

Quick guide

Early help services in Worcester City

This is a quick guide to early help services on offer in Worcester City. More information about these services can be found by contacting the services directly, or via the Early help in Worcestershire document available at www.worcestershire.gov.uk/earlyhelp

Quick useful contacts

Family Front Door: **01905 822666** Your Life Your Choice: www.worcestershire.gov.uk/ylyc

SEND Local Offer: www.worcestershire.gov.uk/SENDlocaloffer

Early help information for professionals (including Early Help Assessment information and full Early Help Offer document): www.worcestershire.gov.uk/requestfamilysupport

Type of service	Service name and provider	Referral and contact
Targeted family support (Level 3 need)	Worcestershire County Council	Refer via online form available at: www.worcestershire.gov.uk/requestfamilysupport
Early intervention family support (Level 2 need)	Worcestershire County Council's Early Intervention Family Support (EIFS) service	Refer via online form available at: www.worcestershire.gov.uk/requestfamilysupport
Parenting	South Worcestershire Parenting and Community Team, delivered by Action for Children, commissioned by Worcestershire County Council	Contact provider to discuss options – 01905 758411 More information is available at www.worcestershire.gov.uk/groupsforparents Free online parenting guides are available at www.worcestershire.gov.uk/parentguides
Childcare	Various childcare providers and supported by Babcock Prime's Early Years service and Nursery Education Funding team (commissioned by WCC) Family Information Service delivered by Parenting and Family Support providers (commissioned by WCC)	Childcare can be found at www.worcestershire.gov.uk/childcare and funding information can be found at www.worcestershire.gov.uk/freechildcare Information about Early Years support can be found at www.babcockprime.co.uk For support with finding and applying for childcare contact the Family Information Service on sworcsfis@actionforchildren.org.uk or call 01905 767107 or 07984 005504

Youth services	Positive Activities for Young People (providers commissioned by WCC): Worcester Community Trust	Most sessions are open to everybody. Timetables and more information are available on Worcester Community Trust's website: www.worcestercommunitytrust.org.uk or by calling 01905 453453 x101. Details of their holiday playscheme is available at www.worcestercommunitytrust.org.uk/kidzplay
NEET prevention	Get Ahead, Springboard, Prep4Work, 2 Counties Training (WCC) and Careers Advice Team (Babcock Prime)	The Get Ahead programme can be accessed via high schools that are working with Get Ahead. More information and contact forms for Springboard Prep4Work and 2 Counties Training is at: www.worcestershire.gov.uk/16to24trainingworcestershires The Careers Advice Team can be contacted on 01905 678147 or CareersAdviceTeam@babcockinternational.co.uk
Young carers	Worcestershire Young Carers, delivered by YSS Ltd and commissioned by Worcestershire County Council	Professionals can refer by completing a referral form found at www.yss.org.uk/worcestershire-young-carers . Young people can refer themselves by calling 01905 619866 or by emailing youngcarers@yss.org.uk
Housing support	Floating support is available to young people and families living in other accommodation (or homeless/sofa surfing), delivered by a number of providers and accessed through the Bromsgrove Basement Project. Worcester City Council deliver a housing options service which provides specialist housing advice.	Individuals or families who are at risk of becoming homeless should contact their local district council: www.worcester.gov.uk/housing Further information about the Basement Project is available at www.bromsgrovebasementproject.org.uk or by calling 01527 832993 , emailing info@basementproject.org.uk or young people can text 'Help Base' to 62277 (free of charge) Housing support is delivered to young people and families living in supported accommodation. More specialist housing advice is available at www.worcester.gov.uk/homeless-or-at-risk-of-homelessness Visit the Worcestershire Hub Customer Service Centre in person at The Hive, Sawmill Walk, The Butts, Worcester, WRI 3PB Telephone: 01905 722589 , Emergency homeless out of hours: 01562 733178 , Email: housing@worcester.gov.uk or complete the Homeless Self-Assessment Form at www.worcester.gov.uk/homeless-assessment-application

Health visiting, breastfeeding support and school health nursing	Starting Well, delivered by Worcestershire Health and Care NHS Trust	<p>More information is available at www.hacw.nhs.uk/starting-well</p> <p>Most health visiting referrals come from midwives however Worcester teams can be contacted on 01905 681912 (Worcester West) or 01905 681616 (Worcester City).</p> <p>The breastfeeding support worker for Worcester City can be contacted on 07553 368729</p> <p>Each school has a named school health nurse and drop in sessions are delivered in areas of higher need. Professionals can refer to a school health nurse by calling 01905 681909.</p> <p>Families wanting advice on issues such as feeding, behaviour or constipation can call the telephone advisory service on 0300 123 9551</p>
Support for first time young mums (under 25)	Starting Well Plus, delivered by Worcestershire Health and Care NHS Trust	The Starting Well plus service can be contacted at: whcnhs.startingwellplus@nhs.net
Maternity services	Maternity Services: obstetric consultants and midwives, Worcestershire Acute Hospitals NHS Trust	This is a universal service available to all mothers-to-be in Worcestershire. Pregnant women are advised to contact their GP or local community midwife directly as soon as they think they're pregnant. For urgent assistance and triage call 01905 733196 (Worcestershire Royal Hospital)
Emotional wellbeing and mental health services for children and young people	CAMHS, Reach4Wellbeing (Worcestershire Health and Care NHS Trust) and Kooth (Xenzone and commissioned by Worcestershire Health and Care NHS Trust)	<p>Any professional can refer to CAMHS via the online referral form available at www.hacw.nhs.uk/CAMHS. Referrals can also be discussed by contacting the CAMHS-SPA on 01905 768300</p> <p>Referrals to Reach4Wellbeing can be made by families or professionals by completing an online referral form available at www.hacw.nhs.uk/starting-well/reach4wellbeing</p> <p>www.kooth.com is a universal website where young people can self-refer and get advice anonymously</p>
Sexual health services for young people	Worcestershire Integrated Sexual Health Service (WISH) delivered by Worcestershire Health and Care NHS Trust	All clinics have walk in sessions and can be contacted directly to book appointments. Clinics and services can be found at www.knowyourstuff.co.uk
Substance misuse service	The drug and alcohol service is provided by Swanswell Charitable Trust	Referrals for advice, information and support can be made by calling 0300 303 8200 . More information can be found online at www.swanswell.org

Information and support for children with SEND	SENDIASS (Special Educational Needs and Disabilities Information, Advice and Support Service) – provided by Worcestershire County Council but as an arms-length service	Families and professionals can contact SENDIASS for advice or support. Information is available online at www.SENDworcestershire.co.uk , via email at sendiass@worcestershire.gov.uk or by calling 01905 768153 Information and advice is also available on the Local Offer (www.worcestershire.gov.uk/thelocaloffer)
Short breaks for children with disabilities	Short breaks – delivered by various providers commissioned by Worcestershire County Council and the Clinical Commissioning Group	All groups and activities for children and young people with SEND where families can self-refer are available at www.worcestershire.gov.uk/shortbreaks . For more specialist services including overnight short breaks and 1:1 support, a social work assessment will be needed. This can be requested via the Family Front Door by completing an online referral available at: www.worcestershire.gov.uk/childrenreferral
Support for families experiencing domestic abuse	Worcestershire Domestic Abuse Service, delivered by West Mercia Women's Aid and Rooftop Housing Group	Individuals can self-refer or contact services for advice and support. West Mercia Women's Aid can be contacted on 0800 980 3331 or via www.westmerciawomensaid.org . There is also a 24-hour confidential helpline for victims and professionals which is 0800 980 3331
Community Social Workers	Community Social Work team, Worcestershire County Council	Professionals can book an advice call with a community social worker via an online form available at www.worcestershire.gov.uk/communitysocialworker
Information, advice and guidance	Your Life Your Choice website, delivered by Worcestershire County Council	Information, advice and local services, groups and activities can be access anytime via the website www.worcestershire.gov.uk/ylyc
Support in schools for disadvantaged and vulnerable learners	Babcock Prime, commissioned by Worcestershire County Council	Services are delivered through schools. More information is available at www.babcockprime.co.uk or you can call the Babcock Prime switchboard on 01905 678200
Domestic abuse perpetrators programme	The Drive Project, delivered by Cranstoun and commissioned by West Mercia Police and Crime Commissioner and Worcestershire County Council	Partner agencies can refer via the Domestic Abuse Perpetrator Panel (DAPP) by emailing WorcestershireDAPP@westmercia.pnn.police.uk