

# Are you worried about a child, young person or their family?

Here are some useful numbers and links for services that can provide support.

Please be advised that the 24/7 Crisis Number for children and young people has changed. **This information replaces previously circulated details.**

For urgent calls for children and young people who are experiencing a mental health crisis contact the Rise Crisis team between 8am-8pm on **02476 641799** or call **0300 200 0011** outside of these hours.

**During the COVID response, this service is available 24-hours a day, 7-days a week, with an advice-only service outside the core hours of 8am-8pm.**

## EARLY HELP

All children, young people and families in Warwickshire are entitled to receive Early Help. This means offering information, advice, guidance, and support to families as soon as a concern emerges, or seems likely to emerge.

For more information about Early Help in Warwickshire including documentation and contact details please visit the following web pages:

<https://www.warwickshire.gov.uk/children-families/early-help-warwickshire/1>

## SPECIALIST TEACHING SERVICE

STS builds capacity in your school, to help you meet the needs of your vulnerable pupils and gives you a completely tailored service that supports you to raise standards for pupils with Special Educational Needs and Disability (SEND). We also offer SENCo Network Meetings, Twilight Tasters, Specialist Clinics, Parent workshops and a range of training courses.

<https://apps.warwickshire.gov.uk/Wes/services/6523>

For more information please contact:

North/East Area Manager: **Paul Fellows 01926 413777**  
[paulfellows@warwickshire.gov.uk](mailto:paulfellows@warwickshire.gov.uk)

Centre/South Area Manager: **Tammy Mason**  
**01926 476600**, [tammymason@warwickshire.gov.uk](mailto:tammymason@warwickshire.gov.uk)

## FAMILY INFORMATION SERVICE

We provide information, advice and one-to-one support for families with children and young people aged 0 to 25 across Warwickshire on issues including family relationships, finance, housing, parenting support, Special Educational Needs and Disabilities (SEND), childcare and health and wellbeing.

Phone: **01926 742274**

Email: [fis@warwickshire.gov.uk](mailto:fis@warwickshire.gov.uk)

Website: <https://www.warwickshire.gov.uk/fis>

## FAMILY SUPPORT LINE

Family support workers are available across Warwickshire to listen, support and offer advice and guidance to families and professionals about all aspects of parenting and family life.

To speak to a family support worker over the telephone, call **01926 412412**, Monday to Friday between 9am - 4pm.

## ICT DEVELOPMENT SERVICE

Our experienced team of advisers provide strategic advice, support and a range of continuing professional development opportunities which focus on the development and safe use of ICT. We can support pupils, teachers and parents with the Computing Curriculum, Online Safety, Home and Blended Learning solutions.

For more information, please contact our Service Desk at [ictdsservicedesk@warwickshire.gov.uk](mailto:ictdsservicedesk@warwickshire.gov.uk), via telephone on **01926 738484** or visit our websites:

ICTDS Home Learning Site - <https://sites.google.com/welearn365.com/wl365hl/home>

WCC Blended Learning Site - <https://sites.google.com/welearn365.com/wccblendedlearning/home>

## WARWICKSHIRE EDUCATIONAL PSYCHOLOGY SERVICE (EPS)

The EPS continues to offer support to schools through their link EP. This includes work with families, children and young people; this support is usually agreed through the school SENCo or other members of the leadership team.

In the event of 'critical incidents' including sudden or unexpected deaths members of the school leadership team can contact the EPS to seek advice and support - please ring **01926 742921** and an EP will get back to you as soon as possible and where possible on the same day.

## VIRTUAL SCHOOL

Is the child a Child Looked After (CLA) or Child Previously Looked After (CPLA)? The Virtual School can offer support and advice to schools, nurseries and colleges.

Designated Teacher training and network meetings are running via Teams in autumn 2020.

Contact - **01926 742018**  
[virtualschool@warwickshire.gov.uk](mailto:virtualschool@warwickshire.gov.uk)



## SCHOOL HEALTH & WELLBEING SERVICE

To speak to a school nurse, please contact the School Health & Wellbeing Service.

Phone: **03300 245 204**

Email: [warwickshireschoolhealth@compass-uk.org](mailto:warwickshireschoolhealth@compass-uk.org)

Website: <https://www.compass-uk.org/services/warwickshire-school-health-wellbeing-service/>

Parents/carers can call the service on **03300 245 204** or text Parentline on **07520 619 376**.

Young people aged 11-19 can text ChatHealth on **07507 331 525**.

## MULTI-AGENCY SAFEGUARDING HUB (MASH)

For Safeguarding queries, you can contact the MASH Education Lead on **01926 418608** or email [MASHeducationlead@warwickshire.gov.uk](mailto:MASHeducationlead@warwickshire.gov.uk)

## CHILDREN AND YOUNG PERSON MENTAL HEALTH SERVICES

If you would like to speak to us about a child or young person you would like to refer to Rise, please contact the Rise Navigation Hub on **0300 200 2021**. We can arrange for you to have a consultation with a mental health clinician within the Navigation Hub. Please note you are also able to get in touch with the Primary Mental Health Team, who can provide wider training for professionals around identifying and supporting mental health needs in children and young people.

You can get in touch with them either through the Navigation Hub or directly to the Primary Mental Health Team on **07917 504682** and [risecommunityoffer@covwarkpt.nhs.uk](mailto:risecommunityoffer@covwarkpt.nhs.uk)

## ADULT MENTAL HEALTH SERVICES

To help you cope during this period, the Wellbeing for Warwickshire Hubs will be offering telephone support to anyone who feels they are in need of contact.

To talk to a member of staff or book an appointment, call the Hubs Team on **024 7771 2288**. Or you can email [wbw@cwmind.org.uk](mailto:wbw@cwmind.org.uk) for more information.

IAPT – IAPT services are available for people experiencing mild to severe anxiety and depression. They can provide advice, information and therapy. Please note this service involves an initial assessment which then determines the support you will be offered.

Call **02476 671090** to self-refer.

For further information on mental health support and services available, please go to <https://www.warwickshire.gov.uk/mentalhealth>