

Support For Our Families

Health and Mental Health

CAMHS	Children and Adolescent Mental Health Services provide a range of support services, with specialist mental health workers trained to work with mental health difficulties which are affecting day to day activities in children and young people across Worcestershire.	https://www.hacw.nhs.uk/camhs/ CAMHS-SPA, where you can speak with a CAMHS clinician for advice. CAMHS-SPA triages all referrals and clinic appointments are made according to level of urgency and mental health need. www.hacw.nhs.uk/CAMHS CAMHS-SPA: 01905 768300
Worcestershire Healthy Minds	Worcestershire Healthy Minds provides support to individuals aged 16 and over experiencing difficulties such as stress, anxiety, low mood, and depression. This service offers a range of free confidential support including online therapy, groups and courses with the opportunity to share and learn from other people and 1.1. Healthy Minds also support individuals access resources which can complement the services they offer or may be deemed more appropriate.	https://www.hacw.nhs.uk/wwwhealthymindswhctnhsukhome/ Self-Referral https://www.healthyminds.whct.nhs.uk/self-referral Tel: 0300 302 13 13
Reach 4 Wellbeing	Aims to promote positive wellbeing, reaching children and young people in their communities to reduce the stigma of mental health. They provide short-term group programmes for children and young people aged 5-18 experiencing mild to moderate anxiety and low mood, using cognitive behaviour therapy-based principles.	https://www.hacw.nhs.uk/reach4wellbeing Email: whcnhs.reach4wellbeing@nhs.net
Samaritans	Worcester Samaritans is a charity made up of volunteers who offer time and space for individuals who may be struggling to cope to express their feelings, discuss their options and plan to face the future.	https://www.samaritans.org/ Tel: 116 123 or 0330 094 5717 Local Branch: 10 Samsome Place, Worcester, WR1 1UA.
KOOTH	Free, safe and anonymous chat and emotional wellbeing service for young people aged 11 to 25. The service is staffed	www.kooth.com

	by counsellors and emotional wellbeing practitioners and offers virtual chat, 1:1 text chat and peer support	
PAPYRUS	Suicide Prevention Charity who provide support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through their helpline, HOPELINEUK – Call: 0800 068 4141, Text: 07860039967, Email: pat@papyrus-uk.org	https://www.papyrus-uk.org/ Email: westmidlands@papyrus-uk.org launa.brooks@papyrus-uk.org Tel: 0121 437 0411
Young Minds	Young Minds are a mental health charity for children, young people and their parents. They provide tools to young people to look after their mental health. We aim to empower parents and adults the best support they can to young people they live or work with. Parents Helpline 0908 802 5544 open Mon – Fri 9.30am - 4	https://youngminds.org.uk/parent Email: ymentquiries@youngminds.org.uk Tel: 020 7089 5050
ChatHealth	Support from a school nurse via text messages for young people aged 11-19, with exam stress, relationships, drugs and alcohol, sleep problems, depression, sex, contraception, self-harm, anxiety and bullying	Text 07507331750 Mon – Fri 9am – 5pm
Onside Advocacy/ Act On It	Onside is a charity working across Worcestershire to provide a range of services that aim to ensure fairness and equality, improve physical and mental health and wellbeing. 'Act On It' is a service that provides children and young people with the skills and techniques to manage their own emotional wellbeing and improve confidence and self-esteem. This will result in students being more able to cope with stress, anxiety, and challenges in life. (Support given to those schools that do not receive support from WEST)	www.onside-advocacy.org.uk/actonit actonit@onside-advocacy.org.uk
Starting Well Plus	The School Health Nursing Service The School Health Nursing service provides support to all school age children aged 5-19 years across the County. All Schools have a named School Health Nurse who works very closely with the school to ensure the health needs of individuals are addressed and develop Health Improvement Plans, which ensures a targeted approach to the specific needs of a defined population. Regular "vulnerability	

	meetings” are also held with schools to ensure a coordinated approach is taken to those individuals who are considered ‘at risk’ and a plan developed. https://www.startingwellworcestershire.nhs.uk/school-health-nursing Chat Health A confidential texting service known as ‘Chat Health’ is available to all young people age 11-19 years. A School Health Nurse will be available between 9am and 4pm to offer support on any issues e.g. sexual health, bullying, friendships, low mood etc. There is no need for the young person to disclose their name if they do not wish. This can be accessed by texting 07507331750. School drop –in’s Time 4 U Drop-in sessions are offered within most High Schools to meet the health needs of children and young people, these can be carried out face to face within the school or using a safe digital platform called WebEx. (Not offered currently)	
Here2Help	A service that offers signposting for people of all ages and is available for Worcestershire residents and organisations. Here2Help can help establish a route for early advice, information and signposting. This may include support for: families, carers, healthy lifestyles, money matters, mental wellbeing, activities, work and learning, Ukrainian refugees.	www.worcestershire.gov.uk 01905 768053 option 3

Parenting

Starting Well	The Starting Well Partnership supports parents, families, children and young people across Worcestershire. There are 2 family hubs within the Wyre Forest, Brookside Kidderminster and Half Crown Wood, Stourport. The service will enhance the support available to children, young people and families across the county, providing help during antenatal,	01905 520032 Wyre Forest: admin.wyreforest@barnardos.org.uk Tel: 01562 827207
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	post birth, the early year's stages, and throughout school life and will be delivered across health building, community venues, including schools and Family Hubs (previously known as Children's Centres) in each of our local districts. The partnership will offer family and parenting groups supporting all aspects of physical and mental wellbeing for children, young people and their families.	Worcestershire: https://www.startingwellworcs.nhs.uk Tel: 01905 763333
Starting Well Plus	This is a service for first-time parents in Worcestershire aged 25 and under. The Starting Well Plus intense home visiting service is prioritised for the youngest and those who have identified needs (for example; pregnant clients with safeguarding concerns, mental health worries, learning difficulties, lack of support networks etc). Health Visitors delivering Starting Well Plus offer intensive home visiting support for first-time young parents and aims to provide information and support around topics such as preparation for parenthood and being a positive parent, attachment, healthy living, child development & behaviour, relationships, coping strategies, life course development, housing & finances etc. https://www.startingwellworcs.nhs.uk/health-visitors This is for parents who have children under the age of 5 seeking advice on their child's health and development. This is manned by a Starting Well Practitioner between the hours of 8am – 4pm Monday to Friday. Tel: 0300 123 9551 Community Health Connectors Our team of Community Health Connectors help to link families with children aged 0-19 years, to opportunities and appropriate support within their local area for example: To provide info, advice and activities/events which support the Healthy Child Programme (eg: Obesity, dental health, Post Natal Depression, bullying etc) together with appropriate partner agencies To identify gaps in provision in local area and to work with partner agencies to develop an approach to meet these needs.	01905 520032

	To develop the capacity of the local community to provide their own support networks. This could include volunteering and Peer Support opportunities; our Volunteer Coordinator would support those wanting to undertake this. Parenting All parents/carers can access some form of parenting support whether that is through an online course or group. The Starting Well Partnership delivers evidence-based Parenting Programmes and support groups to improve parenting capacity. These programmes include those that are specific to parents of children with special educational needs and/or disabilities. Volunteers are recruited to support parenting and universal groups and also help local support groups to become sustainable. These include Stay and Play groups and parent carer support groups for those with special educational needs and/or disabilities. For more information on the parenting provision https://www.startingwellworcs.nhs.uk/parenting-groups	
Homestart	Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times. Home-Start offers support for: Disability and illness Forces families Isolation Mental ill health and postnatal illness Money issues Twins, triplets and multiple children When a relationship comes to an end	Wyre Forest: https://www.homestartwyreforest.org.uk Email: info@homestartwyreforest.org.uk Tel: 01562 825896 General: https://www.home-start.org.uk/ https://www.home-start.org.uk/make-a-referral Email: info@home-start.org.uk
Early Help in Worcestershire – Family Hub	Help and support for Children, Young People and their families or carers who live in Worcestershire.	www.worcestershire.gov.uk/familyhub

Early Intervention Family Support	This level of support is available to children, young people and families who meet level two of the Worcestershire LSCB levels of need guidance where there is an identified level two need for a family support worker. EIFS works with children at primary, first and middle schools, providing practical evidence-based interventions to meet the specific family needs, support and guidance for children and their families when the needs are first identified at an early stage where a role for a family support worker is identified. The team also offers additional advice, guidance and expertise for the school in addition to its own pastoral provision, including group work with children within schools.	https://www.worcestershire.gov.uk/eifs https://www.worcestershire.gov.uk/requestfamilysupport
Targeted Family Support	A targeted family support service is delivered at Level 3 of the Levels of Need Guidance where there is an identified need for a family support worker. At this level, children and young people will have complex needs to the extent that their health, development and well-being will be impaired without. Targeted Family Support teams work in partnership with families who are experiencing complex issues that require a multi-agency approach and plan of intervention. These can be identified through the Worcestershire LSCB levels of need guidance.	https://www.worcestershire.gov.uk/info/20644/targeted_family_support https://www.worcestershire.gov.uk/requestfamilysupport
Reducing Parental Conflict	Harmony at Home is Worcestershire's approach to the Reducing Parental Conflict (RPC) initiative in partnership with the Department for Work and Pensions (DWP) and organisations from our multi-agency Reference group. The RPC reference group has been formed with a number of agencies across the partnership who meet every 3 months to support with the development of the project in Worcestershire. As part of this initiative a training has been rolled out to partner agencies and a toolkit has been made produced for practitioners to use when working directly with parents and families.	https://www.worcestershire.gov.uk/harmonyathome Email: earlyhelppartnership@worcschildrenfirst.org.uk Levans4@worcschildrenfirst.org.uk

Solihull Approach	A free online parenting course for parents and carers in Worcestershire who want to learn more sensitive and effective parenting and building a positive relationship with their children. The courses have been developed by registered professionals who work in the NHS, working with practitioners and parents to develop new resources to support emotional health and wellbeing in children/young people, families and adults.	www.solihullapproachparenting.com Access code: PARENTSROCK
Here2Help	A service that offers signposting for people of all ages and is available for Worcestershire residents and organisations. Here2Help can help establish a route for early advice, information and signposting. This may include support for: families, carers, healthy lifestyles, money matters, mental wellbeing, activities, work and learning, Ukrainian refugees.	www.worcestershire.gov.uk/ 01905 768053 option 3

Housing

WFDC Housing	Housing Advice Officer - Claire Hampton Covid-19 related early intervention and support which is part of a Covid-19 recovery initiative in the Wyre Forest community to identify and support those who are at risk of losing their tenancies due to the lasting impact of the pandemic. The aim is to work closely with a team of professionals from various agencies and charitable organisations to implement early interventions which might take the form of financial and/or advisory support.	Email: claire.hampton@wyreforestdc.gov.uk Telephone (direct dial): 01562 732541
Wyre Forest Night Stop	Night stop helps vulnerable young people by providing emergency accommodation homeless prevention, family mediation, life skills training and schools education.	https://www.wyreforestnightstop.org.uk/how-we-help Email: info@wfnightstop.org
St Basils	St Basils work with young people aged 16 – 25 who are homeless or at risk of homelessness, offering a range of prevention, accommodation, support and engagement services. Based at Bromsgrove Street, Kidderminster for the Wyre Forest area.	https://stbasils.org.uk/about-us/services/ Email: youthline@stbasils.org.uk

Finances and Cost of Living

Act on Energy	Act on Energy is a charity dedicated to educating the public about problems associated with climate change and energy. They offer advice relating to any energy related issues from problems with bills to accessing grants.	Tel: 0800 988 2881 www.actonenergy.org.uk
Two Pennies	Delivers free money advice to Worcestershire residents in debt	01905 27001 Email: adviser@twopennies.org.uk
Citizens Advice Bureau Wyre Forest	Helps people with all types of issue including debt, benefits, employment, relationships, housing, education, law and healthcare.	0808 278 7891 www.wyreforestcab.org.uk/
Warm Spaces	The Warm Spaces scheme offers warm, welcoming and safe places for people to go to over colder months.	www.worcestershire.gov.uk/libraries
Kidderminster Food Bank	Providing food to those in need.	07469 216 904 (during foodbank opening times) www.kidderminsterfoodbank.org.uk/ info@kidderminsterfoodbank.org.uk
Food Share Wyre Forest	Volunteers collect and share surplus food donations with members of the local community who are in need and to prevent food waste. Based at The Walshes Community Centre Stourport	Velmc161@yahoo.co.uk

Drugs and Alcohol

Cranstoun Here4YOUth Worcestershire	Support is available for adults and young people who are using drugs and/or alcohol and who are experiencing more serious difficulties associated with using drugs and alcohol. Support is also available for individuals affected by someone else using drugs and/or alcohol.	Website: www.cranstoun.org 0300 303 8200 Email: cranstounworcsreferrals@cranstoun.org.uk
Drinkline	A national alcohol helpline if you are worried about your own and someone else's drinking.	Free: 0300 123 1110
Adfam	Drugs and alcohol can threaten and destroy family relationships and wellbeing. Adfam empowers family members and carers and support front line workers to stop this happening.	www.adfam.org.uk

Education, Employment & Learning

Young Adult Learning Worcestershire	Support for to 16–18-year-olds (or 19-24 with an EHCP) to access a combination of Traineeships and Study programmes designed to support young people to access vocational learning	01905 728537 youngadultlearning@worcestershire.gov.uk
Worcestershire Adult Learning	For age 19+. Worcestershire Adult Learning team offers over 400 courses. Both accredited and non-accredited including English and Maths, vocational skills, family learning and employability.	01905 728537 adultlearning@worcestershire.gov.uk www.worcestershire.gov.uk/adultlearning
Building Better Opportunities - Fusion	Building Better Opportunities (BBO) is designed to help local people in Worcestershire move closer to or into employment, improve lives and secure future prosperity.	Tel: 01562 733133 https://www.fusionworcs.co.uk/ Email: fusion@vestia.org.uk
Seek & Reach	The Seek and Reach project is managed by Young Solutions to support young people aged 16 – 24 who are not in employment, education, or training. The project focuses on supporting young people overcome challenges and / or obstacles to accessing employment or training programmes.	Tel: 01905 795098 https://www.youngsolutions.org.uk/our-projects/seekand-reach/
JOY Project	The JOY Project is a woman only community project which provides support to enable women to gain a variety of skills to enhance their confidence and empower them to make their own decisions.	https://www.worcestercommunitytrust.org.uk/joy/ Email: joy@worcestercommunitytrust.org.uk

Youth and Community Groups

KDYT	Kidderminster Youth Trust have built a youth club for local children and young people to access structured activities which will support with their development into adulthood. KDYT also offer mentoring, a drop in to meet other young people, youth clubs, mediation, days out, support from youth workers and an LGBTQ+ youth club.	https://www.kdyt.org.uk/
Young Solutions	Young Solutions is a charity, dedicated to keeping young people within Worcestershire 'safe and involved' by providing advice and training, and supporting the work of our members, voluntary youth clubs, community groups and all organisations with the well-being of children and young people at their core.	https://www.youngsolutions.org.uk/ Email: office@youngsolutions.org.uk Tel: 01905 795098
Active Youth Outreach	A mobile youth service working with the Wyre Forest, specialising in helping young people aged 5-24 who face multiple disadvantages.	Tel: 07854 811011 www.ayos.org.uk/
YMCA	YMCA Worcestershire offer several services to support children to fulfil their potential. Youth Groups are run county wide with the opportunity to meet new people in their community whilst provides a safe and inviting space for them to spend time. NCS is a national programme open to 16 and 17-year-olds. It is a great opportunity to meet new people and try new things. A fully funded youth counselling service is available for primary and secondary aged children. Holiday camps are available for young people to attend during the school break and learn new skills.	https://ymcaworcestershire.org.uk/what-we-do/youthwork/ Tel: 01527 61643 Email: contact@ymcaworcestershire.org.uk
Mentorlink	Mentor Link is dedicated to supporting vulnerable and distressed children and young people by providing them with a volunteer mentor. Using Safer Recruiting techniques, fully trained adults will offer listening support and guidance to these young people during difficulties in their lives, which	Tel: 01299 822336 https://www.mentorlink.org.uk/ Email: enquiries@mentorlink.org.uk

	may include self-harm, bullying, traumatic bereavement and family breakdown	
YSS Young Carers	YSS Young Carers provide practical and emotional support to children and young people in order to help them achieve their full potential. Many of young people YSS care for have multiple and complex needs, YSS ensure their voices are heard and needs are met.	01905 619886 https://www.yss.org.uk/worcestershire-young-carers Email: info@yss.org.uk

Special Education Needs and/or Disabilities

SENDIASS	SENDIASS delivers free, impartial, confidential and accessible information, advice and support to parents and carers of children with a special educational need or disability and young people themselves between the ages of 0-25. In particular, the service aims to empower them, enabling children and Young People to realise their full potential throughout their educational life.	http://www.hwsendiass.co.uk/ Telephone: 01905 768153 Email: sendiass@worcestershire.gov.uk
Local Offer	Worcestershire's local offer provides information to families about the provision available to children and young people with special educational needs (SEN) or disabilities across education, health and social care.	https://www.worcestershire.gov.uk/sendlocaloffer Email: localoffer@worcschildrenfirst.org.uk
SEND Support Group for Parents/Carers	There are a number of parent support groups in Worcestershire, many cover all disabilities, some are disability specific, some operate in certain areas of the county and others are countywide. The groups are run by either parent carers, local charities or national organisations and are a great way of meeting others in similar circumstances.	https://www.worcestershire.gov.uk/directory/58/send_support_groups_for_parents_and_carers

Community Safety

North Worcestershire Community Safety Partnership	The North Worcestershire Community Safety Partnership deliver a range of community safety initiatives whilst work alongside partner agencies to achieve the vision of keeping North Worcestershire a safer place to live, work and visit. Offering help and advice on: Anti-Social Behaviour, Child Sexual Exploitation, Online Safety, Drug and Alcohol, Domestic Abuse, Nominated Neighbour Scheme, Hate Crime, Home Security and the Safe Place Scheme. Collaboration of: Safer Bromsgrove, Safer Redditch and Safer Wyre Forest.	Telephone: 01562 732928 Email: saferwyreforest@wyreforestdc.gov.uk
Hollie Guard	Hollie Guard is a smartphone app which provides enhanced levels of protection, giving you the confidence to travel safely. Hollie Guard allows you to set your start and end destination, whilst notifies your emergency contact once you have arrived safely. An alert will automatically be triggered if you do not arrive at your destination within the time you set. The app provides a stealth mode which allows you to raise an alert silently, as well as a deterrent mode which makes it clear to anyone in the surrounding area an alert has been raised – the phone will display a red alert screen, capturing GPS location and audio / video evidence.	https://hollieguard.com/index.html Email: info@hollieguard.com
HWFRS	Do you know if the individuals or families you are supporting would benefit from fire safety advice? Would they agree to a Home Fire Safety visit from Hereford & Worcester Fire and Rescue Service? Do you include a section around smoke detection/fire safety in your initial assessments? A Home visit from HWFRS will provide the person/family with actions and advice to help make their home a safer place and protect them and their family from the risks of fire. It will provide them with a fire	0800 032 1155 http://www.hwfire.org.uk/about-us/the-fire-service/safe-and-well-referral/

	escape plan to follow, should the unthinkable happen. We may also fit specialist equipment (hearing impaired alarms, fire retardant bedding/blankets and/or mats) if required and where requested signpost to local services to help ensure safety and wellbeing. As we are in a cost-of-living crisis, families are turning to alternatives ways of heating their homes which has seen an increase in risk and house fires. HWFRS will also provide support for juvenile fire setters.	
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Bereavement

KEMP	Based in the heart of the Wyre Forest we offer care and support to patients, families and carers who are experiencing life-limiting illness and bereavement. Services include: Day Hospice Care Family Support Bereavement Services	01562 756000 www.kemphospice.org.uk/ familysupportteam@kemphospice.org.uk
Winston's Wish	Winston's Wish offer support to children and young people after the death of a parent or sibling. Offering a free helpline, email service and online chat.	https://www.winstonswish.org/about-us/ Helpline: 08088 020 021 https://www.winstonswish.org/about-us/contact-page/

Rape and Sexual Abuse

Purple Leaf	WMRSASC support the survivors of all types of sexual abuse and violence providing a range of services such as advocacy, therapy, online and helpline service. Purple Leaf provide advice, risk assessments and interventions to young people aged 5 to 18 years old who have exhibited or are at risk of harmful sexual behaviour. Purple Leaf also deliver a training education programme which is designed to increase awareness and access to high quality sexual violence information and support.	Helpline: 01905 724514 https://www.purpleleaf.org.uk/ Tel: 01905 677444 https://www.purpleleaf.org.uk/#contact
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Domestic Abuse

West Mercia Women's Aid	WMWA works with school age children to provide the appropriate support for children and young people impacted by domestic abuse. Choices is an email service offering 121 confidential support available for young people aged 11 to 19 years experiencing domestic abuse in their own or parents' relationships. For victims of domestic abuse and violence, or know someone who is, there is help available - The West Mercia Women's Aid Helpline, which is staffed by trained workers who can offer you support, safety planning, information and advice. Men's Advice Line	http://www.westmerciawomensaid.org/services/c-ypservices Email: Choices@westmerciawomensaid.org 0800 980 3331 (24 hrs a day/365 days a year) 0800 801 0327 (Mon – Fri, 9-5)
The DAWN project	The DAWN Project is a free, confidential and non-judgemental service for any individual who is experiencing or has experienced domestic abuse.	Tel: 07341 457923 https://www.worcestercommunitytrust.org.uk/wct-inaction/dawn/ Email: dawn@worcestercommunitytrust.org.uk
	In an emergency always dial 999 and ask for police. If you are not safe to speak - call 999 and then press 55. Guidance on the silent calls ("Silent solution"):	

