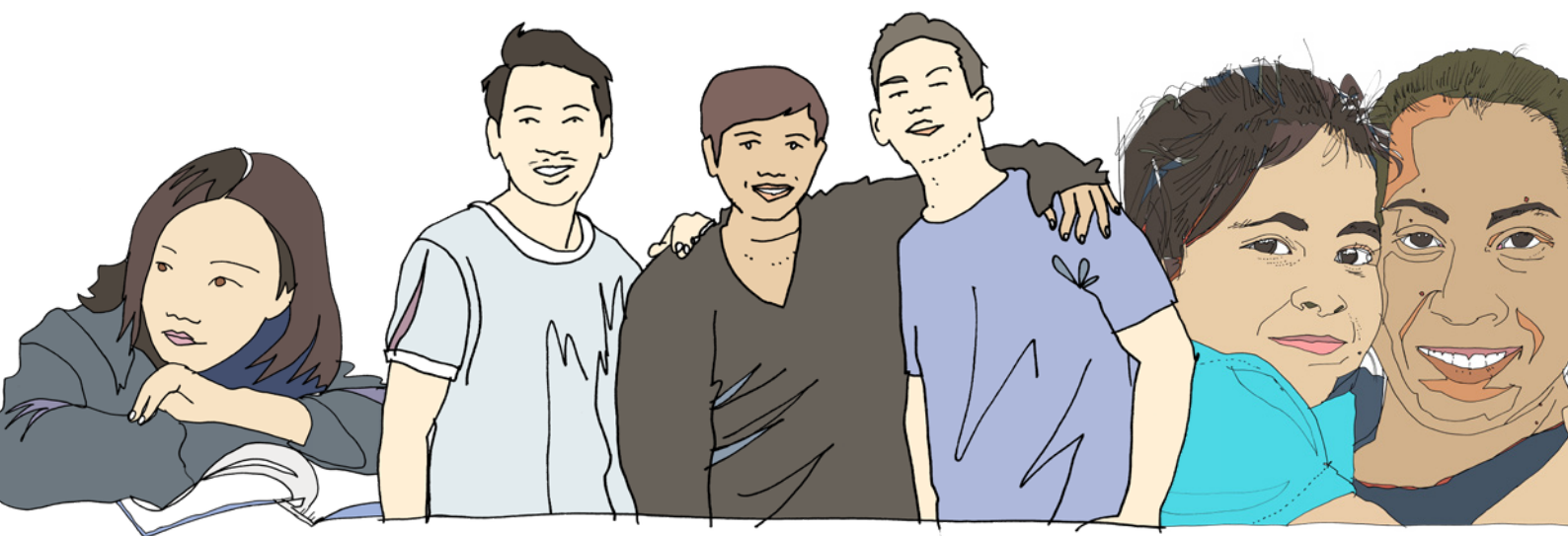


Gloucestershire County Council

Access to food, activities and wellbeing during the holidays

Information for families

Issue 17: July 2025



Department
for Education

Gloucestershire
HAF 
holidays activities & food



Gloucestershire
COUNTY COUNCIL

Introduction

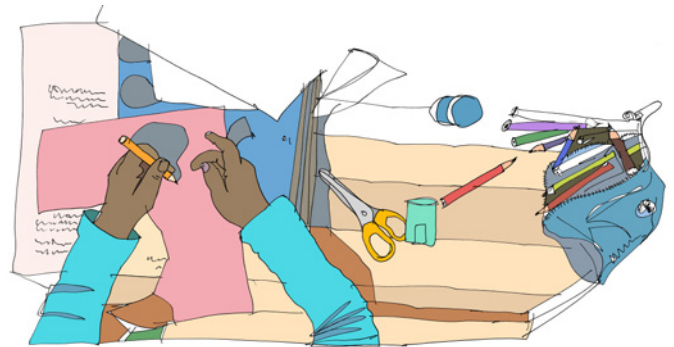
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We have produced this helpful booklet to guide and signpost you to access available food, activities and wellbeing during the school holidays.

Advice from the Government

For general COVID information advice refer to the central government website. <https://www.gov.uk/coronavirus>



Please also check our [website](#) for a plain text version of the information contained in this document.

Free and low cost food

Accessing Food Banks

If you feel you are struggling to put food on the table, agencies can work with you and offer support by issuing you a foodbank voucher which is the most important step to getting access to the foodbank. Agencies that can issue foodbank vouchers will include: Citizens Advice, housing support officers, children’s centres, health visitors, social services and some local charities.

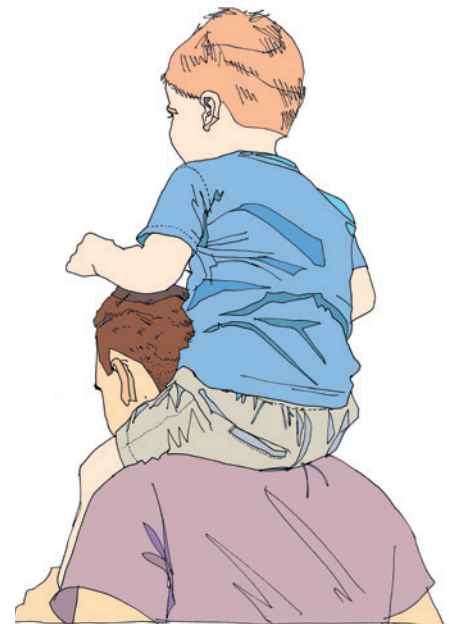
Call our free national helpline

If you are in financial crisis and live in England or Wales, please call our free national helpline, Help through Hardship, on **0808 2082138** for free (open Monday to Friday, 9am-5pm, closed on public holidays) to talk confidentially with a trained Citizens Advice adviser. They can help address your crises and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they’ll issue you with a voucher so you can get an emergency food parcel from your local food bank.

Translators and Relay UK

Please ask the adviser if you need a translator, this will be provided via Language Line. If you can’t hear or speak on the phone you can use [Relay UK](#).

There are seven Trussell Trust foodbanks in the county, some are now offering home delivery options and are operating an electronic referral system. Collectively, the seven food bank’s footprint covers each region of Gloucestershire; ensuring support is available irrespective of location.



Foodbanks

Cheltenham Food Bank

<https://cheltenham.foodbank.org.uk>

Cheltenham foodbank works with a number of different agencies, such as Citizens Advice, children's centres and health visitors. To find out more about the agencies that hold vouchers and how you can get help, please contact them directly.

Cheltenham Food Bank Main Centre

Cheltenham Elim Church,
115- 117 St George's Road,
Cheltenham, GL50 3ED

Phone: **01242 570080**

Email:
foodbank@cheltenhamelim.org

Opening times:

Tuesday 11am to 1pm
Wednesday 1pm to 3pm

St Paul's Distribution Centre

St Paul's Church, St Paul's Road,
Cheltenham, GL50 4EZ

Opening times:

Friday 11am to 3pm
(11 to 1pm in August)

C3 Distribution Centre

The Pavilion, Hatherley Lane,
Cheltenham, GL51 6PN

Opening times:

Friday 10am to 12noon.

Salvation Army,

39 Bath Road,
Cheltenham GL53 7HG

Opening times:

Monday 11am to 3pm
Opening hours correct as of 25/06/2025 but please check the website for any possible changes & contact the foodbank directly if necessary.

Gloucester Food Bank

<https://gloucester.foodbank.org.uk/locations>

Gloucester foodbank works with a number of different agencies, such as GL Communities (Matson), Citizens Advice, children's centres and health visitors. To find out more about the agencies that hold vouchers and how you can get help, please contact them directly.

Opening hours correct as of 16/06/2025 but please check the website for any possible changes & contact the foodbank directly if necessary.

We offer a collection service by appointment from The George Whitefield Centre on Mondays, Wednesdays, Thursdays and Fridays alongside the collection services from the following hubs:

The George Whitefield Centre (receipt of donations; arranging delivery of parcels & collection of parcels by appointment only)

George Whitefield Centre
107 Great Western Road,
Gloucester GL1 3NF

Phone: **01452 309683**

Email: info@gloucester.foodbank.org.uk

Opening times:

Monday, Wednesday, Thursday
Friday 10am to 3pm

Matson, Redwell Centre (Drop-in and collection of Parcels only)

The Youth & Community Centre,
Redwell Rd, Matson, Gloucester
GL4 6JG

Phone: **01452 309683**

Opening times

Tue 10am to 12noon

St Catharine's Church (Drop-in and collection of food parcels)

London Road, Kingsholm GL2 0RR

London Road, Kingsholm GL2 0RR

Opening times:

Wednesday 10am to 12noon

Hucclecote Centre (Drop-in and collection of parcels only)

St Philip & St James Church,
Larkhay Road, Gloucester GL3 3NR
Phone: 01452 309683

Opening times:
Wednesday 11am to 1pm

Elim Church Gloucester (Drop-in and collection of food parcels)

Park End Road, Gloucester GL1 5AN
Email: info@gloucester.foodbank.org.uk

Opening times:
Thursday 10:30am to 12:30pm



Forest of Dean: The Forest Food Bank

<https://theforest.foodbank.org.uk>

Email: info@theforest.foodbank.org.uk

Phone: **07775 265263** (on a Monday, Wednesday & Thursday between 10am and 3pm.)

You can email an enquiry from the Contact Us section on our website.

Opening times correct as of 25/06/2025 but please check our website for any possible changes.

Our Distribution Centres are open

Lydney

Tuesday 1pm to 3pm

River Children & Family Centre,
Naas Lane, Lydney GL15 5AU

Coleford

Wednesday 10am to 12noon

The Salvation Army, Broadwell

Cinderford

Thursday 1pm to 3pm

The Forest and Wye Community Church, Parragate Road, Cinderford

You will still require an e-referral from one of the following agencies:

St James Church, Bream

– Claire Phillips **01594 562985**, open Monday, Tuesday, Wednesday and Thursday 9am to 1pm. Friday 9am to 3pm.

Katrina Cracknell, Forest and Wye Community Church,

Cinderford. Mobile number – **07944 591112**.

CCP (Green Square)

Gloucestershire Community Based Support – Cinderford, Coleford and Lydney Debt, Housing, Budgeting **0300 365 2002**

FODCAB – Help through Hardship for free to talk confidentially to a trained Citizens Advice adviser on: **0808 208 2138**. (Open Monday to Friday, 9am to 5pm. Closed on public holidays.)

Local citizen advice number is **01452 527202**.

Salvation Army Low Income, Social Care, Debt **01594 839106**.

FoD Families Children's Assessment Teams Social Care **01452 426565**.

Chepstow and District CAP Debt Centre Debt **07539 477286**
<https://capuk.org/get-help>

Age UK Community and Social Care, Legal, Housing, Financial and Social Isolation **01452 422660**.

Christians Against Poverty Low Income, Social Care <https://capuk.org/get-help> **07811 906 993**.

GDASS – Supporting victims of domestic abuse. Designed to reduce the level of domestic abuse and improve the safety of victims and their families. **01452 726570**.

Email: support@gdass.org.uk



Tewkesbury Food Bank

<https://tewkesbury.foodbank.org.uk>

76 Church Street, Tewkesbury,
GL20 5RX. GL20 5NA

Phone: **01684 296824**

email: info@tewkesbury.foodbank.org.uk

You may already be in touch with an organisation, such as:

- » North and West Gloucestershire Citizens' Advice (01452 527202)
- » social services
- » health agencies
- » housing providers
- » Children's services
- » Schools

which, as well as helping with the root cause of your crisis, can help by providing you with a food voucher.

If you're not already in touch with someone that can help

Please contact our Voucher team on Monday and Wednesday mornings, 9:30am to 12:30pm

You can contact the voucher team via 01684 296824 or info@tewkesbury.foodbank.org.uk

(At busy times, support will be available outside these times, too, but please leave a message

if there's no answer – we'll reply as soon as possible). Opening times correct as of 28/03/2025 but please check our website for any possible changes.

Collecting your parcel

Our centre at 76 Church Street, Tewkesbury, GL20 5RX, is open Monday to Friday mornings, 9:30am to 12:30pm.

Please book a time to come in and collect your parcel, via 01684 296824 or info@tewkesbury.foodbank.org.uk.

Opening times correct as of 25/06/2025 but please check our website for any possible changes.



Stroud Food Bank

<https://strouddistrictfoodbank.org.uk>

Email: office@strouddistrictfoodbank.org.uk

Phone: **01453 367 077**

Our foodbank works using a voucher referral system. Find out more about how we work.

We know that anyone can find themselves at crisis point for many different reasons.

We know that anyone can find themselves at crisis point for many different reasons.

We work with local agencies who can discuss your circumstances with you and issue you with a foodbank voucher if you need one. The local agency can also provide longer term support if needed to help address some of the issues you are facing.

Agencies we work with include Citizens Advice, P3, Stroud District Council housing support officers, children's centres, health visitors and social services.

» Citizens Advice:
www.citizensadvice-stroudandcotswold.org.uk
tel: **0800 8000510**.

» P3:
www.p3charity.org/stroud-drop-ins tel **01453 750480**, free-phone **0808 1682443**.

All doctor's surgeries

All schools

Once you have been issued with a voucher we will call you to discuss your dietary needs and arrange to either deliver to you or for you to collect.

Cam

GL11 Community Hub, Fairmead, Cam, Dursley GL11 5JS
Collections: Tuesdays and Thursdays 3 to 4.30pm

Dursley

Chantry Centre, 34-36 Long St, Dursley GL11 4JB
Collections: Mondays, Wednesdays, Fridays 2 to 3pm

Stroud, The Octagon

Farmhill Ln, Paganhill, Stroud GL5 4BX
Collections: Wednesdays 1 to 2pm

Stroud Trinity Rooms

Field Road, Stroud GL5 2HZ
Collections: Tuesdays 11 to 12pm; Thursdays & Fridays 1 to 2pm

Stonehouse

Stonehouse Methodist Church Park Rd, Stonehouse GL10 2DW
Collections: Tuesdays, Thursdays and Fridays 11:30 to 12:30pm

Berkeley, Berkeley Centre

The Vicarage, Church Lane, Berkeley GL13 9BN
Collections: Thursdays 2 to 3pm

Nailsworth, Nailsworth Centre

The Arkell Centre, Nympsfield Rd, Nailsworth GL6 0BG
Collections: Thursdays 2.30 to 4pm

Cashes Green Centre

Cashes Green Community Centre, 1-3 Queens Drive, Cashes Green, Stroud GL5 4NR
Collections: Fridays 2 to 3.30pm

***Please note that Wotton operates a delivery only service Mondays, Thursdays and Fridays between 3 and 4pm. People with a food bank voucher will be contacted about their delivery during these times and arrangements made**

Opening times correct as of 25/06/2025 but please check our website for any possible changes.

North Cotswolds Food Bank

<https://northcotswold.foodbank.org.uk/> | Phone: **07879 375562** | Email: info@northcotswold.foodbank.org.uk

North Cotswold Foodbank works in partnership with our local communities to provide emergency food and other essentials.

You will need a foodbank voucher before you can collect an emergency food parcel.

If you need help with getting a voucher, please phone or email our foodbank or

- » if you live in Winchcombe or Bishops Cleeve area please call the free local helpline number on 0808 189 6280 (Mon to Fri 10am to 4pm) to talk confidentially with a trained adviser from North & West Gloucestershire Citizens Advice
- » if you live in Stow, Moreton, Bourton or Chipping Campden area please call the free local helpline on 0808 800 0511 (Mon

to Fri 10am to 4pm) to talk with a trained adviser from Stroud and Cotswold Citizens Advice

- » if the local helpline is busy, you can call the national Help Through Hardship helpline on 0808 208 2138

We have a dedicated Citizens Advice advisor at each food bank who can offer further support.

Moreton in Marsh

Congregational Church, Oxford St, GL56 0LA
Tuesdays: 10am to 12noon

Winchcombe

Encounter Vineyard, 9 Gretton Rd, GL54 5EE
Tuesdays: 1.30 to 3pm.

Stow on the Wold

Stow Baptist Church, Sheep Street, GL54 1AA
Wednesdays: 10am to 12noon

Bourton on the Water

Baptist Church, Station Road GL54 2AA
Thursdays: 10am to 12noon

Bishops Cleeve

Bishops Cleeve Primary Academy, Tobyfield Road, Bishops Cleeve GL52 8NN
Thursdays: 4pm to 5pm.

Bishops Cleeve St Michael's Centre

Bishops Cleeve, GL52 8BA
Fridays: 9.30am to 11.15am

Chipping Campden

Baptist Church, High Street GL55 6HU
Fridays: 12 to 1.30pm.

Opening times correct as of 25/06/2025 but please check our website for any possible changes.

Cirencester Food Bank with Fairford and Tetbury

<https://cirencester.foodbank.org.uk> | Phone: **01285 896360** | Email: info@cirencester.foodbank.org.uk

Our foodbank works with a number of different agencies, such as Citizens Advice, children's centres and health visitors. To find out more about the agencies that hold our vouchers and how you can get help, [click here](#) or [contact us](#).

When you call or visit a referral agency, they will take some basic details from you to complete the voucher. This will help them to identify the cause of your crisis and offer practical guidance. It also means we are able to prepare suitable emergency food for the right number of people.

Some referrers may have limits on the number of vouchers they can provide you (for instance, a maximum of three vouchers in six months). Once you have been issued with a voucher, you can exchange this for three days of emergency food at your nearest foodbank centre.

Our centre opening times:

Tetbury Foodbank Centre

Christ Church, 8 The Chipping, Tetbury GL8 8ET
Tuesdays: 11am to 1pm

Cirencester Foodbank Centre

Cirencester Opportunity Group, Beeches Road, Cirencester GL7 1BW
Thursdays: 1.15pm to 3.15pm

Fairford Foodbank Centre

Fairford Community Centre, High Street, Fairford GL7 4AF
Wednesdays 10am to 1pm

Opening times correct as of 25/06/2025 but please check our website for any possible changes.

Independent Food Banks and Organisations

There are also some independent food banks and organisations in the county that can offer support with food, including:

Hungry no More (Churchdown)

Hungry No More operates from the GL3 Hub in Churchdown, providing vital support to our community.

We are open every Thursday morning to distribute food parcels, aiming to supply 3 to 4 days' worth of food, depending on donations. In emergencies, parcels are available any day. As a dedicated food bank, we assist those in Churchdown and surrounding areas who are truly struggling. This includes

individuals facing low income, job loss, furlough, or mental health challenges.

On average we are now helping 45 to 55 households each week. Referrals come from health professionals, housing coaches, mental health workers, and individuals themselves. We do ask for information on their circumstances to better understand their needs.

We maintain two Facebook pages: Hungry No More (closed for confidentiality) Innsworth and Beyond Hungry No More (open to the public) Please visit our open page to see what we do and view photos of our new setting. All donated food is given free of charge. Your support helps us continue making a difference.

<https://www.neighbourly.com/>

Pantry Project (Cheltenham)

The Pantry Project opened in July 2019. We offer a healthy selection of food which includes fresh and frozen items, together with fruit and veg, dried food and toiletries. Within our shop, situated at our Head Office in 340 High Street, Cheltenham, members can choose from food and essential household items to the value of approximately £15 for £4.00 a week.

Linked to the Pantry, our Polytunnel project provides pantry members with an opportunity to engage in social activity whilst contributing to the stock of fresh produce available to members. Located at the rear of our head office, the polytunnel contains accessible raised beds in which seasonal produce is planted and grown throughout the

year. The project also contributes to improved social inclusion and wellbeing for pantry members.

By visiting the Pantry each week, members can also receive support from staff and volunteers who will develop relationships and signpost to other services that can provide debt advice, housing advice, mental health and family support.

The Pantry is open Wednesdays 11 to 5, Thursdays 9 to 3 and Fridays 9 to 3.

Do you, or someone you know, want to become a member of our Pantry? **Click [here](#) to fill out a referral form**, or call into our reception where someone will be able to talk you through becoming a member.

<https://www.ccp.org.uk/pantry>



The Lord's Larder (Newent)

The Lord's Larder Food Bank, which now services the Forest of Dean, Newent, Leadon Vale and West of Severn areas, was conceived to provide short-term access to basic food and toiletries. All those who found themselves unable to feed themselves or their families were eligible in the short-term.

The Larder, which is run and maintained entirely by volunteers, opened in 2010 and still aims to fulfill that stated role today. Working with agencies within the county, we aim to target aid where there is a genuine need and have adopted a [Voucher System](#) which enables us to do this most effectively. Alongside this, we also use an [Emergency Pack](#) System in certain circumstances.

The Larder itself is situated in Newent (and managed from St. Mary's Church in Newent) and we are fortunate to have a wide range of [Collection Points](#) throughout the area, where donations of food and toiletries are generously made on a weekly basis. Our vouchers and emergency packs are now distributed from several [Agencies](#) across the region (including Citizens Advice bureaus, Social Services and churches) and we hope to continue increasing our ability to give in line with the donations we gratefully receive. It is only with help from individuals in the Forest of Dean, Newent itself, Leadon Vale and the West of Severn areas that we can continue our work, we ask that you consider supporting us in this effort.

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

Wiggly Worm (Cheltenham)

Wiggly has grown from a small volunteer-led charity in Gloucestershire to an organisation helping thousands each year by promoting the public health benefits of cooking, food skills, and nutrition.

Our story begins with Jack, the young son of Rob Rees MBE DL, who loved *The Very Hungry Caterpillar*. In the Rees household, it was affectionately called *The Wiggly Worm* - the perfect name for the charity Rob founded in 2007.

Initially intended as a primary school campaign to teach children how to cook, Wiggly quickly evolved into something much broader. It became a driving force for food education and social change, inspiring projects that help people understand the journey of food from "farm to fork."

Today, Wiggly provides hands-on cooking experiences that empower individuals, particularly those who are vulnerable, marginalised, or disadvantaged. Through inclusive cooking courses and community programmes, we build confidence, develop life skills, improve health, and reduce social isolation.

We believe food has the power to bring people together. Whether peeling, chopping, cooking, or sharing a meal, our welcoming spaces encourage participation for all. By working with local organisations, schools, and support services, we ensure food remains a tool for empowerment, connection, and lasting change.

<https://wigglycharity.org/>

Brockworth Food Larder

The Brockworth food larder is a food bank based in Brockworth Community Centre up for those living in the areas of Brockworth, Hucclecote, Barnwood, and Coopers Edge that are going through difficult times. They can be contacted via Facebook <https://www.facebook.com/TheFoodLarder/>

Food support for under 4s

Get help to buy food and milk (Healthy Start)

<https://www.gloucestershire.gov.uk/healthy-start/>

What is Healthy Start?

If you are more than 10 weeks pregnant or have a child under 4, you could get help to buy healthy food and milk and items like:

- » fresh, tinned or frozen fruit;
- » vegetables;
- » pulses (lentils and beans);
- » cow's milk;
- » and first infant formula.

If you are eligible, you'll be sent a Healthy Start card with money on it that you can use in supermarkets and other grocery stores.

Healthy Start add your Healthy Start money onto this card every four weeks. Find out if you are [eligible to receive these benefits](#).

What do you get?

You will get money added onto your card every four weeks to spend on certain food and milk.

- » £4.25 per week if you are pregnant (from week 10)
- » £8.50 per week for each baby under the age of one
- » £4.25 per week for each child aged between one and three
- » Free vitamins

Under 18s

If you are under 18 and pregnant, you will qualify even if you do not get any benefits.

Where can you use your Healthy Start card?

You can use your Healthy Start card in most places that sell milk, infant formula, fruit and vegetables. This includes:

- » supermarkets
- » convenience stores
- » grocery stores
- » drug stores and pharmacies

- » markets
- » dairy products stores
- » news dealers and newsstands
- » freezer and locker meat provisioners (such as butcher shops)
- » petrol stations

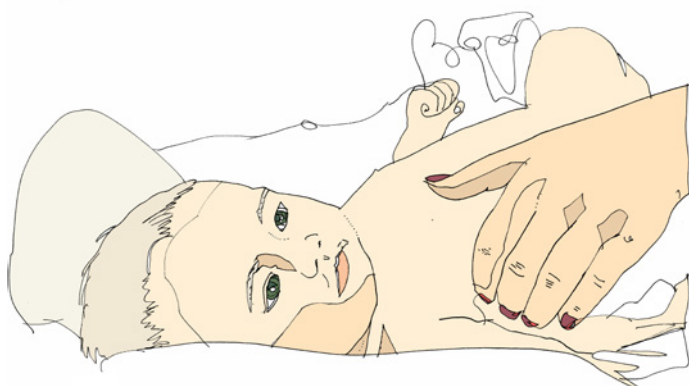
They must display a Mastercard® symbol. The symbol is normally shown on the shop door or at the till. Ask an employee inside the shop if they take Mastercard if you're unsure.

If you try to spend the money anywhere else, the card will be declined. For example, you cannot use your card at a fast-food restaurant.

How to apply for Healthy Start

Apply by:

- » Visiting the [NHS Healthy Start website](#)
- » Calling 0300 330 7010
- » Emailing healthy.start@nhsba.nhs.uk



Healthy Start vitamins

In Gloucestershire, all children under the age of four and all pregnant and breastfeeding women and up to one year post-natal are eligible for free Healthy Start vitamins.

The process of receiving Healthy Start vitamins is detailed below:

- » The Healthy Start multi-vitamins are distributed by the children's and families hub
- » Apply for your [Healthy Start card](#)
- » Once you receive your card, take a photo of your Healthy Start card

- » Send a photo of your the card to HealthyStart@gloucestershire.gov.uk, detailing which vitamins you need with your name and address
- » You will receive a confirmation email explaining that we have received your email
- » Your Healthy Start multi-vitamins will then be sent to you in the post

Please note that no money is taken from your Healthy Start card for the multi-vitamins.

The vitamins are specifically

designed for pregnant and breastfeeding women and children.

Children will receive vitamin A, C and D in liquid form. Women will receive Vitamin C, D and folic acid in tablet form.

Healthy Start website

Healthy Start website

Phone: 0300 330 7010

Email: healthy.start@nhsbsa.nhs.uk

Speak to your midwife, health visitor, social prescriber at your GP surgery who might provide further support or signposting.

Food Waste Apps and donations

With food insecurity and climate change now a global matter that requires a collective effort to address, reducing food waste is a priority of many households and organisations.

As a result, there are now several food waste apps where you can find perfectly good food that would otherwise be destined for landfill, at much lower cost. These apps include:

Too Good To Go – offer discounted food boxes from restaurants and various eateries

Olio - share surplus food and other unwanted household items such as toiletries, cleaning products, clothes and furniture.

Try to prevent food waste from happening, follow these practical tips:



<https://www.bbcgoodfood.com/howto/guide/how-reduce-food-waste>

If you want to donate to food banks and other emergency providers use the donations at some supermarkets or donate directly to a local food bank: <https://www.trusselltrust.org/get-involved/ways-to-give/donate-food/>

More Help Feeding the Family

Providing a healthy, nutritious meal for your child(ren) on a tight budget can be a challenge for anyone. We have provided some helpful resources below to help with this.

Here are some suggestions to help you.

Full Time meals with Marcus Rashford and Tom Kerridge - Try out these pocket-friendly, easy-peasy recipes for mega-tasty, super-filling, hearty home cooked grub. [endchildfoodpoverty](#)

BBC Good Food has many recipes that are cheap and wholesome meals for the whole family including step-by-step videos.

<https://www.bbcgoodfood.com/feature/budget>

Newcastle City Council Public Health Team has compiled [tips for feeding children on a budget](#) and how best to make your food shop stretches further.

Some useful links showing UK's general healthy eating guidelines:

The Eatwell Guide shows how much of what we eat overall should come from each food group to achieve a healthy, balanced diet:.

<https://www.nhs.uk/live-well/eat-well/the-eatwell-guide/>

Healthy eating is important and doesn't need to be expensive.

This food fact sheet will give you some ideas to help you to eat well and keep costs down:

<https://www.bda.uk.com/resource/food-facts-eat-well-spend-less.html>

Cooking on a budget - it's easy to assume it's more expensive to cook healthy meals from scratch than buy ready meals or takeaways. But we've proved that theory wrong time and time again:

<https://www.bda.uk.com/food-health/lets-get-cooking/cooking-at-home/cooking-on-a-budget.html>

Healthy eating for children Food Fact Sheet - Children need regular meals and snacks to get the energy (calories) and goodness or 'nutrients' they need for growing and fighting off illness. Children's nutritional needs change as they get older, so it is important to be aware of these changes. This Food Fact Sheet will help you ensure your child is eating the right food, however old they are.

<https://www.bda.uk.com/resource/healthy-eating-for-children.html>

Healthy Eating Guidance and Resources

Nutritious and healthy food are essential parts of a child's growth and development. Providing healthy meals to your family on a tight budget can be challenging for anyone, especially during these uncertain times. Below is a useful list of resources to support with healthy eating advice/recommendations, eating well on a budget and links to recipe ideas.

Recipe Resources

BBC Good Food have budget recipes with different requirement

options such as budget baking, budget healthy and homemade microwave meals.

All our budget recipes | BBC Good Food <https://www.bbcgoodfood.com/recipes/category/all-budget>

Aldi feature recipes partnered with MOB kitchen to make healthy meals on a budget delicious.

Mob Kitchen Recipes - ALDI UK <https://www.aldi.co.uk/mob>

Tesco have many healthy budget recipes for one pot meals, kids lunches and ways to reduce costs [Budget recipes | Tesco Real Food](#)

Sainsburys budget-friendly recipes for thrifty cooking whatever the occasion. All these recipes come in at under £2 per serving, and include freezer-friendly batch-cook ideas, curries, one-pots and lots more. Use the recipe filters to order by serving size and special diet.

[Thrifty recipes](#) | Sainsbury's Magazine (sainsburysmagazine.co.uk)

Morrisons quick, easy & healthy meals for dinner <https://my.morrisons.com/quick-easy-healthy-meals-for-dinner/>

Healthy Eating Guidance

<https://www.nhs.uk/start4life>

Trusted NHS help and advice during pregnancy, birth and parenthood

<https://www.nhs.uk/healthier-families/> - Easy ways to eat well and move more

The Eatwell Guide

The Eatwell Guide - NHS (www.nhs.uk)

<https://www.nhs.uk/live-well/eat-well/food-guidelines-and-food-labels/the-eatwell-guide/>

NHS – Better Health (Weight Loss)

<https://www.nhs.uk/better-health/lose-weight/>

NHS – Weight gain

Underweight adults - NHS (www.nhs.uk)

Nutrition information for under 2's

Your baby's first solid foods - NHS (www.nhs.uk)

<https://www.nhs.uk/conditions/baby/weaning-and-feeding/babys-first-solid-foods/>

What counts as your 5-a-day

5 A Day: what counts? - NHS (www.nhs.uk)

<https://www.nhs.uk/live-well/eat-well/5-a-day/5-a-day-what-counts/>

One You – Gloucestershire

Healthy eating | One You South Gloucestershire (southglos.gov.uk)

<https://oneyou.southglos.gov.uk/for-your-body/eat-well/general-information-on-healthy-eating/>

NHS Families – easy ways to eat well and move more

Healthier Families - Home - NHS (www.nhs.uk)

<https://www.nhs.uk/healthier-families/>

Food a Fact of Life

Free resources for teaching young people aged 3-16 years about where food comes from, cooking and healthy eating

<https://www.foodafactoflife.org.uk/>

Importance of Vitamin D

Vitamin D - NHS (www.nhs.uk)

<https://www.nhs.uk/conditions/vitamins-and-minerals/vitamin-d/>

Eating Well on a Budget

Meat-free sources of protein

Plant-based sources of protein are usually cheaper than meat and many can be stored in a cupboard. Beans, pulses and lentils are sources of protein which can be stored in a cupboard and count towards your 5-a-day.

How to get protein without the meat - Heart Matters magazine - BHF

Eating protein does not have to mean eating meat, and there's growing evidence that replacing animal proteins with more plant-

based proteins can benefit your health. These (mostly) vegetarian foods are high in protein and heart-healthy too.

<https://www.bhf.org.uk/informationsupport/heart-matters-magazine/nutrition/protein/how-to-get-protein-without-the-meat>

The 5 best vegan protein sources | Second Nature Guides

<https://www.secondnature.io/guides/nutrition/5-vegan-protein-sources>

The 5 best vegetarian protein sources | Second Nature Guides

<https://www.secondnature.io/guides/nutrition/vegetarian-protein-sources>

Bulk cooking one pan meals

You could also create additional meals for the freezer or lunch the following day. Only using one pan for your meals could cut down utility costs.

One-pan dinners - BBC Food

https://www.bbc.co.uk/food/collections/one-pan_dinners

Family one-pan recipes | Jamie Oliver

<https://www.jamieoliver.com/recipes/category/course/family-one-pan-recipes/>

One-pot recipes | BBC Good Food

<https://www.bbcgoodfood.com/recipes/collection/one-pot-recipes>

Tinned and frozen fruit

Usually cheaper than fresh fruit and vegetables, tinned fruit and vegetables still count towards your 5-a-day and are just as nutritious as fresh.

Top tips for using tinned and frozen fruit and veg | Diabetes UK

<https://www.diabetes.org.uk/guide-to-diabetes/enjoy-food/cooking-for-people-with-diabetes/cooking-on-a-budget/top-tips-for-using-tinned-and-frozen-fruit-and-veg>

Food Waste Tips

Leave the skin on

Most of the vegetable's fibre can be found in the skin. Fibre can keep us fuller for longer and keep our gut healthy, whilst preventing the risk of type 2 diabetes, cardiovascular disease and stroke. Most of the UK are not consuming enough fibre, this tip will help increase your intake.

Fibre - British Nutrition Foundation

<https://www.nutrition.org.uk/healthy-sustainable-diets/starchy-foods-sugar-and-fibre/fibre/>

Slow cooking

Slow cookers may be on for many hours, but they require less energy than a standard oven and it will provide some heat to the room it is in. If you aren't a confident cook or have a busy life slow cooker does a lot of the work for you.

Top 10 budget slow cooker recipes | BBC Good Food

<https://www.bbcgoodfood.com/howto/guide/top-10-budget-slow-cooker-recipes>

Budget slow cooker recipes | Tesco Real Food

<https://realfood.tesco.com/budget-meals/slow-cooker.html>

Family slow cooker recipes | BBC Good Food

<https://www.bbcgoodfood.com/howto/guide/family-slow-cooker-recipes-0>

Fibre | Health Benefits, Types & Sources | Bupa UK

<https://www.bupa.co.uk/health-information/nutrition-diet/fibre>

Leftover herbs

Place fresh herbs that are going past best into an ice cube tray and fill with vegetable oil and place in the freezer. These can be added to meals to increase flavour. Using herbs and spices could decrease salt intake.

Salt - how much is too much? - BHF

<https://www.bhf.org.uk/information-support/support/healthy-living/healthy-eating/salt>

Learning how to cook

There is no shame in not knowing how to cook, many people can find cooking challenging. Cooking is a useful life skill which can benefit all the family. Below are some resources to guide you through learning how to cook. Don't overcomplicate it and start simple. Cooking from scratch has many health benefits and could save you money over buying pre-packed foods.

Cooking Techniques - BBC Food

<https://www.bbc.co.uk/food/techniques>

Easy ways to cook better: Salt alternatives - BHF

<https://www.bhf.org.uk/information-support/heart-matters-magazine/nutrition/herbs-and-spices>

Meal Plan

Meal planning could save you money whilst reducing food waste.

Meal Planner | Weekly Meal Plans | Tesco Real Food

<https://realfood.tesco.com/meal-planner.html>

Easy dinner ideas - Healthier Families - NHS (www.nhs.uk)

<https://www.nhs.uk/healthier-families/recipes/dinner/>

We appreciate that all children are unique, and it may be more challenging to encourage your child to eat if they have specific sensory or dietary needs, here are a list of valuable resources to offer support:

National Autistic Society guide for all audiences - Eating a varied diet is good for your health, but many people don't achieve this. Some autistic people have a restricted diet, eating only a limited range of food. Others may over-eat. This guide explores common issues, including pica, and ways you can help.
<https://www.autism.org.uk/advice-and-guidance/topics/behaviour/eating/all-audiences>

Food for the Brain Foundation - there is growing evidence that nutrition and lifestyle interventions can be very supportive to children with autism:
<https://foodforthebrain.org/condition/autism/>

ARFID - Avoidant restrictive food intake disorder, more commonly known as ARFID, is a condition characterised by the person avoiding certain foods or types of food, having restricted intake in terms of overall amount eaten, or both.

<https://www.beateatingdisorders.org.uk/get-information-and-support/about-eating-disorders/types/arfid/>

We understand that it can be difficult to encourage children to eat and try new foods, especially if they are a 'fussy eater' or have a food allergy or intolerance.

If you struggle to ensure that your child consumes a well-balanced diet, take a look at these top tips from the NHS around how to cater for 'fussy eaters': <https://www.nhs.uk/conditions/baby/weaning-and-feeding/fussy-eaters/>

In addition, if you are struggling to manage your child's food allergy (e.g., eggs, milk, peanuts, wheat) here are some useful guidelines from the NHS: <https://www.nhs.uk/conditions/food-allergy/living-with/>

Please note that a food allergy is **not** the same as a food intolerance.

A food allergy is: when the body's immune system reacts unusually to specific foods. Although allergic reactions are often mild, they can be very serious.

Symptoms of a food allergy can affect different areas of the body at the same time. Some common symptoms include: an itchy sensation inside the mouth, throat or ears - a raised itchy red rash - swelling of the face, around the eyes, lips, tongue and roof of the mouth – vomiting.

A food intolerance is: when an individual has difficulty digesting certain foods and has an unpleasant physical reaction to them. It causes symptoms, such as bloating and tummy pain, which usually happen a few hours after eating the food. The number of people who believe they have a food intolerance has risen dramatically over recent years, but it's hard to know how many people are truly affected. Many people assume they have a food intolerance when the true cause of their symptoms is something else.

For more information around food intolerances, please visit: <https://www.nhs.uk/conditions/food-intolerance/>

Physical Activity Guidelines

Children of all ages should be physically active throughout the day; it is essential for growth and development.

How much physical activity do children need? | Physical Activity | DNPAO | CDC
<https://www.cdc.gov/physical-activity-basics/guidelines/children.html>

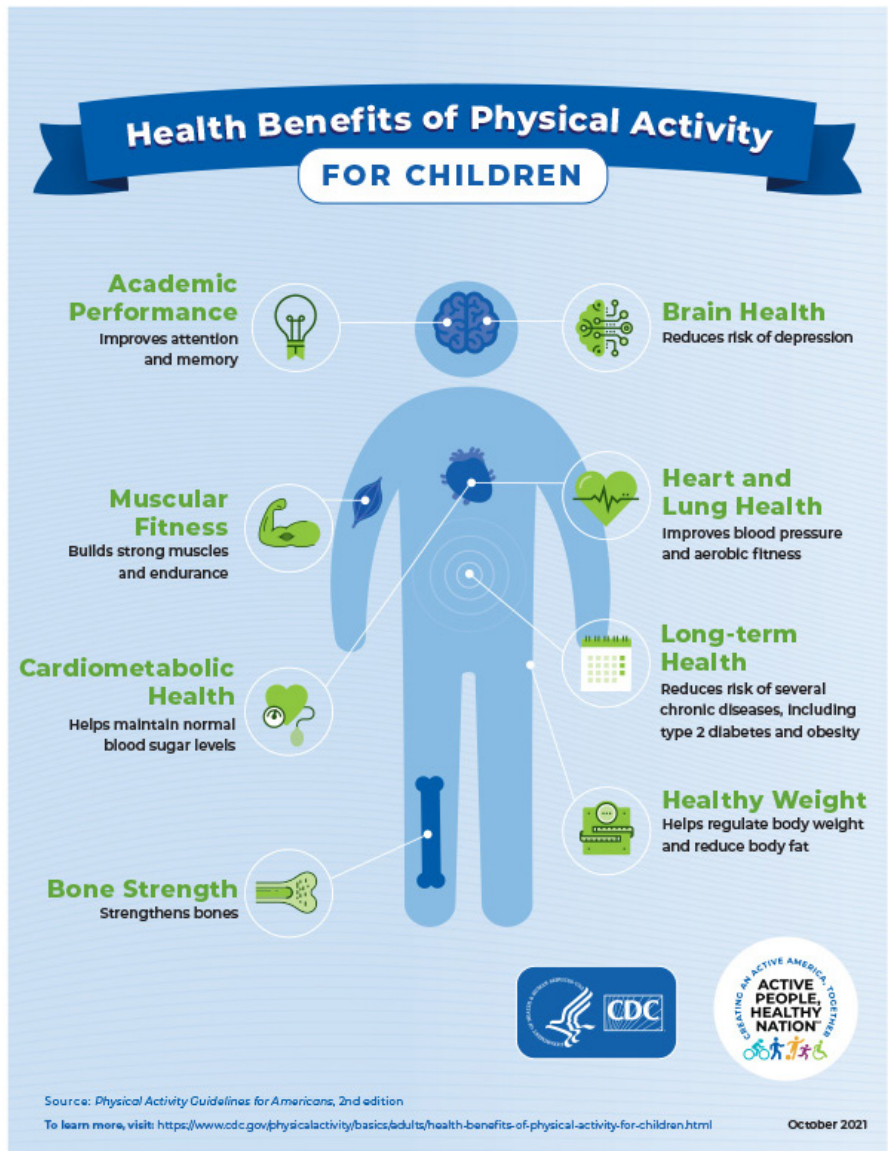
Children Under 5

Physical activity guidelines for children under 5 years - NHS (www.nhs.uk)
<https://www.nhs.uk/live-well/exercise/exercise-guidelines/physical-activity-guidelines-children-under-five-years/>

Children and Young People

Physical activity guidelines for children and young people - NHS (www.nhs.uk)
<https://www.nhs.uk/live-well/exercise/exercise-guidelines/physical-activity-guidelines-children-and-young-people/>

Activities for kids - Healthier Families - NHS (www.nhs.uk)
<https://www.nhs.uk/healthier-families/activities/>



Household support

Funding information

Household Support Fund

The Household Support Fund, funded by the UK Government, is intended to alleviate hardship and support those most in need that have been affected by the significant rising in cost of living. It is to meet immediate needs and support those struggling to afford food, energy, water, and utility related essential expenses. Due to significant increases in energy prices, the rising costs of fuel and general cost of living, many households will be adversely affected and placed into financial hardship and therefore there will be a greater emphasis on supporting households with energy bills, food and water bills, and the general cost of living through the Household Support Fund.

The purpose of the Household Support Fund is to support households in the most need with food, energy and water bills and other essential items.

Individuals, working age adults, families (with or without children) and individuals of pensionable age can self-refer. Any referral agency in the voluntary or statutory sector can refer a client in need of financial support, for example, a support worker.

For residents to come forward and apply for support. This is a discretionary fund, allocated on a case-by-case basis, to mitigate severe financial hardship.

To find out more and apply visit the Household support fund website here: <https://www.gloucestershire.gov.uk/health-and-social-care/gloucestershire-welfare-support-scheme/household-support-fund-find-out-more-and-apply/>

Contact us

Call: **01452 426165**

Email: localsupportgrants@gloucestershire.gov.uk

Welfare Fund

The fund provides practical support to eligible adults and families for food, gas/electricity top ups and household items such as furniture including white goods/appliances and furniture. Auriga Services Ltd administers the delivery of the Gloucestershire Welfare Support Scheme.

In April 2020 Gloucestershire County Council approved plans to extend the existing Welfare Support Scheme for a time limited period to provide support to people and families in hardship as a result of the Covid-19 pandemic. This is a time-limited extension to the scheme and Gloucestershire County Council will review and adjust the scheme as required depending on how the situation evolves.

Support agencies have told us they are pleased with the scheme to date as it is straight forward to access and provides appropriate support to the right people quickly.

Please find the application here: <https://www.gloucestershire.gov.uk/health-and-social-care/gloucestershire-welfare-support-scheme/covid-19-emergency-living-fund/>

Contact us

Call: **0330 123 5550**

Email: office@gloucWRO.co.uk



Citizens Advice - Debt and Money

<https://www.citizensadvice.org.uk/debt-and-money/>

Dealing with money issues can sometimes be off-putting, but if you don't understand how things like credit or mortgages work, you could end up losing out financially or getting yourself deep in debt. The following pages will give you the information you need to make the right choices, including help to deal with your debt problems, how to avoid losing your home and how to get your finances back into shape.

Talk to us online

Chat lets you talk to a trained adviser online. You can:

- » [talk to us about a debt problem](#) - we can usually help between 9am and 8pm Monday to Friday and between 9.30am and 1pm Saturday
- » [talk to us about any other kind of problem](#) - we can usually help between 9am and 5pm, Monday to Friday

Call our national phone line

You can contact an adviser through our national phone service:

Adviceline (England):
0800 144 8848

Advicelink (Wales): **0800 702 2020**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001 then the Adviceline or Advicelink number**

You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the [Relay UK website](#).

Adviceline is usually available 9am to 5pm, Monday to Friday - it's not available on public holidays. Some local Citizens Advice accept calls outside of these hours. You can [check the opening times of your local Citizens Advice](#).

Adviceline is usually busiest at the beginning of the day.

If you call from a mobile, we'll ask

you to say your postcode. If you don't have a postcode, use one nearby like a GP surgery, takeaway shop or taxi company. We'll use the postcode to find your local Citizens Advice.

There are a few parts of England we don't cover yet. If you're in one of these areas, we'll give you other options when you call.

We'll answer as soon as we can - at busy times you might need to wait up to an hour. If the wait is long, we'll tell you about other ways to get advice. You can also try calling again later. If we can't answer your call within an hour, the call will be disconnected.

Calls to Adviceline are free from mobiles and landlines. You can [find out more about our call charges](#).

Worrying about Money

www.worryingaboutmoney.co.uk/

Advice and support is available if you're struggling to make ends meet.

[Stroud and Cotswolds](#) (Includes a link to download a useful leaflet)

[Stroud and Cotswold - Worried about Money? \(worryingaboutmoney.co.uk\)](#)

Check [here](#) to see if there is a specific leaflet for your area via a postcode search.

If no specific leaflet for your area, then check out the link below:

<https://www.worryingaboutmoney.co.uk/uk-wide>

Turn2us <https://www.turn2us.org.uk/>

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations.

Welfare and health support

Multi Agency Safeguarding Hub (MASH)

Report a child protection concern

If you are ever concerned that a child is in immediate danger, please call the police on 999.

Everyone has a responsibility to refer a child when it is believed or suspected that a child:

- » Has suffered significant harm and /or;
- » Is likely to suffer significant harm and/or;
- » Has developmental and welfare needs which are likely only to be met through provision of family support services (with agreement of the child's parent).

To report a concern if you are a member of the public

During office hours

You can call Children and Families Front Door Service on **01452 426565** (Monday to Friday 9am to 5pm).

You can also discuss your concerns with someone who works with children and families, such as your health visitor, social worker, school nurse or teacher (all schools have a teacher responsible for child protection).

Out of office hours

If you think a child is in immediate danger, please call the police on 999.

The Emergency Duty Team (EDT) are available for emergencies, out of office hours, which cannot safely wait until the next working day. You can call them on 01452 614194.

EDT is not intended to provide the same level of service that is available during normal office hours.

To report a concern if you work with children or young people

During office hours

You can call Children and Families Front Door Service on 01452 426565 (Monday to Friday 9am to 5pm).

Out of office hours

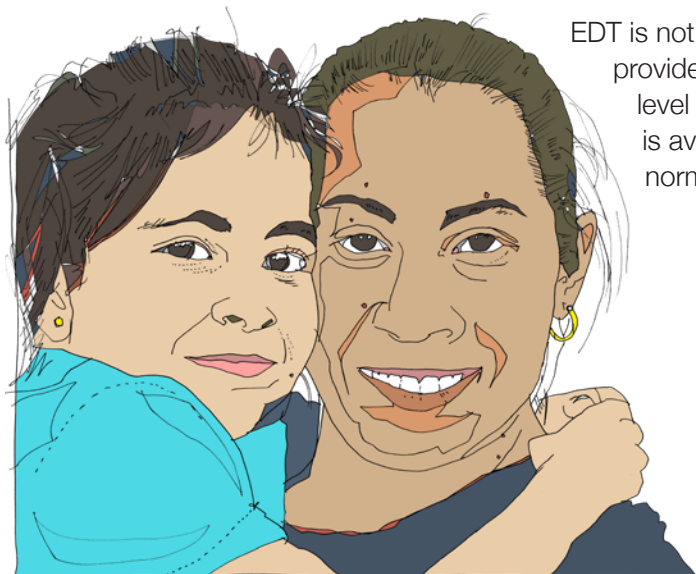
If the issue cannot safely wait until the next working day, please contact the Emergency Duty Team on 01452 614758 and provide us with as much information as possible.

Enquiries needing an immediate response should be called in to prevent any delay. This would include:

- » When it is felt a child or young person is at immediate risk of harm
- » When a child protection investigation is needed (because of physical, sexual and emotional abuse or chronic neglect)

Request for service

All other requests for service should be submitted on a Multi-Agency Request Form (MARF) via our on-line portal. <https://children.gloucestershire.gov.uk/web/portal/pages/home>. If this is not possible, please email a completed MARF to childrenshelpdesk@gloucestershire.gov.uk. Please use the link below to download the current form.



Who to talk to if you are a child

If you have been hurt by anybody, or an adult or another young person has done something that makes you feel upset or scared, it is important that you tell somebody so that you can get the support and protection you need.

Everybody who works or volunteers with children and young people has a responsibility to protect them from harm. Tell an adult you trust. This could be someone at your school, youth club, doctor's surgery or any other place you attend. Tell them about what is happening and what you are worried about, and they should know how to get you the support and protection you need.

You can call Children and Families Front Door Service on 01452 426565 (Monday to Friday 9am to 5pm). If you need to speak to a social worker outside these hours because you are worried about yours, or someone else's safety, then you can call our Emergency Duty Team (EDT) on 01452 614194 to speak to a social worker.

You don't need to give your name if you don't want to.

Or you can speak to someone at Childline on 0800 1111. Calls are free and confidential. You can also contact someone through the [Childline website](#).

Keeping children safe during community activities, after-school clubs and tuition

<https://www.gov.uk/government/publications/guidance-for-parents-and-carers-on-safeguarding-children-in-out-of-school-settings/keeping-children-safe-during-community-activities-after-school-clubs-and-tuition-questions-to-help-parents-and-carers-choose-out-of-school-settings>

This guidance is for parents and carers. It explains what school and activities clubs, tutors and coaches should be doing to provide a safe environment for the children that attend their setting. Settings could include:

- » community activities - for example, youth clubs
- » before- and after-school clubs
- » holiday clubs
- » supplementary schools - for example, language, cultural and religious
- » private tuition
- » music lessons
- » sports training and coaching

A typical provider may be:

- » a tutor who works alone from their home
- » a coach who runs training sessions in a sports field for children
- » a club with volunteers or paid staff members

There is no single legal framework that governs how clubs and activities for children operate. Although these settings offer provision for children, their staff members and volunteers are not typically inspected, overseen or assessed by any regulatory organisation.

This means that when choosing a club, tutor or coach for your child, it's important to:

- » ask questions
- » check the **policies** and insurance they have in place

You should feel able to ask questions about the provider's activities and policies. A well-run and trustworthy provider will welcome questions. They should be willing to give this kind of information to anyone who leaves a child in their care.

To satisfy yourself that it is a safe environment, you may wish to:

- » meet the providers before your child attends a first session
- » ask providers if you can meet with them during a session

If a provider is going to be working on a one-to-one basis with your child (such as in the case of a private tutor), you may wish to supervise sessions.

Raising concerns about a club, tutor or coach

If you have concerns about a club or activity your child attends, first raise concerns with the provider.

All providers should have a clear policy to deal with complaints. This should include instructions on:

- » how to raise a concern
- » who to raise a concern to
- » how they will deal with the concern

The complaints policy should be on the provider's website or displayed clearly in the building where the club or activity takes place.

Ask to see a provider's child-protection policy. This should say how:

- » children can report concerns
- » the provider will make parents aware of any concerns

Individuals such as tutors should give you instructions on how to raise a concern with your local council.

You may also be able to raise your complaint or concern with a governing body or association (if they have one).

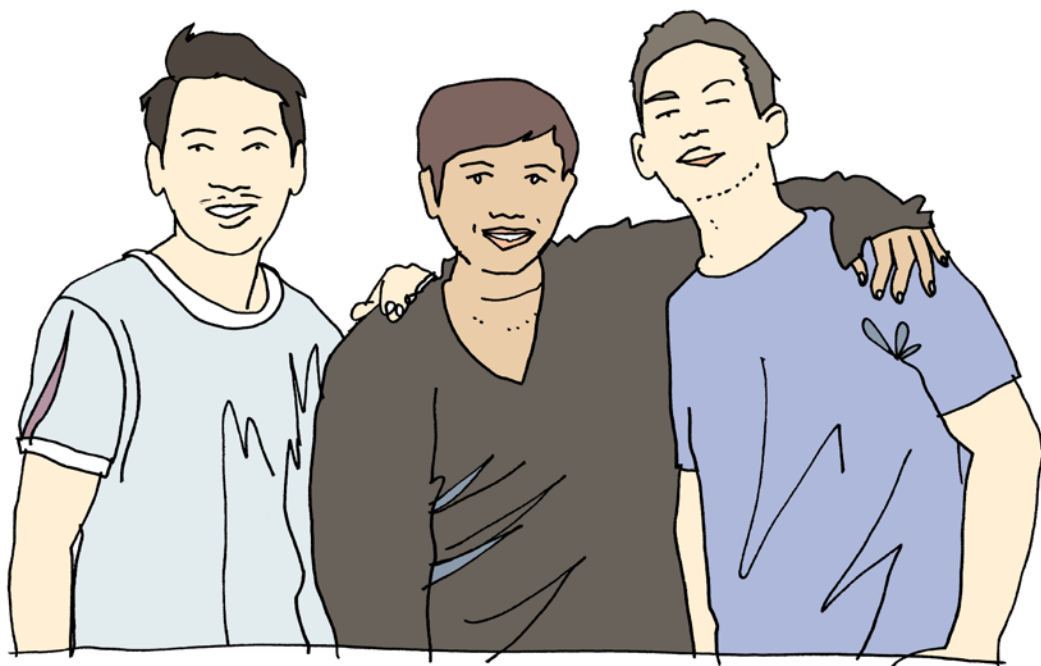
If the complaint is about a provider registered as a charity, you can raise this with the [Charity Commission](#).

If the situation is not resolved, escalate safeguarding issues by:

- » calling the NSPCC helpline on 0800 800 5000
- » contacting the local authority designated officer at your [local council](#)

The local authority designated officer is responsible for dealing with allegations against people who work with children.

If you believe a child is in immediate danger of harm, call the police on 999.



Mental health and wellbeing

Mental health quick links

[LGBT+ support for children and families](#)

[Support for children and young people seeking help with anxiety, depression, low mood \(not in immediate crisis\)](#)

[Support for parents and carers](#)

[Support for victims of sexual assault](#)

[Support in the community](#)

Support for children and young people

Mental health for children, teenagers and young adults - NHS

<https://www.nhs.uk/mental-health/children-and-young-adults/>

Find advice and support about mental health for children, teenagers, students and parents.

YOUNGMINDS

<https://www.youngminds.org.uk/>

However you're feeling right now, things can get better. Whether you want to understand how you're feeling, find ways to feel better, or support someone who's struggling, we're here to help.

The Children and Adolescent Mental Health Service (CAMHS)

[Guide to CAMHS | Children and Adolescent Mental Health Services | YoungMinds](#)

CAMHS stands for Child and Adolescent Mental Health Services. These are the NHS services that support young people like you with your mental health. Whether you're looking for treatment from CAMHS or waiting for support, our advice can help.

CAMHS are the NHS services that assess and treat young people like you if you're struggling with poor mental health.

CAMHS is made up of lots of local services across the UK. Services

are different across England and Wales and not all of them offer the same support. But generally, CAMHS can support you with lots of different mental health difficulties and conditions, like:

- » [depression](#) or low mood
- » [problems with food and eating](#)
- » [self-harm](#) or [suicidal thoughts](#)
- » difficult feelings from [abuse](#), which may have led to [trauma](#)
- » [sleep problems](#)
- » managing violence or [anger](#)
- » [bipolar disorder](#), [psychosis](#), [borderline personality disorder](#) and [schizophrenia](#)
- » feelings of worry or [anxiety](#)
- » coping with [grief and loss](#)
- » neurodivergence like [autism](#) or [ADHD](#)

Young Gloucestershire

Young Gloucestershire is a countywide charity that supports disadvantaged young people who are facing challenges in their lives.

[Young Gloucestershire](#) knows that life isn't always straight forward, we know there are lots of challenges that people may struggle with. YG are here to help you work through all of them with lots of opportunities that will focus on your mental health and wellbeing.

We offer support to 14–25-year-olds facing a range of issues including; low mood, social isolation, anxiety, depression, suicide ideation, self-harm and general mental health concerns.



ThinkNinja app

ThinkNinja is an App created for young people to allow them to learn about their mental health and develop skills helping them to stay well.

It's really easy to download and install ThinkNinja. Just search "ThinkNinja" in Apple App Store or Google Play Store and install and then enter a few registration details.

Talk Well

Free counselling and support for 9-25 year olds

<https://www.talkwell.org.uk/>

For over 30 years, we've been proud to serve young people as Teens in Crisis / TIC+.



However, as times change, so does language. We came to realise that our name had, in some cases, become a barrier to young people accessing our services. As we've grown and evolved, we've reflected on who we are and where we're headed—and after 30 years, we decided it was time for a change.

Beginning in late 2023 we worked closely with young people, parents, staff, commissioners, and a talented design agency to ensure our new name truly reflected our mission. On 14 April 2025, we became Talk Well.

Our new name encapsulates what we do: providing a safe space for children, young people, parents and carers to talk and be heard. This change allows us to better communicate our purpose and connect with those who need us most.

Live message chat

CALL: **0300 303 8080**

Opening hours

Sunday to Thursday

5pm to 9pm

PLEASE NOTE: The service is closed Friday and Saturday.

We will not be able to start new chats after 8.30pm.

You are important to us, and we'd love to help if we can. At busy times, it may not be possible to get through to our team straight away. Please bear with us – we will get to you as soon as we can. If you are waiting for the online chatroom, please don't close or refresh your browser.

Need to talk? We're here for you. TalkWellChat is a free, anonymous and confidential support service for young people aged 9–25 living in Gloucestershire.

If something's on your mind—no matter how big or small—you can talk to a real person from our friendly, trained team. Whether you choose to call or message us, you'll always be speaking to someone who's there to listen and support you.

There's no need to make an appointment. Just drop in during our open hours, whenever you feel ready.

We won't rush you, and you'll never be pressured to share anything you're not comfortable talking about. We'll listen without judgement, help you make sense of how you're feeling, and if needed, we can offer advice or suggest other organisations that might be able to help.

Whatever you're going through, you're not alone—and you'll always be taken seriously.

Chat now

To enter TalkWellChat click [Here](#) We will first ask you for a username. This could be your first name, or any other name you wish to be known by.

Calling or entering the chat means you have read and agreed to our [Terms of Use](#) (see below).

You can call or live-message our friendly, trained team members about anything that's troubling you. You can talk to us about anything, nothing is too big or too small. We care. We won't judge.

PLEASE NOTE: Talk Well IS NOT A CRISIS SERVICE. In an emergency please call emergency services on 999. Further support can be found on our [resources page](#).

If you have free minutes calls will automatically be included – if not the standard network local rate will apply.

Gloucestershire Young Carers

Gloucestershire Young Carers

offers support for young carers aged 8 to 24-years, including:

- » Assessments and individual support plans
- » Term time respite activity groups in localities across the county (8 to 15 years)
- » Holiday activity sessions (8 to 15 years)
- » Online interactive activity sessions
- » Participation opportunities for young carers, locally and nationally
- » Goal-led one-to-one support addressing individual issues
- » Private Family Facebook Group with advice, information, and activities
- » Specialist targeted services for young people caring for someone with addiction problems and/or mental illness
- » Young Adult Carer Service (for young adult carers (16 – 24 years): one to one support; interactive support, advice and activities through a private Facebook group, educational and activity breaks and residential.
- » Advice and support to professionals to improve their response to young carers

Crisis Resolution and Home Treatment Team

www.ghc.nhs.uk/our-teams-and-services/crhtt/

Our Crisis Resolution Home and Treatment Teams (CRHTTs) offer advice and support when you feel you require an increased level of care, due to your mental health or due to emotional and psychological distress.

Urgent help

Dial 999 if you think that your life, or that of another person, is at immediate risk or go to your nearest [Accident and Emergency Department](#).

Dial 111 if you need medical help fast for a physical health problem, but it's not an emergency.

Dial 111 and select option 2 if you or someone you know needs help in a mental health crisis. Alternatively, you can call our crisis team on **0800 169 0398**.

Our crisis teams are available 24 hours a day, 7 days a week. When you call, please choose one of the following options depending on your location:

- » Option 1 for Stroud and Cotswolds
- » Option 2 for Gloucester and Forest
- » Option 3 for Cheltenham, Tewkesbury and North Cotswolds

Please note: telephone calls may be recorded. If you do not want that to happen, please tell the person who answers your call, and they will phone you back on a 'non-recordable' telephone.

Occasionally, callers may be asked to leave their name and number on an answerphone. In these circumstances, staff will return the call within one hour.

If you are hearing impaired, please TEXT:

- » 07775 510693 – 7am to 9.30pm
- » 07768776863 – 9.30pm to 7am

Non-urgent help

GP

If you need help but are not in crisis, please contact your GP if in opening hours, or call 111 for advice and support. If you don't have a GP use the [NHS service search](#) to locate the nearest one to you. If your query is not urgent, you can [find our contact details here](#).

MIIUs

You can get help for a variety of new or recent minor illnesses or injuries, including sprains, minor fractures, wounds and burns, earache, sore throats, skin problems, eye conditions and more at our MIIUs. We encourage patients who need to be seen in one of our MIIUs to contact [NHS111](#) online or over the phone first of all.

If you require advice for ongoing GP care, or long-term conditions please continue to contact your GP.

If you are unsure which services you require, you can still contact [NHS111](#). Use [111 online](#) for anyone over 5 years of age.

All opening times are subject to change, as we sometimes need to close a unit at short notice to

manage demand and maintain safety. We do our best to minimise any short notice closures, but by ringing 111 you will be able to check whether the unit is open as planned. You must contact 999 with an emergency, including chest pain and any serious injuries or illnesses, or anything you may consider to be life threatening.

Winston's Wish

<https://www.winstonswish.org/>

We provide digital bereavement information, advice and support for young people across the UK who are grieving the death of someone important to them. We also help advise the adults who are caring for young grieving people including parents, school staff and healthcare professionals.

TalkGrief Check out our online space for bereaved teenagers and young adults (ages 13 to 25). Whatever grief looks or feels like, let's talk about it.

Call us for free on 08088 020 021 between 8am to 8pm, weekdays.

Email us on ask@winstonswish.org and we'll reply within two working days.

Live chat online with a member of our bereavement team between 8am and 8pm, weekdays (excluding Bank Holidays).

Text For out of hours mental help support, text WW to 85258 to speak with someone from our trusted partner, Shout. For urgent support in a crisis, please call 999

Domestic Abuse Support Service for young people

<https://www.gdass.org.uk/support-for-young-people/>

We offer group work and one-to-one support for young people who are experiencing domestic abuse.

The GDASS floating support team will work with anyone aged 16 and over. Your support will be designed around what you are worried about and will fit in around school, college or work.

We have a specialist Young Persons Violence Advocate (YPVA) who will work with those assessed as being at high risk of serious harm. She has specialist training to help you to stay safe.

Services and programmes STREET Safe Teenage Relationship Education & Empowerment Team

STREET is a county-wide service for young people aged 13 to 19 who:

- » have experienced or are experiencing teenage relationship abuse;
- » are adversely affected by domestic abuse in the home; or
- » are displaying harmful behaviour in their close relationships.

From 1 April 2022, the service will be managed by Victim Support Gloucestershire. Please contact STREETreferrals@victimsupport.org.uk and they will send you a referral form.

Useful websites

[Thinkuknow](#)

[Dare2Care](#)

[Brook, the young people's sexual health & wellbeing charity](#)

[#Love Dont Feel Bad](#)

[Hues](#)

[Revenge Porn](#)

[CHAYN](#)

[NSPCC](#)

[National LGBT Domestic Abuse Helpline](#)

Useful phone numbers

GDASS: **01452 726 570**

Gloucestershire Police Non-Emergency Number: **101**

Gloucestershire Rape and Sexual Abuse Centre: **01452 536 770**

Women's Aid: **0808 2000 247**

NSPCC: **0808 800 5000**

NSPCC FGM helpline: **0800 028 3550**

Karma Nirvana: Forced Marriage and HBV support: **0800 5999 247**

Specialist support for males:
ManKind: **01823 334 244**

SurvivorsUK: txt helpline:
020 3322 1860

Splitz Support Service – The Turnaround Programme is a voluntary group for male perpetrators of domestic abuse who wish to change their behaviour.

On Your Mind local

www.onyourmindglos.nhs.uk/

On Your Mind Glos is a place for Children and Young People to turn to when you need help and support with your mental health but you aren't sure where to go. We have an anonymous **Mental Health Support Finder**, which is also available via **text**, for anyone aged 0-25 that will help you find the most appropriate support options for you in Gloucestershire.

Young people, parents/carers or professionals working with young people can use the support finder but also look through the database of quality controlled mental health services contained within our **List of Services Directory**.

On Your Mind Glos also has some self help guides and resources designed for both young people and their families to provide **general support and advice about self-care**.

If you're aged 25 or under, try our anonymous online support finder and get a recommendation for the help that's right for you.

Start the support finder

LGBT+ support

FFLAG

<https://www.fflag.org.uk/>

FFLAG is a national voluntary organisation and registered charity. We are dedicated to supporting parents and families and their LGBT+ members.

We offer support to local parents groups and contacts in their efforts to help parents and families understand, accept and support their lesbian, gay, bisexual and transgender members with love and pride. FFLAG volunteers are parents of lesbian, gay, bisexual or trans children supported by other volunteers.

These young people and their families face serious homophobia and transphobia in our society, which brings in its wake prejudice, bullying and alienation.



Confidential Helpline

0300 688 0368*

**All calls charged at local rate*

Wednesday & Thursday 10am to 8pm

Friday & Saturday 10am to 6pm

Please note our Helpline is operated by a very small number of parent volunteers. They may not always be available during the above hours. If your call is not answered it means no volunteers are available to take your call at that time. Please ring again a few hours later or on another day.

When the Helpline is closed, or your call can't be answered you can seek support from our email service as well as from the many resources on our website.

Email Support

If you, your family or friends would like to access support, reassurance or information via email:

You can email us at support@fflag.org.uk

We will find a parent volunteer with similar experiences to yours and aim to respond in 5 days.

For children and young people seeking help with low mood, anxiety or depression (NOT in immediate crisis)

School Nurse

<https://www.ghc.nhs.uk/our-teams-and-services/school-nursing>

School nurses work with children and young people aged from 5 to 19 in the community, whether they attend school or not.

School Nurses are registered nurses or midwives who support children and young people with emotional and mental health issues, relationships and sexual health, bladder and bowel issues, lifestyle health and family worries.

Based in the community, we visit children and families at home, at school or in a setting of their choice.

School nurses play a vital role in child development, carrying out immunisation and screening programmes and act as a point



of contact for managing medical conditions such as allergies and anaphylaxis, asthma and epilepsy in schools.

We provide support and advice on a range of health issues such as emotional health, obesity, sexual health, smoking and substance misuse. We work with schools and other organisations to reduce health inequality and ensure that every child and young person has the best start in life.

We work closely with social care providers to help keep children and young people safe from harm. Where harm is already known about or suspected, the school nurse teams work with a range of other professionals to support the child and family to make changes to their lifestyle or care of the child through formal plans of care.

Aged between 11 to 19 and live in Gloucestershire?

You can text your school nurse using ChatHealth on 07507 333351 for support and advice on relationships, bullying, healthy lifestyle, anxiety, drugs, smoking, stress, body worries, alcohol, self-harm and sexual health.

Young Gloucestershire

Working hard to support mental and physical wellbeing of young people in Gloucestershire

<https://www.youngglos.org.uk>

Phone: **01452 501008**

Email: getinvolved@youngglos.org.uk

Childline

<https://www.childline.org.uk/>

Childline is here to help anyone under 19 in the UK with any issue they're going through.

You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you.

Ways to get [support](#).

Mix

<https://www.themix.org.uk/>

The Mix is the UK's leading support service for young people. We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via our online community, on social, through our free, confidential helpline or our counselling service.

Crisis Messenger

Do you need help now? Our crisis messenger text service provides free, 24/7 crisis support across the UK. If you're aged 25 or under and are experiencing any painful emotion or are in crisis, you can text THEMIX to 85258.

We know that finding the right support is important, especially if you need someone to talk to right now. We aim to connect every texter to a trained volunteer in less than five minutes to provide crisis help. They will listen to you and help you think more clearly, enabling you to know that you can take the next step to

feeling better. This service is delivered in partnership with [Crisis Text Line](#) and [Shout](#).

Counselling services

The Mix Counselling service is suitable for you if you are looking for short-term help with your mental health and emotional wellbeing. Our Telephone and Webchat counselling service is available to young people aged 25 years old and under. Our counsellors aim to support by listening to your problems and helping you find ways to cope in a confidential, safe space.

Counselling sessions could help with issues such as:

- » A bereavement (death) or relationship breakdown
- » Stress / anxiety
- » Exploring issues like your sexual identity / gender identity
- » Dealing with issues that are stopping you achieving your ambitions
- » Dealing with feelings of depression or sadness
- » Understanding yourself and your problems better
- » Feeling more confident

Young Minds

<https://www.youngminds.org.uk/>

Online information and advice to support children, young people and their parents.

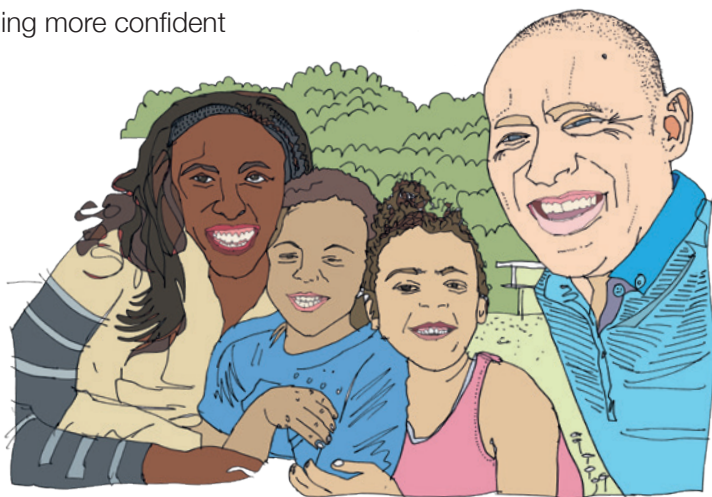
Young People

We provide young people with tools to look after their mental health. Our website is full of [advice and information](#) on what to do if you're struggling with how you feel. We empower parents and adults who work with young people, to be the best support they can be to the young people in their lives. And we give young people the space and confidence to get their voices heard and change the world we live in. Together, we can create a world where no young person feels alone with their mental health.

Parents Helpline

Call our Parents Helpline for detailed advice, emotional support and signposting about a child or young person up to the age of 25.

You can call our Parents Helpline on **0808 802 5544**, Monday - Friday 9:30am - 4pm.



Support for Parents and Carers

Samaritans

<https://www.samaritans.org/>

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

24/7 listening support via phone call. Call **116 123**

Sometimes writing down your thoughts and feelings can help you understand them better. Email us at jo@samaritans.org

Response time via email: it may take several days to get a response by email.

Campaign Against Living Miserably (CALM)

<https://www.thecalmzone.net>

0800 58 58 58

Our suicide prevention helpline is for anyone affected by suicide or suicidal thoughts

Call our helpline team if:

- » You can't see a way forward
 - » You have lost someone to suicide
 - » You are worried about someone
- It's open from 5pm - midnight every day.

Free | Confidential | Anonymous

You can also contact us now via Live Chat or WhatsApp – please visit our website for details.

Stay Alive App

An [app for those at risk of suicide](#) or those worried about someone else. Available to download from Google Play, the App Store & also a Web App for Desktop.

IAPT (Improving Access to Psychological Therapies) – Let’s Talk

Phone: **0800 073 2200**

The [IAPT service](#) provides support for mental health conditions, such as depression, anxiety, PTSD, OCD and phobias.

Qwell

<https://www.qwell.io>

Free digital mental wellbeing support for adults across the UK

Whatever’s on your mind, we’re here to listen

On Qwell, you can speak to an experienced professional about anything that’s troubling you, while staying totally anonymous. There are no fees, no long waiting lists, and no judgement. Here’s everything you need to know about one-to-one support on Qwell.

How can a Qwell chat help me?

Talking to a professional can help you feel less alone with whatever you’re going through and offer support as you work through any difficult thoughts or feelings.

Since Qwell is anonymous, you can speak freely here without worrying about being judged or identified. You don’t need to be referred to us or to sit on a long waiting list - all you need to do is log into Qwell on your phone, laptop or tablet. Find the support you need, where and when you need it.

What should I expect from a Qwell chat session?

A chat session on Qwell is a bit like texting: we open a private and confidential space for you and a Qwell practitioner where you can exchange typed instant messages for up to an hour.

Alexandra Wellbeing House

<https://www.sgmind.org.uk/project/the-alexandra-wellbeing-house/>

Providing mental health advice, support, and services to empower anyone experiencing a mental health problem in our area.

Phone: **01452 245338**

Email: awbh@sgmind.org.uk

Facts4Life

<https://facts4life.org/for-parents-carers-2/>

The Facts4Life website includes ideas for parents to help support young people with their health and wellbeing.

Support for victims of sexual assault

Gloucestershire Rape and Sexual Abuse Centre (GRASAC)

<https://www.glosrasac.org/>

GRASAC provides support for any individual affected by rape, sexual assault or abuse at any time in their lives.

At Gloucestershire Rape and Sexual Abuse Centre we provide confidential and non-judgemental support for all survivors of sexual violence.

We listen, understand, believe, and support.

Telephone helpline

We need to make you aware that our helpline has now come to an end however, there is a National Helpline that is being provided by the National Rape Crisis Network of which we are part of. The National Helpline is open 24 hours a day 7 days a week which offers a more accessible service for you.



The National Helpline number is **0808 500 2222**.

If you are living in Gloucestershire and wish to refer yourself to our service for support, you can contact our office on **01452 305421** Monday to Thursday 9am to 5pm and Fridays 9.30am to 4.30pm.

Email: support@glosrasac.org.uk or info@glosrasac.org.uk

If you are in immediate danger or need urgent medical care, please call 999.

If you would like to report a non-emergency incident to the police, please call 101.

If you have been raped or sexually assaulted and would like emotional or practical support, or medical care and advice please contact Gloucestershire's NHS Sexual Assault Referral Centre (SARC) on 0300 421 8400 or visit their website www.hopehouse.nhs.uk/sarc/#findus

They are available on the phone 24/7, 365 days of the year.

Support in the community

Gloucestershire Carers Hub

<https://gloucestershirecarershub.co.uk/>

Gloucestershire Carers Hub supports unpaid Carers throughout the county of Gloucestershire.

We cover the following areas:

- » Gloucester
- » Cheltenham
- » Forest of Dean
- » Tewkesbury
- » Cotswolds
- » Stroud
- » If you support someone who lives in Gloucestershire, but you live out of county

You maybe be supporting someone with physical or emotional needs, they could be living independently from you but require your support on a daily or weekly basis. This could be due to ill health, frailty, mental health or due to an addiction. They may also live in residential care/ support but you remain an active part of their support network.

There is no minimum requirement for the number of hours which you are supporting someone for.

You may be supporting them:

- » Via the telephone offering emotional support
- » Taking someone to appointments

- » Supporting with cooking, cleaning, shopping and other daily tasks
- » Assisting with dressing, cleaning and other personal care needs
- » Going in to check on someone regularly

Whatever you do to support someone else you are a Carer even if you don't think of yourself as one.

The individual who you are supporting could be:

- » A family member; spouse, husband, wife, child, adult child or partner
- » A friend
- » A neighbour
- » An ex-partner

Whoever you are supporting we are here to offer advice, information and support to you to enable you to think about your needs whilst offering support to someone else.

If there are a number of people supporting someone, we welcome anyone providing support to someone to register with us to access information, support and our services.

Why not get in contact with us:

Call us **0300 111 9000**

email carers@peopleplus.co.uk

or refer yourself by clicking here: [Self Referral – Gloucestershire Carers Hub](#)

Your Circle

<https://www.yourcircle.org.uk/>

Your Circle is a directory to help you find your way around care and support, and connect with people, places and activities in Gloucestershire.

Covers:

- » Home and Housing
- » Travel and Transport
- » Work, Learning and Volunteering
- » Things to do
- » Money Matters & Benefits
- » Health and Wellbeing
- » Care and Support
- » Looking after someone
- » Keeping Safe
- » Information and Advice

Gloucestershire Domestic Abuse Support Service (GDASS)

<https://www.gdass.org.uk/>

A service to reduce the level of We run a Helpdesk service that operates Monday to Friday, 9am to 5pm.

It is managed by support workers who are able to offer immediate support and advice and take referrals for the GDASS support packages.

The Helpdesk is available to those experiencing or are directly affected by domestic abuse and for professionals who are working with those who are experiencing or are directly affected by it.

The Helpdesk is able to offer advice around:

- » Immediate advice and support for those currently experiencing domestic abuse
- » Agency referrals
- » Those seeking places of safety
- » Anyone who is seeking advice around the dynamics of abuse
- » Anyone seeking longer-term support packages around domestic abuse issues
- » Assessing risks posed to individuals through domestic abuse
- » Anyone wanting information about the GDASS service or Group Work programmes
- » Signposting.

Phone: **01452 726 570**

Email: support@gdass.org.uk

24-hour National Domestic Violence Helpline: **0808 2000 247**



Gloucestershire Connect and Offload

<https://gloucestershirecando.org/>

Gloucestershire Connect and Offload provides support to adults living in Gloucestershire who are experiencing mild to moderate wellbeing difficulties, such as anxiety, low mood or depression, including support for self-harm. We can also provide support and information to friends, family, carers and professionals.

The Helpline provides anonymous confidential person-centred wellbeing support through telephone, text or webchat. The team will listen to you and help you navigate the most useful support for you at that time – whether this is emotional and or practical support. The team can access a wide variety of online self-care tools and resources and will be happy to explore these with you. If appropriate, we can signpost you to other sources of support both nationally and within Gloucestershire.

Our service is open from 2pm till 9pm daily.

The service is available via text **07537 410 022**, telephone **0808 801 0606** and web chat

Please see this [link](#) for Self-help videos

<https://gloucestershirecando.org/self-help-videos/>

MHELO (Mental Health Experience Led Opportunities)

<https://www.facebook.com/mhelogloucestershire/>



Mental health user led support on Facebook.

01452 234003

Email: mhelo@inclusion-glos.org

<https://www.inclusiongloucestershire.co.uk/>

Treasure Seekers/The Cavern

<https://www.kftseekers.org.uk/cavern>

Phone: **01452 307201**

Email: info@kftseekers.org.uk or cavern@kftseekers.org.uk

The Cavern is, first and foremost, a community. Our bustling cafe is a safe space where everyone is valued and encouraged to grow. Here, you'll find not just exceptional coffee and fresh food, but a vibrant atmosphere where connections are built, friends made and support found.

As an independent coffee shop we provide great drinks, fresh food and a lively environment. Since our beginning in 2015, funded by the Police and Crime Commissioner, The Cavern has evolved from a youth venue into a dynamic space hosting an array of weekly events including; Yu-Gi-Oh, Dungeons and Dragons, Pokemon, Warhammer, Magic the Gathering, Ukulele and Karaoke on Sundays!

Our commitment to the community goes beyond just being a cafe. For many, we are a safe space and a home. Many of our regulars require a level of support from staff and the community. We aim to meet that need by facilitating mental health support in the evenings and providing valuable training to volunteers throughout the day. The Cavern has given work experience opportunities to: colleges, schools as well as those who are disadvantaged or vulnerable. We welcome all of the challenges that come our way and take them as opportunities to reflect, to learn and to grow!

Conflict resolution, healthy communication, and tolerance are at the core of our mission. We understand that each individual is unique, and we strive to tailor our support to meet diverse needs. Our dedicated team supports individuals and the community by actively listening, mediating conflict, and promoting open dialogue. We recognise that each

person is unique, and we tailor our approach to meet those needs, ensuring everyone feels heard and respected. Some individuals can find it harder to regulate their emotions than others, and part of our work is to help support them to become the 'best version of themselves'. Being part of this family means that we recognise and celebrate differences, in doing so we create incredibly strong bonds based on mutual respect and celebrating joy.

At The Cavern, we are building something special and enduring—an environment and a community with strong foundations and limitless potential. We are powerful because we are different—we believe every single person has value! Join us, in creating a space where everyone feels welcome and valued.

Find us at 56 Westgate Street, Gloucester, GL1 2NF (round the corner from the cathedral)

Opening Hours:

Monday to Saturday: 10am to 10pm

Sunday: 12pm (midday) to 10pm

Come be a part of our extraordinary community at The Cavern!

When [The Cavern](#) opened in January 2015, it was built with young people in mind. In fact, it was a small group of young people we knew at the time who had the vision to transform the place. There were four people at the helm of making the launch possible; Robin, Tami, Andy, and Mike all have a big passion for working with young people and if you were to ever pop down on a Friday night, you would've seen them there, serving faithfully as volunteers every week!

Fast forward three years and the amount of young people we saw at The Cavern each week had increased by so many that having a Friday youth night had become less effective. In March 2018 we made the decision to disband our dedicated team on a Friday so that they could instead offer youth support throughout the week. This enables us to provide support to more young people at varied times.

Youth Support is a free evening drop-in session for those aged 13 to 17 with their own discreet access for U18s only. We also

offer support for 18 to 19 in our coffee shop space The Cavern. It is a safe space for youth to play games, meet new friends and hang out. With milkshakes and snacks if you are hungry! We have a great team of staff on 365 days a year to lend a listening ear to anyone that needs one, offering support and mentoring. No referrals needed, so you can just walk in!

You can find us in the basement of the Cavern, accessible from College Street. If you are unsure of how to get to us, one of the friendly staff in the Cavern will be more than happy to show you the way. The basement is a 'youth only' space, but if you want to come and check out the space with a parent or carer, you can pop into the Cavern, and we can arrange it for you in the daytime.

When

Youth Support at The Cavern happens every night between 5.30pm and 9.30pm.

Where

[The Cavern](#), 56 Westgate Street, Gloucester, GL1 2NF

Cost

Free Entry

GloSFamilies Directory

<https://www.gloSFamiliesdirectory.org.uk/kb5/gloucs/gloSFamilies/home.page>

A directory to give support and advice to families.

GloSFamilies Directory holds information on services and activities for families with children and young people aged 0 to 19 years (up to 25 years for those with Special Educational Needs and Disabilities). Sections of the directory include:

- » Information for Families
- » Future Me, Young People's Local Offer
- » Support for Families with SEND, Gloucestershire's Local Offer
- » Information for Practitioners
- » Parent Workshops and Practitioner Training

Family Information Service

Free, impartial information, advice and guidance for all families with children and young people aged 0 to 19 years (up to 25 years for those with Special Educational Needs and Disabilities) and practitioners working with families.

Email: facsglos@gloucestershire.gov.uk

Tel: **01452 427362**

Home-Start in Gloucestershire

<https://homestartsd.org/>

Home-Start Stroud and Gloucester is a local charity which supports parents with children under 5 years of age who are going through challenging times.

A-Z of Services Be Well Gloucestershire

<https://www.bewellglos.org.uk/a-z-of-services/>

A comprehensive list of all the services and support available, listed by category.



Dental and oral health

Tooth decay is the most common oral disease affecting children and young people in England, yet it is largely preventable. With dentists now safely open, there are some suggestions to help your children take care of your teeth and develop healthy habits early.

Children and young people under 18, or under 19 and in qualifying full-time education are **entitled to free dental treatment**.

The **Brush DJ App** plays two minutes of your music so you brush your teeth for the right amount of time. The app has short videos and can help make brushing teeth fun!

The App can be downloaded from Google Play or the App Store.

Advice and information on how to take care of children's teeth.

Use the **Change for Life Sugar Calculator** to see what sugar swaps you can make!



Adult Education in Gloucestershire

<https://www.gloucestershire.gov.uk/adult-education-in-gloucestershire/>

Adult Education in Gloucestershire, a service within Gloucestershire County Council, provides learning for individuals, employers, and communities, and works in partnership with external organisations and other services across the Council.

Adult Education in Gloucestershire is committed to providing Information, Advice and Guidance to all individuals to allow them to make informed choices about

learning, training, volunteering, and careers.

We use Seetec/Standguide who service the National Careers Service to provide free, impartial careers advice and create a tailored individual action plan for learners. We also signpost to other provisions such as Gloucestershire Skills & Employment Hub who can also support with action planning and next steps.

Contact us and Opening hours

Tel: **0800 542 1655** or
01452 583800

Email:
learn@gloucestershire.gov.uk

Address: 4-6 Commercial Road,
Gloucester, GL1 2EA

Opening hours:

- » Monday: 9am to 5pm
- » Tuesday: 9am to 5pm
- » Wednesday: 9am to 5pm
- » Thursday: 9am to 5pm
- » Friday: 9am to 5pm
- » Saturday: Closed
- » Sunday: Closed

Adult Education in Gloucestershire is closed on weekends, bank holidays and during the Christmas Holiday period. Please note that the building may be open on Saturday and Sunday for specific weekend classes. For any enquiries, please ring our reception desk or email us.



Disclaimer: While we strive to ensure the accuracy of the information in this resource booklet at the time of publication, we cannot be held responsible for any changes made by the listed organisations to their services, including opening hours, locations, and other details.



Prepared by Gloucestershire County Council Children and Families Commissioning Team
Shire Hall, Westgate Street, Gloucester GL1 2TG

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