



Torbay's Early Help Offer

September 2015

Early Help Service

We believe that children and families need to be heard when they first ask for help to minimise adverse experiences for them. For many children and families, their needs will be met through services available within their everyday routines such as Schools or Children's Centres, GPs or Youth Centres and projects. These services can be accessed directly, without a referral. A large range of services to support and advise can be found by visiting the Torbay Directory at www.torbaydirectory.com.

When the level of need is more complex and involves two or three needs that require several services to work together, then an Early Help Referral should be completed and submitted to the Early Help Service.

The Early Help Service guides and assists children and families and professionals through the process of getting the right help to meet need. The Early Help Co-ordinator and team screens all referrals and ensures that Early Help is the right level of support to offer. Information on thresholds and levels of need can be found in The Child's Journey document, and a brief Pathway for Early

Help Service is also available as a guide to referral (Please see attached). Where a child appears to be at risk, the referral will go directly to the Multi-Agency Safeguarding Hub (MASH) on 208100.

Referrals may be directly allocated to a service, or may go to our Early Help Panel. This uses the knowledge and experience of a range of services to decide which service should take the lead on the case, and deciding who will make contact with the family to arrange a Team around the Family meeting. At this meeting, all relevant people and services will work together to draw up a Single Plan.

Early Help training is currently available to professionals working with children, young people and/or families, including those working in the community and voluntary sector you can find this at www.devonsafeguardingchildren.org/workers-volunteers/training-and-resources

To get advice and information and to check whether an Early Help Referral is already in place for a child please contact us using the details listed below.

How can you contact us?



01803 208525



earlyhelp@torbay.gov.uk

Family Intervention Team (FIT)

Who are we?

The team have skills in whole family working to include delivering evidence based parenting support using a variety of programmes, mediation support to improve family relationships, working with families who've experienced domestic abuse and direct work with children to understand their world and support their key outcomes such as achieving through good attendance at School. A key role of the team is to support the coordination of a range of professionals who may be providing support to individual family members in order to create a Team around the Family. Families who work with the team are likely to require a combination of support from several professionals both at Universal level to more Specialist/Targeted Intervention and support.

What is our Early Help Offer?

Targeted - The team work with families for around 6 months in order to enable them to build resilience and feel confident to recognise when they may need support in the future. The team aims to enable families with the confidence to engage with their community and universal services during intervention and when they want or need to in the future.

FIT are allocated cases through the Early Help Panel, which currently takes place once a week (this will need updating at the end of October as the panel will then be split into two – one in Torquay and One in Paignton for Paignton and Brixham referrals combined) and is attended by a range of multi-agency partners. The panel make decisions on the best action to take when a referral is received and who may be the best person to become the Lead Professional to support the family. The family are then contacted by Early Help to advise them of the outcome.

As part of on-going good practice cases are reviewed regularly at 12 weeks initially to inform the families plan and ensure the family are continuing to benefit from additional support.

Where and how you can access our Early Help Offer

The Family Intervention Team can be accessed through the Early Help panel, which is currently held every Wednesday. The Early Help panel is a multi-agency panel that shares and discusses information about referrals in order to decide which service would be the most appropriate to work with a children or young person and their family. Once the panel has agreed the Family Intervention Team is the most appropriate service to undertake the Lead Professional role, the referral will be passed to the team for allocation.

When is our Early Help Offer available?

The offer is available Monday to Friday from 09:00 – 17.00.

How can you contact us?



01803 208525



earlyhelp@torbay.gov.uk

Intensive Family Support Service (IFSS)

Who are we?

The team are from a range of multi-agency backgrounds and have a variety of skills and qualifications to enable them to work with children and their families. The team work with whole families in order to prevent family breakdown and provide short term intervention to create family stability through improving communication and family relationships. The team work with a view of transferring the case to targeted support, that can be provided in the longer term where necessary. Some families don't require on-going intervention and will retain relationships with Universal and Community Services. The team use Brief Solution Focused Therapy to build family resilience and containment within crisis situations. They are able to support families to understand each other's views and are able to respond when necessary to avoid an escalation of difficulties. The team use a variety of practice tools and also deliver evidence based parenting support, complete direct work with children, provide specific support for families who've experienced domestic abuse and support family mediation.

What is our Early Help Offer?

Targeted - Families usually work with IFSS for around 4 months with the aim of ensuring children and young people are safe and secure in their immediate family and wider community. The team receive referrals from several points of contact but critically at the point a child or young person is at risk of coming into local authority care. The team will respond to crisis referrals made by the MASH as soon as a referral identifies a risk of family breakdown. Referrals can be made on a

Monday – Friday, between 9am and 5pm and must evidence imminent risk factors likely to result in a child or young person at risk of leaving their family home. The referral must also be allocated to the Single Assessment Team for assessment on the same day. A referral for a Family Group Conference then needs to be made within 3 working days by the referrer to progress this support in a timely manner.

Where and how you can access our Early Help Offer

The team receive referrals from an Access to Resources panel, which is held weekly. The service cannot be accessed by self referrals or from partner agencies due to the crisis nature of many of the cases referred.

When is our Early Help Offer available?

The team work six days a week on the following shifts: Monday – 10am – 6pm

Tuesday and Wednesday – 8am – 8pm Thursday and Friday – 8am – 10pm Saturday – 10am – 10pm

Once the team has started working with a family they are available to provide planned work and crisis support during evenings and weekends.

How can you contact us?



01803 208104



csenquiries@torbay.gov.uk

Youth Crime Prevention Team

Who are we?

The Youth Crime Prevention team sits within the Integrated Youth Support Service (IYSS) which is a multi agency service that works with young people aged between 10-18. The Integrated Youth Support Service is made up of specialist workers trained in Youth justice, an Attendance Officer, Drugs and Alcohol Worker, Mental Health Worker, Education Worker, Police Officer, victim/

Reparation worker and Homeless Prevention Workers.

The Youth Crime prevention team can work with the whole family in order to support and create family stability by improving communication amongst family members to help build better family relationships.

What is our early help offer?

The Youth crime prevention team will complete an assessment on children and young people who are demonstrating risk taking and anti- social behaviours. This will support early identification, assessment and planning for young people in need of targeted early help support.

We will deliver targeted early help interventions with young people and families working in partnerships with multi – agency partners to help reduce offending from young people. We look to prevent Young people and families from escalation to statutory, higher level services. Interventions are targeted and are 16 weeks long with a review half way through.

Where and how you can access the early help offer

The Youth crime prevention team can be accessed through the Early Help Panel, which is held every Wednesday. The Early Help Panel is a multi-agency forum that receives early help referral forms to be discussed at each meeting. During the panel each referral is discussed and members of the panel decide which service would be the most appropriate to work with the children and/ or family. Once a decision is made at the panel for the Youth Crime Prevention Team to take the lead professional role the referral is passed to the team for allocation.

When is our early help offer available?

The offer is available Monday to Thursday from 09:00 – 17.00 and Friday 09.00 – 16.00.

How can you contact us?



01803 208400

Torbay Child and Adolescent Mental Health Service (CAMHS) - Torbay and South Devon NHS Foundation Trust

Who are we?

Torbay Child and Adolescent Mental Health Service provides assessment and treatment for children and young people who present with mild, moderate and severe mental health difficulties. They also provide consultation/advice and guidance to professionals who are working with children, young people and their families and/or carers who are concerned about a child or young person's mental health. They also deliver mental health training to all professionals working with children and young people.

What is our Early Help Offer?

Universal - We provide mental health training to professionals who are working with children and young people. We provide consultation/advice and guidance to professionals working with children, young people and their families and/or carers

Targeted - We provide consultations, assessments and treatment to children, young people and their families and/or carers where there is a concern about a child and young people's mental health. For example this could be if a young person is depressed, anxious, self-harming, or has significant behavioural concerns whereby interventions and support from other services has not been successful. Treatment consists of up to 8 sessions of face to face work which could be individual and/or family work or group work using a range of therapeutic interventions.

Where and how you can access our Early Help Offer

CAMHS can be accessed through a child or young person's school or referrals can be made to the main CAMHS office at the Annex site. Referrals can be sent to Torbay CAMHS, The Annex, 187

Newton Road, Torquay TQ2 7BA, or they can be emailed at torbay.camhs@nhs.net. Website currently under development address TBC (end June). You can contact us via a child or young person's school

When is our Early Help Offer available?

The offer is available Monday to Friday from 09:00 – 17.00.

How can you contact us?



01803 655692



torbay.camhs@nhs.net

Specialist Community Public Health Nursing Services (Health Visiting and School Nursing) - Torbay and South Devon NHS Foundation Trust

Who are we?

Health Visitor Teams: The Health Visiting Service works with all 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). There are two specialist health visitors working across the Trust in dermatology and substance misuse post's and institute of health visiting champions for perinatal mental health, infant mental health, domestic abuse, contemporary issues in safeguarding and infant feeding specialist's supporting breast feeding.

Family Health Partnership Team: The Family Health Partnership Team is evidence based, preventative programme offered to first time mums, aged 18 and under. The programme provides intensive and structured home visiting, delivered by specially trained Health visitors, 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 Torbay and team work in partnership with clients and other early help services to maximise positive outcomes for children and their families

School Nurse Teams: The School Nursing Service works with families and children aged 5-19 years, who attend schools within the Borough of Torbay, 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. There are two schools nurses with a specialist role in working with children and young people who have enuresis and encopresis and vulnerable young people.

What is our Early Help Offer?

Universal - The DH Healthy Child Programme universal family offer is a clinical and public health programme for children and families from pregnancy to 19 years of age. The HCP is led by the Specialist Community Public Health Nurses Health Visitors and School Nurses and their teams, offering every child a schedule of health and developmental reviews, screening tests, immunisations, health promotion guidance and support tailored to their needs, with additional support at key times working closely with other providers, e.g., GPs, NHS providers and Children's Centres. The universal contacts are:

- Twenty-eight week antenatal contact by a health visitor
- Ten to fourteen day new birth home visit by a health visitor
- Open access to the health visiting teams child health clinics across Torbay
- Six to eight week health visitor contact
- Twelve to sixteen week health visitor team contact
- By one year a health and developmental review by the health visitor team
- Between two and two-and-a-half years of age a health and developmental review by the health visitor team integrated with Early Year Providers.
- A child school entry questionnaire from the school nursing team
- New entrance health screening in reception by the school nursing team
- National Childhood Weight Measurement Programme by the school nursing team

- Primary school family drop in open access sessions to the school nurse team
- Secondary school young person open access drop-in sessions in all secondary schools by the school nurse
- School based immunisation programme
- Contact by the health visiting and school nursing service on moving into Torbay

Targeted - Additional Support and help is available to families, and young people on request that any family may need some of the time, for example care packages for maternal mental health, parenting support and baby/toddler sleep problems – where the health visitor or school nurse may provide, delegate or refer.

Intervening early to prevent problems developing or worsening. Additional services for vulnerable families requiring ongoing additional support for a range of special needs, for example families at social disadvantage, families with a child with a disability, teenage mothers, adult mental health problems or substance misuse. Making sure the appropriate health visiting and school nursing services form part of the high intensity multi agency services for families where there are safeguarding and child protection concerns.

Where and how can you access our Early Help Offer?

The service is available in convenient local settings including, children centres, health centres, clinics, GP surgeries, schools and home visits.

You can contact us via the email addresses or contact telephone numbers below, or speak to the school nurse or health visitor in your local area.

- You can find out who your health visitor is by contacting your GP.
- You can find out who your school nurse is by contacting your child's school.

When is our Early Help Offer available?

Monday to Friday from 09:00 until 17:00 and 08:00 until 20:00 contact available on request. Via our website at www.torbaycaretrust.nhs.uk/yourlife/childrenandfamilies

How can you contact us?

Brunel/Chilcote teams

📧 hvnorthcptct@nhs.net
 📞 01083 327855

Barton team

📧 hvtorquaynorth1@nhs.net
 📞 01803 328834

Torquay south HV/CNN team

📧 hvsouthcptct@nhs.net
 📞 01803 219810

Paignton HV/CNN team

📧 hv-paignton.tct@nhs.net
 📞 01803 522762

Brixham HV/CNN team

📧 hv-brixham.tct@nhs.net
 📞 01803 881399

Family health partnership team

📧 fhp.tct@nhs.net
 📞 01803 547214

Torbay school nurse team

📧 torbayschoolnurse@nhs.net
 📞 01803 219814/696758

Healthy Lifestyles Service

Torbay and South Devon NHS Foundation Trust

Who are we?

The Lifestyles Team are a public health provider service and are based at St Edmunds, Torquay. We provide a range of services to support people in making positive behaviour changes and improve their health and wellbeing; including the Stop Smoking Service, Community Fitness Team, Community Nutrition Team and Health Trainer Service

What is our Early Help Offer?

Universal - The Healthy Lifestyles team offer a wide range of free or subsidised lifestyle intervention courses and advice sessions to the public of Torbay. All services are evidence based and person centered in design so we can offer the most effective techniques and help possible.

Everyone coming in to the Healthy Lifestyles Service will have a healthy lifestyles assessment; the aims of the healthy lifestyles assessment are make sure clients are getting the support that they need to make the improvements they want to their health.

The assessment is a one-to-one session with a health adviser who will tailor support and advice to the individual needs of the client and provide them with a personalised action plan to optimise their wellbeing. It will allow the client to think about all aspects of their health behaviours whilst giving

the assessor a good insight into the potential changes the client could make. The assessment is concluded with personal action planning with the client.

The general aims of the service are the provision of interventions to promote lifestyle behaviour change:

- Support to stop smoking or reduce the harm of tobacco use (including e-cigarettes & personal vaping devices)
- Weight management, for adults and children
 - Nutrition advice
 - Physical activity as part of a weight management programme and/or a rehabilitation pathway

- Promotion of good dental health
- Alcohol brief advice and interventions for people who are harmful or hazardous drinkers but do not need structured treatment
- Promotion of good emotional health and wellbeing.

Targeted - We provide targeted support for children who are overweight or obese (> 91st BMI centile on children's growth charts). Children are referred for an assessment with a community dietitian and are either signposted to a community based weight management group (FLIP), seen for up to 12 sessions by the dietitian on a 1-2-1 basis or referred for further assessment by the paediatrician team at Torbay Hospital.

Where and How you can access our Early Help Offer

The Lifestyles service will accept people into the service, via the following methods:

- Referral - people can be referred to a service by a healthcare professional such as a GP, practice nurse, community nurse or a hospital consultant
- Self-Referral - people can access a service by contacting the Healthy Lifestyles Service directly

When is our Early Help Offer available?

Monday to Friday from 09:00 until 17:00. Some clinics and programmes are also available outside of these hours.

How can you contact us?



0300 456 1006



torbaylifestyles@nhs.net



www.torbaycaretrust.nhs.uk/yourlife/healthy_lifestyles



Healthy Lifestyles,
St Edmund's,
Victoria Park Road,
Torquay, TQ1 3QH

Torbay Children's Learning Disability Team

Torbay and South Devon NHS Foundation Trust

Who are we?

The Children's Learning Disability Team are a Public Health Provider Service based at Torbay Hospital. Children, Young People (0-18yrs) and their families can access expert knowledge on the following aspects:-

- Information on Learning Disability.
- In depth assessment of sleep difficulties
- Functional assessment of behavioural issues
- Advice on behavioural issues based on behaviour modification techniques*
- Promotion of Emotional and physical Health and wellbeing.
- Advice on eating and drinking difficulties, of a behavioural nature.
- Advice on Toileting issues.
- Positive Parenting for Children with Disabilities.
- Implementing strategies in the home such as structured timetables, symbols, social stories and
- Helping the Child/young person make informed choices supported by Communication aids.

What is our Early Help Offer?

Our aim is to provide a high quality, holistic, needs led service focusing on the behavioural and developmental needs of children and young people with learning disabilities.

The team works closely with parents and professionals supporting the child to develop a consistent approach. In order to build the skills and capacity of parents and community health staff to work more effectively with the children, young people and families who use the service, the service will offer training and development opportunities to these groups.

Learning disability is also referred to as special needs, intellectual disability and developmental disability. The term 'Learning Disability' is defined by the Department of health as follows.

Learning Disabilities Includes the presence of:-

- A significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence), with
- A reduced ability to cope independently (impaired social functioning); which started before adulthood, with a lasting effect on development.

Where and how you can access our Early Help Offer

Family/Child can be referred to the Team by any professional working with the family/Child i.e.:- GP, School Nurse, Health Visitor, Care Manager, Teacher or anybody else who is key working a child. We will need the following information:

- Child's details (name, address, date of birth, contact telephone number GP and School).
- Medical details and diagnosis (if known).
- Relevant history.
- Initial/Core assessment, if available.
- Current care plans, if available.
- Details of other services or professionals involved.
- Education/Health Care Plan.
- Previous support offered , by whom,
- Service requested.

Family/Child (where appropriate) will need to consent to this referral.

A referral form is available, (Please email request) or a letter referral is acceptable. The service holds a waiting list that is reviewed fortnightly.

When is our Early Help Offer available?

Monday to Friday from 09:00 until 17:00.

How can you contact us?



01803 656570 ext. 56570



cldt.torbay@nhs.netk



The Embankment,
First Floor,
Torbay Hospital,
Torquay, TQ2 7AA

Torbay Drug and Alcohol Service

(TDAS) - Torbay and South Devon NHS Foundation Trust

Who are we?

Adult only (18 years+) treatment service working with illicit, prescribed and over the counter/non-prescribed medicines as well as Novel Psychoactive Substances (so called “legal highs”) users.

Alcohol service works with the full range of problematic drinking behaviours from hazardous and harmful right through to severely dependent groups.

What is our Early Help Offer?

Universal - All services open to adults (18+).

Drug service provides drop-ins at Open Access (OA) sessions for initial assessments at a variety of locations across Torbay as well as tailored arranged appointments throughout the week, including out of hours provision.

The Alcohol service is by referral only, including self-referral (Telephone, letter, email, in person or via our website).

Prescribed interventions on offer delivered via specially trained GP's within the field of substance misuse, or a Non-Medical Prescriber holding an additional level of qualification to allow the prescribing of Controlled Drugs for the purpose of drug dependency treatment.

Detoxification, stabilisation, titration, reduction and maintenance programmes offered utilising a wide range of medication.

Non-prescribed treatment includes structured psychosocial interventions, delivered both on an individual and group therapy basis, mutual aid and self-help as well as access to community engagement projects.

Targeted - Specialist Health Visitor employed within the service whose remit is to work with children of families where substance misuse has been identified as a factor. Delivery of the Healthy Child Programme, working in close liaison with the drug/alcohol worker. Early engagement of families into drug/alcohol treatment, and providing an access route for the adult(s) as a protective factor for the child.

Where and How you can access our Early Help Offer

Mon – Fri 9am – 5pm (9am – 7pm on Wednesdays). Walnut Lodge is also open one Saturday per month for arranged appointments only.

Open access sessions for initial drug assessment as follows:-

Paignton

Room 35 Paignton Hospital
Church Street PAIGNTON TQ3 3AG

TUESDAYS ‘one to one’ 10am to 12 noon

Initial assessment for drug treatment, advice & Information

Paignton & Brixham

(Appointment by arrangement)

Various venues. To book please call 01803 604341 or call/text 07825027845

TUESDAYS ‘one to one’ 1pm to 4pm

Initial assessment for drug treatment, advice & Information

Torquay

Shrublands House 8 Morgan Avenue
TORQUAY TQ2 5RS

WEDNESDAYS ‘one to one’ 3pm to 7pm

Initial assessment for drug treatment, advice & Information

Torquay

(Appointment by arrangement)

Various venues. To book please call 01803 604341 or call/text 07825027845

FRIDAYS ‘one to one’ 9.30am to 4pm

Initial assessment for drug treatment, advice & Information

How can you contact us?

 01803 604330  torbayalcoholserVICetct@nhs.net

 Alcohol referral line - 01803 604334  Fax - 01803 604359

 www.torbayalcoholserVICes.nhs.uk

 TDAS,
Walnut Lodge,
Walnut Road,
Torquay,
TQ2 6HP

Sexwize

Who are we?

Sexwize is a friendly guide to sexual health and contraception services within Torbay. This website based service is universal but is mainly aimed at under 25 year olds and provides information, advice and support on a range of issues relating to sexual health, including contraception, preventing sexually transmitted infections and having healthy relationships.

What is our Early Help Offer?

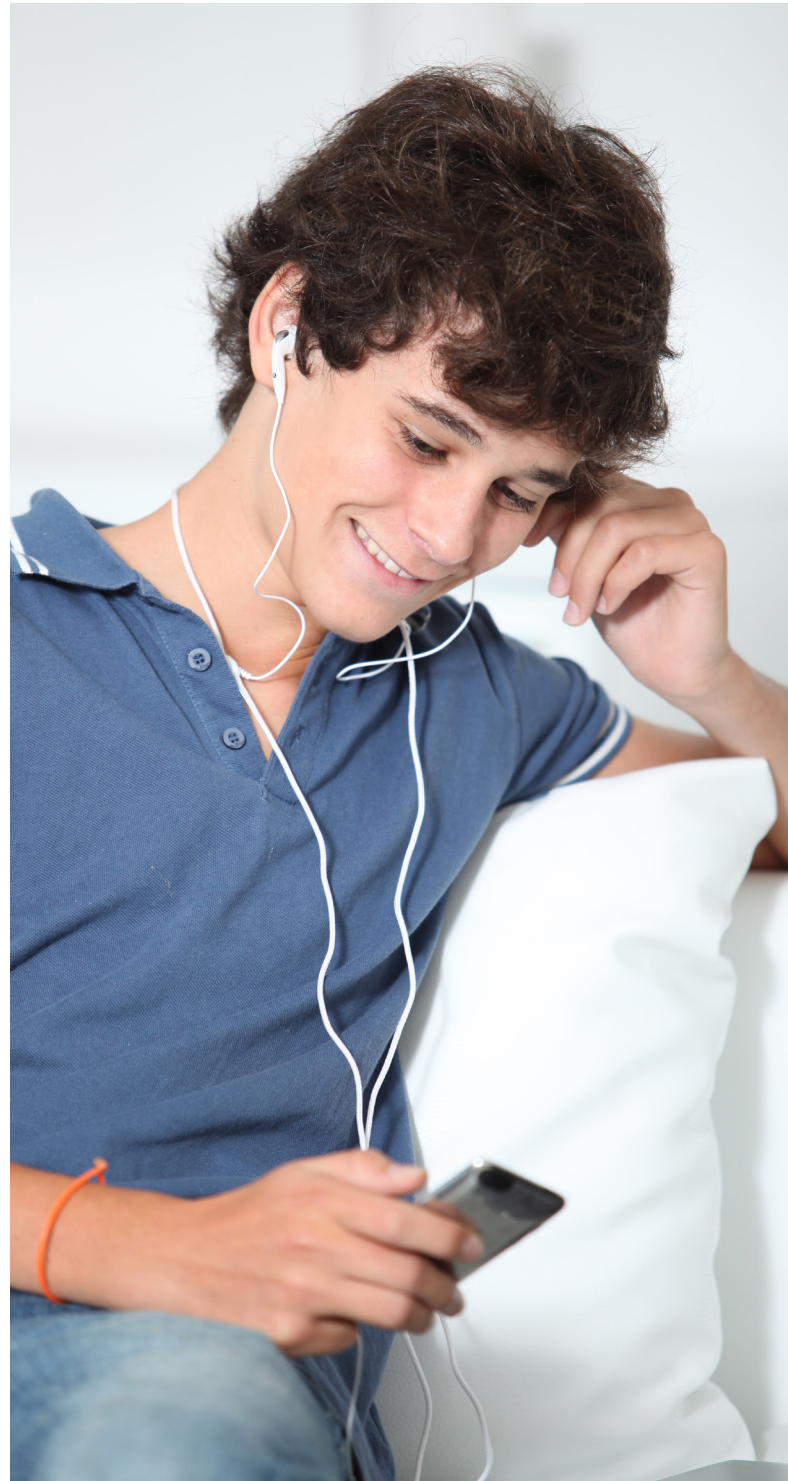
Universal – Sexwize provide a universal service especially aimed at under 25's. Sexwize signpost to services for contraception, emergency contraception, Chlamydia testing as well as other STIs and services for LGBT young people.

Sexwize run Torbay's the c-card The C-card is a confidential service which runs throughout Torbay. It enables you to get free condoms, lubricant, as well as sexual health information and advice. The service is available to anyone aged 13-24 years old. You need to be registered to the scheme before you can start using your card, but once you have registered you can pick up condoms from over 60 different locations throughout Torbay.

Where and How you can access our Early Help Offer When is our Early Help Offer available?

The website is available 24 hours a day

Telephone advice is available Monday to Friday
9am to 5pm



How can you contact us?



01803 656500



publichealth@torbay.gcsx.gov.uk



www.s-wize.co.uk

Fernlea Trust (Torbay)

Who are we?

Fearnlea trust are a Crisis Pregnancy Centre who's main aim is to give men and women of all ages an opportunity to talk with someone who has time to listen, in order to give them the chance to work out their own best way forward.

What is our Early Help Offer?

Universal – As a Crisis Pregnancy Centre, we can help in cases of Post-Abortion

Counselling, Miscarriage, Still-birth and Neo-Natal Death. We can help you with any of the following services:

- Pregnancy crisis counselling
- Pre-abortion counselling
- Post-abortion counselling
- Miscarriage counselling
- Baby loss counselling
- Befriending service

Where and How you can access our Early Help Offer

Opening hours are by appointment only via self referrals. Please contact us to make an appointment

When is our Early Help Offer available?

Opening hours are by appointment only via self referrals. Please contact us to make an appointment



How can you contact us?



01803 853609



07788560776



www.pregnancychoicesdirectory.com/centres/torbay



Time Out,
6 Sturcombe
Avenue, Paignton,
Devon TQ4 7EB

CheckPoint Torbay

Who are we?

CheckPoint Torbay provides a range of free and confidential information, advice and support services to children and young people aged 8 – 17 across Torbay.

The guiding philosophy of CheckPoint Torbay is to ensure that young people have immediate and straight forward access to independent help. We aim to promote young people's safety, health, values, rights and responsibilities in the community so they are encouraged to reach their own decisions and consider their choices in order to achieve their full potential.

What is our Early Help Offer?

Universal – One of our most popular and respected services is the Drop-In. This is a street-level access point for young people where no appointment is necessary and information, advice and initial support is readily available.

Targeted - For many young people, additional and more specialist support is required and at CheckPoint Torbay we have developed and grown a number of services to meet these needs. These can be accessed either via the Drop-In, self-referral or with the support of an already involved professional such as doctors, youth workers, social workers and so on.

Currently these additional services are: Children's Rights, which includes advocacy for children and young people subject to either child protection processes or who are Looked After by the local authority; and independent visiting for children and young people who are Looked After and have little or no contact with their natural family. This service also supports a Disability Council that supports young people with disabilities having a voice.

Child Sexual Exploitation & Runaways provides two services which are separately funded but very closely linked, supporting vulnerable young people in developing awareness and skills in recognising risky behaviour and how to reduce or avoid harm.

Counselling: several different types and levels of counselling are available, from informal and short sessions in the Drop-In, to more structured counselling sessions following assessment.

Additionally we provide counselling services to some local colleges and academies.

The Drop-In service provides confidential Sexual Health information, advice and support.

Substance Misuse provides various levels of specialist advice, support and intervention for young people taking substances such as alcohol or drugs, with a view to helping young people reducing their harm and dependency.

Where and How you can access our Early Help Offer

Drop-in available Monday to Friday: 12.30 - 17.00. Referrals can be made by the person or family concerned or a professional already working with the family

When is our Early Help Offer available?

Drop-in available Monday to Friday: 12.30 - 17.00

How can you contact us?



01803 200100



www.childrenssociety.org.uk/checkpoint



7 Victoria Road, Torquay, TQ1 1HU

Children & Families in Grief (CFG)

Who are we?

Children and Families in Grief is a charitable organisation that provides practical, emotional and creative support for children and their families in South Devon following bereavement.

What is our Early Help Offer?

Universal – Children and Families in Grief has a dedicated team who are committed to supporting families experiencing grief. The therapists are experienced, sensitive and intuitive individuals brought together by their desire to help families through the process of grief.

The main aims of Children and Families in Grief are:

- To help increase the reality of death
- To help encourage expression of feelings
- To help readjust to the loss
- To help find ways to remember the person who has died
- To help in affirming continuing bonds with the person who has died
- To help families reinvest in life.

Where and How you can access our Early Help Offer

CFG receive referrals from a variety of agencies and professionals including GPs, school nurses and pastoral support, CAMHS, social services etc and also families are able to make a self-referral.

When is our Early Help Offer available?

On receipt of a referral a Therapist will phone and discuss the services available



How can you contact us?



01803 393917



www.childrenandfamiliesingrief.co.uk



PO Box 425, Paignton, TQ4 9BF

Who are we?

Torbay Children's Centres have centres in Torquay, Paignton and Brixham offering drop-in, workshops, Stay & Plays, Play Cafes, antenatal sessions and fun activities for families with children under 5

The aim of all Children's Centres within the locality is to improve outcomes for young children and their families by:

- Reducing inequalities in child development and school readiness
- Improving parent's aspirations, self-esteem and parenting skills
- Improving child and family health and life chances

Children's Centres contribute to ensuring that every child gets the best start in life. They also work towards better opportunities for parents, and a stronger and safer community. Here you can discover more about the activities, services and information on offer across our Centres, including links to lots of useful web sites.

What is our Early Help Offer?

Universal – Parents to be is for pregnant mothers and families/support from 27 weeks gestation. 3 or 4 week course of 2 hour sessions that is run from the Children's Centre by the Midwifery team. Health present and facilitate workshops presenting information on labour, pain relief, preparing for birth, breast feeding information etc.

Parents to be Reunion - For parents who attended the previous quarter's Parents to be Course. Involving Baby's Firsts; hand and foot printing with poem, baby massage demonstration, safe sleeping information, information about services available to parents from the Children's Centre, signposting to other services and agencies, immunisation and early childhood illnesses information. A complementary service to antenatal classes.

Healthy start vitamins – available for pregnant women and children 6 months to 4 years old. Baby Café Drop-in for babies 0-12 months offering support and advice, group for breast

feeding mothers and information for parents on feeding their infant.

Baby Massage - A 5 week program that incorporates the basics of massage and promoting positive touch. Within the group parents confide in new anxieties and share experiences.

Weaning Party - A monthly session run by Health Visitor, Community Nursery Nurse, Health Trainers and Children's Centre staff for babies over 6 months to introduce healthy nutritionally balanced meals.

Bambi Baby - To provide support for all families who may be experiencing or likely to experience difficulties in the first 6 months of their child's life. To support parents/carers to recognise, understand and manage their own emotions and those of their child's through group discussions and practical activities.

Next Steps - a program of support for families who are experiencing or likely to experience difficulties with developmental issues between 1-2 yrs

Play Café - to provide child development support through opportunity for children and parents to engage in stimulating play, discussion and role modelling based around activities that are made through child observation and parental input. The resources and play opportunities in the Play Café are stage and age appropriate and are therefore flexible to the needs of the children attending. Information and signposting to a range of services is available. The drop in nature of the service enables parents to access information, advice and support quickly which may help to alleviate some of the stress which many families in crisis experience.

Torbay Children's Centre's (Action for Children) continued.

Stay and Play - A community based universal service supporting child development and school readiness. Run from areas of high need.

Dangerous Dads Torbay - for fathers/male carers and their children, it runs once a month from various locations across Torbay. Torbay Dangerous Dads is facilitated by two local fathers who have completed Action For Children volunteer training in partnership with Sylvan Adventures and ROC community group.

Bay Twins- A group set up by parents who acknowledged the need of a support network for families with twin/multiple children. Bay Twins facilitator underwent Action for Children volunteer training to ensure that they understood all of AFC policies and procedures when using our buildings.

Book Sharing Scheme - Available at all Children's Centre Play Cafes and Bambi Groups. The idea is to encourage parents and children to share books at home by borrowing them from a children centre venue. The books are chosen by the children independently, and the children are encouraged to show staff their choices and then when returning them to put them away. Particular focus was to help support the Communication and Language area of the Early Years Foundation Stage (EYFS) and support the children ready for the Literacy area of the EYFS.

Parents Advisory Board (PABS) - Parents to participate in Parent Advisory Board activities to have their say and influence the children's centres, services and community issues.

Targeted – Supported Baby Massage A group reaching the most vulnerable families experiencing early attachment difficulties. A 5 week program that incorporates the basics of massage and promoting positive touch. Within the group parents confide in new anxieties and share experiences.

- Staff aid in building positive relationships
- linked to 'children meeting their developmental milestones' pathway
- early identification of need and support.

Small Steps - To Increase parents knowledge and understanding on how to support their child/ren to be prepared for the next steps in their life i.e. nursery/school

Chatertots - For families where there are concerns regarding the child's speech and language development. These concerns are not associated with any other learning need.

Special Educational Needs Support Group -Fortnightly at Parkside Children's Centre, Paignton and Watcombe Children's Centre, Torquay - sessions can be accessed by any parents/carers who have a child/children from 0-5 years with additional needs and their siblings.

Speech And Language Focus – Story Time And Singing - An interactive story and singing session to promote child development focusing on language and communication skills through sharing stories, singing and other area related activities. Activities planned are focused around the 4 areas of Speech, Language and Communication development- Attention & Listening, Understanding, Talk and speech sounds, Social communication

Triple F Challenge - This group is a 10 week course aimed to give families information around healthy eating and exercise for them and their children in a fun and enjoyable way.

Nurture Parenting Group - For children of level 2 low and medium of the child's journey. The Nurturing Program is a structured 10 week interactive program promoting emotional health and mental well-being, relationship skills and positive behaviour management strategies for parents/carers and their children.

Light Support Group - A referred group for people and families who are free from domestic abuse. Attendees should ideally be free from abuse for 6 months. This is only a guideline and each case would be individually assessed with the information that the referrer provides.

Not gender specific; this will enable survivors to build and form normal relationships/friendship with

the opposite sex. The program would encourage children to be part of the recovery. A individual would need a sponsor to be referred onto the course ie Children Centre worker, school worker etc.

Confidence First Group - To offer support to parents to increase their self-esteem and confidence which may have a positive impact on their parenting ability and long term prospects.

Young Parents Group (Carers under 25) - A weekly group for young parents up to the age of 25, and their children, providing play opportunities for the young children and a chance for young parents to meet and get mutual support and access to advice and other services.

Torbay Young Carers Drop-In - group of young carers coming together to have new experiences and opportunities to develop. Young carers can self-refer into the service or professionals can link into this service.

Where you can access our Early Help Offer?

Children's Centres - Watcombe Children's Centre, Moor Lane, Torquay TQ2 8BL Zig Zag's Children's Centre, Market Street, Torquay TQ1 3AQ Echo Children's Centre, St James Road, Torquay TQ1 4AZ Parkside Children's Centre, Victoria Park, Paignton TQ4 5BW Cockington Children's Centre, Old Mill Road, Torquay TQ2 6AP

Brixham Children's Centre (currently relocating) services running from Admiral Swimming Centre, Higher Ranscombe Road, Brixham TQ5 9HF

Stay & Plays venues - Upton Vale Church Hall, Castle Circus, Torquay

St Boniface Church Hall, Belfield Road, Foxhole, Paignton Palace Avenue Church Hall, Palace

Avenue, Paignton

When is our Early Help Offer available?

Sessions run at various times Monday to Saturday



How can you contact us?



01803 329666



www.torbay.childrencentres.org.uk



Friends of Torbay Children's Centres

Perinatal Mental Health Service

Who are we?

Perinatal Mental Health Service is part of the Devon Health Partnership and provides support for women in pregnancy who are concerned about their emotional or mental wellbeing.

What is our Early Help Offer?

Universal – the purpose of the Perinatal Mental Health service is to work with women in pregnancy who are concerned about their emotional or mental wellbeing. The service provides advice, assessment and signposting. It is currently available to women planning to have their babies delivered at the Women's Health Unit, Torbay Hospital or The Centre for Women's Health at the Royal Devon and Exeter Hospital.

Where and How you can access our Early Help Offer

The service can be accessed by self referral or referral by your midwife, GP or other healthcare professional. There is an answer phone outside of office hours. The service aims to see everyone within four weeks of referral, unless urgent.

When is our Early Help Offer available?

Monday to Friday from 09:00 until 17:00. Some clinics and programs are also available outside of these hours.



How can you contact us?



01803 654605



dpn-tr.perinatalteamtorbay@nhs.net



Maternity Unity, Torbay Hospital, Lawes Bridge, Torquay, TQ2 7AA

Eddystone Trust - South West

Who are we?

The Eddystone Trust is an independent organisation providing information and support for anyone affected by HIV across the South West. Some services also relate to wider sexual health.

What is our Early Help Offer?

Universal – The Eddystone Trust provides support for people affected by HIV in the south west including:

- Pre and post-test discussion
- Emotional and practical support to people affected by HIV
- Support with housing and money issues
- Advocacy
- Peer Support
- Counselling
- Complementary therapies
- Access to hardship funding
- Safer sex resources
- Condoms by post
- Information and training on blood borne viruses and sexual health

Where and How you can access our Early Help Offer

The Eddystone Trust works across the South West from a wide range of offices, clinics and community settings.

When is our Early Help Offer available?

Monday to Friday from 09:00 until 17.00. Some clinics and programs are also available outside of these hours.



How can you contact us?



0800 3283508



info@eddystone.org.uk



www.eddystone.org.uk



The Eddystone Trust,
2nd Floor Suite,
11 Whimple Street,
Plymouth, PL1 2DH

Transfigurations

Who are we?

Transfigurations is a transgender support group based in the South West of the UK which was set up to help all trans people (transsexual, transvestite, intersex, genderqueer, trans youth etc.) come to terms with their gender identity and provide a meeting place where everybody can feel safe and explore their feelings

What is our Early Help Offer?

Universal – Transfigurations provide monthly support meetings and a phone line open 3 evenings offering the following

- To give support to all transgender or gender variant people before, during or after their transition,
- To help educate others about transgender or gender variant people and promote a better understanding of the condition by ordinary people.
- To be fully inclusive of transgender or gender variant youth and children - with the permission of their parent(s) or guardian(s).
- To work with the Police, the NHS, Healthwatch and other agencies in promoting the rights and safety of transgender people.
- To work with other LGBT and Trans organisations for the betterment of the lives of transgender or gender variant people.

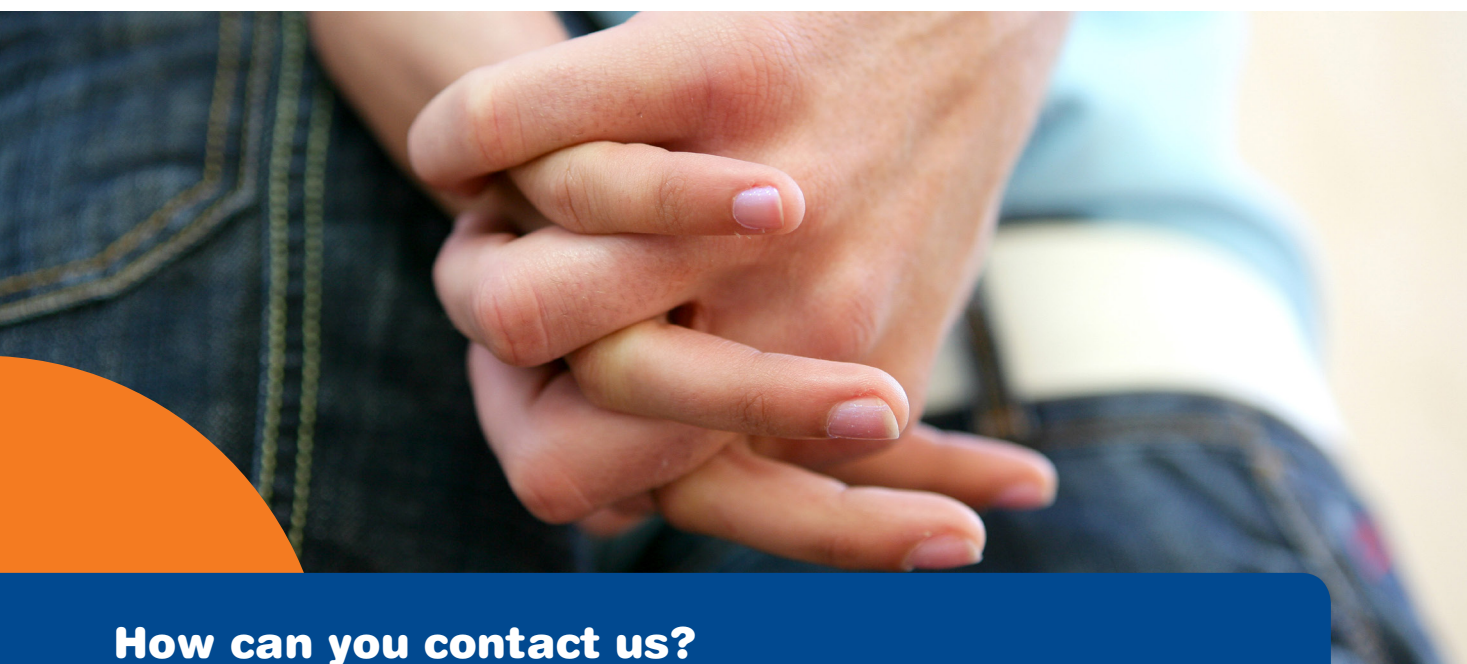
- To be intersectional in our support so that it is inclusive of all people regardless of their race, colour, religion or any other protected characteristic.
- To work with local and national government to make sure our voices are represented and listened to.
- By working towards these aims it is hoped that Transfigurations can make a difference to the lives of the thousands of transgender people in the UK and in our region in particular

Where and How you can access our Early Help Offer

Support meetings are held monthly on the 1st Wednesday of each month in Torquay. The phone line is open on Sunday, Monday and Wednesday evenings from 6pm to midnight

When is our Early Help Offer available?

Support meetings are held monthly on the 1st Wednesday of each month in Torquay. The phone line is open on Sunday, Monday and Wednesday evenings from 6pm to midnight.



How can you contact us?



07476 151717



www.transfigurations.org.uk

Young Devon

Who are we?

Young Devon provide for confidential advice about housing, counselling, relationships, health, getting into work or training to young people in Devon.

What is our Early Help Offer?

Universal – Young Devon work to prevent young people from becoming homeless, and, if the worst should happen, finding them short and long term accommodation. Our homeless prevention team worked with hundreds of young people last year and we put a roof over the head of almost 200 young people every night through our Supported Lodgings and Supported Housing projects. Young Devon also provide access to Short courses like National Citizen Service or Prince's Trust, help young people learn critical new skills and then use them in real social action projects which are of real benefit to their local communities. Their Step Up and NVQ programmes are built to give individual packages of qualifications that are focused on what each young person needs. For young people looking for something longer term that will get them onto the jobs' ladder then our traineeships or apprenticeships could be the place to start.

Young Devon provide an impartial advice service to young people. The teams of experienced staff are here to listen, help people navigate the challenges facing them and certainly never judge. There are specialist teams for housing sexual health, mental health concerns, and for people with caring responsibilities,

Where and How you can access our Early Help Offer?

The team of workers are available to available to young people between 11 and 18 across the county and that is extended to 19 to 25 for young people who have been through the care system or those with special educational needs. Referrals can be made by an organization already working with the young person, from the young person themselves and from their families.

When is our Early Help Offer available?

The main office is open Monday to Friday 9am to 5pm however a duty service is available outside of these hours



How can you contact us?



01752 691511



fern.oneill@youngdevon.org



www.youngdevon.org

Torbay Youth Service

(Soon to be Torbay Youth Trust - Youth Work Team)

Who are we?

We are a team of friendly youth work staff based at Parkfield Youth Centre in Paignton. We work closely with the Young Carers Service who will also come under the new Youth Trust with us.

Our youth work team staff comprises of 2 full time youth workers who duty manage the centre - with cover support from another part time youth worker. One of the 2 youth workers also has responsibility for Skills and Learning (to include accreditation, enterprise, training and youth unemployment), and the other for supporting Neighbourhood Youth Provision out in the communities in Torbay. We also have 8 trained part time youth support workers who deliver youth work during the sessions, overseen by the duty manager.

What is our Early Help Offer?

Universal Sessions - We offer universal drop in sessions for all young people in the following age ranges:

Open Drop In Sessions Just Drop In 18:30 to 21:00	
	*Up to 25 years for young people with disabilities
Tuesday	Take Part Tuesdays - Youth Drop In Ages: 11-17 years Cost: Free Night Activities: Youth Parliament Closed Group, Band practice, Music, IT, Arts, Info & Support, C-card
Wednesday	Skills and Learning - Youth Drop in Ages: 11-17 years Cost: 20p Activities: Radio Project, Young Leaders Programme, Music, IT, Pool, Table Tennis, Info, Minecraft Closed Group, C-card
Thursday	My Life Senior - Youth Drop in Ages: 13-19 years and up to 25 years* Cost: 20p Activities: Radio Project, Music, IT, Info & Support, Pool, Table Tennis, Arts Projects, Outreach, Issue Based Stuff, C-card
Friday	Stay Safe Fridays - Youth Drop in Ages: 11-17 years Cost: 20p Activities: Table Tennis, Football, Pool, Games, Music , IT, Quizzes, Info & Support, C-card
Saturday	Youth Drop in from 13:00 to 16:00 Ages: 11-17 years and up to 25 years* Cost: Free Activities: Table Tennis, Pool, Games, Sports Outside, Forest School Trips, Job Club, C-card

There is a youth work session programme for each of the evening drop ins and for the Saturday afternoon and young people help design their programme which includes issue based work around such areas as health, harm reduction, relationships, bullying, personal safety, study support and careers.

There is also an ongoing programme of arts, sports and creative activities and events throughout the year that are put on in partnership with the community and voluntary sector.

Targeted Sessions - The Youth Service have a group work and/or a more targeted programme of Youth work activities which include single gender drop in sessions so that young people can have dedicated time with peers of the same gender within Parkfield. This enables young people not only to socialise and meet new friends, but to have time to explore issues such as identity, self esteem, sexual health and relationship awareness and so on.

They can also access ongoing information and support and the C-card condom distribution scheme for those aged 13 + years.

The cooking club enables young people to take part in a 6 week programme of cooking with life skills elements. A referral form is available on request for this programme, so too for our junior club on Saturday mornings where young people design their own programme of activities each term.

Opportunities to be involved in active decision making are also available to all young people accessing the activities on offer in the Parkfield Centre. Thursday afternoons are the time for young people to become involved in the development of the Youth Committee's both in the Centre and outside on the Skate Park.

A young leader's training programme takes place on Wednesday afternoons as above and the UK Youth Parliament group also meet at Parkfield on Wednesday evenings.

The Radio Project enables young people to learn a wealth of skills in broadcasting, team work and technical skills and this project is delivered in partnership with Sound Communities. The Music suite can be utilised by all young people who would like to benefit from the resources on offer, which include recording and use for jamming and band practice.

In the autumn the Youth Service/Trust will also be delivering a referral only targeted programme in partnership with the Integrated Youth Services teams. Details will be available on the Family Information Service website in due course.

Bullying is not tolerated at Parkfield and we have ongoing discussions about this in our informal educational work with young people so that we endeavour to offer an inclusive and welcoming environment for all young people. Our Saturday afternoon session is a more gentle session for those who may find accessing youth provision more challenging. This session is particularly suitable for young people with learning disabilities and can be used as a route into accessing any of the weekly sessions if this is required by young people and their families/carers. All the evening sessions are inclusive and open access however.

Group Sessions Please ask Youth Workers for Details 16:30 to 18:00	
Tuesday	Cooking Club - Closed Group Ages: 11-17 years Cost: 50p Activities: Life skills, Cooking Young Woman's Club Drop in Ages: 13-19 years and up to 25 years* Cost: Free Activities: Arts, Sports, Trips, Music, Info and Support
Wednesday	Young Men's Club Drop in Ages: 11-17 years Cost: Free Activities: Pool, Music, Sports, Trips, Info & Support
Thursday	Digital Club & Committee Skills - Closed Group Ages: 13-19 years and up to 25 years* Cost: Free Activities: IT, Photography & Parkfield Youth Committees
Friday	Lifestyles Club Ages: 11-17 years Cost: Free Activities: Sports, Healthy Living Activities, Trips, Games
Saturday	Junior Club - Closed Group – 10:30 to 14:30 Ages: 8-11 years Cost: 20p Activities: Arts, Sports, Trips, Tuck Inn Group, Games, Music, Computers

*Up to 25 years for young people with disabilities

Where and How you can access our Early Help Offer?

Please come to Parkfield Youth Centre, Off Colin Road, Paignton, TQ3 2TR at the above times for drop in sessions. For targeted sessions please contact as below or ask the youth work team for details. The processes for the new referral only targeted sessions can be requested by email as below.

Please also note the Youth Service supports the 16 groups that have been funded through the Neighbourhood Youth Activities Programme in 2015 to 16, those listed are available at: <http://www.torbay.gov.uk/index/yourservices/fis/servicesandsupport/torbayyouthservice/youthactivities.htm>

Some of these key partners have their services listed in the Youth Service's Community Youth Services Directory which is also available at: www.torbay.gov.uk/index/yourservices/fis/servicesandsupport/torbayyouthservice/cysd.htm

When is our Early Help Offer available?

Times as in table.

How can you contact us?



0800 698900



youthservice@torbay.gov.uk



www.parkfieldtorbay.co.uk



Parkfield Youth Centre,
Off Colin Road,
Paignton,
TQ3 2TR

This document is being built upon and added to regularly to continually develop our Early Help Offer to families within Torbay. We know that there are services providing some great work to families in the community, which we'd like to include in our Offer. If you have a service that provides support for children, young people or families please contact Early Help to discuss adding to our Early Help Offer.

Phone: 01803 208525

Email: earlyhelp@torbay.gov.uk

Need this in another format or language?
Please contact 01803 208525 or email
earlyhelp@torbay.gov.uk