



Support Services for all TGAW children and families

As we approach the summer break, we wanted to remind you of the safeguarding support that remains available to you.

If you have significant concerns about the welfare or safety of a child(ren) who lives in Worcestershire, you can call the Family Front Door on 01905 822666. You can access this support out of working hours on 01905 768020

- If you require emergency assistance please contact 999 to access the Police, Fire Service or an Ambulance.
- If you require support or advice from the Police, but it is not an emergency, please call 101.
- If you require emergency assistance from the NHS please attend your local A+E.
- If you require support or advice from the NHS, but it is not an emergency, please call 101.
- If you are a child or young person who needs to speak to somebody about a worry or concern you can call Childline. This service is free and confidential. Please call 0800 1111.

Other Support Services for Specific Issues

Young Carers

- Worcestershire Young Carers. Call 01905 619886 youngcarers@yss.org.uk
- More information can be found at barnardos.org.uk

Drugs/Alcohol

- **Cranstoun:** support in Worcester for families **0300 303 8200**.
- **FRANK:** Support for adults and children visit www.talktofrank.com

Food/Eating Issues

- **Beat:** Under 18s helpline, webchat and online support groups for people with eating disorders, such as anorexia and bulimia. Helpline: **0808 801 0677** (open 365 days a year from 12pm–8pm during the week, and 4pm–8pm on weekends and bank holidays)

Domestic Abuse

- If you are a victim of domestic abuse and violence, or know someone who is, there is help available. The helpline for **West Mercia Women's Aid** is available 24 hours a day, 365 days a year and is staffed by trained workers who can offer you support, safety planning, information and advice. The staff are skilled in active listening, will not make judgements and will treat you with respect, as well as offering practical and emotional support and information. Helpline **0800 980 3331**.

West Mercia Women's Aid Helpline 24 hours a day on **0800 980 3331**

Men's Advice Line on **0808 801 0327** (Monday - Friday 9am-5pm)



Mental Health

- **Kooth.com:** Free, safe and anonymous online support for young people. Kooth is a transformational digital mental health support service. It gives children and young people easy access to an online community of peers and a team of experienced counsellors. Monday to Friday 12:00 -22:00, Weekends 18:00 - 22:00
- **ChatHealth** is a secure and confidential text messaging service for young people. It allows patients to easily and anonymously get in touch with a healthcare professional for advice and support. It's a locally-offered service used by healthcare provider organisations across the UK. **Text: 07507331750**
- **Young Minds Parents Helpline:** 9:30-16:00 (Monday to Friday) – Free and confidential support, information and advice for any adult worried about the emotional problems, behavior or mental health of a child/young person. **Call 0808 802 5544.**

Suicide

- **HOPELINEUK:** If you are having thoughts of suicide or are concerned for a child or young person that might be, you can contact this service for confidential support and practical advice. 10:00-22:00 (weekdays), 14:00-22:00 (weekends and bank holidays). More information can be found at www.papyrus-uk.org. Call 0800 068 4141, Text 07786209697 or email pat@papyrus-uk.org

Bereavement

- **Grief Encounter:** This service offers a flexible and accessible service which aims to professionally care and respond to bereaved children, young people and their families via counselling, group activities, family fun days, residential camps and interactive online services. More information can be found at www.griefencounter.org.uk.
- **Touchstones** is a small, local charity with one very simple aim – to be there for any bereaved child and young person in North East Worcestershire. Phone **07547 367267** info@touchstones-support.org.uk
- **Footsteps** is a charity based in Worcestershire. They offer support in Worcestershire for children and young people who have lost a family member visit www.talktofootsteps.org

Online Safety

- **saferinternet.org.uk:** You don't need to be an expert on the internet to help keep your child stay safe online. This site provides advice and resources to support you as you support your child to use the internet safely, responsibly and positively.
- **CEOP-** support parents and young people through online sexual abuse. www.thinkyouknow.co.uk.



Sexual Orientation/Gender Identity

- **Young Stonewall:** Information and support for all young lesbian, gay, bi and trans people. For more information please visit www.youngstonewall.org.uk
- **FFLAG:** This is a national voluntary organisation and registered charity. We are dedicated to supporting parents and their lesbian, gay, bisexual and trans daughters and sons. For more information please visit www.fflag.org.uk
- **Mermaids:** Family and individual support for gender diverse children and young people visit www.mermaids.org.uk

Housing

- **Housing support:** If you have any concerns about your housing situation or at risk of eviction please contact www.cabwhabac.org.uk. They will be able to advise and support you.
- Shelter is able to support and offer advice around all queries you may have. Please visit www.shelter.org.uk

Foodbank

- **Worcester Food bank:** Please contact The Hive for a referral form if you are on benefits
01905 722233