EARLY HELP IN WORCESTERSHIRE - SUPPORT FOR FAMILIES

Find out more online:
www.worcestershire.gov.uk/earlyhelp

WORCESTERSHIRE CHILDREN FIRST

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What is Early Help in Worcestershire?

Early help means providing advice, help or support where we identify there is a specific need or difficulty within a family. As professionals we work alongside a child, young person and their family / carers to address the challenges they are experiencing, helping them to access the support and make any changes needed. This could be at any point in a child's life, from birth to 18 years old and on more than one occasion, as we know children and young people are always growing and developing their needs change, as well as the needs of their families and carers. Early help is about supporting children and young people when there is a challenge in their lives or that of their families as soon as possible.

For more information about Early help in Worcestershire and services and support that may assist you visit our website:

www.worcestershire.gov.uk/info/20642/early_help_family_support

These are some of our Early help services and support available across the county for families.

Each section 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.

Services:

- Starting Well Partnership
- Early Years
- Youth Groups and Positive Activities
- Young Carers
- Families First
- Housing Support
- Maternity Services
- Emotional Wellbeing and Mental Health Services for Children and Young People
- Worcestershire Children First, Early Help family Support service
- Sexual Health Services for Young People
- Drug and Alcohol Support
- Support in Schools for Vulnerable Learners
- Support in Schools for Children with Special Education Needs / Disabilities (SEND)
- Information and Support for Children with SEND
- SEND Local Offer
- Short Breaks for Children with Disabilities
- Support for Families Experiencing Domestic Abuse

Starting Well Partnership

What is the service called?

The Starting Well Partnership

Who is it delivered by?

Worcestershire Health and Care NHS Trust have partnered with Action for Children, Barnardo's and Redditch Borough Council to deliver this service.

Who is it appropriate for?

The Service encompasses Public Health Nursing, Parenting provision and Community capacity building for children and young people aged 0 to 19 years of age and families across the 6 Districts in Worcestershire.

The service will enhance the support available to children, young people and families across the county, providing help during antenatal, post birth, the early years' stages, and throughout school life and will be delivered across health building, community venues, including schools and Family Hubs (previously known as Children's Centres) in each of our local districts. The partnership will offer family and parenting groups supporting all aspects of physical and mental wellbeing for children, young people and their families.

What do they deliver?

The service offer includes a Starting Well website **www.startingwellworcs.nhs.uk**

Starting Well Partnership services for 0-4 years

Follows the 'Healthy Child Programme' which is delivered universally throughout the country and includes all the developmental reviews for children:

Antenatal visit: **28-32 weeks pregnant**. A Health Visitor will help you prepare for parenthood and is someone you can talk to about how you are feeling. This visit will be offered to all first time parents and to other families if required.

10-14 days after birth. You can talk with the Health Visitor about how your new baby is settling in and you can ask questions regarding any aspect of their care including feeding issues and immunisations. You can also talk about how you are feeling. The Health Visitor will also be able to advise on support and activities in your local area.

Six to eight weeks after the birth. You can talk to your Health Visitor about how you and your new family are doing. There will be an opportunity to talk about immunisations which start at 8 weeks and how you are feeling emotionally and physically.

9-12 months Ages and Stages developmental review. This is also an opportunity to discuss your child's general health and wellbeing. If you are interested, someone in the Starting Well team can also put you in touch with local baby groups, Family Hub or activities in your area.

2-2½ years Ages and Stages developmental review. This is an opportunity to discuss your child's development and general health and wellbeing including speech and language development, toilet training and behaviour.

Breastfeeding

Breastfeeding support workers work alongside Health Visitors and Breastfeeding Peer Supporters in order to provide an additional tier of support and information for Mums who choose to breastfeed their baby.

Starting Well Plus

This is a service for first-time parents in Worcestershire aged 25 and under. The Starting Well Plus intense home visiting service is prioritised for the youngest and those who have identified needs.

Health Visitors delivering Starting Well Plus offer intensive home visiting support for first-time young parents and aims to provide information and support around topics such as preparation for parenthood and being a positive parent, attachment, healthy living, child development & behaviour, relationships, coping strategies, life course development, housing & finances etc.

Parents 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)

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**

Telephone Advisory Service

This is for parents who have children under the age of 5 seeking advice on their child's health and development. This is manned by a Starting Well Practitioner between the hours of 8am – 4pm Monday to Friday.

Cal: 0300 123 9551

Drop-In

The Partnership provides a variety of drop-ins across the county which includes breastfeeding support and child health clinics. For more information on these please visit **https://www.startingwellworcs.nhs.uk/family-hubs**

Starting Well Partnership services for 5-19 years

The School Health Nursing service provides support to all school age children aged 5-19 years across the County. All Schools have a named School Health Nurse who works very closely with the school to ensure the health needs of individuals are addressed and to develop Health Improvement Plans, which ensures a targeted approach to the specific needs of a defined population.

This follows the 'Healthy Child Programme' which is delivered universally throughout the country and includes all the Health Reviews at key stages via a digital approach during school life. These core contacts are:

- School entry - Parents complete Health Reviews by accessing an online portal. Parents will receive a report on their child/children and any public health information as required.
- Young People in Years 6 and 9 will complete their own digital health review, receive a report and may be seen within school by a School Health Nurse for further support.

National Childhood Measurement Programme (NCMP) & Hearing Screening

School Health offer to weigh and measure all children in Reception and Year 6 as part of the NCMP. Parents/carers receive written feedback and offered weight management advice and support if required. Additionally, all children in Reception are offered hearing screening within school and referral to Audiology clinic for further assessment if appropriate.

School drop –ins

Time 4 U Drop-in sessions are offered within most High Schools to meet the health needs of children and young people, these can be carried out face to face within the school or using a safe digital platform called WebEx.

Chat Health

A confidential texting service known as 'Chat Health' is available to all young people age 11-19 years. A School Health Nurse will be available between 9am and 4pm to offer support on any issues e.g. sexual health, bullying, friendships, low mood etc. There is no need for the young person to disclose their name if they do not wish. This can be accessed by texting 07507331750.

Community Health Connectors

Our team of Community Health Connectors help to link families with children aged 0-19 years, to opportunities and appropriate support within their local area for example:

- To provide info, advice and activities/events which support the Healthy Child Programme (eg: Obesity, dental health, Post Natal Depression, bullying etc) together with appropriate partner agencies
- To identify gaps in provision in local area and to work with partner agencies to develop an approach to meet these needs.
- To develop the capacity of the local community to provide their own support networks. This could include volunteering and Peer Support opportunities; our Volunteer Co-ordinator would support those wanting to undertake this. Contact: **https://www.startingwellworcs.nhs.uk/contactus**

Parenting

All parents/carers can access some form of parenting support whether that is through an online course or group. The Starting Well Partnership delivers evidence-based Parenting Programmes and support groups to improve parenting capacity.

These programmes include those that are specific to parents of children with special educational needs and/or disabilities.

Volunteers are recruited to support parenting and universal groups and also help local support groups to become sustainable. These include Stay and Play groups and parent carer support groups for those with special educational needs and/or disabilities.

For more information on the parenting provision **https://www.startingwellworcs.nhs.uk/parenting-groups**

Referral and contact information

Full details of the Starting Well Partnership service can be found at **https://www.startingwellworcs.nhs.uk/home** including contact details for each element of the service.

Parents and partner agencies can request parent group support by visiting **https://www.startingwellworcs.nhs.uk/request-support**

Early Years

What is the service called?

Early Years and Childcare service including Early Years Improvement, Early Years Inclusion and Nursery Education Funding team (NEF team).

Who is it delivered by?

Various childcare providers including nurseries, pre-schools, out of school and childminders. Worcestershire Children First (WCF) deliver the Early Years' service including the NEF team.

Who is it appropriate for?

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.

What do they deliver?

Worcestershire Children First'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.

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 Worcestershire Children First educational services website at **https://www.worcestershire.gov.uk/WCFEducationServices/info/15/early-years-1**

Information, advice and a childcare search is available at: **www.worcestershire.gov.uk/childcare**.

Funding and free childcare information is available at: **www.worcestershire.gov.uk/freechildcare**.

Youth Work & Positive Activities

What is the service called?

"Positive Activities for Young People" is the name of the commissioned service, providing youth work to young people across the county.

Who is it appropriate for?

It is a universally accessible offer available to any young person aged 13-19 (or up to 24 for those with a learning difficulty). The offer for young people varies from place to place across the county, but in most places there is additional work directed at young people who might be at risk of being socially excluded as a result of their behaviour, educational needs, disability or vulnerability, for instance.

Who is it delivered by?

It is delivered by the following organisations:

District	Service
Bromsgrove	Woodrush Youth & Community Centre; YMCA Worcestershire
Malvern Hills	Malvern Cube; Upton Youth Forum; Positive Youth (Tenbury)
Redditch	Redditch Borough Council Consortium (including Redditch Skate & BMX Park, Arrow Vale Youth, Redditch Youth & Community Enterprise, What's Your Point, YMCA Worcestershire, Your Ideas, Redditch Self-Defence, Up Foundation)
Worcester City	Worcester Community Trust
Wychavon	Droitwich Action for Future Youth (DAFFY); Ourside Youth Association (Evesham); Pershore Riverside Centre; You Turn Centre (Evesham); Wychavon District Council (Mobile Youth Bus)
Wyre Forest	Kidderminster District Youth Trust; Youth Direxions (Stourport)

What do they deliver?

Youth workers ensure that young people aged 13-19 (or up to 24 for those with a learning difficulty) have somewhere local to them where there are positive things to do, safe places to go, and places to meet other young people. The purpose of youth work is to help young people with their personal and social development, help them achieve their full potential and develop important life skills through non-formal educational activities. In practice each provider will offer a range of social groups and clubs, sports, arts, cultural, mentoring, voluntary activities, designed and developed with young people.

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**

Young Carers

What is the service called?

Worcestershire Young Carers

Who is it delivered by?

Worcestershire Children First 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 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.

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 online groups. A Participation Group meet once a month at the YSS Centre in Polysec House on Blackpole West Trading Estate in Worcester and clubs are delivered in Redditch and Worcester.

The service also employs an Education Link Worker who goes into schools and delivers assemblies and drop-in sessions to staff and pupils to promote awareness of young carers.

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** . Young people can also refer themselves via a form on the website or by calling 01905 619866 or by emailing **youngcarers@yss.org.uk**

Families First

What is the service called?

Families First

Who is it delivered by?

Delivered by YSS, the Families First service is commissioned by Worcestershire County Council.

Web: www.yss.org.uk/familiest-first

Who is it appropriate for?

In Worcestershire there are an estimated 2,500 children affected by parental imprisonment. The aim of the Families First service is to support as many of these children and young people as possible.

The referral criteria is as follows:

- Families must reside in Worcestershire;
- Have a partner or parent of a child in prison; or
- Have a partner or parent of a child about to be sentenced
- And belong to a family with at least one child between 0-19 years

What do they deliver?

The Families First campaign aims to bring together professionals and community organisations to design a response that will reduce the distress experienced by these children and their families.

Through support and guidance for the whole family, Families First workers can help families cope with the demands of having a partner or parent in prison.

Examples of support may include:

- Advice and information
- 1-1 support for children
- Support groups
- Signposting to other relevant services
- Finance and benefits information

Referral and contact information:

To request a referral form please email **familiesfirst@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: **01527 572050**

Worcestershire YMCA: **ymcaworcestershire.org.uk/what-we-do/accommodation/supported-housing** or call **01527 61643**

Platform Housing Group: **www.platformhg.com** or call **01905 670248**

Floating housing support is delivered by the Basement Project in Bromsgrove.

The Basement Project: **bromsgrovebasementproject.org.uk** or call **01527 832993**

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.

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 medical and specialist support. Staff also support to develop and organise social activities and projects which encourage social unity and aim to reduce loneliness.

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.

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 provide care from early pregnancy and up to 28 days following the birth of the baby. These appointments take place in a variety of settings, include your home, local children's centre or GP Surgery.

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.

In some areas of Worcestershire, these appointments are conducted by Continuity of Care Midwives. These Midwives work as a team to support mothers during pregnancy, when they give birth and when they have had their baby.

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

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**

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

Emotional Wellbeing and Mental Health Services for Children and Young People

What is the service called?

Child and Adolescent Mental Health Service (CAMHS)

Kooth

Reach 4 Wellbeing

Who is it delivered by?

Kooth is a website run by Xenzone and commissioned by Worcestershire Health and Care NHS Trust.

CAMHS and Reach 4 wellbeing is delivered by Worcestershire Health and Care NHS Trust.

What do they deliver?

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

The Reach 4 Wellbeing team aims to promote positive wellbeing, reaching children and young people in their communities to reduce the stigma of mental health. They provide short-term group programmes for children and young people aged 5-18 experiencing mild to moderate anxiety and low mood, using cognitive behaviour therapy-based principles. Reach 4 Wellbeing is a self-referral service.

Specialist CAMHS is a 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 include moderate to severe depression, anxiety, symptoms suggesting psychosis, eating disorders, suicidal ideation and self-harming behaviour that is having a moderate to severe impact on the child or young person's daily living activities.

CAMHS CAST stands for Consultation, Advice, Supervision and Training, and is a service for professionals working with children and young people registered with a Worcestershire GP, who are experiencing mental health difficulties. They operate often but not exclusively to support schools.

CAMHS CEDS stand for Community Eating Disorder Service and is a specialist team which treats eating disorders (primarily Anorexia Nervosa) in children aged 8 to 18 years across Worcestershire. They provide family-based treatment, psychoeducation, medication if appropriate and individual therapy.

CAMHS LD provide specialist support to children, young people and their families who have a moderate to profound learning disability and who have a severe mental health need and / or complex behavioural need. The teamwork with multiple agencies to provide specialist intervention to improve the child / young persons emotional wellbeing.

CAMHS PLUS supports children and young people experiencing a mental health crisis. The service also undertakes ward assessments for those admitted to the paediatric ward for self-harm and suicide.

CAMHS Learning Disabilities Team supports families with a child with a learning disability who may benefit from specialist mental health support.

CAMHS SPA stands for Single Point of Access Service, it is the first point of contact for professionals who are concerned about a child or young persons mental health. This service operates Monday to Friday 9am – 5pm (excluding bank holidays). This is not an emergency service.

Youth Offending Service: A full-time CAMHS Clinical Nurse Specialist works alongside the Youth Justice Service

(YJS), providing specialist mental health assessment and treatment to young people open to the YJS. Referrals are made to the nurse by Youth Justice Officers where they have concerns for the young person's mental health.

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**

CAMHS-SPA: 01905 768300

Referrals to Reach4Wellbeing can be made by families or professionals by completing an online referral form available on the website: **https://www.hacw.nhs.uk/reach4wellbeing**

Reach4Wellbeing accepts referrals for children and young people aged 5-18 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.

Young people can self-refer to Kooth anonymously at **www.kooth.com**

Worcestershire Children First Early Help Family Support Team

This service works with 0–18-year-old children, young people and their families across Worcestershire where there is a specific need for a family support worker. They have 6 district teams across the county.

For more information or to request a service please go to the Worcestershire County Council website: **www.worcestershire.gov.uk/requestfamilysupport**

Sexual Health Services for Young People

What is the service called?

Worcestershire Integrated Sexual Health Service (WISH)

Who is it appropriate for?

These services are universal and available to all young people in Worcestershire under 21.

Who is it delivered by?

Worcestershire Health and Care NHS Trust.

What do they deliver?

WISH provides free and confidential advice, information and support around relationships and sexual health. This is a confidential, non - judgemental service. WISH provides contraception including Long-Acting Reversible Contraception (LARC) and free condoms. WISH provide testing and treatment for sexually transmitted infections. All services are confidential. WISH staff will not share information about visits unless they are concerned that there are safeguarding issues, and someone is at risk or harm. Staff will tell patients if it is necessary to share information.

There are three main WISH clinic sites in Worcestershire:

- The Arrowside unit at the Alexandra Hospital in Redditch,
- Aconbury North on the site of Worcester Royal Hospital in Worcester
- WISH at Kidderminster at Kidderminster Health Centre.

WISH have satellite clinics at other locations across the County. Staff may arrange to meet patients there by appointment. Sites include Smallwood Health Centre in Redditch, Droitwich, Princess of Wales Hospital in Bromsgrove.

Under 21 Saturday Service

WISH has a Saturday service for young people age **UNDER 21**.

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. Please answer honestly in order to ensure the most appropriate advice and support. 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**

The Outreach team see young and vulnerable people who couldn't otherwise access sexual health services.

Free online Chlamydia Screening is available from **www.SH24.org** Chlamydia is detected by taking an easy DIY test. This is either a urine sample for or a self-taken vaginal swab for people with a vagina. There is no need to be examined by a health professional. For more information about the Chlamydia Screening Programme visit: **www.SH24.org**

WISH Health Promotion team provides professional development and training for staff who work with young and Vulnerable people, to empower them to have meaningful conversations about relationships and sexual health (WISH support school staff to deliver high quality comprehensive Relationship and Sexual Health Education (RSE), which is statutory in schools from September 2020. The team promote positive messages about sexual health and share information about how to access local services.

Referral and contact information

For further information about how to access services and arrange an appointment, please visit: **www.knowyourstuff.nhs.uk**

Drug and Alcohol Support

What is the service called?

The drug and alcohol service is provided by Cranstoun.

Adults can access support from Cranstoun Worcestershire. Young People and those affected by someone else's drug or alcohol use can access support from Switch Worcestershire.

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 also 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 serious difficulties associated with using drugs and alcohol. Support is also available for 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 18) who are using drugs and/or alcohol on a 1:1, group or video call basis in the community.
- Specialist treatment for adults and young people experiencing more serious difficulties associated with using drugs and alcohol, including dependency
- Treatment can include psychosocial interventions, health advice, specialist prescribing to achieve abstinence and outreach support, including peer mentoring
- Access to community and inpatient detoxification.
- Advocacy and signposting to access other services to support recovery including employment
- Prevention services including testing, immunisation for blood borne viruses and Needle Syringe Programmes
- 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 by phone Monday to Friday 9am – 5pm. Referral forms can also be downloaded from the service website and sent via email. Drop-in appointment times and out-of-hour support are detailed on the service website.

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

More information can be found online at **https://www.cranstoun.org/services/substance-misuse/cranstoun-worcestershire/**

Vulnerable Learners Service

What is the service called?

There are several teams within the Vulnerable Learners Service, including Children Missing Education, Elective Home Education, Exclusions, Gypsy Roma Traveller (GRT) Service, Education Welfare Service and Prosecutions, Children in Employment and Entertainment Licensing, Post 16 Not in Education, Employment or Training (NEET) and tracking and Education Advice for children unable to attend school.

Who is it delivered by?

Worcestershire Children First.

Who is it appropriate for?

Each service supports children and young people in accessing the education to which they are entitled, including Post-16. Children can be missing from education for many reasons, and our teams will support children and families in accessing a school place, ensuring that provision is in place, and ensuring that education is suitable to a child's age, aptitude and ability. In addition, if a child is undertaking part time work, or involved in some form of entertainment we can ensure that a child or young person is doing this safely and within the law.

What do they deliver?

Teams deliver support to children and families in accessing and engaging with the education to which they are entitled. Our GRT Service supports children and families to access education and maintained schools to be inclusive in their practice by offering training and support around culture and expectations. All of our services offer advice to schools and to families regarding education provision.

Referral and contact information

Education settings can refer directly via the Children's Services Portal. The service accepts referrals directly also for more information and contact details can be found at **https://www.worcestershire.gov.uk/schools**

Support in schools for Special Educational Needs and Disabilities

What is the service?

As part of Worcester Children First the SEND Support Services provide advice and support for schools around improving the outcomes and meeting the needs of children and young people with Special Educational Needs and Disabilities (SEND).

There are four core teams that form the SEND Support Service - they are:

- The Educational Psychology Service (EPS): Delivers statutory and psychological services for children and young people aged 0 to 25, within a range of educational and community settings such as pre-schools, schools, colleges, children's homes and children's centres.
- The Autism and Complex Communication Needs Team: Qualified specialist teachers and specialist practitioners with experience of supporting the needs of children and young people on the autism spectrum or who have complex communication needs from early years to higher education. The team also support the Umbrella Pathway as part of the autism diagnostic process.
- The Learning Support Team: Provides support to meet the needs and assess pupils with Specific Learning Difficulties (SPLD) and those struggling to engage or unmotivated to learn. The team is available to help schools and settings enhance their capacity to meet the needs of children and young people with a range of learning needs through specialist advice, interventions, assessment and training. The team also provide support for learners with English as an additional language.
- The Sensory Team: Provide support for Multi-Sensory Impairments, Visual Impairments and Hearing Impairments for sensory impaired babies, children and young people (0 to 19 years) their families and carers. The team provides support that is offered from the point of diagnosis throughout the early years and at pre-school level, through to further and higher education and where post school provision is made by Worcestershire Access and Inclusion Service.

Who is it delivered by?

Worcestershire Children First delivers these services to children and young people across Worcestershire.

Who is it appropriate for?

Each service has their own referral criteria however collectively they support children and young people with SEND, minority groups, SEND/or those who may need to 'catch up' with the progress they're making in school. The teams also work with schools and settings to develop capacity to meet the needs of inclusion.

What do they deliver?

The teams offer responsive solutions to schools and education setting which aim to improve access to learning and raise attainment for children and young people with SEND.

Referral and contact information

For more information see our WCF information pages:**www.worcestershire.gov.uk/WCFEducationServices**

Educational Psychology:

Email: EdPsychology@worcschildrenfirst.org.uk
Telephone: 01905 844499

Autism and Complex Communication Team:

Email: Autism@worcschildrenfirst.org.uk
Telephone: 01905 844328

Learning Support Team:

Email: Hdavies@worcschildrenfirst.org.uk
Telephone: 01905 845397

The Sensory Impairment Team:

Email: SensoryImpairment@worcschildrenfirst.org.uk
Telephone: 01905 843975

Information and Support for Children with SEND

What is the service called?

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

Who is it delivered by?

SENDIASS advisors are employed by Worcestershire County Council; however, they are an arms-length service. This means that the service is independent, not influenced by the local authority.

Who is it appropriate for?

SENDIASS is available to any parent and/or carer who has a child with a special educational need or disability. The service also supports children and young people with a special educational need or disability.

What do they deliver?

SENDIASS delivers free, impartial, confidential and accessible information, advice and support to parents and carers of children with a special educational need or disability and young people themselves between the ages of 0-25. In particular, the service aims to empower them, enabling children and Young People to realise their full potential throughout their educational life.

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
- Support to facilitate the Education, Health and Care Plan (EHCP) process
- Training and awareness sessions for parents, carers, children and young people around SEND
- Signposting to local support groups and voluntary agencies

Referral and contact information

Families can contact SENDIASS directly for advice or support

Telephone: 01905 768153 (with 24 hour answer machine service)

Email: **sendiass@worcestershire.gov.uk**

Information is available online at **www.hwsendiass.co.uk** and on their social media platforms:

www.facebook.com/hwsendiass

www.twitter.com/hwsendiass

SEND Local Offer

What is the service called?

Special Educational Needs and/or Disability (SEND) Local Offer Website

Who is it delivered by?

Worcestershire's SEND Local Offer website is hosted by Worcestershire Children First and is a multi-agency initiative providing information about what support and services families can expect to be available for children and young people with SEND.

Who is it appropriate for?

The SEND Local Offer provides information for families who have a child or young person with SEND, including those who do not have an Education, Health and Care Plan.

What do they deliver?

The SEND Local Offer provides information about what support and services families can expect to be available across education, health and social care in Worcestershire, including children and young people who do not have an Education, Health and Care Plan.

This information includes:

- Groups and activities for children and young people
- Support groups for parent carers
- What support early years settings, schools and further education providers should be providing (known as the Graduated Response or Ordinarily Available)
- Transitioning to adulthood
- Benefits and financial support
- Daytime or overnight breaks for parent carers (known as respite or a short break)
- Health services
- Social care support for children, young people and young adults
- Services that can provide information, advice or support

Referral and contact information

The SEND Local Offer is available at: **https://www.worcestershire.gov.uk/sendlocaloffer**

Short breaks for children with disabilities

What is the service called?

Short Breaks

Who is it delivered by?

Various providers commissioned by Worcestershire Children First 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 **https://www.worcestershire.gov.uk/shortbreaks**

Where a family wants or needs a greater level of support after a short break then a social work assessment may be undertaken to determine whether additional breaks are required. This includes more specialist services such as overnight short breaks and one to one support.

To request this assessment, contact the Family Front Door on 01905 822666.

If a child or young person has been assessed as meeting the criteria for the Children with Disabilities team, then contact the allocated social worker directly or a member of the team on 01905 844343 to discuss needs further.

Support for Families Experiencing Domestic Abuse

What is the service called?

West Mercia Women's Aid (WMWA)

Who is it delivered by?

WMWA is commissioned by Public Health.

Who is it appropriate for?

West Mercia Women's Aid (WMWA) is the leading regional specialist organisation providing emotional and practical services for those whose lives have been affected by domestic abuse.

WMWA will support anyone affected by domestic abuse, working closely with other agencies to ensure that support services are accessible and appropriate to all communities of heritage, faith, ability and identity.

What do they deliver?

WMWA offer a range of services and work to ensure that victims are safe, have information and choice in how they can live their lives, and feel supported in their recovery from abuse.

Services provided include:

- Helpline and online Live Chat with skilled and experienced practitioners available to listen and provide advice and support 24/7
- Refuge and safe house accommodation for individuals and families fleeing domestic abuse
- Group and peer support programmes delivered online and, in the community,
- Specialist safety advice and support for those at high risk of harm, working closely with the Police and legal system
- Support for children and young people affected by domestic abuse in their home setting or by teen relationship abuse
- Training for professionals and communities, and opportunities for volunteering and student placements

Referral and contact information

All services can be accessed directly through WMWA Helpline: Worcestershire Helpline 0800 980 3331 or online through WMWA's website **www.westmerciawomensaid.org**

Participation and Engagement

We welcome the views of parents and carers, and children and young people about the services they receive. Please contact the Participation Team on: **participationteam@worcschildrenfirst.org.uk**

For more information please visit:

https://www.worcestershire.gov.uk/earlyhelpfamilysupport

It is important that families know where to go and get help. We know that where to start or what to ask for can sometimes be a challenge. We have developed a Family Hub to give you 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.

https://www.worcestershire.gov.uk/info/20643/the_family_hub

Worcestershire Children First
County Hall
Spetchley Road
Worcester
WR5 2NP

Website: www.worcschildrenfirst.org.uk

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CHILDREN FIRST