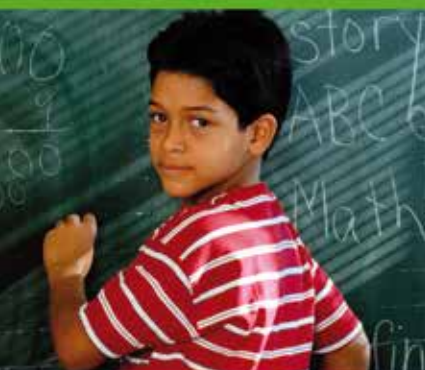


# Nottinghamshire's Early Help Offer

October 2014



# Nottinghamshire's Early Help Offer

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## 1. Introduction

This publication sets out the Early Help Offer from key providers of services in Nottinghamshire and begins with a narrative regarding Early Help locality working arrangements.

The Early Help Offer is a sign-posting tool for practitioners and professionals, it is not an exhaustive guide of all services available and is a sister document to the Children's Services Directory and Families Information Service publications.

The following pages identify the early help service, who provides the service, what their Early Help Offer is, when it is available, when and how you can access it and contact details if you require more information.

Each of these contributes to the Nottinghamshire Children's Services Early Help Offer.

The table below is a summary index of the Early Help Offer services included in this document.

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## 2. Context

Nottinghamshire's Early Help Development Plan aims to 'further improve the multi-agency early help offer to children, young people and families across Nottinghamshire' by April 2016. One of the key strands of the plan is to align locality-based local authority and partnership early help services alongside social care services, supported by improved systems and processes. This document describes the Early Help Offer as at April 2014, and the further developments to be implemented by April 2015. Further information that is intended to be helpful to children and young people with special educational needs and disabilities and their families is available in the SEND Local Offer [www.nottinghamshire.sendlocaloffer.org.uk](http://www.nottinghamshire.sendlocaloffer.org.uk)

### Link to the Pathway to Provision

The Early Help Offer is a sister document to the Pathway to Provision: multi-agency threshold guidance [www.nottinghamshire.gov.uk/pathwaytoprovision](http://www.nottinghamshire.gov.uk/pathwaytoprovision)

The Pathway to Provision is intended to support practitioners to identify an individual child, young person or families level of need, in order for the most appropriate support to be accessed.

Together, the documents provide core information on thresholds and access arrangements for service provision across Nottinghamshire.

Accessing core early help services and advice on how to support a young person with emerging needs can all be done through a single access point, the Early Help Unit. The Early Help Unit provides a direct contact point for professionals and families requiring early help services in Nottinghamshire.

Further information can be found on page 6.

## 3. Early Help in Nottinghamshire - Current Position

### Early Help in Localities

Nottinghamshire has arranged its Early Help services into three locality areas, each with an early help offer and support services. The three localities cover the North (Bassetlaw, Newark and Sherwood), West (Mansfield and Ashfield) and South (Broxtowe, Gedling and Rushcliffe).

In each locality area there is a core early help offer comprising a number of children's centres, youth centres and targeted support services which deliver across the 0-19 age range of children and young people and support their parents, carers and families. Children and young people with an identified early help need will have an allocated lead professional, either in one of these services or in a school, health setting or voluntary agency.

Many children, young people and families will require a swift and relatively brief response to problems they are experiencing and it may not always be productive to involve additional professionals. Often school staff, primary health staff or others might be best placed to deliver an intervention. The Early Help Assessment Form (EHAF) has been devised so that professionals can quickly identify with the family their strengths, what they want or need to change and the roles that people can take in supporting that change. The Early Help Unit (see below) and other early help professionals in the locality can support the development of plans of action.

### Youth Work

Many young people will have contact with a youth worker through open access youth provision and positive diversionary activities in their local area. The relationship which young people develop with a youth worker may be distinct from that which they have with other disciplines and this may make them the ideal early help coordinator. Their closeness to communities often means they are ideally placed to identify emerging issues in a neighbourhood and to intervene early. Youth workers may use the Early Help Assessment Form to guide one-to-one work with young people, but may also work with a cohort of young people on a given issue to stop a problem from escalating. Youth work in a locality area is overseen by a specific manager who makes up part of the locality leadership group for the area (see Early Help Improvement Groups below) and who has oversight of open access youth provision.

### Children's Centres

Children's Centres are based in the heart of communities often with high deprivation levels and offer a range of services to children aged 0-5 years and their families and family support services to children 5-12 years and their families. As well as supporting or providing a universal offer for children and their carers to learn and play together, breastfeeding support, nutrition and weaning advice, early help communication and language, adult learning, volunteering opportunities and access to Jobcentre Plus advice, Children's Centres can provide a range of targeted support to specific families who are vulnerable or in need. These include parenting programmes, group work with children, individual and home based support to families and behaviour management strategies. For these families, workers from each Children's Centre will become the lead professional if appropriate and will oversee delivery of programmes based on an assessment using the Early Help Assessment Form or Family Star tool. Children's Centres in a locality area are overseen by a specific manager who makes up part of the locality leadership group for the area.

### Targeted Support and Youth Justice

There are a range of targeted support services, aimed predominantly at older children and adolescents, in each locality of the county. Each locality has a Targeted Support Team, Supporting Families and Youth Offending Team working closely together. Targeted Support teams provide a



range of services for young people with difficulties related to education and training (such as truancy, exclusion and becoming NEET (not in education, employment or training), substance misuse, homelessness, going missing from home or having caring responsibilities. Supporting Families provides a more intensive intervention into families where there are complex and intractable problems, often involving the functioning of the whole family unit. There are also Parenting Coordinators who are responsible officers for Parenting Orders and provide one to one support for parents on Parenting Contracts or pre-booked appointments through the MASH or EHU.

The Youth Offending Teams, whilst providing services for a whole range of young offenders that could not be described as early help, also provide interventions to prevent offending and anti-social behaviour for those children who have not yet been dealt with by the police and Courts. All of these targeted services have a "lead professional" philosophy and use EHAF compliant assessments on which to build plans and deliver interventions. In common with Children's Centres, interventions are holistic and take in the whole family context, not just that of the presenting child. As well as having operational responsibility for an area of service (Targeted Support, Supporting Families or Youth Justice), each senior manager from Targeted Support and Youth Justice Services represents one of the three locality areas in the relevant locality leadership group.

### Health and Early Help

There is a clear crossover between primary and secondary health services and early help services. Maternity services providing antenatal and postnatal care, public health nursing for under 5s and school aged children (Health Visiting, Family Nurse Partnership and School Nursing) and CAMHS (Child and Adolescent Mental Health Services) all have a significant overlap with the full range of early help and targeted services. Many of these services are co-located within Children's Centres or jointly deliver services to children and their families. The health services mentioned will have links into wider clinical networks and services, including GPs, Paediatricians and specialist health services.

The aspirations for health and early help are to:

1. Deliver integrated processes for referring, assessing and allocating support for children and families who have an identified need
2. Align services on a locality basis to encourage effective multidisciplinary leadership for case work and intervention to enable each family and child to receive coordinated packages of support without duplication or the risk of a child "slipping through the gaps".

### Schools and Early Help

Similarly there is some significant degree of overlap between education services, particularly those focused on behaviour. Effective early help provision is essential to achievement in school and ultimately to good attainment. With schools increasingly controlling the resource for in-school behavioural support, the need to engage schools, and importantly, School Behaviour and Attendance Partnerships (SBAPs), will be achieved through the Early Help Improvement Groups.

### Complex Case Resolution Meetings

For most cases requiring an early help response the Early Help Unit (EHU) will be able to identify the correct service to take a lead role and to provide assessment, planning and intervention.

Complex Case Resolution Meetings (CCRs) provide a mechanism to support services to manage complex cases in a timely and robust way. They should be accessed when agencies are already working with the families using the Early Help Assessment and Plan, but when a case has become more complex or there is a lack of progress towards desired outcomes. Requests for discussion at CCRs should be made through the Early Help Unit.

The CCRs report into the Early Help Improvement Groups (see below), which will look at the issue of gaps in service and emerging intelligence and trends about vulnerabilities in the local area.

### Accessing Early Help: The Early Help Unit

The Early Help Unit provides a direct contact point for professionals and families requiring early help services in Nottinghamshire. The Unit acts as the referral point for family support for 0-12 year olds provided by Children's Centres and for targeted support for 8-18 year olds. Referrals for these services can be made using the EHAF.

The Unit will also:

- Provide information and advice on the range of early help services in Nottinghamshire;
- Provide advice and support on the completion of EHAFs; and
- Log EHAFs and cases for discussion at a Complex Case Resolution meeting (CCR).

The team work closely with the Multi-Agency Safeguarding Hub (MASH) and cases will pass between the Early Help Unit and the MASH to make sure that the right services can be accessed to safeguard and support a child.

### Early Help Unit – Contact Information

Monday to Friday  
9am-4.30pm

Tel: 01623 433500  
Fax: 01623 433245

Email addresses: [early.help@nottscgcsx.gov.uk](mailto:early.help@nottscgcsx.gov.uk) (If from a secure e-mail address) or otherwise please use [early.help@nottscgcsx.gov.uk](mailto:early.help@nottscgcsx.gov.uk) and password protect confidential information

Meadow House,  
Littleworth, Mansfield,  
Nottinghamshire  
NG18 2TB

## 4. Early Help - Multi Agency Governance

### Early Help Improvement Groups

There are three Early Help Improvement Groups (EHIGs) which provide locality leadership for the early help agenda in a defined area. Each is chaired by a Group Manager with a specific leadership remit for the patch and attended by a core group of lead locality managers for youth services, early years and Children Centre provision, Targeted Support and Youth Justice. EHIGs will work in coordination with District Locality Management Groups.

The Groups meet regularly to review how early help systems are operating within the area, to identify gaps in service provision and to find the solutions to problems. This includes feedback from the Complex Case Resolution Meetings on issues that have led to cases becoming "stuck" or difficulties in initial allocation or step down. The EHIGs will have access to commissioning funds as well as the ability to redirect resources to address these gaps in service provision. A senior manager from Children's Social Care in the locality area will be invited so that issues in relation to stepping down cases can be explored. Membership will be extended to incorporate representation from CAMHS, public health nursing, SEND and School Behaviour and Attendance Partnerships (SBAPs).

The EHIGs will need to coordinate data, intelligence and development capacity with District Locality Management Groups. Chairs of these groups will be invited to become a member of the local EHIG to collaborate on problem solving and service development.

The EHIGs report into the Early Help Executive, which has overall responsibility for delivery of the Children's Trust Early Help Development Plan 2013-2016.



## 5. Nottinghamshire's Early Help Offer - Service Descriptions

### Organisation

Nottinghamshire Children and Families Partnership (NCFP)

### Who are we?

NCFP is a partnership of Nottinghamshire Healthcare NHS Trust, North Nottinghamshire College and Family Action who work together to provide Children's Centre services across Nottinghamshire on behalf of Nottinghamshire County Council. The Children's Centres are designed to offer parents to be and families with children up to 5 years access to integrated early childhood services "when and where they need them" and family support services to families with children 5-12 years.

### What is our Early Help Offer?

The network of Children's Centres across the county provides universal, and targeted services to parents and families with unborn children through to 5 years of age, and enhanced family support to parents and families with unborn children through to 12 years of age, who are in need of early intervention

The universal service offer includes:

- i) **High quality, inclusive, early learning and signposting to childcare**, This may be through provision based at the centre or signposting to the nearest parent and toddler groups or childcare. It includes supporting families to access the offer of free early learning for 2 year olds, support for childminder networks and helping early years care and education settings in meeting the needs of young children
- ii) **Information and activities for families**, so that parents can make informed choices. This will include provision of family activities to improve outcomes (for example, learning through play or healthy eating) and could involve access to wider sources of support for example benefit or debt advice
- iii) **Adult learning and employment support**; this may include language, literacy and numeracy support, family learning, and volunteering opportunities as steps toward employment and links to Jobcentre Plus
- iv) **Integrated child and family health services**; to include Health Visitors delivering the Healthy Child programme, engagement with midwives and GPs and use of the Family-Nurse partnership to support teen parents where appropriate.

**Targeted services and intensive support** can make a positive difference for children and families with the greatest needs and in the most challenging of circumstances will include:

- i. **Parenting and family support**, including outreach work . Provision of integrated support in response to identified strengths and other factors within individual families. Parents are provided with support and guidance to meet the needs of their children and access to education and training to enhance their family life.
- ii **Targeted evidence-based early intervention programmes** (such as those recommended by Graham Allen MP, the NAPR and C4EO) where published evaluation demonstrates that particular interventions can help families make accelerated progress in improving outcomes for the child. Effective family support encompasses services which deliver both practical and emotional support.

iii. **Links with specialist services** for families where there are the most complex health or social care needs.

In Nottinghamshire our enhanced family support service is focussed on those most in need which may include:

- Teenage mothers and pregnant teenagers
- Lone parents
- Children in workless households
- Children at risk of language delay
- Children in Black and Minority Ethnic groups
- Disabled children and children of disabled parents
- Other vulnerable groups in the children's centre area.

Enhanced family support includes proven evidence based parenting programmes, 1:1 family support focussing on parenting/behaviour, communication and language needs of the child or emotional health and wellbeing, or support for the family at key educational transition points. Family support workers act as key workers for the family, coordinating the range of services they need through the early help assessment framework.

### Where and how can you access our Early Help Offer?

You can contact your local Children's Centre to find out what support is available. A full list of children's centres can be found at [www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page](http://www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page)

Alternatively, you can contact the Early Help Unit for advice, guidance, or to make a referral for family support. Families can refer themselves directly or if an agency is already involved, an Early Help Assessment Form will need to be completed. Full guidance can be found at [www.nottinghamshire.gov.uk/pathwaytoprovision](http://www.nottinghamshire.gov.uk/pathwaytoprovision).

### When is our Early Help Offer available?

Children's Centres operate Monday to Friday 8.30am to 5pm and most offer weekend and evening sessions according to local need.

### How can you contact us?

**For further information about accessing our service please contact us at:**

**Telephone:** Details of your local Children's Centre are available from the Early Help Unit on 01623 433500 or follow the link to find your local Children's Centre contact number [www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page](http://www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page)

**Email:** [Early.help@nottsc.gov.uk](mailto:Early.help@nottsc.gov.uk)

**Website:** [www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page](http://www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page)

**Address(es):** Use the following link to find your local centre [www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page](http://www.nottinghamshire.family servicedirectory.org.uk/kb5/nottinghamshire/fsd/home.page)

## Nottinghamshire's Early Help Offer

### Service

#### Early Years Service

### What is our Early Help Offer?

The service is responsible for ensuring that young children have access to high quality, flexible, inclusive and safe childcare that prepares children for school.

Early education funded places are available for all eligible 2, 3 and 4 year olds.

- o Looked after by the LA, adopted, subject of Special Guardianship Order, residence order
- o Free school meals
- o Working tax credit and a gross annual income of less than £16,190
- o SEN statement or EHC plan
- o Disability Living Allowance

The Early Years service provides a range of universal and targeted support to the childcare sector through our Early Years teacher team, and key commissioned partners, with a particular focus of increasing the number of settings with an Ofsted Good or Outstanding rating. The service works closely with the School Improvement Service and includes support to early years settings including day nurseries, child-minders, pre-schools, nursery schools and foundation stage provision.

### When is our Early Help Offer available?

Early Education places are available for 570 hours a year over no fewer than 38 weeks. For full details on available places contact the Customer Service Centre (see below).

Support for early years providers is available via contact with the Early Years Specialist Teacher Team.

### How can you contact us?

**For further information about accessing our service please contact us at:**

**Telephone:** Please call the Customer Service Centre on Telephone 0300 500 8080.

**Email:** [Early.help@nottsc.gov.uk](mailto:Early.help@nottsc.gov.uk)

**Website:** [www.nottinghamshire.gov.uk/caring/earlyyearsintervention](http://www.nottinghamshire.gov.uk/caring/earlyyearsintervention)

**Address(es):** Nottinghamshire County Council  
West Bridgford, Nottingham NG2 7QP

## Nottinghamshire's Early Help Offer

### Service

Targeted Support and Youth Justice Service

### What is our Early Help Offer?

The Targeted Support and Youth Justice Service works in partnership with a variety of agencies to support vulnerable young people. The service also manages the Supporting Families Programme which seeks to support families in Nottinghamshire with acute and multiple needs.

### Where and how can you access our Early Help Offer?

The Targeted Support Service works predominantly with vulnerable young people who are aged between 8 and 18. It is a partnership service managed by the local authority working with health and voluntary sector colleagues.

Linked to Targeted Support is a prevention function based in Youth Offending Teams (YOTs), for young people at risk of offending but who are not in the criminal justice system.

If the following factors are present in a young person's life, they may benefit from a referral to Targeted Support:

- Drug or alcohol problems
- Difficulties finding work, training opportunities or re-entering education
- Being at risk of involvement in anti-social behaviour and crime, including the risk of exclusion from school
- Going missing from home or problems with regular school attendance
- Being homeless, or at risk of homelessness
- Acting as a carer for a disabled parent
- Being pregnant or a teenage parent

Targeted Support will also accept referrals for all children of school age where there is persistent absence from school.

Parents may also be offered support either as a pre-arranged appointment through the MASH or EHU as part of a young person's plan of work through a parenting contract.

### When is our Early Help Offer available?

Please contact the Early Help Unit, open from 9.00am to 4.30pm, Monday to Friday.

### How can you contact us?

For further information about accessing our service please contact us at:

**Telephone:** The Targeted Support and Youth Justice Service can be contacted via the Early Help Unit on Tel. 01623 433500.

**Email:** [Early.help@nottsc.gov.uk](mailto:Early.help@nottsc.gov.uk)

**Website:** [www.nottinghamshire.gov.uk/caring/targeted-support-youth-justice](http://www.nottinghamshire.gov.uk/caring/targeted-support-youth-justice)

**Address(es):** The Early Help Unit  
Meadow House, Littleworth, Mansfield, Nottinghamshire NG18 2TB

## Nottinghamshire's Early Help Offer

### Service

#### Supporting Families

### What is our Early Help Offer?

- Nottinghamshire County Council are supporting 1,580 Nottinghamshire families with complex needs through the first phase of the Supporting Families Programme, following the launch of the National Troubled Families Programme.
- Families will be allocated a named worker who will be responsible for delivering intensive whole-family support focussed on reducing criminal activity and anti-social behaviour, improving school attendance and supporting adults into work.
- 'Supporting Families' teams are based in each District within Nottinghamshire County and work in partnership with District Councils, Health providers, Police, Probation, local schools and other organisations.

### Where and how can you access our Early Help Offer?

We offer

- A co-ordinating role to complement and maximise the potential of existing services to support families who meet at least three of the following criteria:
  - Known to Children's Social Care or residing in an area of high deprivation
  - Permanently excluded or at risk of permanent exclusion from school
  - Persistent Absentee (School attendance below 85%)
  - Young people in the family have Criminal convictions in last 12 months or any family member being subject to an intervention due to anti-social behaviour
  - Household member in receipt of out of work benefits.

### When is our Early Help Offer available?

The service is delivered by a Supporting Families team in each district, based in district offices. Each team consists of District Co-ordinators and Family Intervention Key Workers and DWP secondees.

### How can you contact us?

**For further information about accessing our service please contact us at:**

**Telephone:** The Supporting Families Service can be contacted via the Early Help Unit on Tel: 01623 433500.

**Email:** [Early.help@nottsc.gov.uk](mailto:Early.help@nottsc.gov.uk)

**Website:** [www.nottinghamshire.gov.uk/caring/troubled-families](http://www.nottinghamshire.gov.uk/caring/troubled-families)

**Address(es):** The Early Help Unit  
Meadow House, Littleworth, Mansfield, Nottinghamshire NG18 2TB

## Nottinghamshire's Early Help Offer

### Service

Youth Service: Open Access Youth Work

### What is our Early Help Offer?

The Youth Service is part of the Council's Universal offer to children and young people aged from school year 7 to 19 years old, or to 24 years old for young people with a disability. It operates in communities of highest need outside of the school day to increase the numbers of young people who enjoy a good quality of life and who can achieve their potential.

### Where and how can you access our Early Help Offer?

Regular voluntary attendance at open access youth work provision (Youth or Link Clubs, Mobiles) or engagement in youth people's participation structures (District Scrutiny Advisory and Development Boards, Young People's Board, Pioneers disability forum or as an elected member of the UK Parliament).

The service aims to:

- Directly deliver youth work to high numbers of young people through Young People's Centres, Mobile Youth Centres and Youth Clubs in partnership with the voluntary sector
- Youth work with Looked After young people also provides Link Clubs for young people with disabilities, facilitates the Duke of Edinburgh Award Scheme in Nottinghamshire and the C Card Sexual Health Scheme
- Facilitate formal and informal participation structures for young people to voice their opinions and to shape the services provided for them by the Council and other organisations
- Increase the opportunities for the positive representation of young people in the media and to improve the quality relationship and understanding of communities towards their young people
- Engage young people in targeted social education and early help interventions, including appropriate access to contraception and sexual health information
- Reduce the numbers of children requiring statutory child protection or other tier two, three or four interventions through the use of the Pathway to Provision, the Early Help Unit, Early Help Improvement Groups and Complex Case Resolution Meetings
- Increase young people's understanding and tolerance of each other's personal circumstances or choices (age, race, culture, nationality, religion, sexuality, disability, education, employment and interests) and those of their wider community
- Improve young people's educational attendance and attainment, including reducing the achievement gap
- Raise 16-18 year olds' participation in education, training or employment



- Reducing the number of young people involved in bullying and crime including anti-social and nuisance behaviour

### **When is our Early Help Offer available?**

Times vary according to location – see the Nottinghamshire County Council website for detailed information:[www.nottinghamshire.gov.uk/young-peoples-centres](http://www.nottinghamshire.gov.uk/young-peoples-centres)

### **How can you contact us?**

**For further information about accessing our service please contact us at:**

**Telephone:** Please call the Customer Service Centre on Telephone 0300 500 8080.

**Email:** [enquiries@nottscc.gov.uk](mailto:enquiries@nottscc.gov.uk)

**Website:** [www.nottinghamshire.gov.uk/young-peoples-centres](http://www.nottinghamshire.gov.uk/young-peoples-centres)

**Address(es):** Youth Service  
County Hall,  
West Bridgford,  
Nottingham  
NG2 7QP

## Nottinghamshire's Early Help Offer

### Service

Youth Service: C-Card Condom Scheme

### What is our Early Help Offer?

The C Card scheme allows young people to get access to condoms, lubricants and ask any questions they have about sex, sexually transmitted infections (STIs) and relationships.

### Where and how can you access our Early Help Offer?

How to get a C Card

1. To get a C Card you need to attend a registration point and go through a registration with a trained C Card worker.
2. The trained worker will have a discussion with you about a range of things including sex, STIs, pregnancy, relationships, how to use a condom and drugs, alcohol and sex.
3. Once this is complete and the worker feels you are ready for a C Card you will be given a small plastic card (c card) with your own personal ID number, and can start accessing free condoms and lubes.

The scheme is available from a range of places including:

- Health Centres
- Pharmacies
- GP Practices
- Youth Centres
- Colleges and Schools

### When is our Early Help Offer available?

Times vary according to location – see our website for detailed information:

<http://www.nottinghamshire.gov.uk/caring/yourhealth/staying-healthy/sexual-health/c-card/>

### How can you contact us?

For further information about accessing our service please contact us at:

**Telephone:** Samantha Hammond - C Card Technical Specialist: 0115 989 9462

**Email:** [samantha.hammond@nottsc.gov.uk](mailto:samantha.hammond@nottsc.gov.uk)

**Website:** <http://www.nottinghamshire.gov.uk/caring/yourhealth/staying-healthy/sexual-health/c-card/>

**Address(es):** Youth Service  
Cotgrave Leisure Centre, Woodview, Cotgrave, Nottingham NG12 3PJ

## Nottinghamshire's Early Help Offer

### Service

Nottinghamshire Healthcare Trust: Health Partnerships Division  
(County Health Partnerships (CHP) & Bassetlaw Health Partnerships)

### What is our Early Help Offer?

- **Integrated Child and Family Health** - the Child and Family Health Teams provide universal and targeted health services to children and young people ages 0-19 years and work within integrated health visiting and school nursing teams.
- **Health Visiting** - the Health Visiting Service works with families with children aged 0-5 years, delivering programmes of care tailored to meet the needs of the individual family unit, in line with the Healthy Child Programme (0-5 years). Systems and processes are in place to minimise the risk to vulnerable families who may not be registered with a GP.
- **Paediatric Liaison Team** - the team is hosted by CHP, and covers the City and County of Nottinghamshire. The service liaises with Acute and Secondary Care of children aged 0-19 years, who attend Nottingham University Hospitals and Sherwood Forest Hospitals. The aim of the service is to facilitate all children accessing healthcare provision to be safeguarded by effective communication between hospital and community.
- **Breastfeeding Promotion Service** - the Breastfeeding Promotion Service has been commissioned to lead CHP to achieving the UNICEF Baby-Friendly Initiation accreditation. By achieving this award, pregnant women and breastfeeding mothers will receive optimum evidence based support to improve their breastfeeding experience, thereby enabling continuation of breastfeeding for as long as each mother wishes. As a result, breastfeeding initiation and prevalence is positively affected, improving both morbidity and mortality rates within the County.
- **School Nursing** - the School Nursing Service works with families and children aged 5-19 years, who attend the schools within Nottinghamshire County, delivering programmes of care tailored to meet their needs, in line with the Healthy Child Programme (5-19 years). Systems and processes are in place to support children who may not be attending school. All children are automatically referred to the School Nursing Service upon leaving the Health Visiting Service.
- **The Family Nurse Partnership Programme (FNP)** - FNP is an evidence based, preventative programme offered to first time mums, aged 19 and under. The programme provides intensive and structured home visiting, delivered by specially trained Family Nurses, from early pregnancy, up until the child's second birthday. The programme aims to improve pregnancy outcomes, improve child health and development and to improve parents' economic self-sufficiency and future life course development. The programme is offered throughout Nottinghamshire (excluding Broxtowe), and Family Nurses work in partnership with clients and other early help services to maximise positive outcomes for children and their families.
- **Nottinghamshire Children and Families Partnership (NCFP)** - The NCFP, formed in 2013, is governed by a Partnership Board with representatives from three partner agencies consisting; Nottinghamshire Healthcare NHS Trust, North Nottinghamshire College and Family Action who work together to oversee all 58 Sure Start Children's Centres across Nottinghamshire County. The Children's Centres are designed to offer parents to be and families with young children access to integrated early childhood services "when and where they need them". They act as a service hub for the community, bringing together public, private and voluntary agencies to work collaboratively. The main aim is to improve outcomes for all young children and to provide early intervention to protect the most vulnerable children and their families.

- **Oral Health Promotion** - the team facilitates key oral health messages and good practice of oral health, in order to address health inequalities and improve the oral health of the local population.
- **Healthy Schools Service** - the service works with educational settings to improve outcomes for children, young people and their families through the development of interventions that promote positive health choices and enhance wellbeing.

### **Where and how can you access our Early Help Offer?**

Our localities, Bassetlaw, Mansfield and Ashfield, Newark and Sherwood, Nottingham North and East, Nottingham West, and Rushcliffe are purposefully aligned to the Clinical Commissioning Groups (CCGs) to facilitate primary care integration and to support partnership working with local commissioners. The specialist services locality provides services that are managed on a countywide basis. Full details are available in our prospectus of services at:  
[www.nottinghamshirehealthcare.nhs.uk/our-services/health-partnerships/](http://www.nottinghamshirehealthcare.nhs.uk/our-services/health-partnerships/)

### **When is our Early Help Offer available?**

This varies according to the service - full details are available in our prospectus of services at:<http://www.nottinghamshirehealthcare.nhs.uk/our-services/health-partnerships/>

### **How can you contact us?**

**For further information about accessing our service please contact us at:**

**Telephone:** 0115 969 1300 (Trust Headquarters)

Individual phone numbers vary according to the area and the service - full details are available in our prospectus of services at:

[www.nottinghamshirehealthcare.nhs.uk/our-services/health-partnerships/](http://www.nottinghamshirehealthcare.nhs.uk/our-services/health-partnerships/)

**Website:** [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk)

**Address(es):** Health Partnerships

Nottinghamshire Healthcare NHS Trust

Duncan Macmillan House, Porchester Road, Nottingham, NG3 6AA

## Nottinghamshire's Early Help Offer

### Service

#### Providers of Maternity Services

### What is our Early Help Offer?

- Early access to a midwife once pregnancy is confirmed. Women are encouraged to access maternity services as early as possible in pregnancy, as the evidence base suggests that early access to maternity services can improve outcomes for women and their babies
- Detailed risk assessment completed on all women at their first appointment with the midwife, any risks identified will trigger referral to appropriate agencies. Screening for mental, social and physical wellbeing of women during pregnancy via effective assessment tools can help midwives identify women with complex needs and design care around individual needs and those of their babies
- Team Around the Child (TAC) meetings are initiated for pregnant women who need extra support
- Support and referral to Smoking Cessation Services to help women stop smoking and improve pregnancy outcomes
- Prepare women and their partners for parenthood via antenatal education programmes or 1:1 sessions where required
- Breastfeeding support groups run by Children's Centres and Midwives or Maternity Health Care Support Workers may attend.

### Where and how can you access our Early Help Offer?

A comprehensive range of maternity services are offered as follows:

Women can self-refer to the midwife or be signposted via GP.

Midwives also run antenatal clinics from various bases within the community, including GP surgeries, health centres and Children's Centres:

- Nottingham – City Hospital and Queen's Medical Centre
- Mansfield – King's Mill Hospital
- Newark – Newark Hospital (antenatal and postnatal only)
- Worksop – Bassetlaw Hospital
- Doncaster – Doncaster Royal Infirmary
- Retford – Retford Hospital (antenatal only)
- Mexborough – Montagu Hospital (antenatal only)

## When is our Early Help Offer available?

24 hours, 7 days a week

## How can you contact us?

For further information about accessing our service please contact us at:

**Telephone:** Nottingham University Hospital Trust:

- Queen's Medical Centre - 0115 924 9924
- City Hospital - 0115 969 1169 (extension 55136)

Sherwood Forest Hospitals Foundation Trust:

- Emergency Midwife for King's Mill and Newark 01623 655722
- Maternity Ward at King's Mill 01623 672242
- Sherwood Women's Centre at Newark Hospital 01636 685779
- Community Midwife Advice Line (Monday to Friday 9.30am-4.30pm) 01623 676170
- A Supervisor of Midwives is available 24 hours a day and can be contacted by telephoning Sherwood Birthing Unit at King's Mill Hospital on 01623 672244

Doncaster and Bassetlaw Hospitals Foundation Trust:

- Bassetlaw Hospital - 01909 502212
- Doncaster Royal Infirmary - Antenatal Assessment Unit 01302 553162;  
Central Delivery Suite 01302 553165;  
Early Pregnancy Assessment Unit 01302 553161
- Montagu Hospital – 01709 585171
- Retford Hospital - 01777 274400

**Website:** Nottingham University Hospital Trust:

<https://www.nuh.nhs.uk/our-services/services/maternity-units/>

Sherwood Forest Hospitals Foundation Trust:

<http://www.sfh-tr.nhs.uk/index.php/maternity-unit>

Doncaster and Bassetlaw Hospitals Foundation Trust:

[http://www.dbh.nhs.uk/our\\_services/Womens\\_and\\_Maternity/maternity\\_obstetrics.aspx](http://www.dbh.nhs.uk/our_services/Womens_and_Maternity/maternity_obstetrics.aspx)

**Address(es):** Nottingham University Hospital Trust:

- City Hospital: Hucknall Road, Nottingham, NG5 1PB
- Queen's Medical Centre: Derby Road, Nottingham, NG7 2UH

Sherwood Forest Hospitals Foundation Trust:

- King's Mill Hospital: Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL
- Newark Hospital: Boundary Road, Newark, Nottinghamshire, NG24 4DE

Doncaster and Bassetlaw Hospitals Foundation Trust:

- Bassetlaw Hospital: Blyth Road, Worksop, Nottinghamshire, S81 0BD
- Doncaster Royal Infirmary: Armthorpe Road, Doncaster, DN2 5LT
- Montagu Hospital: Adwick Road, Mexborough, S64 0AZ
- Retford Hospital: North Road, Retford, DN22 7XF



# Nottinghamshire's Early Help Offer

## Service

Nottinghamshire Healthcare Trust: Local Services Division

## What is our Early Help Offer?

Child and Adolescent Mental Health Services (CAMHS)

- **Tier 2 Services** - Tier 2 CAMHS (District Emotional and Wellbeing Teams) provide community focused delivery at a targeted level. This is provided in the districts of Ashfield, Bassetlaw, Broxtowe, Gedling & Mansfield, Newark & Sherwood and Rushcliffe.

The service provides consultation and support to underpin universal provision, with one-to-one and group facilitated support for children, young people and their families who present with a mild to moderate identified emotional health and wellbeing need. Examples of need may include (but not exclusively) emotional support, behavioural support, development concerns, deliberate self-harm.

- **Tier 3 Services (Specialist Community CAMHS)** - Specialist Community CAMHS provides a service for the following referrals: Depression (moderate to severe), anxiety disorders and adjustment reactions, Obsessive Compulsive Disorder (OCD), Post Traumatic Stress Disorder (PTSD), severe attachment, emotional and behavioural disorders associated with child abuse and neglect, eating disorders, such as anorexia, neurodevelopmental disorders, such as Attention Deficit Hyperactivity Disorder (ADHD), and acquired and organic brain disorders, such as epilepsy, requiring specialist neuropsychological and neuropsychiatric assessment

## Where and how can you access our Early Help Offer?

**Tier 3 CAMHS:** all referrals received (with the exception of those to specialist teams for targeted groups) will be screened at a single point of entry by the Clinical Assessment Screening team (CAS) which will consist of representatives from each of the specialist teams.

## When is our Early Help Offer available?

**Tier 2 CAMHS, Tier 3 CAMHS:** 9am – 5pm Monday to Friday

## How can you contact us?

For further information about accessing our service please contact us at:

|                                 |              |
|---------------------------------|--------------|
| <b>Telephone: Tier 2 CAMHS:</b> |              |
| Ashfield                        | 01623 785373 |
| Bassetlaw                       | 01777 274422 |
| Broxtowe                        | 0115 8835157 |
| Gedling                         | 0115 8830822 |
| Mansfield                       | 01623 425110 |
| Newark & Sherwood               | 01636 611469 |
| Rushcliffe                      | 0115 8837029 |

**Tier 3 CAMHS:**

Thorneywood Unit 0115 841 5812

Child and Family Therapy:

Mansfield 01623 650921

Newark 01636 670633

Worksop 01909 733192

Queen's Medical Centre 0115 823 0269

**Website:** [www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk)

**Address(es):** Nottinghamshire Healthcare NHS Trust  
Duncan Macmillan House, Porchester Road, Nottingham, NG3 6AA

# Nottinghamshire's Early Help Offer

## Service

Special Educational Needs and Disabilities (SEND)

### What is our Early Help Offer?

Nottinghamshire provides a wide range of support to children and young people with special educational needs and disabilities (SEND) and their families. This is achieved by working in partnership with parents, carers, children, schools and other agencies such as health, social care and the voluntary sector.

A number of significant changes are taking place to the way that services for children with SEND are identified, assessed and supported and Nottinghamshire is one of 20 areas across England selected by the government to pilot the reforms proposed in the draft legislation.

The new plans should make it easier to access joined-up services across health, social care and education. One of the requirements of the new legislation is the development of a Local Offer which will describe the services and provision that is available to the families of children and young people with special educational needs and/or disabilities.

### Where and how can you access our Early Help Offer?

We offer a range of services which support children and young people with SEND to achieve their full educational potential.

- This includes the provision of specialist advice and support to children, families and schools.
- The service consists of a number of specialist teams, providing specific areas of support.
- Contact with the support services is usually initiated by schools, or by referral arising from a professional assessment of a child's special educational needs, for example, springboard meetings.
- Support services available include:
  - o Education Health and Care Plan Team
  - o Schools and Families Specialist Services
  - o Education Psychology Services
  - o PSED
  - o SEND Commissioning
  - o Parent Partnership Service
  - o Physical Disability Support Service
  - o Health Related Education Service
  - o Managing Actual or Potential Aggression (MAPA)
  - o Anti-bullying
  - o Post 16 provision for students with SEND

## **When is our Early Help Offer available?**

Further details can be obtained by either calling the Customer Service Centre or visiting our web-page, details below.

## **How can you contact us?**

**For further information about accessing our service please contact us at:**

**Telephone:** Please call the Customer Service Centre on Telephone 0300 500 8080.  
The Customer Service Centre is open Monday to Friday from 8.00am to 8.00pm and Saturday 8.00am to 12 noon.

**Website:** [www.nottinghamshire.sendlocaloffer.org.uk](http://www.nottinghamshire.sendlocaloffer.org.uk)

**Address(es):** Nottinghamshire County Council  
West Bridgford, Nottingham NG2 7QP

## Nottinghamshire's Early Help Offer

### Service

#### Children's Disability Service

### What is our Early Help Offer?

Non-council support

There are many voluntary groups that provide services to disabled children and their families. These include:

- After school and holiday clubs
- Support for parents
- Sitters and befrienders
- Support and activity groups for other children in the family
- Short breaks for disabled children

We may also be able to provide your child and your family with our own services. Before we can offer you services, we will need to find out more about you and the issues you are having. This is called an assessment.

Services we may be able to offer include:

- Aids, equipment & adaptations to the home
- Flexible short breaks
- Personal care
- Sitters or befrienders
- Direct payments
- Loan of equipment for children with sensory impairments
- Independent travel training
- Support for carers

### Where and how can you access our Early Help Offer?

Further details on services available can be obtained by:

- Searching our Family Services Directory on-line at [www.nottinghamshire.familyservicedirectory.org.uk](http://www.nottinghamshire.familyservicedirectory.org.uk)
- Calling our Customer Service Centre, using the contact details provided below

## **When is our Early Help Offer available?**

Please contact us via the Customer Service Centre for further information for further details.

The Customer Service Centre is open Monday to Friday from 8.00am to 8.00pm and Saturday 8.00am to 12 noon.

## **How can you contact us?**

**For further information about accessing our service please contact us at:**

**Telephone:** Please call the Customer Service Centre on Telephone 0300 500 8080.

**Email:** [enquiries@nottscc.gov.uk](mailto:enquiries@nottscc.gov.uk)

**Website:** [www.nottinghamshire.gov.uk/caring/children/socialcarechildren/disabilityservice](http://www.nottinghamshire.gov.uk/caring/children/socialcarechildren/disabilityservice)

**Address(es):** Nottinghamshire County Council  
West Bridgford, Nottingham NG2 7QP



## Nottinghamshire's Early Help Offer

### Service

Nottinghamshire Families Information Service

### What is our Early Help Offer?

We offer free impartial guidance, advice and assistance for families with children and young people aged 0-20 via a telephone helpline and an online Family Service Directory.

### Where and how can you access our Early Help Offer?

We provide information about various types of Ofsted registered, and non-registered childcare, including:

- Breakfast Clubs
- Childminders
- Day Nurseries
- Out of School Care
- Sure Start Children's Centres
- Pre-School Playgroups

We also provide information on a range of family services including:

- Leisure and play activities
- Parent and Toddler Groups
- Children's Centre Services
- Disability & Special Needs

### When is our Early Help Offer available?

Please contact us via the Customer Service Centre for further details.

The Customer Service Centre is open Monday to Friday from 8.00am to 8.00pm and Saturday 8.00am to 12 noon.

### How can you contact us?

For further information about accessing our service please contact us at:

**Telephone:** Please call the Customer Service Centre on Telephone 0300 500 8080.

**Email:** [enquiries@nottsc.gov.uk](mailto:enquiries@nottsc.gov.uk)

**Website:** [www.nottinghamshire.family servicedirectory.org.uk](http://www.nottinghamshire.family servicedirectory.org.uk)

**Address(es):** Nottinghamshire County Council  
West Bridgford, Nottingham NG2 7QP

## Nottinghamshire's Early Help Offer

### Service

Services supporting children experiencing Domestic Violence

### What is our Early Help Offer?

Domestic violence/abuse isn't just about physical violence. It covers all forms of physical, sexual, psychological and financial abuse, ranging from controlling or threatening behaviour and minor assaults to serious injury and sometimes death.

It can be experienced by people of all ages and from all ethnic and class backgrounds.

- If you find yourself in an emergency situation, for example, if you are being subjected to physical violence, always call 999.
- We also offer the Nottinghamshire 24 Hour Freephone Domestic Violence Helpline for confidential advice, support and information.

### Where and how can you access our Early Help Offer?

If you're a victim of domestic abuse or you know someone who is – there are people who can help:

- Local helpline Telephone: 0808 800 0340 (Freephone). If the line is busy leave a message and the Helpline will return your call.
- National helpline Telephone: 0808 200 0247 (24 hours Freephone).

These helplines will provide immediate advice, information and support including refuge accommodation if required – and then they will sign post you to the local contact for your area for on-going support for women and children, legal advice, safety planning and help to understand your situation.

- Police – you can call Nottinghamshire Police on 101. In an emergency always call 999.
- Crimestoppers – if you have any information about any crime, but do not wish to be identified. Telephone: 0800 555 111.
- Family Lives Parentline – can offer you support and advice regarding parenting over the phone or internet 24 hours a day. Telephone: 0808 800 2222.
- Victim Support – provide confidential support and information to victims of crime and to witnesses attending local courts. Telephone: 0845 30 30 900.
- Citizens Advice Bureau – helps people resolve their legal, financial and other problems by offering free information and advice. Contact your local office or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) for further information.
- Local councils – your local council can offer advice on housing and homelessness:
  - o Bassetlaw District Council Tel: 01909 533533
  - o Newark and Sherwood District Council Tel: 01636 650000
  - o Mansfield District Council Tel: 01623 463463
  - o Ashfield District Council Tel: 01623 4500000
  - o Broxtowe Borough Council Tel: 0115 9177777
  - o Gedling Borough Council Tel: 0115 9013901
  - o Rushcliffe Borough Council Tel: 0115 981143

- Mens Advice Line 0808 801 0327 – free from landlines and most mobile phones – offers help and support for male victims of domestic violence.
- Broken Rainbow UK – is the only national LGBT domestic violence helpline, and provides confidential support to all members of the lesbian, gay, bisexual and trans (LGBT) communities, their family and friends, and agencies supporting them. Telephone: 0300 999 5428 or [www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk)

### **When is our Early Help Offer available?**

The Nottinghamshire Freephone Domestic Violence Helpline is available 24 hours per day and is free from all landlines and most mobile phones.

### **How can you contact us?**

**For further information about accessing our service please contact us at:**

**Telephone:** 0808 800 0340 (Freephone)    **Email:** [enquiries@wais.org.uk](mailto:enquiries@wais.org.uk) (South)  
[enquiries@nottswa.org](mailto:enquiries@nottswa.org) (North)

**Website:** [www.nottinghamshire.gov.uk/caring/community-safety/domestic-violence](http://www.nottinghamshire.gov.uk/caring/community-safety/domestic-violence)  
[www.wais.org.uk](http://www.wais.org.uk) (South)  
[www.nottswa.org](http://www.nottswa.org) (North)

**Address(es):** Nottinghamshire County Council, West Bridgford, Nottingham NG2 7QP





For further information contact:

**Nottinghamshire County Council  
Children and Young People's Services  
County Hall  
West Bridgford  
Nottingham  
NG2 7QP**

**Telephone: 0300 500 80 80**

**Email: [pathwaytoprovision@nottsc.gov.uk](mailto:pathwaytoprovision@nottsc.gov.uk)  
[www.nottinghamshire.gov.uk/pathwaytoprovision](http://www.nottinghamshire.gov.uk/pathwaytoprovision)**