

Children, Young People and Families

Temporary COVID-19 Service Offer

Childrens Centres (0-5 years)

- Welfare calls to parents
- Home Learning/ Activity Packs
- Speech, Communication and Language interventions 0-5yrs
- Supporting Children with SEN/D
- Parenting advice & support – Routines/ Behaviour
- Housing/ LCSS Grant support
- Fareshare Food Parcels (available at some centres)
- Online learning and tips for parenting during COVID-19
- Food Bank vouchers
- Emergency food and fuel vouchers (limited)
- Ante natal appointments are still going ahead on some sites and we are sending out ante natal information packs around the Bump birth and beyond
- ESF Ways to Work support

Referral: self by calling your local centres or speak to health visitor

Health Visiting Team

- *Safeguarding statutory duties/welfare calls*
- Birth Visits virtual/ face to face if required
- Antenatal virtual/ face to face if required
- Faltering growth clinic *by referral only*
- On call Health Visitor for support /advice Mon –Fri 9-5

For more information visit <https://www.merseycare.nhs.uk/our-services/physical-health-services/health-visiting/>

School Nurses

- *School Nurse On call 9-5 across the city*
- *Lead School Nurse link with education hubs*
- *Safeguarding statutory duties/welfare calls*
- *Faltering growth clinic by referral only*
- On call School Nurse support/advice Mon-Fri 9-5

Community Midwifery

- Our first contact postnatally will commence with a phone call assessments and visit if necessary following discharge from the hospital.
- We then have continued to provide postnatal care (day 5, day 7 if required and day 10 home visits)
- We discharge women after an assessment of mother and baby, if there are any concerns we would continue to support. HV services will then contact women and families for their birth visit.

SENISS

Helpline: 07591837693

If your child has special educational needs and you are wanting to know more on how to support their learning at home then please ring for professional advice, support or practical strategies. Monday: 1pm – 4pm, Wednesday: 9am – 4pm, Friday: 9am – 12pm alternatively, you can email your concern to seniss@liverpool.gov.uk

Educational Psychology Service

Helpline: 0151 233 5978

If you are concerned about your child's emotional wellbeing or managing their behaviour then please ring for professional advice, support or practical strategies. Monday to Friday: 9am – 4.30pm alternatively, you can email your concern to epsadmin@liverpool.gov.uk

Speech and Language

Helpline: 07540707541

If you need advice or support regarding your child's speech and language then please contact Christine Taylor, Principal Speech and Language Therapist. Tuesday to Friday: 9am – 12pm alternatively, you can email your concern to christine.taylor@liverpool.gov.uk

Family Support Services (Children's Social Care)

- Home Visits to cases flagged Red and Amber
- Direct Work with Children and Young People (Socially distanced or virtual)
- Parenting advice and support (Therapeutic Crisis Intervention Sessions / Provision of information and resources)
- Therapeutic Support to children, young people and families via our own Therapists
- A range of Therapeutic Resources have been developed
- Referrals to Citizens Support Scheme
- Virtual Family Group Conferences (emergencies only)
- Support to families who are subject to virtual Court Proceedings
- Welfare calls to children, young people and their families
- Information / advice / guidance / support to children, young people and their families around Covid 19
- Activity and resource packs

ASD Training Team: 07522800193/07515501854

Advice and strategies for families of children and young people with autism or social communication needs. Monday to Friday: 9am – 12pm alternatively, you can email your concern to ASDtrainingteam@liverpool.gov.uk

PSS

Parent and Baby Relationship Service

For families with babies aged conception to 18 months old, who are under social care (EHAT, Child in Need or Safeguarding).

We offer training and consultation to professionals. We offer consultation and therapy to families, some group work and lots of work with individual families. Some evening appointments available, not weekends at present.

The focus of all work is strengthening the parent and baby relationship, helping them understand each other and enjoy each other's company.

To discuss using the service (for professionals or parents/carers) phone 0151 702 5535 or email parentandbaby@pss.org.uk . NB all referrals through the Early Help Hubs at present.

PSS, Prisoner's Families

Prisoner's Families support children and families when they have a parent or close relative, being sentenced, in prison or released from prison. During the current pandemic the service can offer support and advice via telephone, and email/posting any relevant/necessary resources. The service is available from Monday- Friday 9am- 4:30pm. Referrals can be made via emailing your concern to: jessica.schorah@pss.org.uk

PSS - Family Impact

Family Impact supports families who are going through a difficult time because a parent is misusing substances. Emotional support is being provided by telephone to parents who are in recovery, kinship carers (often grandparents) and other family members who are affected by it. Information and guidance on finances, caring for children at home and self-care is also available.

The service operates Monday to Friday 9am – 5:30pm.

Email referrals to: family.impact@pss.org.uk

Brain Charity - children with neurological conditions

Online dance & arts-based workshops to children and young people with neurological conditions. The project combines physiotherapy and dance for one type of workshop and occupational therapy and art for the other type of workshop.

<https://thebraincharity.org.uk/how-we-can-help/practical-help/children-young-people-s-services>

YPAS

- *Parent iag welfare calls*
- Foodbank vouchers
- Yc5 delivery with MYA
- Online resources for parents via email /call during covid
- Counselling for children and young people via telephone
- IAG delivery for young people via telephone
- CAB advice on prescription

Self and professional referrals accepted online and via phone and email support@ypas.org.uk

NSPCC

- Adults concerned about the wellbeing of a child can contact the NSPCC Helpline on 0808 800 5000 or email help@nspcc.org.uk
- If a parent/carer is worried about a child, have a question, or just need some reassurance they can contact the Helpline as above.
- **Childline** remains open to children and young people:



- Children can speak to a counsellor on the phone or online between 9am and midnight.
- Online chats are picked up until 10.30pm and the voice service runs until midnight.
- The Childline website including sending emails will still be available 24 hours a day. Our website has available [new tips and advice](#) to help new parents through the early years. From getting babies to sleep, to managing stress, and how to look after parents' own mental health.
- **Coronavirus (COVID-19) advice and support for parents and carers**
<https://www.nspcc.org.uk/keeping-children-safe/coronavirus-advice-support-children-families-parents/>

MYA – Merseyside Youth Association

- Currently delivering Youth Connect 5 virtually for parents and young people to access together
 - Poetry sessions on Instagram live
- Our landline, email and postal addresses all remain active, and MYA's mentors/workers will still be contactable via telephone and/or email, so please get in touch if you have any immediate concerns.
0151 702 0700 admin@mya.org.uk

Merseyside Domestic Violence Service, MDVS

MDVS have adapted our existing work to reach more people during this crisis. Our working hours are ever changing to meet the needs and demand of those in need of urgent support. re continuing to support victims of domestic violence across the board, we are also continuing our work with male perpetrators through phone contact, Zoom groups and WhatsApp video calls. MDVS are providing the following support.

Covid-19 working days/hours – MDVS are operating Monday to Friday days each week from 9am to 10pm and have 2 staff on call on weekends.

We can accept referrals for individuals aged 16 years and upwards.

- Delivering weekly food parcels for 30 families
- Providing Tablet Devices for families to assist with communicating and contact
- Support and safety planning with male and female victims of domestic violence via phone and video call
- Group work and 1 to 1 work with female victims and survivors of domestic violence held weekly
- Group work and 1 to 1 work with male perpetrators held 3 times per week

Main contact number – 07802 722 703

Evening and Weekend contact number (after 5pm) 07802 722 703 / 07780 948 890

Main email – ayla.mdvs@ymail.com

Website: www.mdvs.org

ADHD Neurodiversity Charity

- Self-referral from parents
- Self-referral for young people aged 14 and over
- Early years support for both public and private early years providers across the city
- Information, advice and guidance to parents
- Online therapy/counselling/CBT for Looked After Children from LCC Virtual School
- Online therapy and continuity support for children and young people referred by schools
- Online parenting skills programme
- Email and telephone enquiries

- 24/7 online social media support for 120,000+ followers
- Webinars, podcasts and printed resources are posted across the city

LCVS

- Supporting families with play resource packs through the Positive About Play initiative
- Currently supporting Liverpool City Councils helpline, ensuring vulnerable members of the community gain signposting and support to services and volunteers
- Funding portal for organisations - COVID-19 support funds to help families

<https://www.lcvs.org.uk/working-together/>

LFC Red Neighbours

- Online safeguarding campaign <https://foundation.liverpoolfc.com/news>
LFC Foundation has launched an online safeguarding campaign to help support participants who are unable to attend their school and community sessions during the COVID-19 national lockdown.
- Virtual employability sessions
- Access to food services for families

LIVPAC

Liverpool Parent and Carers Forum (LivPaC) is a group of parents and carers of children and young people with special additional needs and/or disabilities (SEND)

- Our Virtual Coffee Sessions are jointly held with our friends from The Isabella Trust
- If families would like to book a place then they will need to email us at livpac@hotmail.co.uk

Advanced Solutions

- Professionals online focus drop ins and workshops
- Children's and family activities
- Sleep support
- Online Community Network Groups
- Follow us on Twitter: @ADDvancedSol or Instagram: @ADDvancedSolutions

We are offering telephone and email consultations so please get in touch by calling 0151 486 1788 from 9am-5pm Monday to Friday, or email us at info@advancedsolutions.co.uk.

Barnardos

- Working to support young carers and working alongside partners to refer to them

<https://www.barnardos.org.uk/what-we-do/services/action-young-carers-liverpool>

email: youngcarers.liverpool@barnardos.org.uk or call 0151 228 4455

CAMHS

The Liverpool CAMHS Partnership has adapted as coronavirus impacts our everyday lives. Our partners are working hard to ensure children, young people and families get the support they need during this time. Only available for YP and parents who are open to Liverpool FRESH CAMHS and have been referred due to mental health concerns that would warrant a specialist CAMHS Service and can't be referred into externally just for the parent group.

If you are a child or young person in crisis, you can call the crisis care line 24 hours a day, seven days a week on 0151 293 3577 but you should only present to Accident Emergency Department if you need medical treatment or are struggling to keep yourself safe in the immediate moment.

www.freshcamhs.org

camhs.referrals@alderhey.nhs.uk

Everton in the Community

Blue Family campaign to combat isolation and support societies most vulnerable

- Fans and members of the community in greatest need contacted by Everton in the Community staff to deliver tailored and focused support, assistance and guidance, including:
- Essential food parcels distribution, including breakfast packs for young children
- Financial assistance for prescription purchases and delivery
- Mobile phone credit for those living alone and with limited support networks
- Support with gas and/or electricity vouchers for those facing increased fuel bills
- Mental health support and advice
- A referral service for access to Everton in the Community's support provision
- Calls from the Everton Fan Centre to thousands of fans to maintain contact and provide a friendly voice to talk to, prioritising the elderly and isolated <https://www.evertonfc.com/bluefamily/referral>