

## Early Help for Children and Families

### Finstall First School

## EARLY HELP OFFER

At Finstall First School we recognise the challenges that families face in bringing up children. There may be times when you need extra help and support. If this is the case, please come and talk to us.

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### **Key Personnel:**

**The Designated Safeguarding Lead (DSL) is:** \_\_\_Matthew Mason\_\_\_

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Telephone: \_\_\_01527 872938\_\_\_

**The Deputy DSL(s) is/are:** \_\_\_Daniel Bate\_\_\_

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**The nominated Safeguarding Governors are:** \_\_\_Martin Evans / Katie Coleby\_\_\_

Contact details:

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Telephone: \_\_\_01527 872938\_\_\_

**The Headteacher is:** \_\_\_Matthew Mason\_\_\_

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Telephone: \_\_\_01527 872938\_\_\_

The SENCO is Ellie Pincher (01527 872938)

The SCHOOL NURSE is Sharon Bradley (01527 488326)

The PCSO contact number can be made available via the School Office.



## Our Early Help Offer

Early Help is a pathway to supporting you and your child as they grow up when you or they may need further support or guidance.

Providing early help to our pupils and families at Finstall First School means we can improve outcomes for children, families, and communities, providing support as soon as a problem emerges, at any point in a child's life, from the early years through to teenage years.

### **Early Help can support children and their families who may be struggling with:**

- Routines and family rules
- Families who may be not eating healthy food
- Keeping to a healthy lifestyle
- Children who are caring for a family member
- Children who may not want to go to school for different reasons
- Disability within the family including children being a young carer
- Children in the family have special educational needs (SEND)
- Children who may becoming involved in anti-social or criminal behaviour
- Children who go missing from home
- Children or parents / carers misusing drugs or alcohol
- Children at risk of being tricked, forced, or made to work in the criminal world
- Children who may need support because they may live in a home and see drug or alcohol abuse or adult mental health problems.
- Children who have parents who argue a lot (and sometimes might hurt each other) whether the parents live together or apart.
- Children at risk of being groomed to join groups which support illegal views
- A privately fostered child (a child from another family living within your family home)

Early help relies upon local groups and people in the community, sometimes we work together to help children, young people, and their families.

Everyone needs help at some time in their lives and therefore an ethos of early help is important for any school.

## **Finstall First School Safeguarding Statement**

At Finstall First School, we recognise our moral and statutory responsibility to safeguard and promote the welfare of all pupils. We endeavour to provide a safe and welcoming environment where children are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children receive effective support, protection and justice. Child protection forms part of the school's safeguarding responsibilities.

We also recognise that many pupils who attend our School come from families who look after their children very carefully, do a great deal for them and can sometimes be over-protective, leading to the children having quite sheltered upbringings. As a result, we feel we do need to educate the children about how to keep themselves safe from a variety of risks and, as a result, this is built into the curriculum and features heavily in Whole School Assemblies.

This Early Help Offer, and our Safeguarding Policy supports our Vision Statement, "Learning Together, Preparing for Life" as we aim:

- To provide a positive, safe and happy learning environment in which everyone is inspired and empowered to achieve the highest standard of which they are capable in all aspects of their life.
- To recognise, accommodate and support the needs of all individuals.
- To help everyone to make appropriate choices through praise, encouragement and by leading through example.
- To treat everyone with respect, encourage self-respect, listen to and value everybody's opinions, contributions and ideas.
- To provide a broad, balanced, stimulating curriculum in which all progress is recognised, developed and celebrated.
- To provide an open school that promotes health and well-being and continually develops effective partnerships with parents and the wider community.
- To ensure that effective leadership and management enables us to continually improve all aspects of our school through systematic, rigorous self-evaluation.
- To make school fun for everybody.

At Finstall First School we meet the needs of our children through a variety of ways. We systematically monitor the children's attendance. We apply our School's Safeguarding policy to ensure that we keep our children safe from a variety of risks. We systematically monitor behaviour incidents to identify patterns so that incidents of poor behaviour can be addressed, and children can be provided with appropriate support. In addition, children with special educational needs or disabilities are supported and monitored closely through our SEND Policy.

The coordinated Finstall First School Early Help Offer is outlined in the table below. We believe that early interventions for children or families, in many cases, will prevent needs from escalating into statutory services. In the table below are some National and Local Organisations that can support children, young people and their families.

Early Help have also developed a “Virtual Family Hub,” a webpage to give families information about the range of different types of Early Help available. This can be accessed using the link below:

<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub>

## Local Services

Family Hub –	<a href="https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub">https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub</a>
Youth and Community Centre –	<a href="https://thehubbromsgrove.org/">https://thehubbromsgrove.org/</a>
Early Help Family Support District Team –	<a href="https://www.worcestershire.gov.uk/info/20878/worcestershire-children-first-early-help-family-support-service/2390/early-help-family-support-district-teams">https://www.worcestershire.gov.uk/info/20878/worcestershire-children-first-early-help-family-support-service/2390/early-help-family-support-district-teams</a>
Catshill Baptist Foodbank	<a href="https://www.catshillbaptist.org.uk/cbc-foodbank-2/">https://www.catshillbaptist.org.uk/cbc-foodbank-2/</a>
New Starts	<a href="https://newstarts.org.uk/">https://newstarts.org.uk/</a>
The Basement Project	<a href="https://bromsgrovebasementproject.org.uk/">https://bromsgrovebasementproject.org.uk/</a>
The Salvation Army	<a href="https://www.salvationarmy.org.uk/">https://www.salvationarmy.org.uk/</a>
Bromsgrove Library	<a href="https://www.worcestershire.gov.uk/directory_record/19/bromsgrove-library">https://www.worcestershire.gov.uk/directory_record/19/bromsgrove library</a>  Parkside, Market St, Bromsgrove B61 8DA

<p>What is our Early Help Offer?</p>	<p>Early help guidance for professionals</p> <p>What is Early Help?</p> <p>Early Help means providing support as soon as a problem appears, to stop it from getting worse. This could be at any point in a child's life, from birth to the teenage years.</p> <p>Anyone can provide early help – you don't need to be an expert professional. Early help is not about passing the issue on to an expert but thinking about what the best support is you can offer.</p> <p>You can provide effective support by:</p> <ul style="list-style-type: none"> <li>• listening</li> <li>• working with other people who could help</li> <li>• finding out about specialist agencies who could help</li> <li>• filling out an Early Help Assessment with the person you are helping</li> <li>• contacting Children's Social Care if you think the problem is more serious - <a href="https://www.worcestershire.gov.uk/council-services/childrens-social-care">https://www.worcestershire.gov.uk/council-services/childrens-social-care</a></li> </ul> <p>There is a lot of information and advice, as well as details of local services that can provide support for children, young people and families.</p> <p>Download: Worcestershire SEND Strategy <a href="https://www.worcestershire.gov.uk/council-services/schools-education-and-learning/send-local-offer/our-send-strategy">https://www.worcestershire.gov.uk/council-services/schools-education-and-learning/send-local-offer/our-send-strategy</a></p>
<p>Community Services Directory</p>	<p>The Community Services Directory can be found at: <a href="http://www.worcestershire.gov.uk/here2help">http://www.worcestershire.gov.uk/here2help</a> .</p>

<p>Starting well</p>	<p>The Starting Well service has a parenting and community team that can offer online and telephone support for parents, as well as parenting courses. The parenting team can offer 1-1 parenting advice over the phone as well as virtual parenting groups around issues such as support with children's behaviour, anxiety, eating and sleeping routines etc, and can also signpost to agencies that can support parents in their own community. In addition to this, the parenting team can also support parents to complete Solihull online, as well as Birth and Beyond for expectant parents. The school nursing service can remain in contact with primary, middle and high schools via phone and email. They are providing a Chat health texting service for young people and can also provide consultations via WebEx. The School Nurse team can also off a call or WebEx monthly session for all vulnerable families.</p> <p><a href="https://www.startingwellworcs.nhs.uk/">https://www.startingwellworcs.nhs.uk/</a></p>
<p>The Front Door to Children's Services</p> <p>(Previously: Children's Helpdesk).</p>	<p>If a member of staff, parent/carer or member of the public thinks a child or young person is at immediate risk of significant harm they should contact the Family Front Door (FFD) – 01905 822 666 or in an emergency always call 999.</p> <p>Do not wait to discuss this with the DSL/DDSL but do report it afterwards.</p>
<p>WSCB (Worcestershire Safeguarding Children's Partnership) website.</p>	<p><a href="https://www.worcestershire.gov.uk/council-services/childrens-social-care/safeguarding-and-quality-assurance-children">https://www.worcestershire.gov.uk/council-services/childrens-social-care/safeguarding-and-quality-assurance-children</a></p> <p>Important information for <b>parents</b> and <b>professionals</b> across Worcestershire in relation to keeping children safe and avenues of support including early help options. Everyone should know how to access this website which has all of the agreed Worcestershire safeguarding and child protection processes on it.</p>
<p>Universal source of help for all families in Worcestershire:</p> <p><b>Worcestershire Family Information Service (FIS)</b></p>	<p>Worcestershire Family Information Service (FIS) advisors give impartial information on <b>childcare, finances, parenting and education</b>. FIS are a useful source of information for parents and professionals. They support families, children and young people aged 0-19 years of age (25 for young people with additional needs) and professionals working with these families. They can help link parents up with other organisations that might be able to help or provide the information themselves.</p> <p><a href="http://www.worcestershire.gov.uk/info/20507/childcare/1579/family_information_service">http://www.worcestershire.gov.uk/info/20507/childcare/1579/family_information_service</a></p>



<p>Parenting Support</p>	<p>Drop-in sessions can be arranged with Early Intervention Family Support Workers within our School for advice and signposting.</p> <p>Starting Well Partnership / Family Information Service – see above</p> <p>The Starting Well Partnership offer a range of parenting support, information, groups, and courses. For information on the groups available please visit: <a href="https://parentinggroups.worcs.nhs.uk/">Parenting groups   Starting Well</a> <a href="https://startingwellworcs.nhs.uk/">(startingwellworcs.nhs.uk)</a></p> <p>Parenting Talk is an online hub offering information, advice, and a free confidential online chat with a parenting advisor. <a href="https://parenttalk.worcs.nhs.uk/">Parent Talk - Support for Parents from Action For Children</a></p> <p>Homestart can work with you to provide one to one support in the family home each week. This service provides support tailored to your needs and can help you as parents they learn to cope and build confidence to provide as best you can for your children. <a href="https://www.home-start.org.uk/home-start-north-east-worcestershire">https://www.home-start.org.uk/home-start-north-east-worcestershire</a></p> <p>Family Information Service Do you need advice and support around finding childcare? The following link will provide you with the contact details of the Family Information Service's District Teams: <a href="https://www.worcs.gov.uk/family-information-service/">Family Information Service   Worcestershire County Council</a></p>
<p>Home Education</p> <p>Worcestershire Home Education Network</p>	<p>Home education is becoming an increasingly popular option for families in Worcestershire and we have a growing community that are able to offer each other support. Between us we have years of experience in educating children of all ages and are able to organise and put on a range of activities.</p> <p><b>We hold meetings usually at least weekly, throughout term time at various locations round the county-for example:</b></p> <p><i>- Social gatherings occur monthly in North Worcestershire for all ages, with both indoor and outdoor games plus organised activities such as climbing/zip-wires/grass sledging for 8+.</i></p>

	<p>- <i>Monthly meeting in Worcester with games, music and crafts for all ages.</i></p> <p>- <i>Monthly social meeting in south Worcestershire, including indoor and outdoor games, group music session and a drama group.</i></p> <p>- <i>Bowling or Ice skating most months.</i></p> <p>- <i>"Education group" workshops organised regularly. Recent workshops have included: 'Marvellous Mosaics' 'Gunpowder plot' 'Medieval life', 'Making Music' and 'Creative Writing'.</i></p> <p>We also meet up with people from neighbouring counties and many of us go along to the national camps and gatherings that are organised by home educators throughout the year.</p> <p>We have a Worcestershire Home Educators Newsletter (WHEN) that lists all the activities for the coming month and run a Worcestershire Home Educators Internet support list.</p> <p>Contact us on: <a href="http://www.worcestershire-home-educators.co.uk/">http://www.worcestershire-home-educators.co.uk/</a></p>
E-safety (Online Safety)	<p>Online Activity (phones, computers) can be a <b>serious risk</b> to children: The use of technology has become a significant component of many safeguarding issues. Child sexual exploitation; radicalisation; sexual predation – technology often provides the platform that facilitates harm. With the right support, education and safety measures in place the internet and new technologies can also bring great benefits, but we must all be vigilant. If you have concerns around the safety of your child or a child you know online, the following links will provide you with information, support, and advice to help understand the risks and keep your child safe online:</p> <p>PACE (parents against child exploitation) UK is a useful website to engage parents with safety issues. <a href="http://www.paceuk.info/">www.paceuk.info/</a></p> <p><a href="https://www.thinkuknow.co.uk/parents/">https://www.thinkuknow.co.uk/parents/</a> - This is the Child Exploitation and Online Protection (CEOP) Centre. It's a one stop shop for most information about online safety.</p>

	<p><a href="https://www.thinkuknow.co.uk/teachers/">https://www.thinkuknow.co.uk/teachers/</a> (excellent resources)</p> <p><a href="http://educateagainsthate.com/">http://educateagainsthate.com/</a> - This is the government website to help parents and professionals understand the risks of children and young people being radicalised by extremists online and how to keep children safe from this.</p> <p><a href="http://www.internetmatters.org">www.internetmatters.org</a> – A great site for helping parents keep their children safe online.</p> <p>Barnardos – Keeping Children Safe Online <a href="https://www.barnardos.org.uk/get-support/support-for-parents-and-carers/child-abuse-and-harm/keeping-children-safe-online">https://www.barnardos.org.uk/get-support/support-for-parents-and-carers/child-abuse-and-harm/keeping-children-safe-online</a></p> <p>BBC – 8 tips for staying safe online <a href="https://www.bbc.co.uk/cbbc/findoutmore/help-me-out-staying-safe-online">https://www.bbc.co.uk/cbbc/findoutmore/help-me-out-staying-safe-online</a></p> <p>Nudes / Sharing Nudes NSPCC - <a href="https://learning.nspcc.org.uk/online-safety/sexting-sharing-nudes-semi-nudes">https://learning.nspcc.org.uk/online-safety/sexting-sharing-nudes-semi-nudes</a></p> <p><a href="https://www.thinkuknow.co.uk/parents/articles/Nude-selfies-a-parents-guide/">https://www.thinkuknow.co.uk/parents/articles/Nude-selfies-a-parents-guide/</a></p>
Mental Health	<p><b>Staying Safe – from Suicide</b> <a href="https://staying-safe.net/">https://staying-safe.net/</a></p> <p><b>SANE</b> 0845 767 800 Email: <a href="mailto:sanemail@org.uk">sanemail@org.uk</a> <a href="https://www.sane.org.uk/">https://www.sane.org.uk/</a></p> <p><b>Samaritans</b> 116 123 (24 hour helpline) <a href="https://www.samaritans.org/?nation=wales">https://www.samaritans.org/?nation=wales</a></p> <p><b>Rethink Mental Illness</b> 0300 5000 927 <a href="http://www.rethink.org">www.rethink.org</a></p> <p><b>Mental Health Foundation</b> <a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a></p>

	<p><b>MIND</b> 0300 123 3393 or text 86463 <a href="http://www.mind.org.uk">www.mind.org.uk</a></p> <p><b>Anxiety UK</b> 08444 775 774 <a href="http://www.anxietyuk.org.uk">www.anxietyuk.org.uk</a></p> <p>NHS Every Mind Matters provides expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine. <a href="https://www.nhs.uk/every-mind-matters/">https://www.nhs.uk/every-mind-matters/</a></p> <p>Herefordshire and Worcestershire Wellbeing and Recovery College offer a range of courses to give you the tools, skills and understanding to drive forward your own wellbeing.  <a href="https://hwwellbeingandrecoverycollege.org.uk/">https://hwwellbeingandrecoverycollege.org.uk/</a></p> <p>NHS Healthy Minds provide a range of free and confidential support, including online therapy, groups and courses and more traditional 1:1 support.  <a href="https://www.talkingtherapies.hwhct.nhs.uk/">https://www.talkingtherapies.hwhct.nhs.uk/</a></p> <p>Loneliness and isolation (Worcestershire County Council) provides signpost to advice and support on loneliness and isolation.  <a href="https://www.worcestershire.gov.uk/council-services/health-and-wellbeing/mental-health-and-emotional-wellbeing/loneliness-and-isolation">https://www.worcestershire.gov.uk/council-services/health-and-wellbeing/mental-health-and-emotional-wellbeing/loneliness-and-isolation</a></p> <p>Suicide prevention and support (Worcestershire County Council) provides advice on where to get help and support to prevent suicide.  <a href="https://www.worcestershire.gov.uk/council-services/health-and-wellbeing/mental-health-and-emotional-wellbeing/suicide-prevention-and-support">https://www.worcestershire.gov.uk/council-services/health-and-wellbeing/mental-health-and-emotional-wellbeing/suicide-prevention-and-support</a></p> <p>SHOUT provides confidential 24/7 free texting service for someone who may be in a crisis. Text 85258  <a href="https://giveusashout.org/">https://giveusashout.org/</a></p>
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	<p>Now we're talking is for if you feel you may need more medical interventions or need to see medical guidance.</p> <p><a href="https://www.talkingtherapies.hwhct.nhs.uk/">https://www.talkingtherapies.hwhct.nhs.uk/</a></p> <p>Action for Happiness Is a less medical looking site with helpful ideas to feel better. <a href="https://actionforhappiness.org/">https://actionforhappiness.org/</a> Their 10 Days of Happiness is a free online program to boost your wellbeing, through daily actions for happier living. <a href="https://10daysofhappiness.org/">https://10daysofhappiness.org/</a> It is designed for challenging times, based on the latest research from positive psychology, neuroscience, and behavioural science. And it takes just a few minutes each day!</p> <p>Qwell provides free, safe and anonymous mental wellbeing support for adults across the UK. Sponsored in part by Public Health in Worcestershire, this is a totally confidential site has resources, counselling 24 hours a day, emergency support and a chat forum available to anyone who signs up. The user is entirely anonymous on the site, and it is moderated by professionals in the health space. <a href="https://www.qwell.io/">https://www.qwell.io/</a></p> <p>Hub of Hope is a web page and an app with outlining local mental health support based on postcode, enabling the person affected to consider all options available and choose most appropriate support. <a href="https://hubofhope.co.uk/">https://hubofhope.co.uk/</a></p> <p>People Like Us (PLUS) are a service that provide support to adults of all ages who are experiencing loneliness or isolation. <a href="https://www.onside-advocacy.org.uk/plus">https://www.onside-advocacy.org.uk/plus</a></p> <p>The Pulse: The Wellbeing Edition 2021 (flippingbook.com) – A toolkit on how you can improve your wellbeing and resilience <a href="https://online.flippingbook.com/view/811223/62/">https://online.flippingbook.com/view/811223/62/</a></p> <p>Upcoming Walks - Mental Health Mates - Mental Health Mates is a network of peer support groups IRL and online, run by people who experience their own mental health issues, meeting regularly to walk, connect and share without fear or judgement. With Walks across the United Kingdom, Mental Health Mates has become a thriving community that only continues to grow! <a href="https://www.mentalhealthmates.co.uk/walks/">https://www.mentalhealthmates.co.uk/walks/</a></p>
Bullying (including cyberbullying)/ Child death/suicide/prevention	<p>If you are concerned your child or a child, you know is being bullied there are several services and useful links which can help you support your child as a parent.</p>

	<p>In the first instance if bullying is happening at school, please speak to a member of staff who will be able to help.</p> <p><b>Cyberbullying</b> is using the internet, email, online games or any digital technology to threaten, tease, upset or humiliate someone else.</p> <p>If the police consider a message or post to be potentially criminal, they will take appropriate action. This could involve arresting the person responsible or interviewing them under caution. Cases involving sustained abuse or where someone's life is threatened will be treated seriously. The police will consider all of the circumstances when considering the best response to a report of cyber bullying. They will assess how vulnerable the victim is and what resources are required to trace the offender via social networking sites that often operate abroad and to different legislation. In certain cases, it may be difficult to act if the offender isn't in the UK. They will work with the victim to bring about the most suitable and proportionate conclusion, this will include alternative options that include the officer in the case using their discretion and working with the offender to record an apology to the victim.</p> <p>Useful links</p> <p><a href="https://www.nationalbullyinghelpline.co.uk/kids.html">https://www.nationalbullyinghelpline.co.uk/kids.html</a></p> <p><a href="#">Childline</a></p> <p>KidScape: Our resources provide information on issues surrounding bullying, online and personal safety. They can be used directly by young people and parents, as well as in the classroom within schools and youth organisations.</p> <p><a href="https://www.kidscape.org.uk/resources-and-publications/">https://www.kidscape.org.uk/resources-and-publications/</a></p>
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<p>Hollie Guard-A new personal safety APP</p>	<p><a href="https://hollieguard.com/">https://hollieguard.com/</a></p> <p><b>Children &amp; Teens</b></p> <ul style="list-style-type: none"> <li>• Hollie Guard keeps your entire family safe.</li> <li>• Keep an eye on your children while they're traveling to and from school with Journey.</li> <li>• Teens can get help quickly while out with friends.</li> <li>• Parents, guardians, and caregivers are automatically contacted by both SMS and email.</li> </ul>
<p>Hate Crime</p>	<p>A hate crime is a criminal offence whose motivation can be shown to be race, national origin, religion or sexual orientation. A difference of race alone is NOT sufficient to make it a hate crime. There would have to be evidence of racial slurs or racial statements in addition to the crime (this does not trivialise other serious offenses that are NOT hate crimes).</p> <p>Hate Crime: West Mercia Police: Email: <a href="mailto:contactus@westmercia.police.uk">contactus@westmercia.police.uk</a> Emergency number: 999 Non-Emergency number: 101 <a href="#">report online to True Vision (opens in a new window)</a></p> <p><a href="https://educateagainsthate.com/parents/">https://educateagainsthate.com/parents/</a> Call in at your local police station</p>

<p>Children with disabilities team (CWD)</p>	<p>The Children with Disabilities (CwD) Social Work Team provide services designed to meet the needs of children and young people who have complex disabilities.</p> <p>The CwD Social Work Team is one of a range of services that can provide support to children and young people with disabilities and their families. Other services available are those provided by health, education, play and youth services as well as community resources provided by voluntary agencies.</p> <p>The CwD team offer services to those children and young people requiring additional resources in respect of their disability, where the disability has a profound impact on the child or young person's life.</p>
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	<p>An assessment will be offered where the child has a condition which is substantial, long lasting or permanent, is a physical and/or learning disability or a life limiting, life threatening condition. These may include:</p> <ul style="list-style-type: none"> <li>• severe learning disabilities</li> <li>• severe physical disabilities</li> <li>• severe developmental delay in motor and or cognitive functioning</li> <li>• profound multiple disabilities</li> <li>• severe sensory impairment (registered blind and/or profoundly deaf)</li> <li>• complex and severe health problems that arise from the disability, that are life threatening, degenerative illness or organic disorder resulting in severe disability</li> <li>• a diagnosis of Autistic Spectrum Condition with an associated learning disability and where the condition severely affects day to day functioning</li> </ul> <p><b>SEN Services and Support Groups</b></p> <p>Links to events, services and information of use to families of people with Autism</p> <ul style="list-style-type: none"> <li>• Autism West Midlands support group for young people aged 16-24 with Asperger's Syndrome in the Malvern Hills area - <a href="https://www.autismwestmidlands.org.uk/?gclid=EAlaIQobChMlnabEzKnJggMVTYpQBh24RgnEAAAYASAAEqJDh_D_BwE">https://www.autismwestmidlands.org.uk/?gclid=EAlaIQobChMlnabEzKnJggMVTYpQBh24RgnEAAAYASAAEqJDh_D_BwE</a></li> </ul> <p><u><a href="#">Autism in Worcestershire</a></u> ASPIE is a social self-help and motivation group for adults with Asperger's Syndrome. We provide a centre in Worcester where people with Asperger's Syndrome feel welcome and accepted.</p> <ul style="list-style-type: none"> <li>• Children's Centres. Find out what's happening at <a href="https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub/best-start-worcestershire/whats-and-things-do/local-family-hubs">https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub/best-start-worcestershire/whats-and-things-do/local-family-hubs</a></li> <li>• Community Paediatric Service. Community Paediatric Service is concerned with developmental delay and learning disability; Motor difficulties such as cerebral palsy and muscular dystrophy; Neuro-developmental conditions including ADHD and ASD; complex behavioural difficulties; sensory</li> </ul>
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<p><b>Bereavement</b></p>	<p>impairment; statutory medical &amp; educational assessments</p> <p><a href="https://www.hacw.nhs.uk/community-paeds-resources/">https://www.hacw.nhs.uk/community-paeds-resources/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Disability Information Advice Line (DIAL) Worcestershire</a> Website of the disability advice line South Worcestershire; local info on: Mobility; Benefits and Finance; Carers Support and Respite; Community and Voluntary Support; Disabled Children's Services; Education and Employment; Health; Housing; Independent Living; Learning Disabilities; Legal Support; Leisure and Holidays; Mental Health; Mobility and Aids to Daily Living and Older People's Services</li> <li>• Dyslexia Parent Support Group. Find out more from <a href="https://www.worcestershire.gov.uk/send-local-offer-0/care-support-and-money-matters/support-groups-parents-and-carers/send-support/worcester-dyslexia-parent-group-support-group-parents-children-who-have-dyslexia">https://www.worcestershire.gov.uk/send-local-offer-0/care-support-and-money-matters/support-groups-parents-and-carers/send-support/worcester-dyslexia-parent-group-support-group-parents-children-who-have-dyslexia</a></li> </ul> <p><a href="#">Learning Disabilities (opens in a new window)</a> We work with people with learning disabilities, their families and the people who support them.</p> <p>Support for bereaved children and their families in Worcestershire</p> <p><a href="https://talktofootsteps.co.uk/">https://talktofootsteps.co.uk/</a></p> <p>Cruse Bereavement Care offer support with bereavement and grief. There is a freephone helpline to access support: 0808 808 1677.</p> <p><a href="https://www.cruse.org.uk/">https://www.cruse.org.uk/</a></p> <p>St Richard's Hospice offers confidential support for anyone who has experienced the death of a close</p>
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	<p>relative or friend. To access bereavement support, please call their Gateway Team on 01905 763963.</p> <p><a href="https://www.strichards.org.uk/our-care/support-services/for-families-and-carers/bereavement-support/">https://www.strichards.org.uk/our-care/support-services/for-families-and-carers/bereavement-support/</a></p> <p>Primrose Hospice North East Worcestershire supports patients with life-limiting illnesses and families, providing them with the care and support they need during difficult times. Call 01527 871051 or email: <a href="mailto:info@primrosehospice.org">info@primrosehospice.org</a> <a href="https://primrosehospice.org/">https://primrosehospice.org/</a></p> <p>Marie Curie Hospice in Solihull, West Midlands is for you, or someone you know, is affected by a terminal illness and concerned about coronavirus. Their Support Line team are ready to help with the information you need when you need it. Call free on 0800 090 2309. <a href="https://www.mariecurie.org.uk/help/hospice-care/west-midlands">https://www.mariecurie.org.uk/help/hospice-care/west-midlands</a></p> <p>Macmillan Cancer Information and Support Service in Worcestershire provides signposting, support and volunteering if you or a loved one has cancer. Call 01905 733837. <a href="https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/8013/Macmillan-Cancer-Information-and-Support-Service-in-Worcestershire">https://www.macmillan.org.uk/in-your-area/local-dashboard/detail/Information%20and%20support%20centres/8013/Macmillan-Cancer-Information-and-Support-Service-in-Worcestershire</a></p>
DDNs (Dangerous Drug Networks)	<p>DDN's are drug dealing gangs who target vulnerable people to set up drugs distribution networks.</p> <p>These criminals are using extreme violence to establish a presence, displacing an existing drug supply chain and intimidating rivals, witnesses and victims, this has resulted in local murders.</p> <p>DDN's exploit vulnerable teenagers to become drug runners for their network. Early intervention and intelligence are key to safeguard and protect the vulnerable.</p>
Child Criminal Exploitation (County Lines)	<p>Here is some guidance for frontline professionals on dealing with county lines, part of the government's approach to ending gang violence and exploitation: <a href="https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines">https://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines</a></p>

	<p>Children who are trafficked, exploited or coerced into committing crimes are victims in need of safeguarding and support. Though perceptions are altering these young people are still often criminalised and perceived as having ‘made a choice’ to take part in illegal activity.  <a href="https://www.catch-22.org.uk/child-criminal-exploitation/">https://www.catch-22.org.uk/child-criminal-exploitation/</a></p>
Child Sexual Exploitation (CSE)	<p>West Midlands Safeguarding Children Procedures has a page dedicated to <a href="#">Child Sexual Exploitation</a>. It provides information about child sexual exploitation; the roles and responsibilities of relevant agencies and the procedures practitioners should follow to ensure the safety and well-being of children and young people whom it is suspected have been sexually exploited or are at risk of sexual exploitation.</p> <p><b>Key facts about CSE</b></p> <ul style="list-style-type: none"> <li>• It affects both girls and boys and can happen in all communities.</li> <li>• Any young person can be targeted but there are some particularly vulnerable groups: Looked After Children, Children Leaving Care and Children with Disabilities.</li> <li>• Victims of CSE may also be trafficked (locally, nationally and internationally).</li> <li>• Over 70% of adults involved in prostitution were sexually exploited as children or teenagers.</li> <li>• Sexual violence or abuse against children represents a major public health and social welfare problem within UK society, affecting 16% of children under 16. That is approximately 2 million children.</li> </ul> <p><b>Documents</b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.childrenssociety.org.uk/what-we-do/our-work/preventing-child-sexual-exploitation">https://www.childrenssociety.org.uk/what-we-do/our-work/preventing-child-sexual-exploitation</a></li> <li>• <a href="#">Child Sexual Exploitation: Definition and a guide for practitioners (GOV.UK website, opens in a new window)</a></li> <li>• <a href="https://www.safeguardingworcestershire.org.uk/wp-content/uploads/2022/05/3.-WSCP-Child-Exploitation-Strategy-2020-2022-V02.pdf">https://www.safeguardingworcestershire.org.uk/wp-content/uploads/2022/05/3.-WSCP-Child-Exploitation-Strategy-2020-2022-V02.pdf</a></li> </ul>

	<ul style="list-style-type: none"> <li>• <a href="https://worcestershire.moderngov.co.uk/documents/s20605/6%20App%20B%20Get%20Safe%20Pathway.pdf">https://worcestershire.moderngov.co.uk/documents/s20605/6%20App%20B%20Get%20Safe%20Pathway.pdf</a></li> </ul> <p><b>Making a referral</b></p> <p>The Local Authority has a duty to make enquiries where a child may be suffering harm or neglect. If you think that a child may be at risk, then you can let us know via the referral form linked below</p> <p><b>Useful Websites</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Barnardo's</a> spot the signs: Advice for parents, professionals and young people on the signs of sexual exploitation and how to keep safe</li> <li>• Child abuse concerns – guidance for practitioners <a href="https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2">https://www.gov.uk/government/publications/what-to-do-if-youre-worried-a-child-is-being-abused--2</a></li> <li>• <a href="#">Parents Against Child Sexual Exploitation</a> pace is the leading national charity working with parents and carers whose children are sexually exploited</li> <li>• <a href="#">NSPCC</a> definitions, statistics, facts and resources about CSE.</li> <li>• <a href="https://stop-ce.org/">https://stop-ce.org/</a>: Fighting against CSE and working to inform, educate and prevent child sexual abuse within the UK.</li> <li>• Spotting The Signs of Child Sexual Exploitation: a 15 minute <a href="#">YouTube clip</a> from Health Education England</li> <li>• The <a href="#">Lucy Faithfull Foundation</a> is a UK-wide child protection charity that works to stop child sexual abuse.</li> <li>• This <a href="#">child sexual abuse awareness and prevention website</a> was created by the child sexual abuse prevention campaign, Stop It Now! UK and Ireland and The Lucy Faithfull Foundation (LFF). LFF is a child protection charity which manages Stop It Now! and is supported by an alliance of voluntary and statutory sector partners.</li> <li>• <a href="#">The Brook traffic light tool</a> - How to tell if a child's sexual behaviour is appropriate for their age</li> </ul>
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<p>Domestic violence</p>	<p>Here is a very helpful website for what do to in many different difficult situations:  Worcs Domestic Abuse Support  <a href="https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support">https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support</a></p> <p>West Mercia Women's Aid: 0800 980 3331  0800 783 1359  <a href="https://www.westmerciawomensaid.org/">https://www.westmerciawomensaid.org/</a></p> <p><b>Domestic Violence Directory of Services – available in School</b>  <b>Further reading</b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.gov.uk/government/publications/statutory-guidance-framework-controlling-or-coercive-behaviour-in-an-intimate-or-family-relationship">https://www.gov.uk/government/publications/statutory-guidance-framework-controlling-or-coercive-behaviour-in-an-intimate-or-family-relationship</a></li> <li>• <a href="#">Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews (GOV.UK website, opens in a new window)</a></li> <li>• <a href="https://www.worcestershire.gov.uk/sites/default/files/2022-12/Worcestershire_DA_Strategy_Published.pdf">https://www.worcestershire.gov.uk/sites/default/files/2022-12/Worcestershire DA Strategy Published.pdf</a></li> </ul> <p>Domestic Abuse Working Network (DAWN) is a free, confidential, non-judgemental service for any individual who lives in Wychavon, Malvern Hills and Worcester City and is experiencing, or has experienced, domestic abuse.  <a href="https://www.worcestercommunitytrust.org.uk/dawn/">https://www.worcestercommunitytrust.org.uk/dawn/</a></p> <p>Men's Advice Line provides a helpline for male victims of domestic abuse. Call 0808 801 0327 (Monday to Friday 9.00am to 5.00pm) or email:  <a href="https://mensadviceline.org.uk/">https://mensadviceline.org.uk/</a></p> <p>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"): Silent solution guide (Independent Office for Police Conduct website, opens in a new window).  <a href="https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf">https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf</a></p>
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<p>Fabricated and induced illness (FII)</p>	<p><b>Fabricated or induced illness (FII) is a rare form of child abuse. It occurs when a parent or carer, exaggerates or deliberately causes symptoms of illness in the child.</b></p> <p><a href="https://www.nhs.uk/conditions/Fabricated-or-induced-illness/">https://www.nhs.uk/conditions/Fabricated-or-induced-illness/</a></p>
<p>Faith abuse</p>	<p>Faith and belief-based child abuse, including practices around 'spirit possession' and 'witchcraft', is a hidden crime, which makes it difficult to quantify in terms of magnitude. However, from our own experience and in consultation with communities, we know this kind of abuse is under-reported.</p> <p>Further contacts for advice can be found from the local representatives for some faiths.</p> <ul style="list-style-type: none"> <li>• An Exploration of Knowledge About Child Abuse Linked to Faith or Belief (2016)</li> <li>• National Action Plan to Tackle Child Abuse Linked to Faith or Belief (2012)</li> <li>• Safeguarding Children from Abuse Linked to a Belief in Spirit Possession (2007) this good practice guidance is archived but still available.</li> <li>• Eleanor Stobart report 2006: Child Abuse Linked To Accusations of Possession And Witchcraft (2006)</li> <li>• AFRUCA: Africans Unite Against Child Abuse</li> </ul>
<p>Honour based violence (HBV)</p>	<p>Honour' based violence (HBV) occurs when perpetrators believe a relative or other individual has shamed or damaged a family's or community's 'honour' or reputation (known in some communities as izzat), and that the only way to redeem the damaged 'honour' is to punish and/or kill the individual. 'Honour' based violence is a term that is widely used to describe this sort of abuse however it is often referred to as <b>so called 'honour' based violence</b> because the concept of 'honour' is used by perpetrators to make excuses for their abuse. There is a very strong link between 'honour' based violence, forced marriage and domestic abuse. The term 'Honour Based</p>

	<p>Violence' is the internationally recognised term describing cultural justifications for violence and abuse. Honour Based Violence cuts across all cultures and communities: Turkish, Kurdish, Afghani, South Asian, African, Middle Eastern, South and Eastern European for example. This is not an exhaustive list. Where a culture is heavily male dominated, HBV may exist. The police have made it a high priority to help communities fight back to tackle both honour based violence and hate crime.</p> <p>The 'Honour Network Help line': 0800 5 999 247</p>
Female genital mutilation (FGM)	<p>Female Genital Mutilation (FGM) comprises all procedures involving partial or total removal or the external female genitalia. FGM is illegal in the UK and as of October 2015 mandatory reporting commenced. If education staff or other professionals discovers that an act FGM appears to have been carried out on a girl under 18 years old there is a statutory (legal) duty on teachers for them PERSONALLY to report it to the police.</p> <p>Any suspicion of FGM should be referred to the Police and social care.</p>
Forced marriage	<p><b>UK Forced Marriage Unit</b> <a href="mailto:fmu@fco.gov.uk">fmu@fco.gov.uk</a> Telephone: 020 7008 0151 Call 999 (police) in an emergency. <a href="http://www.gov.uk/stop-forced-marriage">www.gov.uk/stop-forced-marriage</a> for information on Forced Marriage. <i>Visit Home Office website to undertake Forced Marriage e-learning package</i> <a href="https://www.gov.uk/forced-marriage">https://www.gov.uk/forced-marriage</a> . GSCB one day Awareness training delivered by Infobuzz <a href="http://www.gscb.org.uk">www.gscb.org.uk</a> Please see 'Multi-Agency Practice Guidelines- Handling cases of Forced Marriage' for more information and detail: <a href="https://www.gov.uk/forcedmarriage">https://www.gov.uk/forcedmarriage</a> .</p> <p><b>Prevention Freedom Charity- Aneeta Prem 'But it's not fair' book.</b> A book for teenagers looking at forced marriage from the point of view of school friends of the girl who went to India and didn't come back. This book promotes discussion. <a href="http://www.freedomcharity.org.uk">www.freedomcharity.org.uk</a> The Freedom Charity (UK charity) have a helpline, text facility and app which can be downloaded to help to provide support and protection for victims of abuse, FGM or forced marriage. They can be contacted on tel: 0845 607 0133 or text <b>4freedom</b> to <b>88802</b> or go to</p>



	the website to download the app from the app page.
Gangs and youth violence	<p>Here is a PDF assisting with Gangs and Youth <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/418131/Preventing_youth_violence_and_gang_involvement_v3_March2015.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/418131/Preventing_youth_violence_and_gang_involvement_v3_March2015.pdf</a></p> <p>This is a website for the Youth Violence Prevention Initiative: <a href="https://www.worcesterma.gov/youth-opportunities/governance-council">https://www.worcesterma.gov/youth-opportunities/governance-council</a></p>
Gender-based violence/violence against women and girls	<p><a href="https://www.gov.uk/government/publications/violence-against-women-and-girls-evidence-digest-january-2018">https://www.gov.uk/government/publications/violence-against-women-and-girls-evidence-digest-january-2018</a></p> <p>For information about West Mercia Rape and Sexual Abuse visit: <a href="https://www.wmrsasc.org.uk/">https://www.wmrsasc.org.uk/</a></p> <p>FGM (Female Genital Mutilation) is violence against women and girls. Forced marriage and so called 'Honour' based violence are a violation against human rights and is a high priority area of the national and local Violence Against Women and Girls Agenda. It is, primarily an issue for young women and girls aged between 13 and 30 years.</p> <p>Hope House SARC (Sexual Assault Referral Centre): 01452 754390</p> <p><a href="http://www.onyourmindglos.nhs.uk">www.onyourmindglos.nhs.uk</a> for 'I've been raped or sexually assaulted' information.</p>
Gender Identity Issues	<p>The Gender Trust is a listening ear, a caring support and an information centre for anyone with any question concerning their gender identity, or whose loved one is struggling with gender identity issues. People who might be Transgender, Transsexual or people who do not identify with the gender they were assigned at birth or those who are simply unsure. Address: 76 The Ridgeway, Astwood Bank, B96 6LX tel: 0845 231 0505 <a href="http://www.gendertrust.org.uk">www.gendertrust.org.uk</a></p>
Private fostering	<p>National Fostering Agency (NFA) Call on: 0808 284 9226</p> <p>Kinship Care Kinship care means that relatives or friends look after children who cannot live with their parents. Visit this website for more information: <a href="https://www.worcestershire.gov.uk/council-">https://www.worcestershire.gov.uk/council-</a></p>



	<a href="https://www.worcestershire.gov.uk/services/childrens-social-care/worcestershire-fostering/types-fostering/private-fostering">services/childrens-social-care/worcestershire-fostering/types-fostering/private-fostering</a>
Preventing Radicalisation and Extremism/HATE (PREVENT duty)	<p><a href="http://www.educateagainsthate.com">www.educateagainsthate.com</a> is the government website providing information and practical advice for parents, teachers and school leaders on protecting children from radicalisation and extremism.</p> <p>Anti-Terrorist Hotline: tel 0800 789 321 also be raised by email to the Home office: <a href="mailto:counter.extremism@education.gsi.gov.uk">counter.extremism@education.gsi.gov.uk</a> .</p> <p>Let's talk about it is an excellent website for parents: <a href="http://www.ltai.info/">www.ltai.info/</a></p> <p>While it remains very rare for school age children to become involved in extremist activity to the point of committing criminal acts, young people can be exposed to extremist influences or prejudiced views, including via the internet, from an early age. As with other forms of criminality or risk of harm, early intervention is always preferable. Schools, working with other local partners, families and communities, can help support pupils who may be vulnerable as part of wider safeguarding responsibilities.</p> <p>Channel guidance: <a href="https://www.gov.uk/government/publications/channel-and-prevent-multi-agency-panel-pmap-guidance">https://www.gov.uk/government/publications/channel-and-prevent-multi-agency-panel-pmap-guidance</a></p>
Children Missing in Education (CME)	<p><b>Children Missing Education (CME)</b> refers to 'any child of compulsory school age who is <b>not</b> registered at any formally approved education activity e.g. school, alternative provision, elective home education, <b>and</b> has been out of education provision for at least 4 weeks'. <b>CME</b> also includes those children who are <b>missing</b> (family whereabouts unknown) and are usually children who are registered on a school roll / alternative provision. This might be a child who is not at their last known address <b>and either</b> has not taken up an allocated school place as expected or has 10 or more days of continuous absence from school without explanation or left school suddenly and the destination is unknown.</p> <p><a href="https://www.worcestershire.gov.uk/worcestershire-children-first-education-services/support-services/inclusion-educational-settings/attendance-and-cme">https://www.worcestershire.gov.uk/worcestershire-children-first-education-services/support-services/inclusion-educational-settings/attendance-and-cme</a></p>
Missing Children and Adults Strategy (Vulnerable children and adults)	Every year an estimated 200,000 people go missing in the UK. In some cases, missing adults may have made a choice to leave and 'start their

<p>who go missing)</p>	<p>lives over again', but many missing people, children and adults, are vulnerable and need protection and support. The strategy has three key objectives which provide the right foundations for any effective local strategy to tackle this issue: Prevention - reducing the number of people who go missing, including through prevention strategies, education work and early intervention in cases where children and adults repeatedly go missing Protection - reducing the harm to those who go missing, including through a tailored, risk-based response and ensuring agencies work together to find and close cases as quickly as possible at a local and national level Provision - providing support and advice to missing persons and families by referring them to agencies promptly and ensuring they understand how and where to access help. The police should be informed if any child or adult goes missing. The Missing Children and Adults strategy can then be referred to for further information and help. It is a home office publication (2011).</p> <p><a href="https://www.gov.uk/government/publications/missing-children-and-adults-strategy">https://www.gov.uk/government/publications/missing-children-and-adults-strategy</a></p> <p><a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/117793/missing-persons-strategy.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/117793/missing-persons-strategy.pdf</a></p>
<p>Children with family members in prison</p>	<p>Approximately 200,000 children have a parent sent to prison each year. These children are at risk of poor outcomes including poverty, stigma, isolation and poor mental health. NICCO (<a href="http://www.nicco.org.uk">www.nicco.org.uk</a>) provides information to support professionals working with offenders and their children to help mitigate the negative consequences for these children.</p>
<p>Children and the court system</p>	<p>Children are sometimes required to give evidence in courts, either for crimes committed against them or for crimes they have witnessed. There are two guides to support these children which can be found at <a href="http://www.gov.uk">www.gov.uk</a> (<b>young witness booklet for 5 to 11 year olds</b>) which is a pdf. There is also a document called “<b>going to court and being a witness age 12 to 17</b>” which is also found at <a href="http://www.gov.uk">www.gov.uk</a>. Making family arrangements via court can be stressful and</p>

	entrench conflict in families. The ministry of Justice has just launched an online dispute resolution service. This can be useful to parents and carers. Got to <a href="http://www.gov.uk">www.gov.uk</a> and search for “ <b>get help with arrangements.</b> ”						
Stalking	<p>General Advice:</p> <ul style="list-style-type: none"> <li>▪ If it doesn't feel right, it probably isn't!</li> <li>▪ Seek support from trusted family/friends</li> <li>▪ Report to the police and do this early</li> <li>▪ Keep a diary in a secure location</li> <li>▪ Screenshot emails etc and save them</li> <li>▪ Photograph/video your stalker if safely possible.</li> <li>▪ Get advice: Hollie Gazzard Trust, Paladin etc...</li> <li>▪ Tighten security, home, work and on-line</li> </ul> <p><b>National Stalking Helpline</b> For advice and support. The helpline will operate a triage service for local support and make referrals -Phone: 0808 802 0300 Website: <a href="http://www.stalkinghelpline.org">www.stalkinghelpline.org</a> Email: <a href="mailto:advice@stalkinghelpline.org">advice@stalkinghelpline.org</a></p> <p><b>Paladin: National Stalking Advocacy Service</b> For advice and referral. Phone line: 020 3866 4107 Email: <a href="mailto:info@paladinservice.co.uk">info@paladinservice.co.uk</a> Website: <a href="http://www.paladinservice.co.uk/">www.paladinservice.co.uk/</a></p> <p><b>Hollie Gazzard Trust</b> <a href="https://holliegazzard.org/">https://holliegazzard.org/</a></p>						
Sexual violence and sexual harassment between children in schools and colleges	<p>Here is advice from the WCC webpage: <a href="https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support">https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support</a> West Mercia Rape and Sexual Abuse Support Centre: <a href="https://www.wmrsasc.org.uk/">https://www.wmrsasc.org.uk/</a> 01905 724 514 Helpline opening times:</p> <table border="1"> <tr> <td>Monday</td><td>7.30pm to 9.30pm</td></tr> <tr> <td>Tuesday</td><td>1.00pm to 5.00pm</td></tr> <tr> <td>Thursday</td><td>7.30pm to 9.30pm</td></tr> </table>	Monday	7.30pm to 9.30pm	Tuesday	1.00pm to 5.00pm	Thursday	7.30pm to 9.30pm
Monday	7.30pm to 9.30pm						
Tuesday	1.00pm to 5.00pm						
Thursday	7.30pm to 9.30pm						

	Friday	10.00am to 2.00pm
Substance Misuse	<a href="#">Swanswell - Cranstoun</a> Here 4 Youth is a support service for children and young people up to the age of 18 who may be struggling with their use of drug and / or alcohol. <a href="#">Here4YOUth Worcestershire - Cranstoun</a>	

### Early Help Family Support Service:

The Early Help Family Support Service is delivered by Worcestershire Children First directly to families permanently living in Worcestershire who have children aged 0-18 years old and need help and support specifically from a Family Support Worker. For more information, please visit: [Worcestershire Children First Early Help Family Support Service](#) | [Worcestershire County Council](#)

## Health (including mental health, emotional wellbeing, and sexual health)

The **Starting Well Partnership** offers a range of health services which support both children and families experiencing a range of health issues.

Worcestershire Health Visiting Service | <https://www.startingwellworcs.nhs.uk/>

If your child is under 5 years old and you need advice on issues such as feeding, behaviour, or toileting you can contact the **Telephone Advisory Service** on 0300 123 9551 (Monday – Friday 9am til 3pm). A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

**School Health Nursing** | <https://www.startingwellworcs.nhs.uk/shreferral/>

**School health nurses** offer a range of services such as home visits, health needs assessments, time4u drop-in service, school aged hearing and national child measurement programme to support the needs of children and their families.

**Text service supporting young people** | <https://www.startingwellworcs.nhs.uk/chathealth/>

**Chat health** is a free and confidential text service for young people in need of advice or support. To confidentially contact your school nurse, text: 07507331750

**Social Prescribing: Onside Advocacy, Worcestershire** ([onside-advocacy.org.uk](https://onside-advocacy.org.uk))

**Social Prescribers** support you to take control of your health and look after yourself by making connections with the different types of community support available.

<https://www.onside-advocacy.org.uk/melo>

**Melo** is taking an innovative and flexible approach to improving the emotional wellbeing and mental health and children and young people [CYP] aged 0-25 years across Herefordshire and Worcestershire.

**CAMHS** | [Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](https://www.herefordshireandworcestershirehacw.nhs.uk)

**CAMHS** provides mental health help to children, young people and their families across Herefordshire and Worcestershire

**Home - Kooth**

**Kooth** is an online mental wellbeing community which offers free, safe, and anonymous support.

<https://camhs.hacw.nhs.uk/reach4wellbeing-young-person-groups/>

The **Reach4Wellbeing** team promotes positive wellbeing to reduce the stigma of mental health by providing short-term group programmes for children and young people aged 5-18 experiencing mild to moderate anxiety and low mood.

[Papyrus UK Suicide Prevention | Prevention of Young Suicide \(papyrus-uk.org\)](https://papyrus-uk.org/)

**Papyrus** can offer suicide prevent support providing free and confidential helplines, advice, webchats, and resources.

[Home | Healthy Minds \(whct.nhs.uk\)](https://www.whct.nhs.uk/)

**Healthy Minds'** 24/7 mental health helpline provides support or advice if you, or someone you know, is experiencing a mental health crisis and needs urgent help. Its available 24 hours a day to anyone in Herefordshire and Worcestershire.

[Winston's Wish - giving hope to grieving children \(winstonswish.org\)](https://www.winstonswish.org/)

**Winston's Wish** provide support for children and young people following the death of a sibling, parent, or a person important to a child.

[Sexual Health Know Your Stuff | Sexual health | Worcestershire County Council](https://www.worcestershire.nhs.uk/sexual-health)

[Worcestershire Integrated Sexual Health Service \(WISH\) | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](https://www.hacw.nhs.uk/)

WISH offer friendly and non-judgemental specialist services to support with information and advice, contraception, pregnancy, STIs and screening.

**Under 21 Saturday Service** - Clinic telephone lines are open between 10:00am – 12:30pm on Saturdays - Please call: 01905 681673 for further details.

Young People have a telephone consultation and are asked questions about their relationships. Callers will be advised what to do next and directed towards a clinic if necessary.

WISH have a dedicated Outreach nursing service. Referral forms can be found at [www.knowyourstuff.nhs.uk](https://www.knowyourstuff.nhs.uk/). The Outreach team see young and vulnerable people who couldn't otherwise access sexual health services.

Free STI test kits and contraception: [SH:24 Free Home STI STD Test | Sexual & Reproductive Health \(sh24.org.uk\)](https://sh24.org.uk/)

## Relationships

The following services and links offer information, advice, and intervention on healthy relationships for your family and children:

- [Healthy relationships | NSPCC](https://www.nspcc.org.uk/)
- Challenges at home: <https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub/harmony-home>
- CRUSH is an awareness raising and support programme to help young people make safe and healthy relationships. <https://www.facebook.com/CRUSHwmwa/>
- <https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/relationship-support>





### Friendships and relationship in teenagers

Making friends and starting new relationships are a big part of getting older. It's very common to fall out with friends or break up from relationships – which can be very difficult to deal with. You might also be in a relationship that doesn't feel right, and you might need some advice about what to do. The websites below contain lots of information about making friends, peer pressure, healthy and unhealthy relationships, sex and much more. There is also information available for parents around how to talk to your child about friendships, sex and relationships.

[Childline - Friends, relationships and sex \(opens in a new window\)](#)

<https://www.nhs.uk/nhs-services/sexual-health-services/>

## SEND (Special Educational Needs and/or Disabilities)

***Please include any information / support you offer in your setting.***

If you are looking for information or advice the following links will help you:

[SEND Local Offer | Worcestershire County Council](#) or contact [localoffer@worschildrenfirst.org.uk](mailto:localoffer@worschildrenfirst.org.uk)

SEND Information, Advice, Support Service [SENDIASS Worcestershire and Herefordshire \(hwsendiass.co.uk\)](#)

<https://www.worcestershire.gov.uk/council-services/childrens-services/childrens-social-care/social-care-support-children-disabilities>



**The Virtual Family Hub** has been developed to provide you with a range of different types of resources that are available to you online, on the phone or face to face that you can access directly.

The Family Hub can offer you support and information with the challenge's family life can bring.

<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub>





## Worcestershire Young Carers

Worcestershire Young Carers aim to identify, and support children and young people aged 7 to 24 years who have a caring role within the home and help look after a parent, sibling, or grandparent due to illness, disability, physical or mental health difficulties or substance misuse.

[Worcestershire Young Carers/Shropshire Young Carers | YSS](#)

## Finance, Housing and Employment

If you are facing challenges around employment and income, please contact the local job centre who can with offer support with jobseekers' allowance, incapacity benefit, employment and support allowance and income support:

### Job Centre Plus

**Worcester Job Centre Plus**, Haswell House, Sansome Street, Worcester, WR1 1UZ  
Telephone: 0845 6043719

Citizen's Advice Bureau [Worcester Citizens Advice Bureau and WHABAC \(Worcester Housing and Benefits Advice Centre\) \(citizensadviceworcester.org.uk\)](#)

For information on what financial and housing support is available in Worcestershire, please visit:  
<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/housing-finances-and-debt>

The Government's "Help for Households" site also provides access to contacts who can provide support for households with the cost of living. In the "Discounts and Offers" section, you will be able to find where you can obtain hot meals for children for £1 as well as free and discounted children's meals at leading supermarkets.

<https://helpforhouseholds.campaign.gov.uk/>

When exploitative loan sharks are preying on hardship, it's vital for people to know there is an ethical, local, not-for-profit alternative available. Credit unions are a lifeline for many people, with their services helping members to save regularly, borrow responsibly and keep track of their finances. There are other community lenders who are mostly not for profit, and who reinvest any surpluses into serving vulnerable customers - these can be found on <https://www.findingfinance.org.uk/>

Getting trapped in a never-ending spiral of debt after borrowing from a loan shark can have devastating consequences, not only on your finances but also on most other aspects of your life, including your mental health, work and relationships with your family and friends. If you're worried about a friend or family member, or if you need help yourself, "Stop Loan Sharks" can offer confidential advice and support. Are you worried about a friend or family member who is being taken advantage of by a loan shark? Contact the "Stop Loan Sharks" 24/7 Helpline on 0300 555 2222 for support or visit <http://www.stoploansharks.co.uk> Live Chat is also available on the website between 9am and 5pm, Monday to Friday.

***If you are experiencing any of these challenges or issues affecting family life, please contact a member of staff who will be happy to provide you with further advice and support.***