

UNIVERSAL SERVICES

DO YOU KNOW...

Whatever your child's needs -
We can help.



0-4



5-10



11-15



16-19



20-25

What does this mean?

Whatever your child's needs are we can help. There are a variety of support services that can meet your child's individual needs...including

- health professionals for all ages
- accessible cinema screenings
- leisure and library services
- inclusive activities through the family wellbeing centres
- so much more...

Sefton Council staff and the organisations we work with are trained to help find support with any needs you and your child may have.

How can I find out more?

There are more contact details of the support available for you and your child on the Sefton Directory or contact a Family Wellbeing Centre

You can find this booklet on The Sefton Directory by searching for Universal Services Guide

[SEFTONDIRECTORY.COM](https://www.seftondirectory.com)



UNIVERSAL SERVICES



Services for young
people aged
0-4

Sefton Health Visitors

Every family will have a named Health Visitor who will visit them until the child goes to school. The first visit generally takes place within the first two weeks and they will provide their details and details of any child health clinics.

Health Visitors help

- Parents to work through challenges with feeding, routines and behaviour.
- Giving public health information.
- Routine developmental checks.
- Immunisations information.

Put you into contact with other people and resources to help you and your baby.

Phone numbers:

Bootle 0151 247 6010

Switch House
0151 247 6147

Formby 01704 395 723

Southport Hampton Road
01704 385 125

Southport Hoghton Street
01704 385 125

Maghull 0151 247 6810

Waterloo 0151 247 6354

General Practitioner (GP) for all ages who will give advice and signpost to other services when needed.

SENDIASS are an information, advice and support service for children (0-25) with additional needs and their parents.

Phone **0151 934 3334**

Family Wellbeing Centres (FWC)

Family Wellbeing Centres offer joined up support for children and young people to make family life that little bit easier. Parents and carers can expect extra help, advice and guidance to help them with the things family life throws at them, from becoming a parent to deciding what to do when they leave school.

Parent and baby groups. Varies by location, day and time and some offer targeted sessions for children with sensory activities at Family Wellbeing Centres.

Phone:

North 01704 534975

South 0151 330 5260

Central 0151 282 1405

Hospitals - Alder Hey and Ormskirk Hospitals are the two local hospitals for children and young people.

Alder Hey - 0151 228 4811

Ormskirk Hospital (Children's A&E)
- 01695 577111

Opticians - Children's eyesight is usually checked at 6 months of age, at 3 years and just before they start school at about 5 years of age.

Routine eye checks are offered to new born babies and young children to identify any problems early, although serious vision problems are rare during childhood.

Free NHS sight tests are available at opticians for children under 16 and for young people under 19 in full time education.

On the Council's website you can use 'Find My Nearest' to find Council services closest to you.

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Early Years and childcare

In Sefton you can access a wide range of safe, high quality childcare and early learning opportunities, including holiday clubs and schemes.

Social/ leisure opportunities and events, activities such as mother and baby groups offered in the community, include swimming groups, baby massage, baby yoga.

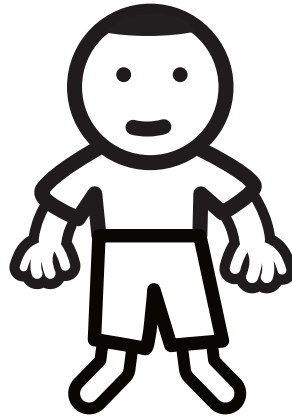
Dentist As soon as the first tooth appears you can take your baby to see a dentist. They can offer advice on how to prevent decay and identify any oral problems at an early age.

Localities Services Sefton Council's Localities teams.

Localities staff can offer advice and support on a range of family issues, from helping new parents to debt advice and everything in between. From time to time we all need a bit of extra help and support, this could be when first becoming a parent, when leaving school or many other life-changing events. At these times, our Localities Teams can work with people to help them, get back on track.

Our teams are based in the community, which means we have a good knowledge of the local area and can make better connections with the people we support and the many opportunities that Sefton has to offer.

For more information call
0345 140 0845.



Services for young people aged 5-10

Most health services will continue the same as 0-4 apart from midwife and health visitors.

School Nurses are qualified nurses. They offer services for all children and more specialised service for children who need it and work across education and health for children and young people from 5-19 years of age. Their role is to

- Promote healthy living
- Give immunisations and vaccines
- Carry out developmental screenings
- Training teachers on healthcare issues
- Advise schools on health policies

Phone numbers:

Bootle **0151 247 6010**

Switch House **0151 247 6147**

Formby **01704 395 723**

Southport Hampton Road **01704 385 125**

Southport Hoghton Street **01704 385 125**

Maghull **0151 247 6810**

Waterloo **0151 247 6354**

There are a variety of clubs locally including rainbows, scouts, sports and dance that will be able to support your child as an individual.

There is information on the **Sefton Directory** of local groups your child can get involved in.

Localities Services

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At these times, our Localities Teams can work with people to help them, get back on track.

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For more information call
0345 140 0845

How can I find out more? There are more contact details of the support available for you and your child on the Sefton Directory or contact a Family Wellbeing Centre.

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Sefton Carers Centre

including support for Young Carers, children who look after others. They also support people who use Direct Payments, Personal Health Budgets and parent and carer support groups. In addition to supporting your child, you may also be looking after a relative or friends and need advice or guidance, or emotional or practical support.

Parent Carer Support is offered as conversations or through coffee mornings every Thursday with opportunities to speak with a variety of professionals as well as getting support from the team and other parent carers.,

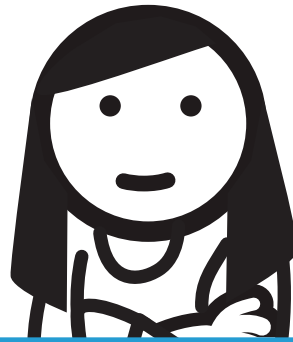
Advice can be given over the telephone by calling **0151 288 6060** or you can contact them through their website.

There may be services in previous sections that you can use when your child is over 11. take a look at the previous sections.

Localities Services

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At these times, our Localities Teams can work with people to help them, get back on track.



Services for young people aged 11-15

Our teams are based in the community, which means we have a good knowledge of the local area and can make better connections with the people we support and the many opportunities that Sefton has to offer.

For more information call **0345 140 0845**

School career advisers provide information and advice from year 9.

Connexions

Connexions provide information, advice and guidance to young people between the ages of 13 -24 if the young person has additional needs and had or has a Education, Health and Care Plan (EHCP) issued by Sefton local authority.

Accessible Screenings are in Cinemas - Odeon, Plaza and Vue in Southport where changes to lighting, sound and time support people to use the cinema in a more comfortable way.

Contact the cinemas for info.



Services for young people aged 16-19

There may be services in previous sections that you can use when your child is over 16. Take a look at previous sections.

Health services - change to adults from children's at 18. Each hospital will make adjustments to suit your needs. You can use an information passport to help services to support you well.

The Life Rooms have mental and physical wellbeing courses and activities across Sefton and online.

Opportunities in relation to employment, volunteering, learning in modern, positive and inclusive environments.

Bootle: **0151 330 6464**

Southport: **01704 383198**

Community Connectors

are based in Bootle, Maghull and Southport.

They support people over 18 with help to access local groups and organisations, befriending and help with every day tasks.

How can I find out more? There are more contact details of the support available for you and your child on the Sefton Directory or contact a Family Wellbeing Centre.

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Email:
Connectors@seftoncvcs.org.uk
Southport - **07860 848 342**
Maghull - **07860 848 344**
Bootle - **07860 848 352**

Buddy Up is a mentoring and befriending project for young people aged between 13 and 18 who have additional needs and disabilities and are at risk of social isolation.

Volunteer mentors are also recruited and trained to support the members whilst helping themselves.

Phone **0151 920 0726** ext 222
or **07971 868105**

Living Well Sefton can find activities that will help you get and stay healthy.

They have link workers that will plan and enable you to access services.

Phone **0300 323 0181**

Sunflower Lanyard
- by wearing the lanyard you indicates to people around you that you may need additional support. Online only.

Localities Support
- Including leisure services, employment and health and wellbeing support. You can access support through any leisure centre, library or family wellbeing centre (up to 19 years old) or call **0345 140 0845**.

Brighter Futures
- specialist employment advice, work experience and business qualifications for ages 16 -18.
Phone: 0151 203 2474.

Connexions
- Connexions provide information, advice and guidance to young people between the ages of 13 -24 if the young person has additional needs and had or has a Education, Health and Care Plan (EHCP) issued by Sefton local authority. Tel: 0151 944 6100

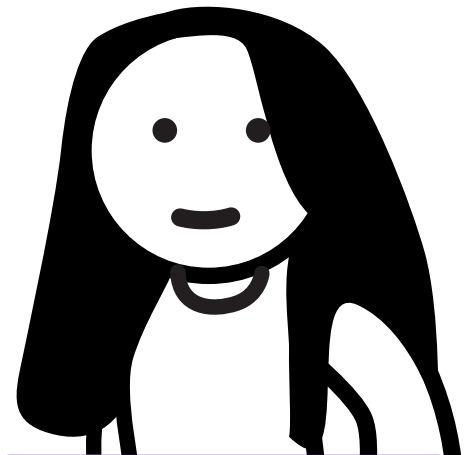
Sefton@Work
support around jobs, education and employment.

Bootle **0151 934 2610**
Southport **0151 934 2875**

Access Sefton
- age 16+ provides psychological therapies, sometimes called talking therapy, to help people who have common mental health problems such as feeling stressed, feeling low in mood (depressed) or very nervous (anxiety). You can fill in the online form, Call on 0300 303 2708, email **CWP.AdminAccess** **Sefton@nhs.net** Or you can also ask your GP to make a referral for you.

Online Form link

Accessible Screenings are in Cinemas - Odeon, Plaza and Vue in Southport where changes to lighting, sound and time support people to use the cinema in a more comfortable way.



Services for young
people aged
20-25

Introduction

The information in the previous sections that will have other support services you can use.

DWP Work and Health Programme

You'll get personal support to help you get a job. Ask your work coach if you're eligible. If you don't have a work coach, [go to your local Jobcentre Plus](#) and ask to speak to a work coach about the Work and Health Programme.

Phone Southport, Crosby or Bootle Job Centre Plus on **0800 169 0190**.

Benefits advice and support

The Council can advise if you need urgent support with money or benefit support

Phone **0345 140 0845**.

How can I find out more? There are more contact details of the support available for you and your child on the Sefton Directory or contact a Family Wellbeing Centre.

You can find this booklet on The Sefton Directory by searching for Universal Services Guide

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Sefton Council Welfare advice line

Call **0151 934 3660** (certain times only)

Citizens Advice Sefton

help solve problems around benefits, housing employment, debt and more

Southport - **01704 385627**

Bootle - **0151 288 5683**

Active Sefton offers sports and fitness activities, for all ages and abilities.

Phone: **0151 394 2297**

There are many clubs that have members interested in similar activities as you.

These can be sports clubs, walking or running clubs, quiz teams, there is something for most people - have a look in the adult section of the [Sefton Directory](#) for activities to keep you healthy, happy and well.

Volunteer Centre Sefton for people who are looking to volunteer.

There are opportunities in different areas of interest that you can find out more.

Phone:

Waterloo **0151 920 0726**

Southport: **01704 517810**

The Sefton Directory brings together information about a wide range of support available for people of all ages and need.

Online and phone psychological support from Mersey Care



Community and Mental Health Services

Who can access?	When and how is it accessed?	What is provided?
 Urgent mental health support 0800 145 6570 (Freephone) Anyone 16+ self-referral or any professional	24/7 by freephone	• 24/7 access to mental health support (including people in crisis) • 24/7 contact line for emergency services that will divert mental health activity away from A&E • 24/7 contact line for primary care for urgent/emergency referrals for mental health assessments.
 Psychological support line 0151 473 0303 ask for the psychological support team Anyone 16+ self-referral	8.00am to 8.00pm phone Monday to Sunday	• Low level psychological support to those impacted by the COVID-19 situation, such as those experiencing anxiety or depression • This is not an immediate access telephone therapy service, but rather a listening ear support line – allowing space to discuss psychological needs, which may result in signposting to resources, information or other services and agencies.
 Talk Liverpool 0151 228 2300 talkliverpool.nhs.uk Anyone 16+ self-referral or GP	8.00am to 6.00pm by phone Monday to Friday 24/7 online via talkliverpool.nhs.uk	Treatment for people with the following common mental health problems: Depression, generalised anxiety disorder, social anxiety disorder, panic disorder, agoraphobia, obsessive-compulsive disorder (OCD), specific phobias (such as heights or small animals), PTSD, health anxiety (hypochondriasis), body dysmorphic disorder, mixed depression and anxiety (the term for sub-syndromal depression and anxiety, rather than both depression and anxiety). Evening appointments can be made available if required.
 The LIFE ROOMS 0151 478 6556 liferooms.org Anyone 18+ self referral or any professional	9.00am to 5.00pm phone Monday to Friday 24/7 online learning/activity resources	• Online staying well at home learning courses • Pathway advisors who can support and advise with debt management, employment, housing issues, benefits and more • Social inclusion advice for isolated community groups.

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UNIVERSAL SERVICES

Useful Websites

Here are some websites that you may find useful.

The Sefton Directory

ADHA North West - ADHD North West is committed to providing a free unique support service to empower and improve the wellbeing of individuals and families affected by an Attention Deficit Disorder and associated conditions. Phone **01254 886886**

ADDiSS - The National Attention Deficit Disorder Information and Support Service.

National Autistic Society - can provide advice and guidance and an Autism Helpline for confidential information and advice for autistic people and their families, friends and carers.

Helpline number **0808 800 4104** or through an online form.

The Isabella Trust - provides information, support, training, courses and workshops to parents and carers of autistic children and children who experience sensory processing difficulties.

Phone **07956 749 774**

Cerebra - offer a wide range of services and support helping the families of children with brain conditions. Helpline 0800 328 1159

CEA card - The Card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. Phone **01244 526 016**

Spring City Autism Friendly sessions - adaptations to the settings in order to create a more inclusive and relaxed environment for all.

Our session creates an Autism & ADHD friendly atmosphere but also caters to any participant with a physical disability as we boast a full access ramp to the trampolines too.

Phone **0151 958 0393**

Accessible and Inclusive swimming at Splash World

Developed for children and young people with disabilities, their families, carers and friends, Quiet Nights sessions are brought to you by the Aiming High team at Sefton Council and run every couple of weeks on a Friday at Splash World. These exclusive sessions are designed to provide a splashtastic fun time in a safe environment .

Phone **01704 537160**

Plaza Community Cinema

Autism Friendly and Assessible Screenings.

Phone **0151 474 4076**

Emergency Limited Assistance Scheme - is available to support local residents who are experiencing severe hardship or emergency. Apply online or contact centre **0151 934 3377**.

Aiming High <https://www.seftondirectory.com/kb5/sefton/directory/advice.page?id=ipcllFt9cHw> (as a hyperlink to the title like the rest)

Aiming High can offer support to children who cannot use universal services. In order to access Short Breaks provided by Aiming High, children/ young people will need to be referred to the team by a professional involved with the young person/ family and fit the following criteria:

- Be a resident of Sefton
- Have a disability
- Be aged between 0 and 19 years
- Be referred by a Professional, such as a Doctor, Teacher, Speech Language Therapist, ASD (Autistic Spectrum Disorder) Nurse, Teaching Assistant, Occupational Therapist



If you feel that there are any gaps in the current offer please tell us what you think the gap in service offer is and contact keri.lydon@sefton.gov.uk

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