber Hope
Alyson Smith
Tel 01397 874223

www.hdaat.org.uk/drugs-alcohol-scotland/communities/detail/4/

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LOCHABER WOMEN'S AID & CHILDREN AND YOUNG PERSON'S SERVICE

Domestic abuse (as gender-based abuse), can be perpetrated by partners or ex-partners and can include physical abuse (assault and physical attack involving a range of behaviour), sexual abuse (acts which degrade and humiliate women and are perpetrated against their will, including rape) and mental and emotional abuse (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviour such as isolation from family or friends).

Any woman can be abused, there is no "typical abused woman" and those women can be any age, any race or hold any place in society. Research shows that 1 in 5 women experience abuse at some time in their lives and at any one point in time 1 in 10 women will be experiencing domestic abuse and will experience abuse on average 35 times before seeking outside help.

Services we provide

- 1-1 support & advice in person or by telephone
- On-going support & advice surrounding legal rights, housing support & benefits

CHYP SERVICE

The Children & Young Person's Service at Lochaber Women's Aid offers

- 1-1 support & advice for children who are or have experienced Domestic Abuse
- Group Work
- Awareness Raising sessions in schools & youth clubs

Through research with working with children & young people it has been found:

- In 90% of children are in the same or next room when Domestic Abuse is happening
- In 40 - 60% child abuse is also occurring
- Children of abused women will not necessarily grow up to be abusers or victims of domestic abuse themselves. No conclusive evidence exists to support the

'intergenerational transmission of violence' thesis or to show that there is a 'cycle of violence'.

Contact Details

Lochaber Womens Aid
An Drochaid
Claggan
Fort William PH33 6PH
Tel 01397 705734
Email lwa@btconnect.com

Children & Young People
An Drochaid
Claggan
Fort William PH33 6PH
Tel 01397 709260
Email chypservice@btconnect.com

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MENTAL HEALTH - HUG (Highland Users' Group)

What services do you provide?

- HUG is a network of users of mental health services, with 14 branches across the Highlands. Our main aim is to improve the way we, as users of mental health services, are treated and to challenge the stigma surrounding mental illness, through the education of the public and professionals.
- HUG works on a local, Highland and National level to influence policy and planning, and to encourage improvements in the management and delivery of mental health services.
- The Highland Community Care Forum, which supports HUG, is a charitable organisation providing a platform for users of community care services and their carers.

Where do people see you?

HUG meets Mental Health Service users in their local communities, often in Mental Health facilities.

Contacts

HUG
Highland Community Care Forum
Highland House
20 Longman Road
INVERNESS IV1 1RY

Tel 01463 718817

Email hug@hccf.org.uk

www.hug.uk.net

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NEW START

What service do you provide?

New Start Highland is a charity established to provide practical help to homeless people who are moving into their own home. New Start Highland will assist them to tackle the difficulties that they face once housed.

How?

Initially we assist by providing - starter packs of basic household items made up of crockery, cutlery, pots and pans, cleaning materials and bedding. We also provide recycled second hand furniture, electrical and white goods, etc, for new tenants where needed. We rely on the goodwill of people in the Highlands to donate furniture and household goods. We welcome donations by individuals or businesses.

Where do you see people?

We support homes throughout the Highland Area

Contact

9 Carsegate Road North
Inverness
IV3 8EX

Tel 01463 715615

www.newstarthighland.org/

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NHS HIGHLAND

Mid Highland Community Health Partnership (CHP) is part of NHS Highland. We provide health services to around 93,400 people across 4,950 square miles.

Mid Highland CHP hosts Sexual Health Services and Out of Hours Support Services and provides primary care and community health services across Lochaber, Ross, Cromarty and West Ness and Skye and Lochalsh. Some acute services are provided at Belford Hospital in Fort William and Mackinnon Memorial Hospital in Broadford, Skye. The services are provided across three Localities:

- Ross, Cromarty and West Ness
- Lochaber
- Skye and Lochalsh

Our aim is to establish and develop high quality local services, with health services, social services and voluntary organisations working closely together to provide services that meet your needs. We want to make sure that the right care is delivered at the right time and in the right place. We will also work to help people in the Mid Highland CHP area to be healthier.

Contact

Mid Highland Community Health Partnership
CHP General Manager's Office
Larachan House
9 Docharty Road
Dingwall
Ross-shire IV15 9UG
Tel 01349 869221
Fax 01349 865870
Email gill.mcvicar@nhs.net

Management Team

General Manager: Gill McVicar
Clinical Director: Angus Venters
CHP Committee Chair: Ann Bethune

www.nhshighland.scot.nhs.uk/

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NORTHERN CONSTABULARY COMMUNITY SAFETY

What service do you provide?

- Drug education for Primary 6 to Secondary 6 - usually delivered by the Ross & Cromarty Community Safety Unit
- School Liaison talks for Primary 1 to Secondary 6 - currently any police related topic - delivered by the school's designated School Liaison Officer
- Domestic Abuse awareness presentations of Secondary 4 - 6 only - usually delivered in partnership with Ross-shire Women's Aid and the Ross & Cromarty Community Safety Unit
- Diversity Awareness presentations to school's - delivered by Ross & Cromarty Community Safety Unit
- Personal safety awareness courses to school's and adult group's/business - usually delivered by Ross & Cromarty Community Safety Unit and an outside (non-police) personal safety instructor - a fee is usually made for this course by the personal safety instructor to cover personal costs, fees etc - no fee is made by Northern Constabulary
- Property security presentations delivered - Ross & Cromarty Community Safety Unit
- Property security survey's - dwelling houses and business properties (certain criteria and restrictions apply) - Ross & Cromarty Community Safety Unit
- Architectural Liaison service linked to the 'Secured by Design' principles - Ross & Cromarty Community Safety Unit
- Cycling proficiency - testing only
- Talks to Youth Organisations - on request of youths within club not organisers
- Pre school visits to both nursery and playgroups subject to agreement by area beat sergeants and availability of beat officers
- Adult drugs talks currently delivered by the Area Drugs Officer
- Each school within the Command Area currently has a school liaison officer - which is a beat officer - and each school should be aware of who they are

How?

Phone the Police Station

Where do you see people?

- At the Police Station
- At home
- In schools

Contact

Area Command R, C & S - 01349 832444
Area Command Lochaber - 01397 702361

www.northern.police.uk/

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OUTDOOR EDUCATION RESPONSE TEAM

Active Steps Programme

The project will plan, risk assess and deliver outdoor activities working on behalf of and with a range of statutory and voluntary organisation partners.

Activities will be aimed at young people involved in or "at risk" of becoming involved in crime and substance misuse. By using outdoor activities as a method of addressing individual strengths and weaknesses this project seeks to provide young people with positive experiences which will increase their confidence, self-belief, and self worth and promote their inclusion in school and in the community.

Many organisations currently use outdoor education for diversionary activity. However, current legislation on health, safety and welfare of young people taking part in outdoor pursuits represents a significant barrier to organisations making full use of these opportunities.

The project will provide a specialist team to deliver outdoor activities, releasing partner organisations to focus on direct support and mentoring of young people.

For further information please contact:

Ron Christie
Community Education Worker
Outdoor Education Resource Centre
Old Tarradale School
Muir of Ord
Email ron.christie@highland.gov.uk

www.highland.gov.uk/learninghere/communitylearning/outdooreducation/

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PARENTING - "INCREDIBLE YEARS"

What services do you provide?

The Incredible Years is a research-based, proven effective programme to help parents raise their children's confidence and self esteem, deal positively with behaviour problems and increase social competence at home and at school. The aims are to:

- increase children's positive behaviours and compliance with parents at home
- improve children's behaviour with peers and siblings at home, school and nursery
- increase children's social skills
- increase children's understanding of feelings
- increase children's conflict management skills and decrease negative attributes
- increase children's academic engagement, school readiness and co-operation with teachers and other adults.

Contact

Ross, Skye & Lochaber - Your local Health Visitor or School Nurse would be able to inform you about local classes held in your area.

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PARENTING - PARENT NETWORK SCOTLAND

What services do you provide?

Parent Network started in London in 1986 and began working in Scotland in 1991. In 1999 we became independent when Parent Network joined our sister organisation Parentline Plus. Despite maintaining close links, we established ourselves as a Scottish charity and limited company. Our core work is delivering courses and workshops in parenting skills to parents and professionals. Our courses are informal, practical and participative. We encourage parents to recognise and celebrate their existing skills, as well as developing new strategies for the future. In addition we:

- Provide information and other resources to parents and professionals.
- Work in partnership with voluntary and statutory agencies to support and educate families.
- Use our experience to develop and inform national and local policies on family issues.

How?

- Our courses run within small, friendly groups, guided and supported by a parent facilitator,
- All parent groups completing one of our courses are offered the opportunity to continue to meet as a support group.
- We also offer parents completing our courses the opportunity to train as a facilitator.

Contact

Parent Network Scotland
30 Cranworth Street
GLASGOW
G12 8AG
Tel 0141 339 0092

<http://www.parentnetworkscotland.org.uk/>

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PUPIL SUPPORT SERVICE

Lochaber

For some pupils in Lochaber High School, additional support is often required to assist with their social, emotional or behavioural needs. This is provided by a multi agency team in the Pupil Support Base (PSB).

The PSB allows pupils to be included within the school setting, educated alongside their peers whilst they may be having ongoing difficulties. The PSB has a very positive ethos and provides a positive educational experience for those using it.

The team currently has a Principal Teacher of Behaviour Support and 1.8 fte teaching staff. Also within the team are 2 Learning Support Assistants and a Home Link Worker. Together the team work to support pupils who have a higher level of need.

A referral system operates for staff and pupils. This comes into play once the guidance team or departmental Principal Teachers have exhausted all their team's skills and strategies.

Each pupil is allocated a key worker and together, the PT Behaviour Support and the worker discuss the strategies that will best support the teaching staff, parents and the pupil. These may range from a timed out period from class, to part time education, to in class support, to a specific behaviour programme to address in class behaviour. As a result of this planning, each pupil then has an individual plan. As the needs of the people involved are constantly changing, the team regularly review and appropriate changes to the individual plan are made.

Parents are very important when working with the more challenging pupils and the Parent Partnership Project has been running for almost a year. Seventeen families are currently involved where the parents are regularly contacted and updated on their youngsters' progress. Very positive relationships have been established between school and home. This has allowed for better communication and for parents to feel better supported by school during challenging times.

The PSB is located centrally within Lochaber High School and offers the school the facility of an educational base where the education of pupils referred to continue without disruption. This is further supported by the good links with subject departments who assist with curricular provision for some of those attending.

The PSB has a range of facilities, which are used very flexibly:

- A small room for 1-1 tuition
- A study room for use with 3 pupils
- A larger classroom, with computer facilities, for multi purpose use
- A kitchen area for holding meetings
- A base area for teachers and the storage of resources
- A larger classroom for lunch time activities, woodwork and craft work.

The PSB team try to maintain the curriculum being followed in the mainstream classes. When this is not possible any longer, the following range of alternative curricular options is available:

- ASDAN
- Enterprise
- Access 3 English, Maths, Home Economics
- Outdoor Education
- Art projects
- Work Experience
- College link courses or training
- PSE

The Pupil Support Base is clearly not isolated and is very much seen as an integral part of Lochaber High School.

There is also a full time Pupil Support Teacher available to work with primary aged pupils. Referral is through the Area Learning Support Team Leader in the ECS office Camaghael.

Ross

What services do you provide

- The management of pupils with social, emotional and behavioural difficulties.
- It co-ordinates out of school packages for pupils who can no longer sustain their place in mainstream, working alongside schools, relevant agencies and parents/carers.
- The service also offers training for schools in a variety of topics such as promoting positive behaviour, de-escalation and emotional intelligence.
- The service is co-ordinating the pilot roll-out of Structured Intervention Approach in the targeted New Community Schools, and supporting the Behaviour Co-ordinators in this project.

Contacts

Cath Rosie

Assistant Education Officer

Education Centre
Castle Street
DINGWALL
IV15 9HU
Tel 01349 863441

Skye

How do we work?

- Pupil-centred direct intervention
- Hands on support for children and young people experiencing social, emotional and/or behavioural difficulties
- Individual and/or Group Work
- Co-operative working with other staff and agencies
- Liaison with school staff, parents and carers
- Consultation and Training in schools in In-service events
- Support for teaching/support staff in the management of challenging behaviour
- Support for children and young people experiencing social, emotional and behavioural difficulties

Who do we work with?

- Pupils showing challenging behaviour in class/school
- Pupils requiring intensive one-to-one support prior to reintegration into mainstream education
- Pupils excluded from mainstream education through Area Case Conference
- Parents of pupils displaying challenging behaviour
- Staff requiring support/advice regarding strategies relating to managing behaviour
- Who do we work with?
- What steps are normally taken prior to referral?

PSS & Joint Working

- PSS liaises with Education, Social Work, Youth Action Service, Looked After Children Team, Health and voluntary organisations in working with young people.

What steps are normally taken prior to referral?

- Schools will have gone through a structured plan to address issues
- Following SLG recommendations

How are referrals made?

- Through LG referral

Referral Form available from:

Don Esson
Depute Head Teacher
Portree High School
Viewfield Road
Portree
Isle of Skye
IV51 9ET
Tel 01478 613130
Email don.esson@highland.gov.uk

Wilma Macdonald
Area Learning Support Team Leader
Area Education Office
Elgin Hostel
Viewfield Road, Portree
Isle of Skye
IV51 9EE

Tel 01478 613697
Email wilma.macdonald@highland.gov.uk

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RED CROSS

What does ed on the web offer?

- Activities, lesson and assembly plans and ideas to equip teachers to deliver citizenship and humanitarian education to young people in and after school.
- The resources are for use with 9-16 year olds.
- The resource topics fall into 4 themes: disasters and emergencies, conflict and its consequences, health, diversity and tolerance.
- The materials are up to date and topical
- They are easy to use - pick up and go for busy teacher, plus plenty of ideas and scope for teachers to build on the topic

What are the Resources?

- Assembly kits - a scripted performance plus add-on activities
- Ten minute briefings - the key issues summarised for teachers in 10 minutes
- Above and beyond - extra activities, homework, puzzles and fillers
- News thinks! - fortnightly email with 4 news stories to discuss with students
- Class acts - lesson plans exploring humanitarian education through real-life stories

Email rededucation@redcross.org.uk

Exploring Humanitarian Law

www.ehl.icrc.org

A website for teachers from the International Committee of the Red Cross. The website is designed to help teachers as they introduce the basic principles of international humanitarian law to students in secondary schools. A wide range of teaching resources is available on the website, such as learning modules, workshops, training videos and an online discussion forum.

School Speaker Network

What is it?

This is an innovative educational project from the British Red Cross that responds to the latest developments in education for citizenship. Its purpose to 'Reach Out' to children and young people through the delivery of humanitarian messages in schools.

What we will do

- Provide young people with a humanitarian perspective on local and global issues
- Promote the image and activities of the Red Cross and Red Crescent Movement
- Encourage young people to act and make a difference

How we will do it

Trained volunteer facilitators deliver informal educational workshops and presentations in schools. The workshops are adaptable to fit into a classroom session or accommodate larger numbers. The topics we are currently delivering include:

- Child soldiers
- Asylum seekers and refugees in Scotland
- Climate change

Peer Education Project

The Red Cross is looking for young people who are keen to make a difference by raising the profile of global issues. The Peer Education project trains young people to be educators by providing them with the skills and knowledge to deliver talks and workshops to other people. These workshops are informative and interactive and help raise awareness of important 'humanitarian' issues that affect millions of people around the world.

- Outgoing individuals
- Young people who can organise and deliver talks in school
- Young people who will be comfortable speaking in front of others
- Young people who want to help make a difference

We will give you

- Training - facilitation skills, presentation skills, information on humanitarian events and issues
- Support
- Resources

Information from Karen Halperin

Tel 01324 679060

Email khalperin@redcross.org.uk

CPD Opportunities in Humanitarian Education

Topics covered -

Work of the Red Cross

Child soldiers

Disasters and emergencies

Refugees and asylum seekers

Conflict

Teaching controversial issues

More details from Sally Dempsey

Tel 01315 579898

E mail sdempsey@redcross.org.uk

www.redcross.org.uk/standard.asp?id=54300

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RESIDENTIAL PLACEMENT GROUP

What services do you provide?

- The remit of the Residential Placement Group is to consider the resourcing for all children and young people who may require an out-of-authority residential placement, including care, educational and health components. It will provide advice and make decisions on such placements. Except in exceptional circumstances, placements will not be authorised unless they are approved by the Group. This will include consideration of possible changes of placement, if need be at a subsequent meeting of the Group, following emergency transfers.

The Group also consider referrals for the Intensive Support Service and ISMS.

How?

- The Group should be attended by Area Children's Service Manager and Area Education Manager.
- Referrals will only be accepted after discussion and agreement at the Service Manager's Group meeting.

Contacts

Bill Alexander
Head of Children's Services

Helen Stewart
Administrative Assistant (Children &
Families)

Tel 01463 702870

Tel 01463 702871

Fax: 01463 702855

Email

bill.alexander@highland.gov.uk

helen.stewart@highland.gov.uk

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ROSS COUNTY FC - 'LIFE SKILLS THROUGH SPORT'

The 'Life Skills Through Sport' project is a partnership between Ross County FC and HIE Inverness & East Highland aimed at creating strong links between sport and education. This innovative project is designed to engage young people of all ages in learning using football as the "hook" to ignite interest.

Aims:

- Engage individuals of all ages, particularly those who are at risk of entering or are within the NEET group (Not in Employment, Education or Training), in learning using their interest in football as a catalyst. This not only includes work on employability skills such as individual skills awareness, c.v. prep, job search etc but also includes life style work such as learning about the benefits of a good diet, fitness and avoiding drug & alcohol misuse.
- Encourage learning to become a way of life for young people from an early age, recognising that the best way to avert disengagement from learning is to build it into life from an early stage.
- Focus on enhancing core, life and employability skills (including IT), skills particularly identified as lacking in new entrants to the workforce and closely linked to school-based activity and health education.
- Reach adults through engaging them in football initiatives with their children, such initiatives also contain non-football learning such as literacy & numeracy.
- Use football to educate people on health related issues such as physical activity, diet, drugs, smoking, alcohol etc.

A range of innovative projects continue to be delivered with an emphasis on the NEET (not in employment, education or training) Group and maintaining a number of school visits and this will continue for 2007/8 - for more details or an informal discussion on access to any of these projects, please contact:-

Vicky Grant
 Operations Manger
 Life Skills Through Sport Team
 Ross County Football Club
 Victoria Park Stadium
 Jubilee Road
 Dingwall IV15 9QZ
 Tel 01349 860886

www.rosscountyfootballclub.co.uk/Lifeskills-Project.php

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SACRO Highland

SACRO has 3 services currently operating in the Highland area.

- **Community mediation Service** to help neighbours resolve difficulties and find a way forward for all concerned. Free and confidential service to anyone living in the Highland area.
- **Supported accommodation service** for individuals (16 years plus) referred by Criminal Justice Workers and Prison Social Workers. Outreach support to those living in SACRO accommodation including advice, information, care plan / support, supported accommodation, practical help
- **Youth Justice Services** providing a Restorative Justice Service. Young people are referred by the Children's Reporter, Social work and Youth Action Team when an offence has been committed by a young person and where there is an identifiable victim.

Contact

Sacro
2/2 Ballantyne House
84 Academy Street
INVERNESS
IV1 1LU

Tel 01463 716325

Email info@highland.sacro.org.uk

www.sacro.org.uk/index.html
www.sacro.org.uk/html/inverness.html

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SCOTTISH SOCIETY FOR AUTISM

What services do you provide?

The Scottish Society for Autism seeks to ensure the provision of the best possible education, care, support and opportunities for people of all ages with Autistic Spectrum Disorders in Scotland. The society also seeks to support families and carers, improve understanding of autism and develop best practise amongst carers, professionals and society at large. We are the leading provider of services for people with autism in Scotland.

How?

- We run an accredited school with residential and day places
- Residential and specialist day services for adults
- The only autism-specific respite care in the UK
- Nationwide family support services operating both in the community and residentially
- A training programme for carers and professionals through our Centre for Education and Training in Autism (CETA)
- A range of specialised consultancy services for statutory and voluntary organisations
- **The Advisory Service** provides emotional and practical support to people with an Autistic Spectrum Disorder, their families and carers.
- The Service is staffed by qualified Autism Advisers who are professional with extensive experience in working with people with autism.
- **The Consultancy Service** provides a range of high quality autism-specific consultancy services to voluntary and statutory organisations.

Referrals

We receive referrals for voluntary and statutory agencies, parents and self-referrals.

Contacts

The Scottish Society for Autism
 3 Young Street
 INVERNESS
 IV3 5BL
 Tel 01463 715861

Fax 01463 717280

www.autism-in-scotland.org.uk

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SHIRLIE PROJECT

What services do you provide?

We work with children with support needs who need extra support while in school and who are at risk of dropping out of school.

How?

We work one-to-one looking at what the child is interested in and what they would like to do after they leave school. We also support them in work experience places.

Where do you see people?

We see people where they feel most at ease. This can be in the school or in the community.

Contacts

Ross-shire, Caithness and Sutherland	Isaac Williamson
Tel	01349 884359
Email	isaacwilliamson@shirlie.co.uk

Lochaber	James Ross
Tel	01397 874308
Email	james.ross@shirlie.co.uk

www.shirlie.co.uk/

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SOCIAL WORK SERVICES (CHILDREN & FAMILIES)

What services do you provide?

- Support for children, parents, carers and their families
- Statutory work for Children's Reporter
- Child Protection
- Help and assistance for children affected by disabilities
- Advice, guidance and assistance as per Children (Scotland) Act
- General advice on childcare matters
- Refer on to other services as appropriate

How?

Anyone can make a referral for themselves or someone they feel needs the extra help Social Work can provide. Also through:

- Health Service (including GP & Health Visitor and other specialist services)
- Education / Schools
- NCH SureStart
- Family First
- Crossroads
- Childcare facilities
- Reporter to the Children's Panel
- Police

Where do you see people?

- Home Visits
- Schools Visits
- Community Resources
- Office Visits

Contacts

Maureen Keough - Area Children's Manager
Ross, Skye & Lochaber

Tel 01349 868529

Stephen Mackay -Ross Team Manager

Tel 01349 868700

Kath McAvoy - Skye Team Manager

Tel 01478 612943

Gerard Storey - Lochaber Team Manager

Tel 01397 707025

www.highland.gov.uk/socialwork/

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SPECIAL KIDS IN PLAY

Who are we?

SKIP is a local charity, run by a committee of parents of children with learning /physical disabilities.

What do we provide?

- Holiday play scheme for children
- After School Club
- Registered play leader
- Door to door transport
- Large assortment of play equipment
- Supervised trips

Who are the local contacts?

Caroline Watt
22, Inverloch Court
Inverloch
Fort William PH33

Tel 01397 700769

www.westhighlandhealth.co.uk/reader.aspx?TopicID=17&EntryID=50&MMID=6

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STREETWORK PROJECT

What services do you provide?

- Help young people to identify their needs
- Help young people to find solutions to their problems
- Encourage involvement in youth lead project which give people something to do and teach them valuable skills for later life
- Helps young people to explore their own beliefs about issues such as drugs, alcohol and anti social behaviour etc.
- Advise young people on sexual health and where to access information
- Involve young people in safe risk taking activities that include out door education, Duke of Edinburgh, Football and other sporting activities.

Where do you see people?

See young people on their own territory, wherever they like to hang out.

Who are the local contacts?

Mary Barker
Streetwork Coordinator
Fort William Streetwork Project
Flat 4 Caledonian Court
High Street
Fort William
PH33 6AT

Tel 01397 703256

Mob 07786 856183

E mail mary.barker@highland.gov.uk

www.streetwise-highland.org/welcome.html

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TERRENCE HIGGINS TRUST

The Terrence Higgins Trust is the largest HIV and sexual health charity in Europe. Since 2006 we have been established across Scotland, offering a range of services for those infected or affected by HIV, Hepatitis and Sexually Transmitted Infections, or for people or organisations interested in finding out more about HIV, Hepatitis and STIs. Our Highland Service Centre in Inverness aims to provide these services to everyone living or working in the Scottish Highlands.

What services do you provide?

- **promote** sexual health and well being, without discrimination, to all sections of the Highland community
- **provide** information, practical and emotional support, and referrals to appropriate agencies on the subject of sexual health
- **encourage** users, as appropriate, to take responsibility for their own health and well-being
- **enable** those people in the community who are sexually active, or who are about to become sexually active, to make informed choices
- **provide education** and awareness on issues relating to HIV, Hepatitis and other STIs
- **foster understanding**, support and a spirit of non-discrimination for those affected/infected by HIV, as well as men who have sex with men and women who have sex with women
- **challenge prejudice** and stigma on issues relating to sexual health, sexual orientation and gender.

How?

Terrence Higgins Trust offers a range of confidential services:-

- Information on sexual health, HIV/AIDS, Hepatitis and other sexually transmitted infections and diseases
- Support for those infected, as well as those close to them
- Information and emotional support on sexuality
- Sexual Health Clinic - confidential and anonymous HIV counselling and testing; Hepatitis counselling; testing and vaccination against Hepatitis B
- Sexual health counselling
- Free condoms and lubricant, available by post
- Training programmes

- Support groups for members of the gay, lesbian, bisexual and transgender communities

Emergency contraception is available from most Hospital A&E Departments across Highland.

Contacts

Terrence Higgins Trust
34 Waterloo Place,
INVERNESS
IV1 1NB

Opening hours are 9.30am to 12.30am and 1.30pm to 4.30pm, Monday to Friday.

Email info.highland@tth.org.uk
For all enquiries, appointments and to order free condoms

Tel 01463 711585
Fax 01463 711793

www.tth.org.uk/contactus/scotland/#inverness

www.tth.org.uk/howwecanhelpyou/ourservices/browseallservices/highland/

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THE PRINCE'S SCOTTISH YOUTH BUSINESS TRUST (PSYBT)

The Prince's Scottish Youth Business Trust was launched in 1989 by its president, HRH The Prince Charles, Duke of Rothesay.

If you're between 18-25 and want to start up in Scotland, we can help you get going. We can even help you expand an existing business if you've already had the courage to go it alone. All applications are dealt with on a case-by-case basis, and if you have a particular disability or disadvantage we may be able to extend eligibility to 25-30 years old.

What services do you provide?

Funding, advice and support to young people who wish to start or develop their own business.

How?

- Pre-start advice and signposting
- Assistance with business plans and where appropriate
- Limited financial assistance for market research (up to £250)
- Low cost loans (up to £5,000) and, in certain circumstances, grants of up to £1,000
- A full aftercare service - a PSYBT aftercare adviser is allocated to each business.

Where do you see people?

Anywhere convenient for the client; including home visits, business premises, our own or other agencies' offices.

Referral:

Clients are welcome to contact us direct but are often referred from other support agencies, the Local Enterprise Company network, Banks etc.

Contacts

PSYBT

c/o Highland Opportunity Limited

81A Castle Street

INVERNESS

IV2 3EA

Tel 01463 228343

Email david.knight@highland-opportunity.com

Fax 01463 715600

www.psybt.org.uk

www.highland-opportunity.com

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VIA (VICTIM INFORMATION AND ADVICE)

What does VIA do?

VIA provides information and advice about how the criminal justice system works.

VIA helps victims and witnesses of crimes reported to the Procurator Fiscal which involve:

- Domestic abuse
- Racist or religiously aggravated crime
- Sexual offences
- Child victims and witnesses
- Other serious crime

VIA also offer a service to:

- Nearest relatives in cases of deaths which may involve criminal proceedings, or if there is to be a Fatal Accident Inquiry or extensive investigation.
- Vulnerable witnesses, victims or nearest relatives. A person may be considered vulnerable if they need additional support; for example, if English is not their first language, or they need support to give evidence or help getting into court.

Contact

VIA Highland & Islands
Procurator Fiscal's Office
2 Baron Taylors Street
Inverness
IV1 1QL

Tel 01463 252186
Fax 0844 561 2965
Email viahighland&islands@copfs.gsi.gov.uk

www.crownoffice.gov.uk/Victims

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VISUAL IMPAIRMENT SERVICES HIGHLAND

What services do you provide?

- This Society provides a service of support, advice and information to parents and children, personal independence training and orientation and mobility programmes. For young people who are blind or have a visual impairment, this is important for mobility and safety and should increase their confidence and ability to move around and understand their environment.

How?

- Initial assessment for orientation and mobility can be completed at home, but it is important too that this type of programme is carried out in the school environment as part of the curriculum, and that young people see this programme as an essential part of their learning which is supported by the school.
- Where this is appropriate for a young person, it will be recommended by the Vision Support Service, and parents' permission will be obtained before the training is started.
- All areas independence training to include personal and social skills; the provision of this range of skills training will assist the child towards full social integration.

Contact

Visual Impairment Services Highland
38 Ardconnel Street
INVERNESS
IV2 3EX

Tel 01463 233663

Email highlandvision@hotmail.com

www.cne-siar.gov.uk/socialwork/vish.htm

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WILDERNESS EXPERIENCE

A Wilderness Way provide 2 services for children and young people. Wilderness Experiences and Devonside.

Wilderness Experiences: provides an intensive singleton package of care.

Male & Female between 10-17yrs of age.

Staff Ratio 2 staff - 1 young person. 24 hours per day

Placement Length 2 - 17 weeks

We work with

- challenging behaviour
- Vulnerable young people
- Used a s alternative to secure accommodation
- Outdoor activity license through A.A.L.A

Devonside: Provides medium to long term care for up to 4 young people. Located just outside Lanark.

Male & Female between ages of 10 - 17 years

Staff Ratio 1 staff - 1 young person

Placement length 3 months +

Devonside is a recently modernised 6 bed bungalow set in a semi rural location close to local schools. Devonside is registered with The Care Commission for up to 4 young people.

For more information on our services please see our website below or alternatively contact us on the details below if you require any additional information please contact either:

Geoff Jenkinson or Sarah Walford

www.wildernessexperiences.net.

Tel 01228 409553

Fax 01228 409991

Mobile 07930 314762

Email geoffj@wildernessexperiences.net

www.wildernessexperience.net

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WOMEN'S AID OUTREACH SERVICE

1 in 5 women in Highland experience domestic abuse at some point in their lives. It is also estimated that 100,000 children in Scotland live with domestic abuse. The effects that seeing and hearing domestic abuse can have on children and young people are extensive and varied, possibly affecting physical and mental health and wellbeing.

Ross-shire Women's Aid operates an outreach service, covering Skye, Lochalsh and Wester Ross. At this time, the service is geared predominantly towards women who are experiencing, or who have experienced, domestic abuse. Information and support may however be available to children and young people affected by domestic abuse.

What services do you provide?

- One to one crisis support - in person or by telephone
- On-going practical support and provision of information on such issues as legal rights, housing, entitlement to benefits and issues regarding the children
- Awareness raising sessions for schools and community groups

Every woman is treated as an individual. Women's Aid aims to provide ways for her to determine her own future and make decisions about her situation.

Ross-shire Women's Aid liaises closely with other agencies and service providers and is a member of the Highland Domestic Abuse Forum and a partner in the Highland Wellbeing Alliance. We aim to encourage other agencies to:

- Explore ways to prevent the continuing abuse of women, children and young people within our community
- Be active in the provision of appropriate services which are sensitive to the needs of women, children and young people
- Prioritise the protection of women, children and young people who are experiencing domestic abuse

Contact

Ross-shire Women's Aid & Refuge

Tel 01349 863568

Fax 01349 869960

Monday - Friday 10am - 6pm

Outreach Service

Skye, Lochalsh & Wester Ross

Tel 0771 5532979

Staff hours:

Monday - Friday 10am - 5pm

Email info@invernesswa.co.uk

www.womensaid.org.uk

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Kidz Camp

- Scared to go home?
- Frightened? Angry?
- Feel like running away?
- You're not alone.
- Let us help you.

Contact

Inverness Women's Aid
Children & Young People's Service
2 Anderson Street
Inverness
IV3 8DF

Tel 01463 220719
Phone/Text 0789 486 1967
Email info@kidzcamp.co.uk

www.kidzcamp.co.uk

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YOUNG CARERS

What services do you provide?

Support for young carers in the Skye and Lochalsh area under the age of 18, whose life is affected by caring responsibilities for someone in the family who has a disability, physical or mental ill health impairment's, substance or alcohol misuse.

- ✓ Portree High School
- ✓ Plockton High School
- ✓ Primary Feeder Schools in the area

How?

- Provide a listening, supportive and confidential ear
- Liaise with young carers, their families and service providers, sharing agreed information and acting as a supportive link when appropriate
- Develop peer and service provider support
- Information on personal or cared for person's illness or disability, including substance and alcohol misuse
- Weekly after School support groups for primary age, secondary age and young carers
- Respite breaks
- Creative and productive respite activities
- Skill development training and activities
- Healthy taster sessions - food and sport
- Raising awareness in Education, Social Work and Health Services
- Involvement in appropriate service consultation and review processes
- One to one and advocacy support when appropriate
- Bereavement support for young carers

Referrals

Referrals are taken from Education, Social Work, Health Service, Voluntary Organisations, Parents and Self-Referrals.

Contact

Marjory M Jagger
 Young Carers Project Manager
 Victoria cottage
 Hedgefield Road
 Portree
 Isle of Skye
 IV51 9GF

Tel 01478 613617
 Email mjagger@slccf.fsnet.co.uk

www.skyeyoungcarers.co.uk/

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YOUTH ACTION SERVICE

What services do you provide?

- Youth Action Teams are currently based in four areas of Highland with an aim to provide, at a local level, services to young people offending or using drugs and alcohol.

How?

- Assessment - using a recognised risk assessment tool.
- A structured core programme dealing with issues of motivation, young people's identity, decision making and problem solving skills, consequences of offending and active citizenship.
- Substance misuse programmes using two structured models where substance misuse is a related issue to offending or is the central issue in the young person's life.
- Family support intervention using a parenting skills programme as currently delivered through Youth Justice Boards in England and Wales.
- A co-ordinated action plan linking in voluntary sector input to that provided by the Social Work Service with the aim of avoiding duplication.
- The Youth Action Teams are supported in their service provision by voluntary sector agencies operating on a Pan-Highland basis (NCH, BLAST, APEX and SACRO).

Contacts

Pol McClelland - Resources Manager - Youth Justice & Substance Misuse

Email pol.mcclelland@highland.gov.uk

Tel 01463 256619

Isobel Murray - Manager, Youth Action Team

Email isobel.murray@highland.gov.uk

Tel 01349 878600

Arthur Scott - Senior Social Worker, Youth Action Team

Email arthur.scott@highland.gov.uk

Tel 01463 256603

Maureen Lavin - Substance Misuse Worker (Family Support)

Email maureen.lavin@highland.gov.uk

Tel 01397 707025

www.highland.gov.uk/socialwork/servicestochildrenandfamilies/youth-action-services.htm

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