

Supporting Families Advisors (SFAs)

SFAs offer support to all practitioners across the city engaging with families at an early help level. We can advise around early help processes, other agencies who may be involved with a family or discuss “stuck” or complex cases.

supportingfamilies@york.gov.uk

Multi-agency Safeguarding Hub (MASH)

If you have a concern that a child is vulnerable or at risk of significant harm, please contact the Multi-Agency Safeguarding Hub (MASH) in York.

01904 551900
mash@york.gov.uk

Crime and Youth Justice

York Youth Justice Services

We work with young people from the age of 10 years old into young adulthood, who are at risk of, or involved in offending behaviour.

york.gov.uk/youthjusticeservice
01904 554565

North Yorkshire Police

Emergency 999
Non-emergency 101

Crimestoppers

crimestoppers-uk.org/
0800 555111



Raise York

Your Family Hub Network

Family Information Service

FIS is a universal service offering free and impartial information to any family from pregnancy to age 19 years (or up to 25 if the child has special educational needs or disabilities).

Info is provided on a range of topics including:

- Ofsted registered childcare;
- groups, activities and things to do;
- support services;

- emotional health and wellbeing;
- financial;
- housing;
- young people;
- learning and work;
- SEN and more...

Practitioners can also get in touch to request information for a family they are working with.

01904 554444 fis@york.gov.uk

raiseyork.co.uk

Early Years

Early Years Childcare Quality and Improvement Team

Provide comprehensive and high quality advice, challenge, professional guidance and support to Early Years providers. This includes childminders, pre-schools, nurseries and out of school clubs within the Private, Voluntary and Independent Sector (PVI).

01904 555300

raiseyork.co.uk/

[quality-improvement-team](mailto:quality-improvement-team@york.gov.uk)

EYCqualityimprovement@york.gov.uk

Early Years Funding Team

Support the childcare workforce around funding related matters.

01904 553880

earlyyearsfundings@york.gov.uk

HomeStart

Provide support to families with children under 5 who are finding parenting a challenge due to external stresses such as depression, loneliness, illness or disability.

homestartyork.org/

07519 976946

Children's Workforce Induction Pack

This is a free online resource for anyone working with children, young people and families and comprises 13 'bitesize' modules which practitioners can access at any time. The resource can be accessed here:

raiseyork.co.uk/inductionpack

Education and SEND

Special Educational Needs and Disabilities (SEND)

The York Local Offer website provides information about support for parent carers, professionals as well as children and young people with (SEND) in York.
yorksend.org/local-offer

York Sen Services

01904 554336

CYC Schools and Education

Detailed information about most aspects of schools and education provision in York.

york.gov.uk/schoolsandeducation

Virtual School

An additional resource which exists to support and challenge all those involved in the education of children and young people in care.

raiseyork.co.uk/education/virtual-school

Staying Safe

IDAS

IDAS offers a range of free & confidential advice services to help people cope with & recover from the effects of domestic and sexual abuse.
idas.org.uk/

03000 110 110

info@idas.org.uk

idas.org.uk/make-a-referral/

Change Grow Live.

York Drug and Alcohol service

Specialist provision known as “The Gate” supporting children, young adults and families who are affected by drugs and alcohol.

[changegrowlive.org/the-gate-](http://changegrowlive.org/the-gate-york)

york

thegateyork@cgl.org.uk

01904 464680

Safeguarding

Information on safeguarding and child protection support in York.

york.gov.uk/childprotection



Housing/Finance

Housing Options Team

Housing Options Team offer advice and information to anyone who is homeless or threatened with homelessness. The service also includes resolving housing issues and exploring other housing options.

york.gov.uk/housingoptions

01904 554500

housing.options@york.gov.uk

Youth Homelessness Team

Offer support to young people aged 16 to 17 who are homeless or are at risk of becoming homeless. 16 year olds need to have officially left Year 11 to access this support.

york.gov.uk/homelessness/youth-homelessness-support

01904 553585,

07891 853498, or 07717 320102

youthhomeless@york.gov.uk

Financial support

Financial support is available for residents on a low income, who are struggling or have an emergency. Find information on, local grant schemes, help with food, bills, rent or mortgages and more.

york.gov.uk/benefits

Finance and Housing

A range of services and information on the financial support available for families.

raiseyork.co.uk/finance-housing

Help with childcare costs

Help is available for families with children aged 0 -17 including support for families who have children with SEND. Contact York Family Information Service to discuss options and receive a tailored list of Ofsted registered childcare.

01904 554444

[raiseyork.co.uk/childcare/](http://raiseyork.co.uk/childcare/reduce-cost-childcare)

reduce-cost-childcare

FIS: 01904 554444 fis@york.gov.uk

Family Relationships

Parenting support

A range of online and in person parenting support for families covering under 5s – teens and special educational needs. Support including the Solihull programme.

raiseyork.co.uk/families/parents

Healthy Relationships

Identify healthy relationships throughout the parenting journey.

[raiseyork.co.uk/babies-young-children/](http://raiseyork.co.uk/babies-young-children/healthy-relationships-parenting)

healthy-relationships-parenting

Adoption TEAM

One Adoption North and Humber – CYC's joined-up and regional approach to delivering adoption services will: enables us to find families for children with a plan of adoption in the most timely way.

york.gov.uk/adoption oanh.raa@york.gov.uk

0345 305 2576

Health

Healthy Child Service

Cover 0 -19s and include schools nurses, health visitors and child development workers. Support covers speech and language, toileting, sleep, behaviour and fussy eating.

01904 555475

hcs-secure@york.gov.uk

raiseyork.co.uk/healthy-child-service

Speech language and communication

raiseyork.co.uk/speech-language-communication

Camhs (Child and Adolescent Mental Health Service)

When a child or young person's worries, problems or behaviours begin to impact upon their everyday lives, the CAMHS team can support you by offering professional help and advice.

01904 420950

tewv.orcahouse@nhs.net

York mind

A range of services to support mental health and wellbeing in York including young people counselling services (from age 12 years), YorChoice and Yormind Chat Chit.

01904 643364

yorkmind.org.uk

Midwifery Community Team

The local teams in York can be contacted on

West Community Team 01904 555045

East Community Team 01904 551778

raiseyork.co.uk/planning-child-pregnancy/midwifery

Young carers

York Carers Centre support young people aged between 5 and 18 who are helping to look after someone at home.

yorkcarerscentre.co.uk/young-carers/

01904 715490

enquiries@yorkcarerscentre.co.uk

The Island

A charity in York for vulnerable children and young people aged 8 – 18 years; building confidence, self esteem, and unlocking potential through positive mentoring relationships and programmes.

01904 628449

enquiries@theislandyork.org theislandyork.org/

IDAS

support children and young people who have witnessed or been subject to domestic abuse and young people who've been sexually assaulted. IDAS also provide a programme for families which helps where young people are abusive to their parents or siblings.

03000 110 110

idas.org.uk/what-we-do/children-and-young-people/

