

'MENU' OF OPTIONS FOR STAFF

The services on this menu are to be utilised by staff working with families. It is an expectation that these will be used if appropriate requests for more specialist services are made and if they are not used, the worker can clearly explain why.

WHAT IS IT?	WHAT DOES IT DO?	WHY WOULD YOU CONSIDER IT?	HOW DO I GET IT?
Children's Centres – Shiremoor, Howdon, Riverside And other community venues	Offer universal + targeted services for 0-19yrs via health visitors, groups and activities e.g. Birth registrations, youth provision, under 5s activities etc. and family activities	Family requiring access to prevention / universal services; or access to more targeted services as part of a plan, or to facilitate reintegration into their community.	Contact Care and Connect/Locality Manager OR walk in: Locations are on the intranet as is the 'What's on Guide'. http://my.northtyneside.gov.uk/category/495/children-centre-services
Care and Connect	Offer short term/low level intervention to signpost families to their communities. They collate & update what services and activities are available in the community across the borough from birth to death through the ASSET Map.	Care and Connect – family require low level support or advice, guidance & information re: single issue. Professionals can access them for advice re: resources/activities. Asset Map – to find community groups and local organisations to connect families to.	Care and Connect staff are in the Locality Teams – Contact Toni Clark-Brown – Early Help Manager at the Front Door 0191 643 7939 Asset Map is on the app store – search SIGN.NT to download it.
Childcare (Private/Voluntary/ 2+3+4yrs Funded Placements/Out of School Club)	Provide childcare/nursery places for under 5yrs. Free 15hrs per week for 0-2yr olds who qualify e.g. low income families, Adopted children or those with SEN, all 3 and 4 year olds (15hrs), out of school provision for pupils e.g. breakfast club/after school clubs.	Childcare private/voluntary – families require access to childcare/nursery which will be of benefit to the child's development or because parents/carers work. Out of School Clubs – childcare to allow parents to work. Children on a CiN / CP plan who require a placement as part of their plan	Commissioning Team - 0191 643 7100 Safeguarding Senior Manager can advise on availability of places and should be contacted for a CIN / CP place in the first instance 0191 643 5914
Parenting Programmes (Solihull/Parenting factor ADHD)	Offers parent/carers support/advice & techniques around parenting.	If parent/carer requires support with parenting or because a Court has ordered it.	Referral form available on intranet and is also distributed to all CYPL staff via email – referral form and feedback forms must be completed at the end of the course. (NB: failure to complete the feedback form will mean subsequent referrals cannot be progressed).
Debt: Citizens Advice Bureau (CAB), Christians Against Poverty (CAP), Trading Standards, Step to Change.	Provide advice for families with debt	When people need support/advice about managing debt e.g. rent arrears, loans, credit card debt, loan sharks, hire purchase and legal advice.	CAB – www.ntcab.org.uk CAP – 0800 328 0006 Trading Standards - 03454 040506 Contact Step to Change direct: 0800 138 1111
DWP Job Centre Plus Employment Advisers	Offer all aspects of benefits/employment advice + support to enable parents to make progress towards work. Also offer advice if benefit fraud is suspected.	When someone receives out of work benefits. It will benefit their mental health/independence to take steps towards training/employment as well as supporting them to support their family financially.	TFEA@northtyneside.gov.uk or Contact locality based DWP worker- Emma Walton – 0191 643 8899 Josephine Langdown – 0191 643 2110 Susan Gent – 0191 643 2699
Health: - Sexual Health - C Cards - Mental Health - Talking Therapies - CAMHS Ed Psych's - KOOTH	Advice & support re: sexual health/contraception/STI testing. Diagnosis & support for adults and children. An online service for 11-19 year olds in North Tyneside provide by XENZONE, provide counselling, psychotherapy and emotional well-being.	Health – sexual health e.g. pregnancy, STI Mental health – talking therapies re: counselling. CAMHS – children up to 18 who display signs of anxiety/depression/self harm/eating disorders etc. Kooth – Self help tools for young people who require support for eating disorders, general health and mental health	1-1 clinic – school nurses/GP CAMHS helpline-0191 219 6700 www.kooth.com
Drug and Alcohol Pathway: Young People's Integrated D&A service	Outlines process to be followed if you are working with a young person or young adult with substance misuse issues.	Drug and alcohol – young person under 18 identified as needing support/intervention around drugs/alcohol.	Follow drug and alcohol pathway or via your manager for advice / signposting Email- drugandalcoholssupportandadvice@northtyneside.gov.uk
North Tyneside Recovery Partnership (NTRP)	NTRP provides a drug and alcohol service for North Tyneside (aged 18+ helping them through the recovery process so that they can become more independent)	Because an adult in the family requires specialist support/intervention around drugs/alcohol.	0191 240 8122
PROPs	PROPs provides a wide range of support services to the family / friends of drug / alcohol users	Because someone in the family is supporting someone with their drug / alcohol use.	0191 226 3440
Domestic Abuse: Harbour Acorns NTC Housing	Support and advice for anyone suffering domestic abuse including refuge/legal/community/parenting programmes. Support for children who have lived through domestic abuse. Support to move for people fleeing domestic abuse.	Harbour - when support is needed for female victims of domestic abuse, support offered at court, Freedom Programme, Pattern Changing, injunctions, sanctuary, alarms, refuge places. Acorns – counselling for children affected by domestic abuse, (perpetrator must not be living in household) displaying behaviours that may be related to domestic abuse. NTC Housing advice – if identified through MARAC as requiring a protected address or family fleeing domestic abuse.	Harbour – a professional refers or family is identified at MARAC or self referral via phone. 0191 454 9301 Acorns – referral form. Acorns – 0191 258 6315 Present at Customer Services. NTC housing advice – 0191 643 2520
Safe Families for Children	Supports children under 11 and their families through befriending and hosting. Hosting can be for up to 28 nights per annum and should be considered before any consideration of LAC.	The family need support because of isolation/work on routines, boundaries, budgeting & accessing services in the community; access to help e.g. decorating OR Hosting – short break respite to prevent need for LAC e.g. parents in hospital etc.	Contact- Julie.connolly@northtyneside.gov.uk OR kayleigh.findley@northtyneside.gov.uk
Carers Centre	Provides advocacy/advice & support (groups & 1-1 activities) for carers	A family member or young person is caring for a family member and requires support/respite from this.	0191 643 2298 www.northtynesidecarers.org.uk
Thriving Families (NSPCC)	Formal assessment around neglect & subsequent interventions.	Where neglect is prevalent in the family	0191 227 5300 www.nspcc.org.uk/
SCARPA	To provide direct services for young people who go missing or are at risk of child sexual exploitation.	When young people display risky behaviour, are going missing, child sexual exploitation.	0191 296 0212 www.childrenssociety.org.uk
Special Educational Needs (SEN) Advice	Provide advice on statutory processes for supporting young people with special educational needs	When you have concerns about the level of support being offered to a young person with diagnosed special educational needs and you have already discussed this with the school.	Anne Oldham - Ann.oldham@northtyneside.gov.uk 0191 643 8517
School Improvement Team	If you are concerned a young person is at risk of exclusion. Supports schools in improving school attendance.	If you have concerns a young person is at risk of exclusion and you have already discussed this with the school but feel greater intervention is needed. If you have concerns that a young person is not attending school and you do not feel that the school is providing sufficient support.	Katharine Angus - Katharine.angus@northtyneside.gov.uk 0191 643 7694 Anne Oldham - Ann.oldham@northtyneside.gov.uk 0191 643 8517
RHELAC Service	Service that provides support for the education and health needs of looked after children	If you have concerns that the education or health needs of a looked after child or an adopted child is not being met.	Jane Pickthall - Jane.pickthall@northtyneside.gov.uk 0191 643 8366
Educational Psychology Service	Provides assessment and advice for schools and other professionals around a young person's psychological needs.	If you need advice about the psychological needs of a young person	Rachel Hughes - Rachel.hughes@northtyneside.gov.uk 0191 643 8731
Employment and Skills Team	Provides skills and training to assist young people into the world of work, apprenticeships, further education. The Connexions service provides careers advice	If a young person would benefit from training or work experience, or help to choose the right pathway	Mark Barrett - Mark.barrett@northtyneside.gov.uk 0191 643 6061
Housing support	Anyone who is homeless, threatened with homelessness or may be experiencing housing difficulties.	The primary aim of the Housing Advice Team is to prevent homelessness. Providing advice and assistance, liaising with family, negotiating with landlords in order to sustain their tenancy.	Housing Advice Team - housingadvice@northtyneside.gov.uk 0191 643 2520 Emergency out of hours service: 0191 200 6800