



# Early Help in Worcestershire



## What is Early Help?

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.

Anyone can provide early help - early help is not about passing the issue on to an expert, but thinking about what is the best support you can offer.

You can provide effective support by:

- Listening
- Working with other people who could help
- Finding out about specialist agencies who could help (like those listed in this document)
- Filling out an **Early Help Assessment** with the person you are helping
- Contacting **Children's Social Care** if you are concerned that the child is at significant risk of harm

### Request services from early help family support

If you think a child, young person or family has an identified need for family support you can request this via the online form on the Worcestershire County Council website available at: [www.worcestershire.gov.uk/requestfamilysupport](http://www.worcestershire.gov.uk/requestfamilysupport).

Professionals can complete this form to request services for families who meet level two and three of the **Levels of Need Guidance**.



## Participation and Engagement

We welcome the views of parents and carers and children and young people about the services they receive. If you are aware of any families who would like to share their views you can give the following contact details:

Contact the Parent Engagement Adviser, Michele Davies on: [MDavies3@worcestershire.gov.uk](mailto:MDavies3@worcestershire.gov.uk)

Contact the Youth Voice team on: [youthvoiceteam@worcestershire.gov.uk](mailto:youthvoiceteam@worcestershire.gov.uk)

# Early Help Services in Worcestershire

This list of services has been provided to help professionals find the right support for the families they're working with. These services are ones that are commissioned by, or work closely with, Worcestershire County Council. However, there are lots of other early help services across Worcestershire that you can find by visiting: [www.worcestershire.gov.uk/advicecarehealthandsupport](http://www.worcestershire.gov.uk/advicecarehealthandsupport). Each section below identifies the name of the service, the lead organisation, what the service provides who it is appropriate for, how it can be accessed and the relevant contact information.

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# Targeted Family Support

## What is the service called?

Targeted Family Support.

## Who is it delivered by?

Worcestershire County Council.

## Who is it appropriate for?

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 intervention. They may have difficulties across more than one area of their lives, and they are likely to require some extra support from more than one agency. The guidance is available at

[www.worcestershire.gov.uk/wscb](http://www.worcestershire.gov.uk/wscb).

## What do they deliver?

Targeted Family Support Workers develop a consistent key working response in the family home or other appropriate setting. The service:

- Allocates a named worker who is responsible for delivering intensive family support.
- Undertakes an Early Help Assessment with the whole family to create and design a plan which empowers the family to help themselves moving forward
- Deliver practical evidence-based interventions to meet the specific family needs
- Fulfils a co-ordinating role to complement and maximise the potential of existing services to support families who are in need of additional support
- Records all assessments and interventions on the Framework-i recording system (Worcestershire County Council)
- Promotes and encourages multi agency support of the family and delivery of the plan
- Ensures an effective closure strategy with signposting and linkages made to more universal provision where possible

The work with the family is based on their consent. There are high expectations for the family that is being worked with and their ability to manage any necessary changes, and workers are clear about the purpose of working with the family and the intended outcome.

Targeted family support teams are based in each district within the county and work in partnership with social care, district councils, health providers, police, schools, fire service, third sector organisations, as well as other organisations.

## Referral and contact information:

Referrals are made via an online form available at: [www.worcestershire.gov.uk/requestfamilysupport](http://www.worcestershire.gov.uk/requestfamilysupport). Parents/carers and young people aged 13 years and above can also refer themselves for support.

**Please note that referrals from social care can be made via Framework-i using the appropriate workflow and guidance.**

# Early Intervention Family Support

## What is the service called?

### **Early Intervention Family Support (EIFS):**

Redditch, Bromsgrove, Worcester City, Wychavon and Malvern Hills districts.

### **Wyre Forest and Hagley Project (WHP):**

Wyre Forest and Hagley communities.

## Who is it delivered by?

EIFS is delivered by Worcestershire County Council.

WHP is delivered by ContinU Trust on behalf of local schools.

## Who is it appropriate for?

This level of support is available to children, young people and families who meet level two of the Levels of Need Guidance.

EIFS works with children at primary, first and middle school. WHP works with primary school aged children.

## What do they deliver?

EIFS provide support and guidance for children and their families when the needs are first identified at an early stage. The team also offers additional advice, guidance and expertise for the school in addition to its own pastoral provision. Support for children and families can be used to:

- Improve home to school links and strengthen relationships between families and schools to include promoting inclusion of children and reducing exclusions
- Improve attendance where it is impacted by issues at home such as housing issues, financial difficulties, family relationship breakdown, parental ill health etc
- Improve attendance where there are issues around low level emotional well-being and mental health

EIFS workers usually offer one-to-one support with the child, young person and/or family at school, in the family home or other appropriate venue. They sometimes offer workshops or groups through consultation with schools to identify areas of need. These might include groups for young people around protective behaviours, anger management, social skills and self-esteem. For parents/carers groups could cover managing your child's anxiety, Moodmasters (emotional health) and other parenting workshops. EIFS also offer drop-in sessions for parents/carers for initial advice and guidance, signposting to alternative or more appropriate services prior to direct one-to-one support.

## Early help in Worcestershire

WHP is a term-time service that works closely with all 32 local primary schools who each have a named WHP Home School Link Worker attached to their school. WHP help families to get the right kind of help when they need it - for their child, for themselves or for the family as a whole. The aim is to help make things better at school and/or at home so the child can make the most of each school day.

WHP Home School Link Workers support families with things like:

- Improving attendance
- Avoiding a first exclusion
- Emotional troubles
- Family difficulties
- Debt and money worries
- Bereavement

As well as one-to-one work, WHP also offer parenting courses, a drop-in service and much more.

WHP Home School Link Workers provide one-to-one support as well as Quickhelp advice. They provide free courses for parents and carers in local schools that are small and friendly, easy to join, relaxed and informal. WHP Link Workers also provide a drop-in service (appointments system) in many schools and attend Parents Evenings and New Intake events.

The WHP Home School Link Worker works with parents and carers, schools and other services, deciding together how we can make things better at school and/or at home so that the child can make the most of each school day.

## Referral and contact information

More information about EIFS is available at: [www.worcestershire.gov.uk/EIFS](http://www.worcestershire.gov.uk/EIFS). Referrals in to EIFS are via the online form to request services from early help family support: [www.worcestershire.gov.uk/requestfamilysupport](http://www.worcestershire.gov.uk/requestfamilysupport).

More information about WHP is available at: [www.continu.org.uk/whp](http://www.continu.org.uk/whp). Families can self-refer to the service using the details on the website or by speaking to their child's school. Non-school professionals wishing to make a referral to the service should speak to the child's school.

# Parenting Support

## What is the service called?

Parenting Support.

## Who is it delivered by?

Parenting support is delivered by a wide range of providers. There are Local Authority-commissioned providers for each district, as below:

Redditch and Bromsgrove – Redditch Borough Council

Worcester City, Malvern Hills and Wychavon – Action for Children

Wyre Forest – 10:32 (consortium led by Barnardos including Vestia and ContinU Trust)

Parenting support is also delivered by health visitors, midwives, school nurses, schools, early years settings and voluntary groups.

## Who is it appropriate for?

All parents can access some form of parenting support whether that is through an online course or group. Most groups are targeted at families most in need.

## What do they deliver?

Providers deliver 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. There are a large number of parent support groups and activities running across the county. Providers recruit volunteers 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.

These are delivered through children's centres, community buildings and sometimes within the family home

Children's centre timetables are available at [www.worcestershire.gov.uk/childrenscentres](http://www.worcestershire.gov.uk/childrenscentres).

## Referral and contact information

Professionals wishing to discuss the availability of parenting support for a family they're working with should contact providers in the relevant district. More information and contact details are available at:

[www.worcestershire.gov.uk/groupsforparents](http://www.worcestershire.gov.uk/groupsforparents)

## Online parenting guides

Worcestershire County Council has funded three free online parenting guides open to anyone living in Worcestershire. These are:

- Understanding your child
- Understanding pregnancy, labour, birth and your baby
- Understanding your baby

Information about how to access these, can be found at [www.worcestershire.gov.uk/parentguides](http://www.worcestershire.gov.uk/parentguides)



# Childcare

## What is the service called?

**Early Years service** including Nursery Education Funding team (NEF team) and Family Information Service

## Who is it delivered by?

Various childcare providers including nurseries, pre-schools and childminders. Babcock Prime is commissioned on behalf of Worcestershire County Council and deliver the Early Years service including the NEF team. The Family Information Service is delivered in each of the districts by commissioned Parenting Providers. Childcare search and information is provided by Worcestershire County Council via the Your Life Your Choice website.

## Who is it appropriate for?

Any family looking for childcare or childcare funding can access it via Your Life Your Choice. All three and four year olds are entitled to 15 hours of free childcare a week. Since September 2017, some three and four year olds could receive an extra 15 hours a week (30 hours in total). Some two year olds may also be eligible to receive up to 15 hours of free childcare per week, depending on if the household is in receipt of certain benefits or if the child has a special educational need and/or disability. Childcare settings can get advice and support from the Early Years service. Any family needing support with finding or accessing childcare or applying for childcare funding can contact the Family Information Service in their district.

## What do they deliver?

Your Life Your Choice provides information on a wide range of childcare providers. There is also advice on choosing childcare and information about funding for two, three and four year olds. There is also information about childcare for children with a special educational need or disability.

Babcock Prime's Early Years team work with early years and childcare settings in Worcestershire to ensure all children access high quality early years education and care to support individual children to achieve their maximum potential in learning and development. Teams work alongside settings delivering training and support as well as ensuring they are encouraging parents to take up two, three and four year old funding.

Family Information Service providers support families in children's centres, over the phone or in the community with searching for and accessing childcare as well as finding out and applying for free childcare and/or childcare funding.

## Referral and contact information

Early Years support, including funded places, is delivered through a number of providers including nurseries, preschools and childminders. More information about the Early Years service can be found on the Babcock Prime website at [www.babcockprime.co.uk](http://www.babcockprime.co.uk)

Information, advice and a childcare search is available at: [www.worcestershire.gov.uk/childcare](http://www.worcestershire.gov.uk/childcare). Funding and free childcare information is available at [www.worcestershire.gov.uk/freechildcare](http://www.worcestershire.gov.uk/freechildcare).

Family Information Service providers can be contacted in each district using the contact details available at: [www.worcestershire.gov.uk/fs](http://www.worcestershire.gov.uk/fs)

# Youth Groups and Activities

## What is the service called?

Positive Activities for Young People is the commissioned service however each local provider operates under its own organisation's name and delivers a range of activities.

## Who is it appropriate for?

Any young person aged 13-19 (or up to 24 for those with a learning difficulty) however there is a particular emphasis on reaching those who are, or are at risk of becoming not in education, employment or training as well as those that may become involved in anti-social behaviour and those who need some early support or information with regard to their emotional well-being and mental health.

## Who is it delivered by?

Providers are commissioned in each district to deliver specific activities, groups or sessions in areas that need them most. Providers range from voluntary youth organisations and charities to local schools and academies.

## What do they deliver?

Positive Activities ensure that young people aged 13-19 (or up to 24 for those with a learning difficulty) have access to sufficient leisure-time activities. They are geographically targeted and complementary to activities and services offered by other voluntary organisations and district delivered sports and leisure services. Sessions are delivered to build positive on-going relationships with young people and to have a positive impact on their personal development, health, social, educational and economic well-being. Activities range from open access youth clubs, arts, music and sport activities and run mostly during the evenings and at weekends.

Many providers run specific sessions for children and young people with special educational needs and/or disabilities

## Referral and contact information

Most of the sessions are open to anybody and there is no need to pre-book to attend. All the providers are listed on the **County Council website** where you can find more information about what's delivered in each area as well as contact details. Search for 'groups for young people' on [www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)

# NEET Prevention (young people not in education, employment or training)

## What is the service called?

There are multiple services who deliver this support: Get Ahead programme, Springboard, Prep4Work, 2 Counties Training, Careers Advice Team and Seek and Reach initiative.

## Who is it delivered by?

Worcestershire County Council with commissioned providers and funded/supported by the European Social Fund and Education and Skills Funding Agency. The Careers Advice Team work for Babcock Prime and the Seek and Reach initiative is being delivered by Young Solutions, both commissioned by Worcestershire County Council.

## Who is it appropriate for?

The different services support young people of different ages ranging from year 10 (age 15 and 16) to aged 24. Services support young people who are, or are at risk of becoming, not in education, employment or training.

## What do they deliver?

The Get Ahead programme works with high schools across the county to support Year 11 young people who are at risk of becoming NEET. The programme provides 121 support and mentoring to help improve personal and social skills and increase the confidence of young people to progress in to education or training. There are five skill building days delivered during the academic year to help develop employability skills and mentors offer practical support to complete applications and attend interviews for post-16 progression opportunities.

Springboard supports NEET young people aged 16 to 18 to gain the confidence and skills to get in to education or training. There are seven training providers that provide support with applying for jobs, training or apprenticeships, producing CVs, interviewing and improving maths and English skills.

2 Counties Training also supports young people aged 16 to 18 and is a study programme that provides a full year of training to include vocational qualifications in areas including catering and hospitality, business administration, construction and horticulture, English, maths as well as carrying out work experience. It is the same course that further education colleges deliver but in a more protected environment to support those who are not in education, employment or training and need some extra support. Prep4Work is for young people aged 18 to 24 who need help getting into employment. The programme helps with applications for jobs, apprenticeships or training programmes, CV writing, interview techniques, English, maths and ICT qualifications and gain work experience.

The Babcock Prime Careers Advice Team works with all year 12 and year 13 young people who are Not in Education, Employment and Training (NEET) to re-engage them in learning. The Team also ensures that all Looked After young people in years 9-13 have access to impartial careers information advice and guidance either through liaising with the schools' Careers Advisers or providing this directly to the young person. The team works with young people in years 10-11 who are Electively Home Educated to provide advice and guidance on post 16 options to enable them to shape their education to meet their goals or to re-engage in a suitable alternative provision.

Seek and Reach is a new NEET prevention initiative running for 15 months from January 2017 to March 2019. It aims to seek out, make contact, support and move forward young people in Worcestershire aged 16 -24 who are not in education, employment or training. The project focuses on supporting young people who are often isolated and demotivated and experiencing particular difficulties entering employment or training, many of whom are facing challenges which create obstacles to accessing jobs or education and training programmes, and helps them progress into employment or training. The Seek and Reach keyworkers work directly with these young people, helping them identify and address the barriers to work and training. They offer young people assistance in deciding what they want to achieve and support in helping them to progress. Young Solutions also provides skill-building sessions and taster days to develop the young people's confidence and abilities.

### **Referral and contact information**

The Get Ahead programme can be accessed via high schools that are working with Get Ahead.

More information about Springboard, 2 Counties Training and Prep4Work can be found on the website: [www.worcestershire.gov.uk/16to24trainingworcestershire](http://www.worcestershire.gov.uk/16to24trainingworcestershire) including a contact form to get in touch.

Any young person who leaves year 11 who becomes NEET should be referred to the Careers Advice Team. Each young person who comes under the Team's remit has a named Careers Adviser who has a lead for their home district. You can access contact details for each lead by contacting the team on: 01905 678147

[CareersAdviceTeam@babcockinternational.com](mailto:CareersAdviceTeam@babcockinternational.com)

For more information about Seek and Reach, contact Pete Sugg via email at [pete@youngolutions.org.uk](mailto:pete@youngolutions.org.uk)

# Young Carers

## What is the service called?

Worcestershire Young Carers

## Who is it delivered by?

Worcestershire County Council commission YSS Ltd to deliver the Worcestershire Young Carers service.

## What do they deliver?

**Worcestershire Young Carers** aims to identify and support children and young people aged 7 to 24 years who help to look after a parent, guardian or sibling within their home, who is ill or has a disability. Support available for young carers includes clubs and activities, day trips, 1to1 key worker support, short breaks, mentoring, emotional support, help with education, employment or training and peer support groups. A Participation Group meet once a week at the YSS Centre in Polysec House on Blackpole West Trading Estate in Worcester and clubs are delivered in Redditch and Worcester.

## Referral and contact information

Professionals can refer young people to Worcestershire Young Carers by completing a referral form available on the website [www.yss.org.uk/worcestershire-young-carers](http://www.yss.org.uk/worcestershire-young-carers). Young people can also refer themselves via a form on the website or by calling 01905 619866 or by emailing [youngcarers@yss.org.uk](mailto:youngcarers@yss.org.uk)

# Housing Support

## What is the service called?

Housing support for young people and young families

## Who is it delivered by?

Housing support is provided to young people and families living in supported accommodation and floating support to those living in other accommodation (e.g. private rented or housing association). Housing support is delivered by St Basils, Worcestershire YMCA, Fortis Living and Bromford. Floating housing support is delivered by a number of providers and can be accessed through the Basement Project in Bromsgrove.

## What do they deliver?

Housing support is provided to young people and families who are living in the provider's accommodation; this could range from foyers which are manned 24/7 to self-contained flats with access to training facilities and communal facilities. These accommodation bases are spread out over Malvern, Worcester, Wyre Forest, Redditch and Bromsgrove. Some of the properties can be converted into an assured tenancy once the housing support ends. Staff support with life skills such as cooking and budgeting to help young people live independently in the future. Amongst other things, support can cover accessing the correct benefits, setting up utilities, support around training and employment to accessing medical and specialist support.

Bromford, Fortis Living and St Basils provide housing support to young families and offer one and two bedroom flats. Bromford deliver Smallwood Almshouses in Redditch which is a young families scheme comprising of 16 self-contained one and two bedroom flats.

Floating housing support is delivered by a support worker in the young person's property or safe place and offers support and practical help with any difficulties a young person is having living independently, particularly around tenancy management, budgeting and benefits.

## Referral and contact information

Young people aged 17 or younger who are being asked to leave their family home or other accommodation should contact the Family Front Door on 01905 822666 or their nearest housing options team (at the local District Council, links below).

Individuals or families who are at risk of being homeless should contact their local district council who can provide information and advice on housing options. Contact details are available via the following websites:

- **Bromsgrove District Council** - [www.bromsgrove.gov.uk/my-home](http://www.bromsgrove.gov.uk/my-home)
- **Malvern Hills District Council** - [www.malvernhills.gov.uk/housing](http://www.malvernhills.gov.uk/housing)
- **Redditch Borough Council** - [www.redditchbc.gov.uk/my-home](http://www.redditchbc.gov.uk/my-home)
- **Worcester City Council** - [www.worcester.gov.uk/housing](http://www.worcester.gov.uk/housing)
- **Wychavon District Council** - [www.wychavon.gov.uk/housing](http://www.wychavon.gov.uk/housing)
- **Wyre Forest District Council** - [www.wyreforestdc.gov.uk/housing](http://www.wyreforestdc.gov.uk/housing)

# Health Visiting, Breastfeeding Support and School Health Nursing

## What is the service called?

Starting Well

## Who is it delivered by?

Worcestershire Health and Care NHS Trust (Starting Well)

## Who is it appropriate for?

All of these services are universal and available to all parents and families.

## What do they deliver?

The new Starting Well service in Worcestershire brings together teams of staff who provide help and support to children, young people and families. The Health Visiting service provides 5 universal mandated visits identified within the Healthy Child Programme. Health Visitors provide an antenatal review to first time parents and vulnerable families after 28 weeks. They see all new births within 14 days for a review, provide a 6-8 week assessment, a 9 month assessment and a 2.5 year review. There is a new Telephone Advisory Service for parents who have children under the age of 5 seeking advice on their child's health and development. This is manned by a Health Visitor between the hours of 8am – 4pm Monday to Friday. There are a variety of drop in baby clinics across the county. Breastfeeding support workers work alongside Health Visitors to provide help and support for Mums who wish to continue breastfeeding. The service supports families with additional and targeted need based on agreed pathways and packages of care and/or they may refer to the relevant targeted intervention programme or specialist service.

School Health Nursing provide Time 4 U drop in sessions at all high schools however more time is given to those schools within areas of higher need to support young people. Each school has a named School Health Nurse who works very closely with the school providing support to the schools when discussing children in “vulnerability meetings”. They provide face to face contact with parents of reception children through health review questionnaires. Parents then have an opportunity to meet their school health nurse to discuss any worries/health issues they may have. The health reviews are carried out in targeted schools with higher numbers of disadvantaged pupils.

Identified High schools are targeted by the school health nurse to provide a health review in year 9. The questionnaires are completed by the young person, triaged and asked if they would like to see their school health nurse within the drop in to discuss any issues they may have. The service measures all children in Reception and Year 6 as part of the National Child Measurement Programme providing parental feedback and follow up if the parent requires. All children in reception have a hearing screen in school with referral to Audiology nurses if required. Both services provide health assessments for Looked after Children between 0-19 years and safeguarding runs through all levels of the service model working in partnership with other agencies to help promote the welfare and safety of children and young people

## Referral and contact information

Full details of the Starting Well service can be found at [www.hacw.nhs.uk/starting-well](http://www.hacw.nhs.uk/starting-well) including contact details for each element of the service broken down by area. There is also a general advice line for issues about children under 5 include feeding, behaviour or constipation: 0300 123 9551.

# Intensive Home Visiting Service (Starting Well Plus)

## What is the service called?

Starting Well Plus – Intensive Home Visiting Service (previously known as Family First)

## Who is it delivered by?

The Specialist Public Health Nurses (Health Visitors) from the Starting Well 0-19 Team in Worcestershire Health and Care NHS Trust (previously delivered by Ripplez CIC)

## Who is it appropriate 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.)

## What do they deliver?

Health Visitors delivering Starting Well Plus offer intensive home visiting support for first-time young parents, based on the Family First model previously offered by Ripplez. This model allows for a flexible approach but also 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.

Clients who are on the Starting Well Plus programme will be offered:

- **During Pregnancy:** 5 Antenatal visits
- **During Infancy:** Minimum of 7 visits (10-14days, 3-4weeks, 5-6 weeks, 6-8 weeks, 3-4months, 6-7months & 10-12months)
- **During Toddlerhood:** Minimum of 3 visits (18months, 2years and 2.5years)

There is flexibility to increase visiting according to need.

## Referral and contact information

Local Midwifery teams highlight all eligible parents-to-be, however any professional can notify the service of individuals who might be eligible and young people themselves are welcome to request the programme. Places are dependent on need and capacity. Notifications and further information can be made by emailing:

[whcnhs.startingwellplus@nhs.net](mailto:whcnhs.startingwellplus@nhs.net)



# Maternity Services

## What is the service called?

Maternity Services: Obstetric consultants and midwives

## Who is it delivered by?

Worcestershire Acute Hospitals NHS Trust

## Who is it appropriate for?

This is a universal service available to all mothers-to-be in Worcestershire

## What do they deliver?

Community midwives visit women in their own homes from early pregnancy and up to 28 days following the birth of the baby.

They provide support and advice to women and their families on an individual basis. Community midwives deliver regular pregnancy check-ups, arrange scans and appointments and provide information and advice about pregnancy and birth.

Specialist midwives provide support for vulnerable or at risk women, Consultant obstetricians provide support for women who have complications in pregnancy.

Mums-to-be who are expected to have a straightforward pregnancy are known as low risk. The community midwife provides care for low risk mothers and babies, either at a GP's surgery or a children's centre. Low risk mothers can choose to have their baby at home or in hospital.

A mum-to-be who may have had complications in an earlier pregnancy or in this new one, can choose to be looked after by the community midwife and the hospital doctor, or just by the hospital doctor. Appointments to see the doctor are arranged at a consultant clinic and generally give birth in hospital.

## Referral and contact information

Pregnant women are advised to contact their GP or local community midwife directly as soon as they think they are pregnant.

Midwife appointments can be arranged through a GP or through a children's centre. Children's centre timetables and contact details can be found at [www.worcestershire.gov.uk/childrenscentres](http://www.worcestershire.gov.uk/childrenscentres)

For urgent assessment and triage ring 01905 733196 (Worcestershire Royal Hospital).

# Emotional Wellbeing and Mental Health Services for Children and Young People (Kooth, Reach4Wellbeing and CAMHS)

## What is the service called?

**Kooth**, **Reach4Wellbeing** and **Child and Adolescent Mental Health Service** (CAMHS)

## Who is it delivered by?

Kooth is a website ran by Xenzone and commissioned by Worcestershire Health and Care NHS Trust. Reach4Wellbeing and CAMHS are delivered by Worcestershire Health and Care NHS Trust.

## Who is it appropriate for?

Kooth is a website open to all children and young people in Worcestershire aged 11-19 years old.

Reach4Wellbeing supports children and young people between the ages of 5-19 years old with mild to moderate emotional and mental health difficulties that have not responded to school or setting based prevention and emotional wellbeing support.

CAMHS supports children and young people under the age of 18 where the young person is presenting with moderate to severe mental health problems that are impacting on activities of daily life and preventing them functioning within the norms for their age.

## What do they deliver?

Kooth.com is staffed by fully trained and qualified counsellors and is available until 10pm each night, 365 days per year. It is free, safe and confidential and provides a non-stigmatising way for young people to receive counselling, advice and support online.

Reach4Wellbeing deliver face to face support for children and young people with mild to moderate emotional and mental health difficulties. Typically their difficulties will be starting to impact on their functioning in the home or school setting, but their difficulties are not yet severe enough to require referral to specialist CAMHS.

CAMHS is a specialist mental health service for children and young people with moderate to severe mental health problems. Their problems may be persistent and causing significant difficulties with their achievement and relationships. Examples of mental health problems seen include moderate to severe depression, anxiety, symptoms suggesting psychosis, eating disorders, suicidal ideation and significant self-harming behaviour that is affecting daily living activities.

## Referral and contact information

Referrers wishing to discuss a CAMHS referral in greater depth will be able to contact the single point of access, CAMHS-SPA, where they 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](http://www.hacw.nhs.uk/CAMHS)  
CAMHS-SPA: 01905 768300

Where symptoms are displayed mainly through behaviour, the referral should include information on what strategies and interventions have been put in place by other services and agencies prior to referral, in order to explain why the need is felt to be one related to the mental health of the child, rather than other factors in their life and environment. Referrals to Reach4Wellbeing can be made by families or professionals by completing an online referral form available on the website [www.hacw.nhs.uk/starting-well/reach4wellbeing](http://www.hacw.nhs.uk/starting-well/reach4wellbeing)

Reach4Wellbeing accepts referrals for children and young people aged 5-19 years, where there is a reasonable description that suggests that the child/young person may have an emotional wellbeing issue and they are registered with a Worcestershire GP and/or live in Worcestershire or attend a Worcestershire school. Settings such as schools or colleges who are able to commission services directly need to show evidence that they have tried setting-based interventions, for example by following guidance in the Schools'/Colleges' Emotional Wellbeing Toolkit. Young people can self-refer to Kooth anonymously at [www.kooth.com](http://www.kooth.com)

## Emotional Wellbeing, Mental Health and Eating Disorder Pathway for Professionals

**CAMHS CAST** - Consultation, advice, support and training - offers advice to all **professionals** working with children and young people - to find your local CAST worker:  
[www.hacw.nhs.uk/our-services/childrens-community-health-services/camhs/cast](http://www.hacw.nhs.uk/our-services/childrens-community-health-services/camhs/cast)

### Eating disorders:

Worker thinks that the child or young person may be suffering from an eating disorder or is at risk of developing an eating disorder.

### What should you do?

Complete a CAMHS referral form (GPs should complete the eating disorders section including height, weight and relevant tests that have been undertaken). At CAMHS SPA the referral will be passed to the new CEDS-CYP (Community Eating disorder service for children and young people) team. The referral will be triaged within 1 day and contact made according to level of need. **Contact SPA: 01905 768300**

### Suicide risk?

Follow WSCB guidance 'What to do if you believe a child or young person is at risk of suicide'  
[westmidlands.procedures.org.uk/local-content/ykjin/suicide-prevention](http://westmidlands.procedures.org.uk/local-content/ykjin/suicide-prevention)

### Mental health needs:

Worker thinks that the child or young person is suffering from a significant mental health need preventing them functioning within the norms of their age. These may be persistent and of a moderate to severe nature, causing significant difficulties with their relationships.

### What should you do?

Complete CAHMS referral form  
 Speak to CAMHS Single Point of Access (CAMHS-SPA) regarding referral if necessary:  
[www.hacw.nhs.uk/camhs](http://www.hacw.nhs.uk/camhs) **Tel: 01905 768 300**  
 If out of hours follow Worcestershire's Children and Young People's Urgent Mental Health Care Pathway: [worcestershirecs.proceduresonline.com/pdfs/mental\\_health\\_pathway.pdf](http://worcestershirecs.proceduresonline.com/pdfs/mental_health_pathway.pdf)

### Reach 4 Wellbeing (R4W)

NHS service for face to face emotional wellbeing support:  
[www.hacw.nhs.uk/starting-well/reach4wellbeing](http://www.hacw.nhs.uk/starting-well/reach4wellbeing)

### Emotional wellbeing needs:

Worker thinks that child or young person has emotional wellbeing needs. These will be starting to cause difficulties with their school work, friendships or family relationships. Needs cannot be met solely within universal services.

### What should you do?

Discuss **Reach 4 Wellbeing** service with child/young person and/or parent/carer: this service offers face to face group work or individual support for 5-19 year olds with low level anxiety or depression. Make a referral, or suggest self-referral.  
 Discuss **Kooth** with child/young person and/or parent/carer and give them contact details for self referral.  
 Discuss **Worcestershire Healthy Minds**, which supports people, aged 16 and over, who are experiencing problems such as stress, anxiety, low mood and depression.

### Kooth.com

Self-referral for on-line emotional wellbeing support and counselling:  
[www.kooth.com](http://www.kooth.com)

### Worcestershire Healthy Minds

Self or professional referral, referral form on healthy minds website:  
[www.hacw.nhs.uk/our-services/healthy-minds](http://www.hacw.nhs.uk/our-services/healthy-minds)

### Safeguarding concern or other support needed:

If you are worried a child is in immediate danger contact the Police on 999. If you are concerned a child or young person may be in need of protection or safeguarding complete a cause for concern form. [www.worcestershire.gov.uk/info/20383/are\\_you\\_a\\_professional\\_worried\\_about\\_a\\_child](http://www.worcestershire.gov.uk/info/20383/are_you_a_professional_worried_about_a_child)  
 Out of office hours (5:00pm to 8:30 am weekdays and all day weekends/bank holidays) contact the Emergency Duty Team (EDT) on 01905 768020

# Sexual Health Services for Young People

## What is the service called?

Worcestershire Integrated Sexual Health Service (WISH)

## Who is it delivered by?

Worcestershire Health and Care NHS Trust

## Who is it appropriate for?

These services are universal and available to all young people in Worcestershire.

## What do they deliver?

The Sexual Health Service provides testing and treatment for sexually transmitted infections and contraception which is free, confidential and accessible. The service offers holistic sensitive, considerate and non-judgemental care for all people and those with specialist sexual health needs, including young people, men who have sex with men, people with HIV and commercial sex workers.

There are three main clinics in Worcestershire. The Arrowside unit at the Alexandra Hospital in Redditch, the John Anthony Centre on Newtown Road in Worcester and Kidderminster Sexual Health clinic at Kidderminster Health Centre. Other services are provided through open access clinics based across Worcestershire in a variety of locations, at Smallwood Health Centre in Redditch, Droitwich, Princess of Wales Hospital in Bromsgrove, Moor Street Clinic in Worcester. Domiciliary home visiting is also available.

Time 4U is a confidential, accessible sexual health service for young people. The service has been set up in areas of the County that are currently or have been teenage pregnancy hotspots and in areas where there were no accessible sexual health service for young people. The Sexual Health Service supports an Outreach Service for vulnerable people throughout Worcestershire, all of which are delivered in partnership with other services and have been set up following local needs assessment and consultation with communities and young people.

The Chlamydia Screening Programme is a free, confidential and accessible service that provides opportunistic screening and treatment of uncomplicated Chlamydia infection for 15-24 year olds. The service offers sensitive, considerate and non-judgmental care. Chlamydia is detected by taking an easy test. This is either a urine sample for men and women or a self-taken vaginal swab for women. There is no need to be examined by a health professional. For more information about the Chlamydia Screening Programme visit [www.dontpassiton.co.uk](http://www.dontpassiton.co.uk)

The Sexual Health Promotion team provides professional development for staff working with young and vulnerable people, to deliver comprehensive sex and relationship education (SRE) and information about sexual health and promote positive messages about sexual health and local services. The team deliver SRE directly to groups who are identified as being particularly vulnerable or engaging in risky behaviour.

[www.KnowYourStuff.co.uk](http://www.KnowYourStuff.co.uk) provides information advice, guidance, help and signposting on a range of sexual health issues including contraception and STI's as well as accessing services and tests online.

## Referral and contact information

This is a universal service available to everyone. All Clinics have walk in sessions and can be contacted directly to book appointments. Clinics and services can be found on the [Know Your Stuff website](http://www.KnowYourStuff.co.uk) - [www.knowyourstuff.nhs.uk](http://www.knowyourstuff.nhs.uk).

# Substance Misuse Service

## What is the Service Called?

The drug and alcohol service is provided by Swanswell Charitable Trust.

## Who is it delivered by?

Support is delivered by trained professionals, peer mentors and volunteers with specialist training. The service is also staffed by doctors and nurses and works closely with GPs, pharmacists and other primary care services in Worcestershire. It works closely with other groups in the community to help service users to maintain recovery, including Alcoholics Anonymous and Narcotics Anonymous.

## Who is it appropriate for?

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 individuals affected by someone else using drugs and/or alcohol.

## What do they deliver?

- Advice, information and support for adults and young people (up to 24 years) who are using drugs and alcohol on 1:1 or group basis in the community
- Specialist treatment for adults and young people experiencing more serious difficulties associated with using drugs and alcohol, including dependency
- Family support
- Treatment can include psychological interventions, specialist prescribing to achieve abstinence and outreach support, including peer mentoring
- Access to some residential treatment for detoxification
- Advocacy and signposting to access other services to support recovery including employment
- Prevention services including immunisations for blood borne viruses
- Support for individuals affected by someone else's drug or alcohol use

## Referral and Contact Information

Referrals for advice, information and support can be made via a telephone line staffed by professionals during the day from 9am - 5pm Monday's and Friday's, and from 9am - 7pm Tuesday's , Wednesday's and Thursday's.

The number for professional and self-referrals is 0300 303 8200

More information can be found online at [www.swanswell.org](http://www.swanswell.org)

# Support in Schools for Disadvantaged and Vulnerable Learners

## What is the service called?

Various teams including Autism/Complex Communication Needs, Educational Psychology, English as an Additional Language, Gypsy Roma Traveller Education, Hearing Impairment, Learning Support Team, Medical Education, Multi-Sensory Impairment and Vision Impairment.

## Who is it delivered by?

Babcock Prime, commissioned by Worcestershire County Council.

## Who is it appropriate for?

Each service has their own referral criteria however collectively they support children and young people with SEND, minority groups, disadvantaged learners and/or those who may need to 'catch up' with the progress they're making in school.

## What do they deliver?

Teams deliver specialist support to help improve outcomes for disadvantaged and vulnerable learners. This helps schools and settings to identify and address individual pupil's learning needs effectively and identify priority areas for development. This is done through practical support, training and targeted strategies across all key stages of education.

## Referral and contact information

Services are delivered through schools. More information and referral forms are available from the '**Disadvantaged and Vulnerable Learners**' section on the Babcock Prime website: [www.babcockprime.co.uk](http://www.babcockprime.co.uk).

# Information and Support for Children with SEND

## What is the service called?

**SENDIASS** - Special Educational Needs and Disabilities Information, Advice and Support Service

There is also Worcestershire's Local Offer available at [www.worcestershirelocaloffer.org.uk](http://www.worcestershirelocaloffer.org.uk)

## Who is it delivered by?

SENDIASS advisors are employed by Worcestershire County Council; however, they are an arms-length service.

Worcestershire's Local Offer is delivered via Worcestershire County Council and provides information and signposting to advice and support available to children, young people and families.

## Who is it appropriate for?

SENDIASS and the Local Offer is available to any parent and/or carer who has a child with a special educational need or disability. The services also support children and young people with a special educational need or disability.

## What do they deliver?

SENDIASS delivers free, confidential impartial advice 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.

It also encourages families to work together with statutory and voluntary agencies that support children and families.

The service includes:

- Telephone support
- Direct, face-to-face support when appropriate
- Information factsheets on a wide variety of SEND issues
- Independent Supporter service to facilitate the Education, Health and Care Plan (EHCP) process
- An Independent Parent Supporter who is a volunteer trained by SENDIASS to support families in the home
- Training and awareness sessions for parents, carers, children and young people around SEND
- Signposting to local support groups and voluntary agencies

The Local Offer pulls information on local services and support, including groups and activities, for children, young people and families.

## Referral and contact information

Families and professionals can contact SENDIASS directly for advice or support. Information is available online at [www.SENDworcestershire.co.uk](http://www.SENDworcestershire.co.uk), via email at [sendiass@worcestershire.gov.uk](mailto:sendiass@worcestershire.gov.uk) or by calling 01905 768153

The Local Offer is available at [www.worcestershirelocaloffer.org.uk](http://www.worcestershirelocaloffer.org.uk). Information and advice is also available on Your Life Your Choice: [www.worcestershire.gov.uk/ylylc](http://www.worcestershire.gov.uk/ylylc)

# Short Breaks for Children with Disabilities

## What is the service called?

Short Breaks

## Who is it delivered by?

Various providers commissioned by Worcestershire County Council and the Clinical Commissioning Group.

## Who is it appropriate for?

Short breaks are made available for a family who has a child or children with a disability. This will be following an assessment to identify the needs of the child and the family.

Non-assessed short breaks / community short breaks are available for any child with a disability.

## What do they deliver?

Short Breaks range from half-day activity sessions to overnight breaks lasting up to a week and can take place in the family home or another setting. A Short Break is a positive and/or specialist activity or service which:

- Helps the personal, social and emotional development of children or young people with disabilities by giving them opportunities to take part and enjoy new experiences
- Gives parents and carers who need it most the chance of a much needed break from their caring responsibilities

## Referral and contact information

The needs of children with disabilities may be met by the local offer or through an early help assessment. An offer of 'non-assessed' short breaks is available through a range of providers delivering community based Short Breaks at a variety of different venues and times. Sessions and providers can be found by searching on Your Life Your Choice - [www.worcestershire.gov.uk/ylylc](http://www.worcestershire.gov.uk/ylylc) Where a family wants or needs a greater level of short break then a social work assessment may be undertaken to determine whether additional breaks are required. This includes the use of overnight short breaks and one to one support. To request this assessment complete a Cause for Concern form through the - [www.worcestershire.gov.uk/causeforconcern](http://www.worcestershire.gov.uk/causeforconcern)



# Support for Families Experiencing Domestic Abuse

## What is the service called?

Worcestershire Domestic Abuse Service

## Who is it delivered by?

West Mercia Women's Aid in partnership with Rooftop Housing. The support is delivered by specialist trained staff and volunteers.

## Who is it appropriate for?

Support is for individuals or families who are experiencing, or are affected by, domestic abuse or violence.

## What do they deliver?

The service offers a range of support. This includes a 24 hour helpline service which gives advice, guidance and support to any individual experiencing domestic abuse. Refuge accommodation in Worcestershire can also be accessed through the 24 hour helpline. 121 support in partnership with Rooftop Housing includes support workers for women only and also a male victim domestic abuse worker. There are also recovery and empowerment groups for both adults and children and peer support networks.

## Referral and contact information

Individuals can self-refer and contact the helpline for advice, support and guidance on 0800 980 3331. A referral can also be made online via the website [www.westmerciawomensaid.org](http://www.westmerciawomensaid.org)

# One to One Case Management for Domestic Abuse Perpetrators

## What is the service called?

The Drive Project.

## Who is it delivered by?

Cranstoun, commissioned by West Mercia Police and Crime Commissioner and Worcestershire County Council.

## Who is it appropriate for?

High-risk or serial domestic abuse perpetrators.

## What do they deliver?

Drive is an innovative approach to tackling domestic abuse and encourages people to stop asking “why doesn’t she leave?” and start asking “why doesn’t he stop?” Drive aims to reduce the number of adult and child victims/survivors by changing and preventing perpetrator behaviour with intensive case management and multi-agency coordinated action. Liaising closely with local police and support agencies, case managers deploy a two-pronged attack of disruption through the criminal justice system and/or support for unresolved personal issues (e.g. alcohol/drug misuse, housing and mental health). The case manager acts as a single point of contact for each perpetrator, proactively providing one-to-one case work. They are responsible for working with each service user for up to 10 months to change behaviour and reduce perpetration. The case manager will also work closely with support services for victims/survivors and their advisors to ensure the safety of victims/survivors.

## Referral and contact information

Referrals to Drive either come from MARAC via partner agencies or directly from the police. Partner agencies can refer into Drive via the Domestic Abuse Perpetrator Panel (DAPP) by emailing:

**[WorcestershireDAPP@westmercia.pnn.police.uk](mailto:WorcestershireDAPP@westmercia.pnn.police.uk)**

For more information visit: **[www.cranstoun.org.uk/service/drive-worcestershire](http://www.cranstoun.org.uk/service/drive-worcestershire)**

# Community Social Workers

## What is the service called?

Community Social Work Team

## Who is it delivered by?

Worcestershire County Council

## Who is it appropriate for?

Any professional can book an advice call with a Community Social Worker. Calls are to help individuals identify thresholds and level of need and know what steps to take to support a child, young person or family.

## What do they deliver?

Community Social Workers work within the districts to provide advice and support to other professionals. They do not hold cases but instead work alongside agencies such as schools and targeted family support workers to support with families who have specific needs. They are also a first point of contact for advice and guidance if professionals are unsure if a family needs to be 'stepped up' from early help to social care.

## Referral and contact information

To book an advice and guidance consultation with a community social worker:

If you are a school based professional please use: [https://capublic.worcestershire.gov.uk/ChS\\_Theme/](https://capublic.worcestershire.gov.uk/ChS_Theme/)

For all other professionals please use: <https://capublic.worcestershire.gov.uk/FamilyDoorPortal/>

# Information, Advice and Guidance

## What is the service called?

Your Life Your Choice

## Who is it delivered by?

This is an online service delivered by Worcestershire County Council with input from wider providers and professionals

## Who is it appropriate for?

This site is for all residents in Worcestershire. It is aimed at the general public however professionals may find it useful to find out what services are available to help a family they're working with.

## What do they deliver?

The Your Life Your Choice website provides information, advice and guidance on a range of family issues including health and well-being, behaviour, social care, SEND, childcare, parenting and family support. There is also information for adults around adult social care, keeping well in later life and advice around money, debt and housing. Information is practical and links to external websites and other providers who can provide additional support. This will allow residents to search for information relevant to them and their whole families. Providers across the county can also register their own services, products and events to allow users to find additional support near them.

## Referral and contact information

Families and professionals can access the website at any time as a universal service. The site can be accessed via [www.worcestershire.gov.uk/ylyc](http://www.worcestershire.gov.uk/ylyc)

## Early help in Worcestershire

### You can contact us in the following ways:

**By telephone:**

01905 844913

**By post:**

Families, Communities and Partnerships  
Worcestershire County Council  
County Hall  
Spetchley Road  
Worcester WR5 2NP

**By email:**

[earlyhelp@worcestershire.gov.uk](mailto:earlyhelp@worcestershire.gov.uk)

**Online:**

[www.worcestershire.gov.uk/earlyhelp](http://www.worcestershire.gov.uk/earlyhelp)

This document can be provided in alternative formats such as Large Print, an audio recording or Braille; it can also be emailed as a Microsoft Word attachment. Please contact the Equality and Diversity Team on telephone number 01905 766225 or by emailing [equality@worcestershire.gov.uk](mailto:equality@worcestershire.gov.uk).

To the best of our knowledge all information was correct at the time of printing: January 2019.