

Early Help Support Provision



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Thank you for your continued engagement with Children's Centre sessions. In line with current Government guidelines all Children's Centre sessions will be held 'virtually'. This means that you can log on to a smart phone/device, tablet or computer via Whatsapp or Microsoft Teams. If you do not currently have these applications on you device and would like support on how to download them, please contact either Central Link Children's Centre on 01744 673444 or Parr Children's Centre on 01744 671788 and a member of our team will be happy to assist you. Alternatively, you can follow the links below or down-load via Apple store, Play store or Google play app.

www.whatsapp.com/coronavirus/get-started/?lang=fb

www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app

To reserve a place on any of the Children's Centre activities, please call Central Link Children's Centre on 01744 673444, Parr Children's Centre on 01744 671788 or alternatively message us via our Facebook page: - www.facebook.com/STHCCentres

Group Descriptions

Mini Melodies – A virtual music and movement group for 0 - 1-year olds with singing, instruments and dancing.

Musical Mayhem – A music and movement group for 1-3-year olds with singing, instruments and dancing

Sensory Group – A fun and stimulating sensory session for babies 0-1-year olds

Baby Group – A group aimed at babies aged 0-12 months to promote bonding and developing new skills. Meeting new mums/dads and learning through play

Crafty Kids – A fun and interactive arts, crafts and messy play session

Referral Only

Baby Massage Baby Massage To encourage relaxation for babies and to assist with wind, colic etc - ring Parr Children's Centre to book your place 01744 671788.


Chatterbox A group aimed at children who need support with speech and language (referral from Health Visitor or family support).

Daycare Supporting children's development.

Triple P Parenting courses for parents of children 0-12 yrs, Teens and Steppingstone for parents of children with a disability, development delay and conduct disorder. By referral only - call 01744 676543.

DART (Domestic abuse recovering together) programme is a 10-week group work programme which allows mothers and children to work independently combined with joint sessions to improve the mother-child relationship after the perpetrator has left the relationship. School must agree to the children taking time out of lessons. During the weekly sessions, mothers and children participate in a range of activities designed to strengthen their relationship, promote communication about abuse and support one another through their recovery

CHILDREN'S CENTRES

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
<p>St Helens Children's Centres</p> 	<p>https://www.facebook.com/STHCCentres/</p>	<p>Children's Centre activities St Helens Children's Centres would like to keep engaged with our children and families during this challenging period so will be posting daily activities via our Facebook page. These activities will include crafts, stories and musical sessions. At 4.30pm each day, we will post a list of any resources you may need for the following days session. The sessions will be posted at 1.00pm and we would like to hear feedback and receive any photographs via messenger which we will post on our pages.</p>
<p>Baby Café @ Central Link and Sutton Children's Centre's</p>	<p>Parr Children's Centre Contact Number – 01744 671788</p> <p>Central Link Children's Centre Contact Number – 01744 673444</p> <p>Group currently not running until further notice Infant Feeding team contact numbers for support and advice 077638 73641 - 07919 305 174 01744371111</p>	<p>The Infant Feeding Team's drop-in group for all Mums' offering breast milk to babies. A chance to join other breast-feeding Mum's and share experiences in a relaxed friendly atmosphere. A member of the Infant Feeding Team will be present at each session to answer any questions you may have.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
<p>Baby Clinic @ Moss Bank, Parr, Sutton and Newton Children's Centre's</p>	<p>Parr Children's Centre Contact Number – 01744 671788</p> <p>Central Link Children's Centre Contact Number – 01744 673444</p> <p>All Baby Clinics are suspended until further notice. Where there are any concerns around failure to thrive, a targeted home visit should be offered to monitor/review growth. Personal protective equipment (PPE) to be worn (aprons, gloves and masks) in accordance with trust national and local infection control guidance. Blood spot screening to be continued. If screening link coordinators are required to carry out a home visit, personal protective equipment (PPE) to be worn (aprons, gloves and masks) in accordance with trust national and local infection control guidance. Parents can contact clinics if any concerns – duty health visitor/school nurse available. North 0-19 team, Moss Bank Clinic – 01744 624313 South 0-19 team, Station House, Thatto heath – 01744 624925 Woodside Healthcare 0-19 team, Haydock – 01744 624321</p>	<p>A Health Visitor led Baby Clinic to check baby's development.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Childminders Group @Thatto Heath and Moss Bank Children's Centre's (Volunteer run)	Central Link Children's Centre Contact Number – 01744 673444	A stay and play group for Childminders.
Grandtots Group @ Thatto Heath Children's Centre (Volunteer run group)	Central Link Children's Centre Contact Number – 01744 673444	A stay and play group for Grandparents and their Grandchildren.
Twinkle Tot's @ Moss Bank CC Volunteer run group	Parr Children's Centre Contact Number – 01744 671788	A Volunteer led group promoting family's play and learning together
Ready for School @ Central Link and Parr Children's Centre's	Diane Arnold – Day Care Manager @ Central Link Children's Centre Diane Arnold Contact Telephone Number – 01744 673444 Claire Boylan – Day Care Manager @ Parr Children's Centre Claire Boylan Contact Telephone Number – 01744 671788	Referral only - 7 weekly sessions to ensure your child is ready for school – referral from Nursery, Pre-school and Health Visitors.
Change, grow, live 'Think Family' @ Central Link, Fourways, Sutton and Newton Children's Centre's	Parr Children's Centre Contact Number – 01744 671788 Referral email address – childrenscentreservicerequests@sthelens.gov.uk	Referral Only – Via any professional or self, offering one to one support and family focused advice to empower people to improve their health and wellbeing and take control of their direction.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Group information</u>	<u>Outcomes</u>
Baby Group @ Central Link, Moss Bank, Thatto Heath, Fourways, Parr, Sutton and Newton Children's Centre's	Parr Children's Centre Contact Number – 01744 671788 Central Link Children's Centre Contact Number – 01744 673444	A drop-in baby group provides a safe and welcoming environment where babies are able to explore and develop new early skills with a skilled facilitator to provide support.	This is a drop-in group aimed at 0-1's to promote bonding and developing new skills. Meeting new Mums and Dads and learning through play.
Family Fun Time@ Newton Children Centre	Parr Children's Centre Contact Number – 01744 671788	A drop-in stay and play session filled with lots of exciting activities.	To encourage learning through play and promoting personal, social and emotional development.
Peep @ Central Link, Moss Bank, Parr, Newton, Thatto Heath, and Haydock Children's Centre	Parr Children's Centre Contact Number – 01744 671788 Central Link Children's Centre Contact Number – 01744 673444	Supporting parents to make the most of playing and learning opportunities in everyday life	The sessions improve both children's and parent's /carers life chances, by making the most of everyday learning opportunities, for example; listening, talking, playing, singing, sharing books and stories together.
Mini Melodies @ Newton Children's Centre	Parr Children's Centre Contact Number – 01744 671788	A drop-in music and movement group for 0-1-year olds with singing, instruments and dancing.	Children learn and play through the movement of dance and are able to express themselves through instruments.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Group information</u>	<u>Outcomes</u>
Musical Mayhem@ Newton Children's Centre	Parr Children's Centre Contact Number – 01744 671788	A drop-in music and movement group for 1-3-year olds with singing, instruments and dancing.	Children learn and play through the movement of dance and are able to express themselves through instruments.
Sensory Babies @ Tesco Community Room - Prescot	Central Link Children's Centre Contact Number – 01744 673444	A drop-in stay and play group investigating sensory plays.	Promoting the 5 senses through play, encourages singing and offer's Mum's the opportunity to discuss their baby's development.
Story Makers @ Thatto Heath Children's Centre	Central Link Children's Centre Contact Number – 01744 673444	A drop in fun packed reading and play session for children aged 0-5 years.	A group which encourages children to read and promotes listening skills through stories, play and crafts.


<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Group information</u>	<u>Outcomes</u>
Young Parents Group @ Central Link Children's Centre	Central Link Children's Centre Contact Number – 01744 673444	A drop group aimed at 14- 19-year-old young parents who wish to meet new people.	Develop parenting skills as well as building up parent's confidence whilst making friends. Activities are organised for the babies and carers and a healthy breakfast is offered.
Chatterboxes @ Central Link, Parr and Haydock Children's Centre	Parr Children's Centre Contact Number – 01744 671788 Central Link Children's Centre Contact Number – 01744 673444 Referral email address – childrenscentreservicerequests@sthelens.gov.uk	Referral Only – Via Health Visitor or Family Support - A group aimed at children who need support with speech and language.	To provide parents with strategies and information to help them support their child's language development. Practical activities will be shown that parents can replicate at home to support areas of learning such as: listening, understanding, expressive language and vocabulary.
Sensory Room's @ Central Link, Fourways and Thatto Heath Children's Centre.	Central Link Children's Centre Contact Number – 01744 673444	Pre book - Sensory rooms available at Central Link, Fourways and Thatto Heath Children's Centre.	Promotes bonding between parents and children.

PARENTING PROGRAMMES		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Triple P	<p>Querida Villiers Early Help/FIW Team Coordinator Contact Telephone Number –01744 673444 Parenting Team Contact Number – 01744 676543 Referral email address – parentingteam@sthelens.gov.uk</p> <p>Update – 14/01/2021 We will be offering virtual sessions</p> <p>Parents can complete Triple P 0-12 and teen online at the cost of £72.00. Triple P website - www.triplep-parenting.uk.net</p>	<p>Parenting course for parents/carers of children aged 0-12 years and teens. The Stepping Stones course is for parents/carers of children with a disability, development delay and conduct disorder. This is an 8-week programme with 6 classroom sessions and 2 telephone call sessions. If two or more sessions are missed the parent/carer is unable to complete the programme.</p>
DART	<p>Gill Parr Early Help Coordinator / Parenting Team Contact Telephone Number – 01744 673420</p> <p>Parenting Team Contact Number - 01744 676543 Referral email address – parentingteam@sthelens.gov.uk</p> <p>Update – 14/01/2021 We will be offering virtual sessions</p>	<p>The Domestic Abuse Recovering Together Programme. For Mum’s and Children who have experienced Domestic Violence. (DART) is a ten-week group work programme which allows mothers and children to work independently combined with joint sessions to improve the mother-child relationship after the perpetrator has left the relationship. School must agree to the children taking time out of lessons. During the weekly sessions, mothers and children participate in a range of activities designed to strengthen their relationship, promote communication about abuse and support one another through their recovery.</p>


<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Gateway	<p>Gill Parr Early Help Coordinator / Parenting Team Contact Telephone Number – 01744 673420</p> <p>Parenting Team Contact Number - 01744 676543 Referral email address – parentingteam@sthelens.gov.uk</p> <p>Update – 14/01/2021 We will be offering virtual sessions</p>	<p>The groups are designed for women who have experienced domestic abuse. It educates women as to how they are abused, it helps them understand what is happening to them. Attendees can still be in a relationship or have left the relationship at the time of attending the programme – safety planning is completed each week in respect of this.</p>

HEALTH/WELLBEING & EDUCATION		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Health Trainer Clinic	<p>Healthy Living Team Referral email address – hit@sthelens.gov.uk</p> <p>Healthy Living Team Contact Number – 0300 300 0103</p> <p>Update 12/01/2021 No clinics currently running until further notice All appointments being completed by telephone calls Clients can self-refer for nutrition and exercise advice by calling 0300 300 0103</p>	Pre book - Offering 1-1 support to help people make lifestyle changes to become healthier.
Lifestyles Referral Programme @ Fourways Children's Centre	<p>Lucy Colquitt – Healthy Living Team Manager Lucy Colquitt Contact Telephone Number – 0300 3000 103 Referral email address – hit@sthelens.gov.uk</p> <p>Update 12/01/2021 No face to face appointments All appointments being completed by telephone calls Clients can self-refer for nutrition and exercise advice by calling 0300 300 0103</p>	Referral only – Provides information around exercise suitable for those with long term conditions that require support. To gain access a referral is required via G.P, Practice nurse, Physio or any other registered clinician that you may be receiving treatment from.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Speech Therapy	<p>Speech and Language Contact Telephone Number – 01744 646556 Referral Postal Address St Helens Paediatric Speech and Language, 2nd Floor, Alexandra Park, Prescott Road. WA10 3TP</p> <p>Update 21/10/2020 Telephone Consultation at first, if it is appropriate for family then an online video assessment will be completed Offering Clinic sessions and school visits where appropriate</p>	<p>Referral only - From Health Professionals, Early Years Professionals, Social Care or Self-referral.</p>
English, Maths and First Aid Courses	<p>St Helens Adult and Community Learning Team Contact Number – 01744 677314</p> <p>Update 01/07/2020 still awaiting update from ESOL courses.</p>	<p>Pre book – To gain qualifications in various subjects.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
TAZ outreach	<p>Jane Marshall – TAZ Outreach Team Manager Contact Telephone Number – 01744 457222 TAZ Outreach – Telephone Number – 01744 627697 Referral email – taz@sthk.nhs.uk Website address:www.tazsh.com</p> <p>Update 12/01/2021</p> <p>TAZ Clinic remains open on an appointment only basis for all 13 to 19 year olds. Unfortunately we can't offer a walk-in service at this time, so we're asking young people to contact us in one of the following ways to make an appointment: Call or text 07795452161 Call 01744 646473 Email us at: taz@sthk.nhs.uk Further information for young people can be found on the TAZ webpages and Get It On We are aware that sexual health services have been reduced for young people over recent months and that many young people have felt the need to maintain contact with peer groups, boyfriends and girlfriends, even during the period of 'lockdown'. With this in mind, if you have concerns about the sexual health or safety of a young person you know or work with, please advise them that TAZ clinic is available again. If you have more serious concerns about a young person's sexual health, the TAZ Outreach Team</p>	<p>Referral only – For Young people under the age of 19 that are living or educated in St Helens, that are at risk of parenting, engaging in risky sexual activity, unhealthy relationships and pregnancy choices. This service also offers decision making, advice and information about contraception choices and healthy relationships.</p> <p>TAZ clinic: Free access to the TAZ clinic for all young people for advice and information about sexual health and relationships. Offers a range of contraception choices, screening for STIs, pregnancy testing. Condoms and C-Card,</p> <p>Groupwork – Sessions in a range of settings including schools, colleges, and accommodation projects about sexual health and relationships.</p> <p>Training – number of training sessions available for professionals and parents. Contact the team for more information.</p> <div style="text-align: center;">  <p>TAZ STHK referral form.docx</p> </div>


	<p>are still available to provide one to one support, via our referral form.</p> <p>Please contact the team via the details below for further information.</p> <p>Contact details (Mon to Fri, 9am to 5pm)</p> <p>Telephone: 01744 627697</p> <p>Tom Duncan: 07976532754</p> <p>Hannah Roughley: 07395799354</p> <p>Jackie Boocock: 07717680034</p> <p>Cathryn Holden: 07395799356</p> <p>Email us at: taz@sthk.nhs.uk for information, advice and enquiries.</p>	
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<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
People's Services NEET Prevention	<p> Lisa Ryan NEET Prevention Co-Ordinator People's Services Atlas House Corporation Street St Helens WA9 1LD </p> <p> 07593 521787 01744 671102 Lisaryan@sthelens.gov.uk </p> <p> Update 13/01/2021 During the lockdown referrals are still being received for NEET Prevention. My work with referrals/colleges and local provision are being carried out remotely via video calls, telephone and emails. Once restrictions are lifted home visits will then be carried out to referrals. </p>	<p> Referral form to be completed in full and emailed back to Lisa at lisaryan@sthelens.gov.uk </p> <p>  NEET Referral Form.docx </p>

PARTNERSHIP AGENCIES		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Level 2 Support Panel	<p>Andrea Holker – Partnership Coordinator - 07760992202 Kim Mooney – Partnership Coordinator - 07841801757 Lyndsey Makin – Partnership Coordinator - 07714602081</p> <p>For more information, contact Partnership Coordinators via email - partnershipcoordinator@sthelens.gov.uk</p> <p>Update 19/10/2020 Level 2 panel is currently being completed via Microsoft Teams. The panel is held fortnightly and Access to the Panel will be through service request form via email to level2supportpanel@sthelens.gov.uk. Cases to be heard must have an Early help assessment, a lead professional in place and written consent. (during COVID-19 pandemic and/or until Government guidelines are changed in relation to social distancing written consent is not required, however we still need the consent form and for this to evidence when verbal consent took place i.e who gave the consent the date, how i.e via phone email and who is completing the form).</p>	<p>Overall Aims of the Level 2 Support Panel: For key agencies to work together to determine from the assessed need what service/s would be most appropriate to meet each presented family to meet their desired outcomes and co-ordinate the timely referral and allocation of the required service/s, to identify any gaps in service provision, training needs of professionals, To improve communication between professionals through an improved understanding of agency/service roles and thresholds. To ensure allocation leads to a clear professional responsibility and accountability through the lead professional model and compliance in the use of the Early Help Assessment Tool (EHAT) & to resolve issues of escalation of a case management and procedural nature; The panel is held fortnightly and Access to the Panel will be through service request form via email to level2supportpanel@sthelens.gov.uk. Cases to be heard must have an Early help assessment, a lead professional in place and written consent.</p> <ul style="list-style-type: none"> ·The panel operates on a discussion basis. Summaries of the identified needs and service will be read out by the chair and then the chair will facilitate solution focused discussion and decision making by the panel ·Following panel members will be emailed the outcomes and actions agreed at panel ·The Partnership Coordinator will liaise with the lead professional as to the agreed actions and plan following the panel.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Youth Service	<p>Team manager Helen McCabe - Contact 01744 675924 or email youthservicebookings@sthelens.gov.uk</p> <p>Update 21/12/2020</p> <p>Accepting referrals as long as there is staff capacity. Once allocated, youth service will make contact with the parent and start trying to build some conversation with the young person, ready for when they can meet.</p> <p>Current cases, still in regular contact, sign posting to anything supportive or helpful. Visits to young people are taking place whilst adhering to social distancing.</p> <p>Virtual Youth provision via Youthservicesth (Instagram) St Helens Youth Service (Facebook) this is an online resource sharing activities, support services, mindfulness advice, youth voice opportunities, SEND, LGBTQ and much more. Posts are updated 7 days per week over 24 hours, so there is something for everyone.</p> <p>Detached teams are also out and about offering support and guidance to young people on the street. Days and times may change, see above media platforms for up to date information</p>	<p>Our targeted support service will include: One to One Casework -Level 2 (Age 11-18 and up to 25 with additional needs) The Youth Service will work with one to one with young people with a variety of needs. Where a young person requires one-to-one support, they can be referred to the Youth Service. The Youth Service will work with the young person to discuss their needs and to develop an action plan for support. We will also be working with young people identified as low risk of Child exploitation (criminal and sexual) who are not open to MACE and not receiving support from Catch 22 who will work with medium and high risk. Group Work -Schools (Year 6-Year 7) The Youth Service will deliver Issue based work to groups of young people in schools for free if a need is identified. The Coordinator will use the one to one referrals and communication with pastoral leads and other professionals to identify any geographical patterns of concerns and will target their work accordingly. TAZ deliver group work in schools on a variety of issues with year 8 upwards. The issue-based sessions will be organised and delivered based on needs identified through any geographical patterns of behaviour or concerns and work be targeted accordingly in localities in St Helens. Detached Youth Work Two outreach teams will work with young people on the streets every Friday evening. Youth Workers will deliver informal education and targeted interventions to reduce the risk of young people becoming involved in exploitation.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
St Helens Young Carers Centre	<p>Lorraine Pennington – Head of Young Carers Service St Helens Young Carers Centre Tel: 01744 67 72 79 Website: https://www.sthelensyoungcarers.org Email: info@sthelensyoungcarers.org</p> <p>St Helens Young Carers Centre C/O St Helens Adult Carers Centre 31 – 35 Baldwin Street St Helens WA10 2RS</p> <p>Update 06/01/2021 Young Carer Staff are available to take calls/referrals from 9.30am until 4.00pm Monday to Thursday, 4.00pm on a Friday by calling 01744 677279. We have an Online Chat Facility for Young Carers and their Families, available from Monday to Friday 1.00pm - 4.00pm. We have a member of the Young Carers staff team available to chat online, offering support and advice. The online chat facility can be accessed by going onto our website https://www.sthelensyoungcarers.org/ New Referrals from Professionals, Young Carers and Families can be completed via our website. For professionals, there is an online referral form. https://www.sthelensyoungcarers.org/professionals55bab9a8 Self referrals, there is an online contact form. https://www.sthelensyoungcarers.org/what-we-do Activity Boxes will be delivered to all our registered Young Carers the week commencing 11th January 2021, this will include 12 weeks of online activities.</p>	<p>As a service, we support Young Carers aged 6 – 18 years of age. The Young Carers we support provide regular or ongoing care to a family member (including siblings) who is ill, disabled, has a mental health condition or misuses drugs or alcohol. Young Carers often take on practical and/or emotional caring responsibilities that would normally be expected of an adult. They may undertake tasks such as, cooking, cleaning, personal care e.g. dressing, washing, toileting. Other tasks include emotional care, administering & collecting medication, managing the family budget and so on.</p> <p>We provide a range of services to support the Young Carer and their family. Following a Young Carers Assessment, we will identify what support is needed, this may include; 1:1 support, regular activity sessions, attendance at professional meetings, school drop in's at secondary schools, confidence building, training sessions and support when transitioning into Adulthood.</p> <ul style="list-style-type: none"> • To meet eligibility, children and young people must meet the above definition of a young carer and must live in the borough of St Helens. • We are a consent-based service, we require parental/guardian consent to act upon a referral. <p>Referrals can be taken over the phone or a referral form can be requested by email or post.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
<p>Homestart</p> 	<p>Julie Smith, Scheme Manager Julie Smith Contact Telephone Number - 01744 737400 Referral email address - info@homestartshelens.org.uk</p> <p>Update 12/01/2021</p> <p>Home-Start St Helens volunteers are providing virtual support via video and phone calls to families Regular welfare telephone calls to families from Home-Start staff Age appropriate activity packs for children Home-Start St Helens Facebook page daily updates on support resources available across St Helens E-referrals for St Helens Foodbank</p> <p>School Readiness Home-Start St Helens volunteers are providing virtual support via video and phone calls</p>	<p>Families with a child aged 0 – 19 (aged 25 with additional needs). Home-visiting volunteers will visit families in their own homes providing a mix of practical and emotional support. Volunteers will provide a flexible service bespoke to the family's needs and will support the whole family including parents, children and young people. Families at Levels 2 – 4 on the Continuum of Need.</p> <p>Referral Criteria for Young Person's Project Young People aged 12 – 19 (25 if they have additional needs). Level 2 on the Continuum of Need. Home-Start volunteers mentor young people on a planned piece of work i.e. access to college/work, self-esteem/confidence issues, new activities.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Safe Families	<p>Sarah Broadbent Senior Family Support Manager – 07469354076</p> <p>Kath Kent Family Support Manager – 07436205210</p> <p>Update from Safe Families 12/01/2021</p> <ol style="list-style-type: none"> 1. At this present time we will not be undertaking face-face assessments unless absolutely necessary, but this will resume again once the lockdown restrictions are lifted 2. Virtual support via phone calls / video calls- to both adults and children, from volunteers. 3. Weekly or fortnightly phone calls/ video calls to families from Family Support Manager Kath Kent happening to all open cases. 4. Kath Kent can issue Foodbank vouchers to families if they need them, either electronically or by post 5. When other food donations come in, we are able to ask volunteers to safely drop these off. 6. Hosting of children has commenced when it has been ascertained that everybody involved (Volunteer/families/children/staff) are Covid compliant. <p>If a family is in a crisis then we will assess as to whether we are able to safely put in face to face support particularly where a crisis is at risk of escalating. This would be providing there are no Covid-19 symptoms present.</p>	<p>Referral only – For 0-10-year olds – Partner agency requests to go via Level 2 panel and Early Help, AST, CWD and Permanence Teams to be agreed with Team Manager/Advanced Practitioner to be progressed via the Safe Families referral portal. Volunteers are identified to support either a child or parent as a family friend and support them. Children identified who need respite from parents who are struggling can be hosted overnight. We will work with children on the Continuum of Need from Level 2-4</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
YJS Provision	<p>Duty Officer or Duty Manager at Lord Street Centre 01744 677990 Referral email – yotsecure@sthelens.gov.uk.cjism.net</p> <p>Postal address (if no secure email) St Helens Youth Justice Service Lord Street Centre Lord Street St Helens WA10 2SP</p> <p>Update 12/01/2021</p> <ul style="list-style-type: none"> • We are seeing some children face to face with measures in place (i.e. social distancing). Otherwise we are utilising telephone calls and video chats. • We are taking prevention referrals although there is a short waiting list. • Service enquiries can be made by calling St Helens Contact Centre on 01744 676789. 	<p>Referral only – Referrals and requests for statutory YJS involvement comes either from the police or the court. The only possible route into the Youth Justice Service for members of the public or for other professionals is for prevention work and a referral can be made by the child/family themselves or by a professional working with the child/family. The criteria's are the child is at risk of offending/re-offending and/or significant concerns about anti-social behaviour.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
<p>YPDAAT (Young People’s Drug and Alcohol Team)</p>	<p>Helen Jones – YPDAAT Team manager Contact number – 01744 676789 (via contact Centre) Referral email – ypdaat@sthelens.gov.uk Website: www.sthelens.gov.uk/ypdaat Update 15/02/2021 Still accepting referrals for 1-1 support, from agencies or directly from families and young people (with young people’s consent) ICS and EHAT users can complete electronic referral using “Forms” in case files Referral forms can be downloaded from our website and can be completed using Word - Follow this link: Referral Forms Contact Number 01744 677990 (your call will be forwarded to a duty worker) Support hours Mon-Fri 9am – 5pm Reduced face to face contact during January/February and will be reviewed following national and local guidance. Providing telephone consultations to triage and deliver interventions Groups sessions are currently on hold, but we hope to start these again in schools or other venues once current restrictions are lifted once again. Training programmes are now being delivered virtually using Microsoft Teams. Those that have already been delivered have received very good feedback. Training dates for the rest of the year have now been planned and are able to be booked onto using the Eventbrite link on our website – Training booking For any additional information search our website - www.sthelens.gov.uk/ypdaat or contact us via email – ypdaat@sthelens.gov.uk or call on 01744 677990</p>	<p>1-1 Support – Young people up to the age of 19 who are engaging in substance use that is having an impact on their health and wellbeing, relationships, involved in offending behaviour, housing issues etc. The service provides support to young people to address alcohol or drug related harms as well as offering advice and information to parents to keep their children safe. Referrals can be made via downloading a form from the website, electronically through EHAT or children’s social care system ICS or contacting the team directly (phone or email). Groupwork – A range of sessions to young people in different settings to increase their awareness of the risks of drug and alcohol use, including schools, colleges, housing projects. Parent support – co delivery with the TAZ outreach team or bespoke sessions for parents to help them talk to their children and identify any issues in relation to substance use. Training – A number of different sessions are available for professionals. See our website for further information.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
<p>Cygnnet - a 6-week course for families of children with a recent diagnosis of autism spectrum disorder</p>	<p>Delivered by LASCs Specialist Support Workers Contact Telephone Number - 01744 673135 Email - schoolageteam@sthelens.gov.uk <u>Local Offer -</u> https://www.sthelens.gov.uk/send/service-directory/local-autism-and-social-communication-service/ Update 12/01/21 LASCs continues to deliver on-line training for parents/carers of children with a diagnosis of autism. Courses run regularly and are flexible to meet the needs of families. Further details of our Cygnnet can be found at https://www.sthelens.gov.uk/send/support-services/local-autism-and-social-communication-service/ Alternatively please email schoolageteam@sthelens.gov.uk for any information on Cygnnet or other autism training.</p>	<p>Self-referral - Information about Cygnnet and the referral form is available from St Helens SEND Local Offer website or via email. A diagnostic report of ASD is required; please contact LASCs for further information.</p>
<p>Local Autism and Social Communication Service (LASCs)</p>	<p>Elaine Charleston Lead Teacher for Language, Social Communication and Sensory Impairment Teams Contact Telephone Number - 01744 673135 Elaine Charleston Lead Teacher for LASCs Contact Telephone Number - 01744 673135 Email - schoolageteam@sthelens.gov.uk <u>Local Offer -</u> https://www.sthelens.gov.uk/send/service-directory/local-autism-and-social-communication-service/ Update 12/01/21 LASCs are continuing their direct work in schools (where possible and safe to do so); completing statutory assessments for Education Health and Care Plans, providing specialist advice and attending a variety of on-line TEAMS meetings</p>	<p>Referral only - A specialist support service to children and young people with autism, their families and schools/colleges. Referrals are normally completed by school or college, following a published criterion of needs which include part time schooling, poor attendance, school exclusions, moving schools, high levels of anxiety, Education Health and Care Plans, Enhanced SEN Support</p>

	<p>including EHCP reviews, consultations with staff and Family Action Meetings etc. Support for families via email and phone calls continue.</p> <p>Any parent/carer with a child with autism can contact LASCS for advice if their child remains at home during the National Lockdown. Other professionals who work with or support children with autism and require advice can contact us at anytime. All enquires to: schoolageteam@sthelens.gov.uk will be answered as promptly as possible.</p>	
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<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Advanced Solutions	<p>The Beacon Building YMCA St Helens WA10 2TJ Contact Telephone Number – 01744 582 172 Update 21/10/2020</p> <ul style="list-style-type: none"> • Online Neurodevelopmental Conditions Family Learning programme: Our 6 session learning programme adapted for delivery online. • Webinars / learning workshops for professionals and families – look at events on website: https://www.advancedsolutions.co.uk/whats-on/whats-on-in-st-helens.html St Helens calendar and follow the link to book on. • • Providing 1-1 telephone (01744 582172) and email info@advancedsolutions.co.uk support for families and professionals <ul style="list-style-type: none"> • 1-1 Sleep consultations for parents/ carers, young people and professionals • 1-1 Transition consultations for parents/ carers, young people and professionals • 1-1 consultations for young people to help them understand their neurodevelopmental condition/s • St Helens Youth offer: ND and Me • Health and wellbeing activities for families – Keep fit and Yoga sessions online. • Facebook: Advanced Solutions Community Network CIC (closed Group for parents) • Facebook: Advanced Solutions Community Network (page for professionals) • coffee morning / partnership events. We would like to hear from any organisations that would like us to share with their team about who we are and what we do and how we can support them and the families they work with. Invite us to your team meeting or online meetings. 	Advanced Solutions drop in every Tuesday at the Beacon building 12:45 - 2:45 Parent support sessions for parents with children who have a neurodevelopmental condition such as ASD ADHD.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
CGL Building Bridges family project	<p>Contact Telephone Number - 01744 410752 (available for emergencies out of business hours). 80 Corporation Street St Helens WA10 1UQ</p> <p>Update 12/01/2021</p> <ul style="list-style-type: none"> • Continuing to accept new referrals via email: buildingbridges.sthelens@cgl.org.uk • New referrals will be telephone assessed. • Group support is available via zoom every day • One to one support available via telephone, skype, face time etc. Home Visits now available if required. • Children’s group now available via zoom • Training has now been developed online. • Assessments via telephone. • Home visits / outreach visits have recommenced as required. <p>CGL are closed bank holidays and weekends.</p>	<p>We work with people who want to change their lives for the better and achieve positive and life-affirming goals. We believe that everyone has the right to lead the best life they can. Our accessible services empower people to improve their health and wellbeing and take control of the direction of their lives.</p>

EMPLOYMENT/TRAINING		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Ways 2 Work programme	Nicola Clayton - Ways 2 Work Contact Telephone Number - 01744 673444 / 01744 676131 Referral email address - waystowork@sthelens.gov.uk Update 19/10/2020 <ul style="list-style-type: none"> • Accepting referrals for any adult/YP 16+ regardless of circumstances or employment history. • Referral form is not essential Contact number 01744 676131.	The program will work with people to help them into work through additional advice, work placements and targeted training. There will also be initiatives to specifically support young people leaving care, and other vulnerable groups and people who are out of work with a health condition. The individual will legally need to be a resident in the UK and 16+. They also must be able to take paid employment in a European Union member state and finally they need to be unemployed or not in full time education.
Troubled Families Employment Adviser (DWP) Andrea Molyneux	Andreamolyneux@sthelens.gov.uk Mobile: 07824 334803 Update 01/09/2020 <ul style="list-style-type: none"> • Now taking referrals as part of the Families First provision. • I am currently working from home. • Mobile and email as above 	Referral only for families accepted on the Families First Programme. We support Adults and Young people to build confidence to access training and work. This is quite intensive and targeted support. We can also support with access to DWP benefits (not PIP), and better off calculations. We can link in and work in collaboration with the job centre work coaches to provide a more intensive support package and help avoid any sanctions to payments.
St Helens Chamber	Contact Name: Michelle 01744 742045 Recruiting: Yes Course Content: Distance learning: 4-6 week online based working towards employability and Maths and English. Will in the future get them in to sit the Maths and English exam.	Post 16 education support To refer a young person please contact Michelle.

HOMELESSNESS		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Young Person's Accommodation Officer (YPAO)	Paula Johnson 07704301665 paulajohnson@sthelens.gov.uk Update 21/10/2020 <ul style="list-style-type: none"> • Contact number 673445 Ravenhead Foyer young people accommodation support <ul style="list-style-type: none"> • Can self-refer • Contact number 01925 593 723 Telephone support – interviews via skype.	The Young Persons Accommodation Officer works with 16-17yr olds who are homeless or at risk of becoming homeless. Young people who present themselves as homeless and homelessness is confirmed. The Young Persons Accommodation Officer can provide Families, Young People, Partner Agencies, Social Workers, Early Help Workers and Family Intervention Workers, with advice and guidance in respect of accommodation options and can work on a 1-1 basis with the young person to prevent further homelessness, seek alternative accommodation, access education or training and claim appropriate benefits

MENTAL HEALTH SERVICES		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
The Beacon Parent Support Group	<p>The Tunza Centre Boundary Road St Helens WA10 2PZ Contact via Beacon Parent support group Facebook pg.</p> <p>Update 03/08/2020</p> <ul style="list-style-type: none"> • As above <p>Tunza Centre not open</p>	Parent peer support for parents with a child or young person with mental health condition.
Parents in Mind	<p>Catherine Briars Catherine.briars@nct.org.uk Contact Telephone Number - 07702900894 Referral Email Address: parentsinmind.nw@nct.org.uk</p> <p>Update – 13/01/2021</p> <p>Our park walks are currently paused, with 1-1 support available over the phone or group support on WhatsApp or via weekly Zoom groups.</p> <p>1-1 phone support is also available A weekly WhatsApp group will also run for those who are working but want to engage with mums in a supportive environment, staff by our peer supporters.</p>	Parents in Mind offer emotional support for women who are experiencing low mood, anxiety or poor mental health during pregnancy or within the first two years of birth. Parents in Mind aim to improve women’s emotional wellbeing and to reduce isolation within the community, by providing a safe space to talk and good quality support from a trained volunteer. Building on the peer support offered by NCT for many years, the Parents in Mind project wants to see more women and families are able to access the support that they need at what can be a very challenging time. Well trained volunteer peer supporters offer a listening ear non-judgemental support, helping women to develop coping strategies and to access local services.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Housing related community support service	Together For Mental Wellbeing Jacqueline Carpenter (Project Manager) Pc-sthelencss@together-uk.org Tel: 07734870294	Must live and pay their council tax to St Helens Council. Have a diagnosed mental health illness and be under the care of their GP or other professional for their illness Have a housing related issue/problem which could include: Threat of eviction Wanting to move home due to overcrowding, unfit property, problems with neighbours, moving closer to family/friends for support Struggling to remain in property because of debt or lack of independence. We complete a person centred support plan with the client and work with them to achieve their goals and objectives and support them to maintain their independence and live meaningful and fulfilling lives.

VIOLENCE/DOMESTIC ABUSE SERVICES

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
<p>RASASC for rape victims & families</p>	<p>RASASC St Helens Millennium House Bickerstaffe Street St Helens Merseyside WA10 1DH Contact Telephone Number - 0330363 0063 Referral email address – support@rapecentre.org.uk Website – www.sthelensgateway.info/organisations/rasasc</p> <p>Update- 12/01/21 All support for survivors will remain available including our ISVA and Counselling services. We are accepting referrals for our services. Please contact us on support@rapecentre.org.uk or 07944578664 between the hours of 9.00-4.00. We will continue to keep you informed of any changes and updates as we move through the coming weeks.</p>	<p>RASASC are a registered charity that provides support, advice and counselling to men, women and young people of any age affected by any form of sexual violence; over the areas of Cheshire and Merseyside. They have a specialised counselling service and also the support from an Independent Sexual Violence Advisor (ISVA). The ISVA offers support and advice through the police process and any subsequent legal proceedings. We also provide support groups in some areas for female adult survivors. All members of the RASASC team are highly motivated towards raising society's awareness of the prevalence and consequences of sexual violence as well as helping to challenge common myths and unhelpful perceptions. Anyone can be self-refer themselves to RASASC by contacting the Head Office by phone, or referrals can also be made by other agencies.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Safe2Speak (domestic abuse service)	<p>Julie.Scarhill@Torus.co.uk Refuge Coordinator Elaine.Wright@Torus.co.uk Refuge Coordinator Domestic abuse services (Outreach & IDVA team) 01744 743200. Emergency accommodation in relation to domestic abuse contact the 24-hour helpline on: 01925 220541 Free 24hr support helpline 01925 220541</p> <p>Update 12/01/2021</p> <ul style="list-style-type: none"> • We have Safe ways to work - Procedures in place to allow us to do this. • Continuing to accept new referrals. • Communal Area not in use. Used on a rota basis only to access facilities. • Socially Distanced visits can now take place after Risk Assessment completion. • We are not permitting visitors to site (unless they are professionals) <p>Support is provided via telephone and email.</p>	<p>Safe2 Speak is a domestic abuse service delivered by Helena Partnership, you do not have to be a Helena tenant to get help. Safe2Speak offers support to any resident of St Helens who is a victim of domestic abuse, whatever your living situation.</p> <p>The Safe2SpeakTeam is made up of</p> <p>Independent Domestic Violence Advisers (IDVA)</p> <ul style="list-style-type: none"> Domestic Violence Outreach Officer • Risk Identification Officer • Trained helpline and refuge accommodation based key workers <p>Safe2Speak provides: One to one advice Our qualified and highly experienced team provide emotional, practical and safety support for male and female victims of domestic abuse. This includes guidance through the Criminal Justice and Civil Court system</p> <p>Safe2Speak Programme Safe2Speak training is a 6-week tailored programme for anyone over the age of 16 who is experiencing domestic abuse. It focuses on recognising the signs of abuse, provides tried and tested safety advice, emotional support and the opportunity for victims to meet new people in a safe, secure and non-judgemental environment.</p> <p>Safe Accommodation We offer refuge space for single women, single men and families escaping domestic abuse. The address is confidential. Our specialist staff provide residents with the skills they need to begin a new life, free from fear and away from the Perpetrator.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Listening Ear	<p>To make a referral, please visit: enquiries@listening-ear.co.uk</p> <p>For more details, please contact us on 0151 488 6648</p> <p>Update 12/01/21</p> <p>Listening Ear is providing a mixed model of therapeutic delivery including:</p> <ul style="list-style-type: none"> • Video counselling for clients aged 11+. • For younger clients, the offer of telephone or video support to parents/ carers/ guardians working to build their capacity to support children’s mental health at home. • Face-to-Face therapy sessions in schools • Weekly appointments are continuing to be scheduled as usual. • All sessions are offered once per week in 50-minute appointments. • For Amparo (suicide postvention service) we offer a mixture of telephone/video and SMS support and some in-person support at inquest. • Accepting online referrals only https://listening-ear.co.uk/refer/ 	<p>Children affected by domestic abuse. We are now accepting referrals for children living in St Helens who have experienced domestic abuse.</p> <p>In St Helens, Listening Ear offers four services currently:</p> <p>https://listening-ear.co.uk/amparo/</p> <p>https://listening-ear.co.uk/diamond/</p> <p>https://listening-ear.co.uk/titanium/</p> <p>https://listening-ear.co.uk/butterflies/</p>

MISCELLENEOUS		
<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Chrysalis Centre for Change	<p>First Floor, Beacon Building 25 College Street St Helens Merseyside WA10 1TF Contact Centre Telephone Number 01744 451 309 Referral email address – chrysalis centre for change@gmail.com Update 12/01/21 We are accepting referrals by email or online form - available here: https://www.chrysaliscentreforchange.co.uk/referrals</p> <p>Staff are back in the office part-time, we can respond quicker to emails and text but voicemails can be left if we can't answer the phone</p> <p>We have a number of services available to registered service users (if someone isn't registered they need to complete a referral form and we will arrange an assessment)</p> <p>We have weekly three groups on Zoom:</p> <ul style="list-style-type: none"> • Supported Women mental health support group • Empowered Women domestic abuse support group • Serene Women relaxation group <p>We are also offering phone support sessions. The counselling service is available for phone and video sessions We also have a limited number of wellbeing calls for people who are isolated and lonely. We are not booking any face to face counselling or other appointments in until restrictions ease</p>	Chrysalis Centre for Change is a professional and friendly organisation that provides services and support for women in St Helens and surrounding areas. Referrals for all services can be made by your GP, other support agencies and organisations or yourself. A referral form must be completed for every individual referred to the Chrysalis Centre.

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
St Helen's Citizens Advice Bureau	<p>St Helen's Citizens Advice Bureau Contact Telephone Number - 0344 826 9694 Millennium Centre Corporation Street St Helens WA10 1HJ Website – www.sthelenscab.org.uk/about-us/</p> <p>Update 12/01/2021</p> <p>Please be aware that due to the current lock-down as a result of the Coronavirus (COVID-19) we are not currently open for face-to-face appointments. You can contact us Monday to Friday between 9:00am and 4:00pm on 01744 737866 for advice</p> <p>Adviceline – 0344 826 9694</p> <p>Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.</p> <p>Mon – Fri: 10:00 – 16:00</p>	<p>Citizens Advice St Helens provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. It provides advice people need for the problems that they face, helps people resolve their legal, money and other problems, and it improves the policies and practices that affect people's lives.</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Career Connect	<p>Stephen Bedson Stephen.bedson@careerconnect.org.uk 07980 601165 Victoria.mercer@careerconnect.org.uk 07805 750069 Website: https://www.careerconnect.org.uk/ Facebook: https://www.facebook.com/Connexionssth Career Connect Head Office number: 0151 600 7700</p> <p>Update 12/01/2021 At this present time all delivery is virtual/ over the phone.</p>	<p>Career Connect provide NEET Engagement & Tracking Services for all St Helens Residents between the ages of 16-19 (up to 24 with EHCP).</p> <p>We will use a variety of interventions to help clients understand career aims, strengths and weaknesses, raise aspirations and show how participation can help realise their goals. Interventions will be delivered by a named advisor or coach providing 1-2-1 support and group activities (as appropriate). For vulnerable groups, such as teenage parents, we will provide a softer and potentially prolonged engagement phase, with frequency of participation increased in reflection of their capacity, capability and will to engage. Coaches will provide a pathway of impartial specialist support to help clients:</p> <ul style="list-style-type: none"> • Better understand their own needs • Identify/remove barriers • Develop resilience based on our proven Mental Toughness model to self- sustain progress, raise confidence and aspirations • Broaden opportunity awareness to make informed vocational choices • Support with job search techniques, CV production, application forms and interview preparation. <p>In addition, Careers Advisors will provide:</p> <ul style="list-style-type: none"> • Impartial Careers Advice and Guidance • Labour Market Intelligence • HE advice

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
Talent Match	<p>Update 12/01/2021 COVID-19 Provider Information Contact Name: Stephen 07399528560 or email: Stephen.Mills@Youthfed.org</p> <p>We have to be compliant with government tier 3 guidelines, but we can still deliver most of our services on-line using ZOOM etc.</p> <p>Recruiting: Yes, via phone and email to Stephen</p> <p>. Course Content:</p> <ul style="list-style-type: none"> · Personal & Social Development, working on confidence and self esteem · Access to training courses · Support with Mental Health and Neurodevelopment issues · Support with Employability and job applications 	<p>Young People who are NEET</p> <p>To refer a young person, call or email Stephen</p>

<u>Provision</u>	<u>Contact Persons name, Telephone Number and Referral email</u>	<u>Referral Criteria</u>
PAUSE	<p>Update 12/01/2021 COVID-19 Provider Information</p> <p>Contact Name: Kelly Cox Contact details: Referrals (with consent) can continue to be made by telephoning - 07766748935 (Ann Gillon, Practice Co-ordinator) or 07928573552 (Kelly Cox, Practice Lead) or emailing us at the mailbox: pause@sthelens.gov.uk</p> <p>The PAUSE St Helens project remains open, but the office base is temporarily closed.</p>	<p>PAUSE is a trauma informed specialist service that works intensively for up to 18 months, with women who have experienced or are at risk of repeat removals of their children. We work with women crucially, when they have no children in their care. So that the focus can be on them, and the changes they want to make to their lives.</p> <p>Further programme information can be found at www.pause.org.uk</p> <p>Pause St Helens programme criteria:</p> <ul style="list-style-type: none"> • women must be living or homeless within the borough of St Helens • women must not have any children currently living in their care (however we can provide consultation if a woman is pregnant, depending on circumstances) • women must have experienced at least one removal, within the past 5 years • women must still be physically able to have more children (to your knowledge) <p>Women must be willing to consider taking a pause in pregnancies for 18 months</p>

Temporary change to 0-19 service in view of COVID-19 pandemic - Guidance for Practitioners

In view of the current COVID-19 pandemic, in line with business continuity plans and National guidelines, the 0-19 services within North West Boroughs Healthcare have developed this temporary change in service delivery. The aim of these changes is to keep children and families and our staff, as safe as possible during this time. Operating in the following way will reduce the risk of infection whilst ensuring a level of service is maintained, especially to those most vulnerable.

Health Visitor Universal Contacts

Antenatal health promotion visit (28 to 34 weeks of pregnancy): To be conducted via telephone/ video call as available.

The contact is to be recorded on correct template on the electronic record and ante-natal tool to be completed as much as possible. Documentation to state that the contact was conducted over the telephone, due to COVID-19 issues. If any concerns are raised during the consultation, referrals are to be made as appropriate.

Printed literature to support the contact can be shared via the postal service, or scanned and emailed, as agreed with the mother. Parents to be signposted to relevant websites such as The Lullaby Trust.

New baby Review (10 -14 days) to be prioritised and offered to all families via telephone/video call, unless there is compelling evidence that a face to face visit is required following practitioner assessment e.g. vulnerable family, following discussion with midwifery and/or other multi-agency partners. If a face to face contact is required, personal protective equipment (PPE) to be worn (aprons, gloves and masks) in accordance with national and local infection control guidance. Record the contact on the correct template on the child's electronic record, including how the contact was conducted if not face to face eg. telephone or video call.

Printed literature to support the contact can be shared via the postal service, or be scanned and emailed, as agreed with the parent/carer. Parents/ carers are to also be signposted to relevant websites such as The Lullaby Trust.

Follow up birth visits (6-8 week checks) are to be carried out for the follow up of high risk mothers, babies and families, via telephone/ video call. Record the contact on the correct template on the child's electronic record and document how the contact was conducted, due to COVID-19 issues. If there is compelling evidence that a face to face visit is required following practitioner assessment, personal protective equipment (PPE) to be worn (aprons, gloves and masks) in accordance with trust national and local infection control guidance. Any referrals are to be made as appropriate.

Printed literature to support the contact can be shared via the postal service, or be scanned and emailed, as agreed with the parent/carer. Parents/ carers are to also be signposted to relevant websites.

One year reviews to be suspended until further notice.

Two year reviews to be suspended until further notice.

If universal plus need is identified during a telephone consultation, follow guidance related to Universal plus contacts below

Health Visitor Universal Plus and Universal Partnership Plus Contacts

All staff should actively safeguard and promote the welfare of children and vulnerable people. Targeted contacts to be completed via telephone/video conferencing call to the family unless there is compelling evidence that a face to face visit is required, following an individual assessment including liaison with multi-agency partners. If a face to face contact is required, personal protective equipment (PPE) to be worn (aprons, gloves and masks) in accordance with trust national and local infection control guidance.

Attendance at Safeguarding meetings must continue, in line with local safeguarding procedures, practitioners can use technology were appropriate. However, if attending in person social distancing rules must be maintained.

Safeguarding contacts must continue in line with local safeguarding procedures, practitioners can use technology were appropriate. If clinical assessment of the child and family indicates that increased contact is required, then this can be undertaken as per practitioner judgement.

At every contact, parents/ carers, schools and young people are to be provided with the duty contact number to enable them to contact the team if needed

School Nurse contacts

School Nurse activity to be partially stopped except.

Telephone and NHS.net communications to be continued with schools (if open), parents/ carers and partner agencies.

School Nurse Universal Plus and Universal Partnership Plus Contacts

All staff should actively safeguard and promote the welfare of children and vulnerable people. Targeted contacts to be completed via telephone/video conferencing call to the family unless there is compelling evidence that a face to face visit is required, following an individual assessment including liaison with multi-agency partners. If a face to face contact is required, personal protective equipment (PPE) to be worn (aprons, gloves and masks) in accordance with trust national and local infection control guidance.

Attendance at Safeguarding meetings must continue, in line with local safeguarding procedures, practitioners can use technology were appropriate. However, if attending in person social distancing rules must be maintained.

Safeguarding contacts must continue in line with local safeguarding procedures, practitioners can use technology were appropriate. If clinical assessment of the child and family indicates that increased contact is required, then this can be undertaken as per practitioner judgement.

At every contact, parents/ carers, schools and young people are to be provided with the duty contact number to enable them to contact the team if needed

Kooth to be promoted as appropriate

Duty

One health visitor and one school nurse to be on duty every day to respond to queries from parents or partner agencies or for parents requesting support.

Duty to liase with team manager regularly throughout the day and escalate any concerns/ issues.

Phone and NHS.net email account to be monitored and health advice and signposting continued.