



Raise York
Your Family Hub Network

Useful contacts

Support for all families: Family information service

The Family Information Service is a free and impartial universal service available to any family with children from pregnancy up to 19 years (or up to 25 years old if the child has special educational needs or disabilities).

York Family Information Service provides information on:

- Ofsted registered childcare in York, including offering a childcare brokerage service
- Toddler groups
- Activities and things to do for 0 – 19 year olds
- Support services, groups, websites and helplines on a range of areas including financial, emotional health and wellbeing, young people, employment, education and training, housing, SEN and more...

Practitioners can also get in touch with the service directly to request information on services, groups and activities to support families they are working with.

Contact York Family Information Service
fis@york.gov.uk
01904 554444 (Mon – Fri 10am – 4pm)
raiseyork.co.uk

Support for all professionals: Supporting Families Team

The Supporting Families Team Offer

To ensure that practitioners across the City are supported in the work they do with and for families in York we offer a package of support through our Supporting Families Team to lead practitioners or any other individuals or services working with families.

Support can include:

- Support for all early help partners in settings across the City in terms of practice and process, use of assessment tools, availability of services, and case specific advice.
- Advising early help partners who else may be involved with the family to allow the development of an effective Team Around the Child & Family
- Supporting partners in progressing those early help cases where progress has become “stuck”, and we need to review options for the family.
- Families on the Supporting Families programme can access advice around employment, training and state benefits from our in-house Supporting Families Employment Adviser (SFEA).

Contact an adviser at
supportingfamilies@york.gov.uk

to access the advice outlined above AND to notify the team that you are providing early help support to a family.

Safeguarding Referrals

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.

The MASH is a multi-agency team made up of representatives from a range of services, including Social Care, Early Help, Police and Health Professionals and is a single point of contact for all concerns about children.

This partnership approach will make it easier to get children, young people and families to get the right level of support as quickly as possible.

Referrals on situations that are not immediately urgent should be made by completing the MASH referral form, which can be returned by email to: mash@york.gov.uk.

MASH Tel No. 01904 551900
Emergency Duty Team 0300 131 2131

If you need advice on completing the MASH Referral Form, please speak with the Safeguarding Lead within your own organisation.

raiseyork.co.uk



Visit the
Raise York
Website

