



COMMUNITY SIGNPOSTING

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



Worcestershire
Advice Network



citizens
advice

South
Worcestershire



Wychavon

Community Signposting

This booklet highlights the free services and support in Wychavon 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.



What's Inside...

Citizens Advice South Worcestershire

DIAL - Disability Advice Line

Age UK Wyvern

Worcestershire Association of Carers

Sensory Matters

Wychavon District Council

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 /
Foodbank Vouchers

Get in touch to book an appointment

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

Email: enquiries.wychavon@citizensadvicesw.org.uk

Website: citizensadvicesw.org.uk

Droitwich The Library, Victoria Square,
WR9 8DQ

OR Westlands Community Centre

Evesham 13-15 Port Street, WR11 3LD

Pershore (drop in) Foodbank,
St Andrews, Church Walk, WR10 1BH



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

National Website: citizensadvice.org.uk

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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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South
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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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Worcestershire Association of Carers

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

WAC can support with

Practicalities of the caring role / Wellbeing

Carer physical and mental health

Getting a break / Legal and financial issues

Contact

Call: Carers Hub Helpline 0300 012 4272

Mon - Fri 9am - 7pm, Sat 9am - 12pm

Website: carersworcs.org.uk



Caring
News



citizens
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Sensory Matters

Support for those with sensory issues.

Sight Loss **Connections Groups** in Worcester and Evesham.

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



Wychavon District Council

Responsible for a range of services:

Benefit claims / Bin collections / Council Tax / Housing /
Planning Applications / And much more!

Contact

Call: 01386 565000

After 5:00pm 01562 733180 (Emergencies only)

Email: service@wychavon.gov.uk

Website: wychavon.gov.uk

Visit

Pershore Civic Centre Monday - Friday: 9am - 5pm

Appointments available to book on 01386 565492

Droitwich Library Tuesday: 9:30am - 3:30pm

Evesham Library Friday: 9:30am - 3:30pm



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Worcestershire County Council

Customer Services Contact Centre

Call: 01905 765765 or 01905 763763

Website: worcestershire.gov.uk/contact

Adult Social Care

Call: 01905 768053

Out of hours: 01905768020

Children's Social Care

Call: 01905 822666

Out of hours: 01905 768020

Search the **Community Services Directory**



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Youth Clubs

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



Get involved or share information

Link with the local **District Youth Network**

Email: robin.mace@wychavon.gov.uk

Advice and Training

Website: youngsolutions.org.uk



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Public Health

Healthy Worcestershire

Increasing physical activity, tackling loneliness and improving community safety.



Family Hubs

Information and support for children and families.

More information can be found through the Virtual Family Hub.

Drugs & Alcohol

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

Call: 0300 303 8200



Suicide Prevention Training

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 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**

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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 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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