

## What is Beam and who is it for?

Beam is a drop in service run by The Children's Society. We are open-access which means there are no appointments: you just drop in! The drop in service is for children and young people aged 0-25, as well as their parents and carers.

## Practical, accessible support

We recognise that simply listening to the experience of young people, their parents and carers can make all the difference.

Our aim is to give you advice, signposting and support with any concerns relating to mental and emotional wellbeing.

## Opening times:

**Mondays. 2pm-6pm**

Hollinswood Neighbourhood Centre, Telford TF3 2EW

**Thursdays. 2pm-6pm**

Upstairs @ Palmer's Café, Claremont Street, Shrewsbury SY1 1QG

## NEW BEAM VENUE!

We will be opening our **new, permanent venue** in Wellington Town Centre in mid-July!

This will mean there will be **increased drop-in sessions**, as well as **more ways to access support**. This venue will be open to users from across the county of Shropshire.

Our Hollinswood drop-in will remain open throughout July, closing in August. After then, the Telford & Wrekin service will operate solely from our Wellington venue.

**The Children's Society, 9 Market Square, Wellington, Telford TF1 1BP**

For more information about this, or to find out more about what we do, email us:

[AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk)



Beam is run by The Children's Society, a national charity that works with the most vulnerable children and young people in Britain today.

**We listen. We support. We act.**



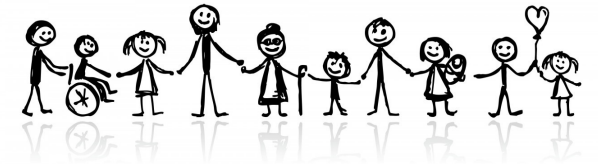
Because we believe no child should feel alone.

v.2 June 2018

be kind to your mind



**emotional wellbeing drop-in for children and young people aged 0-25, their parents and carers**



service provided by



## ✓ What WILL Beam do?

We can provide **brief, therapeutic support**.

For example, strategies to manage anxiety or challenging behaviour.



We promote **psycho-education**.

We can provide information on mental health conditions, as well as advice on how to improve emotional wellbeing.



We give **practical support and suggestions**.

For example, signposting to other services, as well as ideas for additional support.



We **listen**, trying our best to ensure you feel heard.



We **adapt**: we know there is no such thing as one size fits all.



## Who are Beam?

Beam is operated by The Children's Society, who work as part of the new Bee-U Emotional Health & Wellbeing service in Shropshire and Telford & Wrekin.

We are a **multi-disciplinary team** made up of Therapists, Youth Workers and Wellbeing Volunteers.



## Can we make an appointment?

We don't offer appointments—this is to ensure we are as accessible as possible while we are open. At busier times you may have to wait to be seen, but we will offer refreshments while you do!

We don't guarantee you will see the same person, but brief notes are made after each session, so whoever you see will have an understanding of what has been discussed previously. Each member of our team brings their individual ideas, approach and experience to their sessions with children and young people, so it is highly beneficial to get to know more than one of us!

## Feedback

We will ask you for feedback about your visit. This is so that we can make improvements where necessary, as well as ensure we are providing the best possible service.

Please see below for some recent feedback we have had from parents & carers and children & young people who have accessed one of our drop-ins.

## ✗ What WON'T Beam do?

We do not deliver **structured therapy**.



We do not **complete assessments**.



We do not **diagnose**.



We do not automatically **make referrals**.



We do not offer an **appointment system**.



## Visiting the drop-in

We know it can be scary going somewhere for the first time, and our drop-ins are set out to be as welcoming as possible.

You will be greeted by a member of the team who will ask you to register with us. You will then be introduced to one of our practitioners, who will take the time to listen before making suggestions.

We welcome visits from parents and carers who want to see what the drop-in is like before they bring their child(ren).

## Relaxed atmosphere

We use different games and activities during our sessions with children and young people to make them feel as comfortable and relaxed as possible.

"They got my daughter to open up, smile and talk and gave me some support too."	"It was fun and friendly"	"The helpers are friendly and respect the fact that it is a bit daunting."
"the people are really nice and don't judge you. It was nice to talk to someone about my worries and how I feel."	"The people were very patient, kind and understanding. I felt safe when talking."	"...friendly, supportive and understanding staff to all our needs."
	"I felt no pressure to talk"	

If you have any questions about the Beam drop-in, email us:  
[AskBeam@childrenssociety.org.uk](mailto:AskBeam@childrenssociety.org.uk)