



COMMUNITY SIGNPOSTING

Where to go for the right
information, advice, and support
in your community

WAN Worcestershire
Advice Network



citizens
advice

South
Worcestershire



Community Signposting

This booklet highlights the free services and support in South Worcestershire that residents can access for impartial and trusted advice.

The Worcestershire Advice Network (WAN) includes a few of these agencies and you can find them here:



These services are for you, and for you to recommend.



Support Services in South Worcestershire

Citizens Advice South Worcestershire

DIAL - Disability Advice Line

Age UK Wyvern

Carers & Communities

Sensory Matters

Worcestershire County Council

Youth Clubs

Public Health

Suicide Prevention

Mental Health Support

Scam Awareness



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Citizens Advice South Worcestershire

Giving advice about:

Benefits / Pensions / Debt / Housing /
Work & Employment / Consumer Rights /
Health & Wellbeing / Foodbank Vouchers

Get in touch to book an appointment:

Malvern

Call: 01684 563611, Tues, Thurs, Fri, 10am - 1pm

Email: enquiries.malvern@citizensadvice.org.uk

Wychavon

Call: 01386 712100, Mon, Tues, Thurs, 10am - 1pm

Email: enquiries.wychavon@citizensadvice.org.uk

Website: citizensadvice.org.uk

Advice Line: 0808278 7891, Mon - Fri, 10am - 4pm

National Website: citizensadvice.org.uk

DIAL

Disability Advice Line

Supporting adults and the families of children with a physical or learning disability, or mental health issue.

Information / Benefit Entitlement / Form Filling /
Appeals / Advocacy / Referrals

Contact:

Call: 01905 27790

Tues, Weds, Thurs, 9am - 3pm

Email: info@dialsworcs.org.uk

Website: dialsworcs.org.uk

**DIAL SOUTH
WORCESTERSHIRE**



**Guide to
Services**

citizens
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Age Uk Wyvern

Supporting those over 50 to improve and sustain their quality of life.

Befriending & Social Groups /
Money & Benefits / Digital Support /
Footcare / Dementia Support / Transport

Get in touch to find out more:

Call: 01905 724294

Email: info@ageuk/wyvern

Website: ageuk.org.uk/wyvern



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Carers & Communities

If you provide extra care and support to a friend or family member because of illness, disability, or age, you are a carer.

Carers & Communities can support with:

Practicalities of the caring role / Wellbeing /
Carer physical and mental health /
Getting a break / Legal and financial issues

Contact:

Call: 01905 751340

9am - 5pm Mon, Tues, Thurs, Fri

9am - 8pm Weds

Email: mail@carersandcommunities.org.uk

Website: carersandcommunities.org.uk



Helping carers and patients
in our communities receive
the support they deserve.

0300 012 4272

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Sensory Matters

Providing information, advice and guidance to anyone in Worcestershire who is blind, vision impaired, Deaf, hard of hearing, have dual sensory loss or is deafblind.

Sight Loss **Connections Groups** across the district.

Call: 01905 723 245

Text: 07860 02295

Email: sensorymatters@sightconcern.co.uk

Website: sightconcern.co.uk

Visit: The Bradbury Centre, 2 Sansome Walk,
Worcester, WR1 1LH



Worcestershire County Council

Responsible for a range of services:

Blue badges / Council Tax / Schools /
Libraries / Roads / Travel / Waste

Customer Services Contact Centre:

Call: 01905 765765 or 01905 763763

Website: worcestershire.gov.uk/contact

Adult Social Care:

Call: 01905 768053

Out of hours: 01905 768020

Children's Social Care:

Call: 01905 822666

Out of hours: 01905 768020



Search the
Community
Services Directory

citizens
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South
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Youth Clubs

A list of **local youth clubs** can be found here:

Youth Clubs

Activities for young people providing recreational and leisure time activities that support their personal, social and emotional development.



Youth Group Advice and Training:

Website: youngsolutions.org.uk

**YOUNG
Solutions**

citizens
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South
Worcestershire

Public Health

Healthy Worcestershire

Increasing physical activity, tackling loneliness and improving community safety.



WORCESTERSHIRE
VIRTUAL FAMILY HUB



Virtual Family Hub

Information and support for children and families.

Drugs & Alcohol

Cranstoun works to support over 18s struggling with alcohol or drug intake. They also offer advice, support and guidance for family and friends to cope with someone else's substance use.

Call: 0300 303 8200

CRANSTOUN
Empowering People, Empowering Change

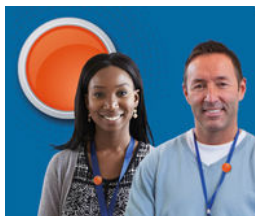
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Suicide Prevention

Training Available

There are a range of online and in-person training. These can be free or for a cost depending on the type and provider.



Orange Button Scheme

The Orange Button scheme aims to make people who have received suicide prevention training more visible.

Help Lines

Text: SHOUT to 85258

Call: Samaritans 116 123

Email: jo@samaritans.org

Call: NHS 111

If someone is seriously injured or if you're worried, they're in immediate danger, don't hesitate to **call 999**

Mental Health Support

NHS Talking Therapies

Talking therapy for stress, anxiety, low mood or depression. Therapy can be delivered through support groups, courses, and 1:2:1 support.

Mental Health Support:

Kooth - free counselling and mental health support online for under 19s **[kooth.com](https://www.kooth.com)**

Hub of Hope - UK's largest online mental health support directory **[hubofhope.co.uk](https://www.hubofhope.co.uk)**

MIND - information and support around mental health **[mind.org.uk](https://www.mind.org.uk)**

Relate - relationship and family counselling (costs could be involved) **[relate.org.uk](https://www.relate.org.uk)**

Scam Awareness



Friends Against Scams

Supporting those working with people that may be affected by scams or those that have been scammed.

Worcestershire Trading Standards Service

Information in relation to scams, consumer advice, including the different types of scam and advice to prevent or report issues.



**Created by
Citizens Advice South Worcestershire**

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