

Who's who?

This appendix aims to identify who is who and which services and organisations (local authority based, NHS and voluntary/independent) young people and parent carers may have involvement from during the preparing for adulthood journey. The services and organisations have been grouped into the four PfA categories:

- Education and Employment
- Independent Living
- Friends, Relationships and Community Involvement
- Good Health

Some services may overlap between the four PfA categories, but have been listed under the most relevant section. This is not an exhaustive list. For information about more services please visit the Local Offer website:

 www.eastridinglocaloffer.org.uk

Education and Employment

0 - 25 SEND Team

The 0 - 25 SEND Team includes the Children's Social Work Team (0 - 25) (previously known as the Children's Disability Team), and three area teams comprising Intensive Family Co-ordinators, Family Co-ordinators, Family Co-ordinators (Portage) and SEND Information Advice and Guidance (IAG) Officers.

Children's Social Care Team is a specialist service with a remit to work with children and young people with a severe disability and complex needs and their families. These children and young people often require an integrated approach across Health, Education and Social Care and may require long term support from the specialist Social Work Team throughout their childhood and into adulthood.

Intensive Family Co-ordinators, Family Co-ordinators, Family Co-ordinators (Portage) and SEND Information Advice and Guidance (IAG) Officers provide a key worker role to families of children and young people with an Education Health and Care Plan who require family support relating to the child/young person's special educational needs and/or disability. The team may also be able to offer support to families who have a child/young person at SEN support level.

Specific support includes, but is not limited to:

- Being a point of regular and consistent contact for the child/young person and parent carers.
- Co-ordinating services and practitioners around the child/young person and their family.
- Supporting a graduated and inclusion focused approach by supporting the child/young person and parent carers to access support from universal and targeted services.
- Specialist statutory social care assessments.
- Work with the Learning Disability Team.
- Work with the DCO and Children's Strategic lead Nurse for complex cases.
- Works with a host of partner agencies across Children and Young Peoples Services, Health and Education.
- Care planning alongside the child/young person and parent carers.
- Reviewing the child/young person's needs alongside parent carers.
- Co-ordinating and setting up care packages.
- Setting up and monitoring direct payment packages.
- Family Co-ordinators (Portage) can/do offer support in relation to the EHC Plan processes to families accessing support through Portage.
- Bespoke support based on the child/young persons assessed needs.

- Provide information and signposting to other services if necessary.
- Provide emotional and practical support.
- Enables and empowers the child/young person and their parent carers to make decisions about their care.
- Facilitates multi-agency meetings and attend Team around the Family Meetings, Annual Reviews, Early Help Panel, Children Looked after Reviews and Case Conferences.
- Information, Advice and Guidance Officers provide children/young people and their families with information, advice and guidance in relation to transitions for pupils in Years 10 and 11.
- Social Workers work with adult services, children/young people and families with regards to supporting transition to adult services.
- Family Co-ordinators, Intensive Family Co-ordinators, Social Workers and IAG Officers support child/young people and parent carers to prepare for adulthood.

Eligibility criteria:

Children and young people aged 0 - 25 years with an existing EHC Plan or those who have been identified as having possible SEND and may require an EHC Plan.

Referral process:

For more information please call:

 (01482) 394000 (select option 5 then option 2)

SEN Team

EHC Commissioning Officers (EHCCOs) work as part of this team and their role is to write and maintain EHC Plans for 0 - 25 year olds. EHCCOs work in collaboration with other practitioners as well as young people and parent carers to produce EHC Plans which clearly reflect young peoples special educational needs and the provision required to meet those needs. As part of this EHCCOs develop outcomes for preparing for adulthood and specify provision to meet the outcomes.

Referral process:

Every child/young person who has an EHC Plan or has been entered into the process by a request for EHC Needs Assessment (by school/ college/ parent carer or young person) is brought to the attention of the team.

Eligibility criteria:

Children and young people aged 0 - 25 years with an existing EHC Plan or those who have been identified as having possible SEND and may require an EHC Plan.

Contact:

 (01482) 394000

 send.enquiries@eastriding.gov.uk

Children's Commissioning and Quality Monitoring Team

The Children's Commissioning and Quality Monitoring team sits within Children and Young People's Specialist Services. The team plays a key role in all aspects of the commissioning cycle, and includes undertaking needs analysis to determine what services are needed, service development, contract management and quality monitoring of commissioned services. The team works with a range of partners and services, including:

- Parents/ carers
- Fostercare providers
- Residential providers (independent and specialist)
- Education providers
- Therapeutic intervention providers
- Short Break provision
- Traded services for schools
- Other local authorities
- Health services and providers

Educational Psychology Service

Educational Psychologists (EPs) work with parent carers, schools, early years, alternative learning settings and other agencies. They work mainly in schools, helping staff to find solutions to improve the learning outcomes and social and emotional development of children and young people. Educational Psychologists have qualifications in psychology and experience working with children and young people. Educational psychologists understand how children and young people learn, the things that can make learning difficult and how psychological models and approaches can be used to help children and young people make progress.

Educational psychologists are most effective when working with the adults involved with a child or young person. They sometimes carry out observations, meet with the child or young person to talk with them and complete assessments to find out how they learn and how they feel as a learner. Educational psychologists aim to support parent carers and staff working with children and young people to understand their needs in order to plan the best way to help them. Educational psychologists always work collaboratively with school staff, parent carers and the young person, and a record of all work carried out with the young person is recorded and feedback is given at the review meetings.

Educational psychologists will support young people at college as part of the statutory EHC Needs Assessment process and/or through annual reviews where there are significant changes to need or if the provision in place is not suitable.

How to access:

Through the school/college SENCo

Eligibility criteria:

0 to 25 year olds with special educational needs who are accessing education.

Contact:



(01482) 394000



www.eastridinglocaloffer.org.uk

Inclusion Practitioners

Inclusion Practitioners have extensive experience of teaching in schools. They have specialist knowledge, understanding and training in order to support schools to meet the needs of young people with a diagnosis of Autism Spectrum Condition and/or speech, language and communication needs.

When a school has concerns about a young person and thinks that it would be helpful to seek advice and support from an Inclusion Practitioner, the school SENCo would initially have a conversation with their link educational psychologist. This would always be done with the full consent of the young person's parent carer. If, after speaking with the link educational psychologist, it is agreed that the Inclusion Practitioner could provide the support needed, the school SENCo would submit a formal request.

Where appropriate, the first step of involvement involves arranging a visit to the school where the Inclusion Practitioner will meet with parent carers, the young person and the

most appropriate member of the school staff. At this meeting a plan is agreed about how best the Inclusion Practitioner can help. Inclusion Practitioners always work collaboratively with school staff, parent carers and the young person, and a record of all work carried out with the young person is recorded and feedback is given at the review meeting.

Inclusion Practitioners provide support in a number of ways including:

- Providing advice and consultation to staff
- Advising on and providing resources and strategies to support young people
- Contributing towards development of the support within a young person's Termly Support Plan
- Attending planning and review meetings
- Providing support through individual work or group work with young people
- Developing and delivering bespoke training for staff (e.g. comic strip conversations).

Autism courses and seminars:

Inclusion Practitioners deliver a range of training courses and seminars to parent carers and other practitioners. These include: Exploring Autism; Cygnet Packages; Understanding Autism; Managing Anger; and Sensory Needs. Training courses and seminars are advertised through the FISH Bulletin.

How to access:

Through the school/college SENCo

Eligibility criteria:

4 to 18 year olds with special educational needs who are accessing education.

Contact:



(01482) 394000



www.eastridinglocaloffer.org.uk

Behaviour Support Team

The Team is made up of Advisory Teachers who have extensive experience of working in schools in a teaching and managerial capacity. Advisory Teachers have specialist knowledge, understanding and training in order to support schools in meeting the needs of young people with social, emotional and behavioural difficulties.

When a school has concerns about a young person's behaviour it is invited to contact a member of the team who will discuss the concerns and provide some initial advice. If it is felt that further involvement by an Advisory Teacher might be helpful, the school is asked to speak with the young person's parent carer to seek their consent to make a formal request for involvement by an Advisory Teacher.

The first step of involvement involves arranging a visit to the school where the Advisory Teacher meets with the parent carer, the young person and the most appropriate member of the school staff. At this meeting a plan is agreed about how best the Advisory Teacher can help. It is usually helpful if the Advisory Teacher has an opportunity to observe the young person in class and this is always carried out with parent carer knowledge and agreement.

The Behaviour Support Team always works collaboratively with school staff, parent carers and the young person. All work carried out with the young person is recorded and feedback is given at the review meeting.

The Behaviour Support Team provides support in a number of ways, including:

- Telephone support and advice for schools
- Advising on and providing resources and strategies to support young people
- Supporting the school to develop support plans for young people, such as: Termly Support Plans, Pastoral Support Plans, Individual Behaviour Management Plans etc.
- Supporting the school to complete risk assessment documentation, if appropriate
- Providing support for staff who are working with young people whose behaviour is challenging
- Assessing young peoples' needs using a range of assessment tools, such as: Boxall Profile
- Attending planning and review meetings
- Liaising with outside agencies involved with the young person
- Delivering bespoke training, e.g. Team Teach, Attachment and Nurture Provision
- Working one to one with young people.

Referral process:

School to make referral.

Eligibility criteria:

5 - 16 years.

Contact:



(01482) 394000



specialistservices.hub@eastriding.gov.uk

Sensory and Physical Teaching Service (SaPTS)

Educational provision for children and young people with hearing, vision or physical difficulties. The team works with schools and other settings to ensure that they are able to meet the needs of students with physical difficulties. Independent schools can access the service for a cost.

Referral process:

Schools, nurseries and Children's Centres can refer children and young people to the service. Alternatively, GPs and health worker can also refer.

Eligibility criteria:

The service provides for children and young people from birth to 25 years. Babies who are diagnosed with a permanent childhood hearing impairment by the NHS Newborn Hearing Screening Programme are referred to the team within 24 hours of a diagnosis and the team make contact with the family within one working day. Babies who are diagnosed with a permanent vision loss may be referred by an Ophthalmologist or Health Visitor and again contact is made with the family within one working day. The team can visit families, babies and preschool age children at home or in childcare or nurseries when a permanent deafness or vision impairment has been diagnosed. The team use the term 'deaf' to refer to all levels of hearing loss.

SaPTS use the National Sensory Impairment Partnership (NatSIP) Eligibility Framework for Scoring Support Levels for deaf and vision impaired children and young people and a Physical Disability Eligibility Framework to:

- Ensure fair and equitable allocation of resources
- Provide entry and exit criteria for support
- Provide a means of identifying the levels of support required
- Inform statutory assessment
- Inform staffing level considerations
- Support service quality assurance
- Facilitate benchmarking across local authority sensory impairment support services.

Whilst the eligibility framework is comprehensive and designed to provide the basis for a fair allocation of available resources, it doesn't replace a full assessment and the professional opinions of our specialist teachers. Parent carers who are concerned about the level of support their child/young person receives should speak to their SaPTS teacher.

Contact:

 (01482) 394000

 specialistservices.hub@eastriding.gov.uk

WORKLINK

Worklink are an employment training team within East Riding of Yorkshire council, they have bases in Cottingham and Sewerby. Worklink's role is to identify, assess and support adults with learning disabilities to enter the world of work. They aim to offer a varied range of opportunities empowering people to participate in meaningful work experiences and, wherever possible, progression onto paid employment.

In Worklink's wood workshop, service users are taught the basics of woodwork and construction which is based at Cottingham.

Gardening is available at Cottingham, teaching all aspects of maintaining a nursery site.

Café Alfresco provides practical training in catering and hospitality at Cottingham.

Sewerby offers horticultural skills training from a base situated in the beautiful Victorian gardens of Sewerby Hall. Service users develop and maintain a garden nursery environment.

Service users undertake a vocational profile and employability assessment whilst training, which includes creating CVs in readiness for employment.

When ready for employment, Worklink will job search with the person, meet the person at work and put one-to-one support in place. Then, when ready, Worklink will gradually withdraw yet, always have an input which coincides with benefits and make regular visits throughout the year.

Eligibility Criteria:

Young person/ adult must have a learning disability and must live within the East Riding or be East Riding funded age 18+.

Referral process:

Referrals can be made through: Care management, self-referral, or Department for Work and Pensions. Individuals can ring for a referral form or email using below contact details:

 Worklink
Learning Resource Centre
Eppleworth Road
Cottingham HU16 5YF

 (01482) 842009

 Worklink@eastriding.gov.uk

Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS)

SENDIASS offer impartial and confidential information, advice and support for parent carers of children and young people (aged 0 - 25) with special educational needs or disabilities and children (16 years and under) with special educational needs or disabilities.

Referral process:

Parent carers can self-refer to SENDIASS by contacting the Families Information Service Hub (FISH) Helpline on:

 (01482) 396469

or by emailing:

 sendiass@eastriding.gov.uk

Eligibility criteria:

Any parent carer who has a child or young person aged 0 - 25 years with special educational needs and disabilities (SEND).

Contact:

 Via FISH helpline on (01482) 396469

 sendiass@eastriding.gov.uk

Education Welfare Service

Referral process:

Referrals are accepted from schools for young people who have attendance below 90 per cent or where support may be required by parent carers or school to ensure education is suitable and efficient for the young person, depending on needs.

Eligibility criteria:

Anyone statutory school age.

Contact:



(01482) 392140 (West)



(01482) 392143 (East)



(01482) 392141 (North)

Parent carers can also call (01482) 394000 to speak with the service if they have any queries relating to education.

Careers Advisors in Schools

Referral process:

Contact school SENCo/school's careers adviser

Eligibility criteria:

Students from age of 13 years.

Contact:

Young person's school.



www.logonmoveon.co.uk

Log on Move on Website

The Log On Move On website provides independent and impartial information about local education, training and apprenticeship opportunities in Hull, East Riding and the North Yorkshire coast. Log On Move On is an online prospectus to search and apply for opportunities, log skills that employers are looking for using the employability skills passport, create a CV and research career options.

Log On Move On is an inclusive website for all young people.

For more information visit:



www.logonmoveon.co.uk

Schools/colleges

The Special Educational Needs Coordinator (SENCo) at the young person's school or college should be able to advise, support and inform in relation to preparing for adulthood.

Referral process:

Contact the school/college's SENCo directly

Contact:

Young person's school/college

KIDS SENDIASS

A young people's information, advice, support and advocacy service for young people with SEND. The service aims to help young people take an active part in decision making about their future by giving impartial, confidential and accessible advice and information.

Referral process:

- Self refer by calling (this can be by the young person themselves or the parent carer, with young person's consent)
- Self refer by email
- Any practitioner working with the young person can also make referrals providing they have consent from the young person.

Eligibility criteria:

Anyone aged 0 - 25 years with any type of SEND - diagnosis not needed.

Contact:



(01482) 467542 (dedicated number)



(01482) 467540 (office number)



enquiries.yorkshire@kids.org.uk



www.kids.org.uk/hull-sendiass

East Yorkshire Parent Carer Forum

The East Yorkshire Parent Carer forum (EYPCF) is independent from the Local Authority but works with the Local Authority and Health Commissioners to improve services for children and young people (0 - 25 years) with special educational needs and disabilities (SEND).

EYPCF is for parent carers of children and young people (0 - 25 years) who have any SEND and live in the East Riding of Yorkshire.

The role of the forum is to promote the voice of parent carers through participation and co-production.

EYPCF are part of a Regional and National network and represent the views of parent carers to improve local services for families who care for children and young people with SEND

EYPCF (formerly ERVIP) was set up in 2009 by a group of parent carers of children and young people with SEND. It now has charity status.

The aim of the forum is to try and ensure that parent carers are involved in shaping services within the East Riding of Yorkshire that may impact on their children/young people. They have a broad membership of parent carers.

A smaller group of voluntary representatives form a steering group organise and plan events and attend meetings on behalf of the forum. Everybody on the steering group has direct experience of children and young people with SEND.

The forum represents the views of parent carers in the local area but does not advocate for individual families.

EYPCF hold regular events for parent carers across the East Riding of Yorkshire and gather information about what works well, and encourage parent carers to share any issues they may have. This feedback is then shared with the relevant groups.

Referral process:

Self-refer by contacting directly

Contact:



(01262) 678283



admin@eypcf.co.uk



www.eypcf.co.uk

Independent Living

Futures +

The Futures+ team is an in house service provided by East Riding of Yorkshire Council for individuals with learning disabilities, autism, sensory and physical disabilities. Futures + provide a transition service in addition to providing support with a range of things such as:

- Adult Social Care Assessments to determine eligibility for support
- Support Planning
- Mental Capacity Assessments, Best Interest Decisions and Deprivation of Liberty Safeguards (For people aged 18 years and over)
- Life Skills Assessments
- Independent Supported Living/Compatibility work
- Introduction to Work Opportunities
- Carers Assessments
- Referral to Advocacy Services
- Liaising with other agencies (health/education)
- Compatibility Assessments
- Attending EHC Plan Annual Reviews
- Writing Supporting Letters
- Introduction to social Opportunities/Community Inclusion
- Travel Training
- Travel Pass Applications
- Person Centred Planning
- Working with the team around the young person to support with the development of a coordinated plan that reflects individual aspirations
- Futures+ work in partnership with the 0 - 25 Team from the age of 14 years upwards.

Referral process:

Young people and parent carers can self-refer by calling, or alternatively GPs or health practitioners can refer.

Eligibility criteria:

Anyone aged 14 - 25 years with a learning disability, autism/ anyone with a diagnosis of a disability or SEN.

For further information or to make a referral please contact:



(01482) 391510

Carers Support

The Carers Support Service offers support to Adult Carers of Adults living in the East Riding.

The East Riding Carers Support Service can provide information, advice and support about:

- Carers rights
- Carers Assessments
- Carers Services in the East Riding
- Carer Related Benefits
- Health Issues
- Local, Regional and National Sources of Carers Support
- Contact details for other organisations that may be useful to carers

Carers Support also offer emotional and ongoing support. To speak with a support worker telephone using the free phone service or email:



Ercarers@eastriding.gov.uk



0800 918 6844



(01482) 396500

Alternatively individuals can visit the service at the Carers Support Centre:



18 Wednesday Market,
Beverley HU17 0DJ

Office hours are:

- 9am - 4.30pm Monday to Thursday
- 9am - 4pm Friday

Carers Centre opening hours are:

- 9.30am - 4.30pm Monday to Thursday
- 9.30 am - 4pm Friday

Referral process:

Anyone can make a referral

Eligibility criteria:

Unpaid/ Informal carer who is supporting a loved one, friend or neighbour.

Contact:



Ercarers@eastriding.gov.uk



0800 918 6844



(01482) 396500

Disability Resource Team

The disability resource team consists of Occupational Therapy and Sensory Impairment provisions. The team work across adult and children's services to enable people to participate in activities that are purposeful and meaningful by exploring their resources and empowering them to meet the challenges they experience due to long term conditions.

The team can offer:

- Self-assessments for grab rails and small pieces of equipment
- Assessments of individuals in their home environment (including prisons) to provide equipment and/or major and minor adaptations to assist with daily living
- Moving and handling assessment, intervention to offer advice, provision of equipment and adaptations to assist with transfers
- Rehousing medical priority assessments to prioritise suitable social housing allocation based on needs
- Rehabilitation for visual impairment - including long cane training (18 years plus)
- Sensory impairment assessments and interventions to support independence in everyday activities (18 years plus)
- Active recovery service to provide low level therapeutic interventions that support people to live well in their communities and prevent admission to hospital (18 years plus).

Referral process:



(01482) 396904

Eligibility criteria:

Long term physical disabilities.

Welfare Rights Team

The Welfare Rights Team assist users of adult services to complete their application for financial assistance via a financial assessment and provide advice about paying for care. The team also support with the maximisation of income by making and reviewing necessary benefit claims.

Referral Process:

An Adult Services worker will make a contact with the team at the time of transition to ensure the application for assistance can be made.

Eligibility Criteria:

User of adult social care services.

Contact:

 (01482) 396940

 welfare.rights@eastriding.gov.uk

Direct Payment Support Team

A Direct Payment is a cash alternative to the council providing care services. The Direct Payment Support Team provides information and advice about: how the budget can be spent; the employment of staff; the monitoring of accounts and all responsibilities of being an employer. Direct Payment Support Officers can support in setting up the necessary third party accounts and insurance's.

Referral Process:

An Adult Services worker will make contact with the team at the time of transition to ensure appropriate support is provided.

Eligibility Criteria:

User of adult social care services.

Contact:

 (01482) 396940

 direct.payment.support.team@eastriding.gov.uk

Carers Advisory Group (CAG)

Carers Advisory Group (CAG) represents adult unpaid carers across the East Riding working in partnership with East Riding of Yorkshire Council, clinical commissioning groups, health practitioners and third sector organisations in their forward planning and monitors the effectiveness of the Carers Strategy.

For further information about the Carers Strategy please contact the Carers Support Service on:

 Ercarers@eastriding.gov.uk

 0800 918 6844

 (01482) 396500

CAG does not deal with individual cases but, as an advisory/monitoring group, is always keen to recruit new members from younger carers (18+) to represent the views of younger carers.

Referral process:

To find out more about the recruitment process and how young carers can ensure that their voices will be heard please contact:

Contact:

Carers Advisory Group Chair

 07787 941819

 elainepeirce222@hotmail.com

Cloverleaf

Cloverleaf Advocacy offers the following free services in the East Riding of Yorkshire:

- Care Act Advocacy
- Advocacy for people with mental health needs
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Deprivation of Liberty Safeguards
- Relevant Person's Representative
- Independent Health Complaints Advocacy

Referral process:

self-refer online at:

 www.cloverleaf-advocacy.co.uk/content/referral-form

Contact:



(01482) 880160

Friends, relationships and Community involvement

Families Information Service Hub (FISH)

FISH hold LOOK AHEAD which is the disability register for any parent carer who has a child or young person with SEND 0 - 25 years. By joining LOOK AHEAD individuals can receive:

- A free quarterly newsletter;
- Invites to parent carer events; and
- Regular e-bulletins with lists of activities and support groups.

Individuals can also apply for a Passport to Leisure card and a Shop & Save card which give discounts at various shops and services across the East Riding. FISH also manage and maintain the dedicated website called the Local Offer which offers SEND information.

Referral process:

self-referral by parent carer or young person

Eligibility criteria:

Anyone aged 0 - 25 years with any kind of special educational need or disability. A diagnosis is not required.

Contact (FISH Helpline):



(01482) 396469



fish@eastriding.gov.uk



eastridinglocaloffer.org.uk

T.Y.L.E.R (The Young Leaders of East Riding)

T.Y.L.E.R is a group of young people aged 14 - 25 years who want to ensure all children and young people who have a disability, learning difficulty or health need get their voices heard.

If young people have a passion for making a difference to other peoples lives, T.Y.L.E.R is the group for them! The meetings provide an opportunity to socialise, share stories and experiences and make new friends. T.Y.L.E.R work with practitioners to improve services and outcomes for children and young people with additional needs. T.Y.L.E.R meet every month usually on the first Tuesday of that month and also hold relaxed drop in sessions.



To join T.Y.L.E.R please complete a "join us" form which you can find on the website:

 www.tylermakingadifference.co.uk

For more information give FISH a call on:

 (01482) 396469

Hull and East Riding (HEY) MIND Participation group

Hull and East Yorkshire Mind are looking for volunteers aged 13 - 18 years to share their views and experiences to help shape the way in which they deliver and plan services.

HEYMind want young people to work as partners with them, and have a voice in the way HEYMind's support is provided to children and young people within Hull and East Yorkshire. The group is running in Hull at the moment, however it is open to anyone who can travel.

HEYMind are looking to recruit young people who have experienced mental health services, alongside young people who have not experienced services, to gain different views. There will be two main ways in which individuals can get involved. Groups will be running every four to six weeks, and emails and surveys will be to young people on the mailing list to complete. Young People can sign up to receive a survey about our services to complete every month.

Referral process:

Self refer

Eligibility criteria:

13 - 18 year olds with any type of disability or learning difficulty.
Anyone with a disability or SEN, diagnosis not needed.

Contact:

 (01482) 240200

 info@heywind.org.uk

 heywind.org.uk

Good Health

Designated Clinical Officer (DCO)

The East Riding of Yorkshire Clinical Commissioning Group (CCG) has ensured there is a Special Educational Needs and Disability (SEND) Designated Clinical Officer (DCO) to support the CCG in meeting its statutory responsibilities for children and young people with SEN and disabilities. The SEND DCO is responsible for the CCG's contribution to the process of developing and agreeing Education, Health and Care Plans, ensuring the effective discharging of its responsibilities for children and young people with SEND in accordance with the Code of Practice (2015).

The SEND DCO provides a point of contact for local partners, when notifying parent carers and local authorities about children and young people they believe have, or may have, SEN or a disability. The DCO offers professional, clinical leadership and is a source of expertise on matters relating to SEND for the CCG, local authorities, healthcare providers and other local agencies and organisations. This includes the implementation of Personal Health Budgets for children and young people and continuing health care needs.

Contact: Specialist Services HUB:

 (01482) 394000 (Option 5 then 2)

Humber Teaching NHS Foundation Trust

The Mental Health Response Service provides a Single Point of Access (SPA) for service users, carers, GPs, and all other health and social care practitioners to access adult and older-age mental healthcare services. The SPA will also provide clinicians with a central point of contact for advice about accessing secondary services.

The team triage calls to ensure people's needs are effectively prioritised and that assessments and interventions are appropriately prioritised. This also allows the team to determine how urgently a response is required regarding referrals.

The Mental Health Response Service (MHRS) is for adults aged 18 years and above. It is an access and urgent care service for people living in East Riding of Yorkshire who are experiencing severe and enduring mental health problems and also an acute mental health crisis.

The service is community-based and includes medical staff, nurses, social workers, occupational therapists, healthcare assistants and support workers.

It provides telephone support and advice through its triage service, and offers urgent and non-urgent assessments and intensive home treatment. People will either be offered an assessment in one of the clinics across East Riding of Yorkshire, their own home or another suitable alternative.

As well as taking referrals from GPs and other health and social care practitioners, people can also contact the service directly for support. There are a number of different ways that individuals can refer to the MHRS and details can be found on our referrals page www.humber.nhs.uk/services/MHRS.

The service operates seven days a week, 24 hours a day, for individuals (and their families/carers) who are registered with a Hull or East Riding GP.

The team focuses on immediate risk management and rapid stabilisation of a person's mental health and provides a short period of care to help manage the person's crisis. They work with individuals and their family or carers to help resolve the individual's current mental health crisis and to assist with the process of recovery.

If the individual is considered to lack the ability to make an informed choice and/or there are concerns about their safety and risk, team members may request an assessment under the Mental Health Act (2007).

The team works to provide people with safety, recovery and social inclusion, and adheres to the principles of honesty, openness and integrity. The service user's experience should be central to the workings of mental health services and the team provides personalised care that recognises each person's unique path to recovery.

Contact:

If an individual is in crisis or is referring someone who is in urgent need of mental health care, please contact the service on:



(01482) 301701

If a referral or enquiry is not of an urgent nature, it is kindly requested that individuals use the preferred referral method of email, which is a secure way of contacting the service. Individuals may still contact the service by phone to make a routine referral, but please be advised that phone lines can become very busy. Please note that the service no longer accepts fax referrals.

If an individual is referring themselves or another person by email or post, please ensure it contains as much of the following information as possible.

- Name
- Address
- Contact number (current and working)
- Date of birth
- GP
- Brief explanation of the current mental health problems
- Any previous history in mental health services
- What help is needed at this time
- Medications being taken
- Best way/time to contact

If someone is referring on behalf of someone else, please advise whether the person is aware of the referral and has given their consent.

Referral forms can be accessed via the webpage:



www.humber.nhs.uk/services/MHRS

Referrals can be emailed to:



hmf-tr.mhrs@nhs.net

Referrals can also be sent via post to:



Mental Health Response Service
Miranda House
Gladstone Street
Anlaby Road
Hull
HU3 2RT

Please remember that if an individual is in crisis or needs urgent support to contact the Mental Health Response Service. Contact the service via phone on:



(01482) 301701

Children's Continuing Care

An NHS children and young person's continuing care package may be offered when a child or young person under 18 years has needs arising from a disability, accident or illness that cannot be met by existing mainstream, universal, targeted or specialist services alone but require regular and planned complex intervention.

The aim of the care package is to support the child/young person's parent carers to manage their child/young person's care at home and/or in other settings. It may require the provision of services from the NHS, social care, education, or other organisations to enable the person to meet their full potential in the community.

It is important to note that diagnosis of a particular disease or condition is not in itself a determinant of a need for continuing care; not everyone with a disability or long term condition will be eligible.

A child or young person is referred to the children's and young person's Continuing Care Team upon completion of a Pre-assessment Checklist. This will be done by either visiting the child or young person and their family or as a paper exercise with their social worker or health care practitioner with support from the continuing care nurse. The Clinical Commissioning Group will consider the information, provided through the checklist, to establish if they are likely to need a full assessment. A health assessor will then collect evidence of the child/young person's health needs and the current health care being provided; drawing on the information from health and care practitioners.

Eligibility criteria:

Where it is indicated that a child/young person may be eligible, a multi-disciplinary team meeting will be held. Within this meeting the collated evidence and the assessor's recommendation will be discussed and a decision reached as to whether or not the child/young person has a continuing care need. This will then be taken to the Children's and Young Peoples Continuing Care panel to be approved and support package agreed. A decision about eligibility will usually be made within six weeks of a multi-disciplinary meeting being carried out.

A bespoke care package is then arranged called a Continuing Care Package. Some of the care may be provided through existing services, some may need to be specially arranged. The health care package is designed to complement support and services offered by Social Care and Education. Children and young people who are eligible for continuing care have complex needs and developing the right package of support in a safe way can take time.

Please note that a Fast Track approach to Children's and Young Peoples Continuing Care is used if a child or young person has urgent health needs and/or nursing needs and is rapidly deteriorating and/or in a terminal phase of life. It is also used if a child or young

person's health is likely to deteriorate rapidly before the next routine Children's and Young Peoples Continuing Care panel.

Contact:



(01482) 394000



ERYCCG.ContinuingCare@nhs.net

Community Children's Nursing Service

A team of Children's Nurses, Adult and Learning Disability Nurses, Health and Development Practitioners and Health Care Support Workers in a family friendly, needs-led service for children, young people, their families and carers. The service provides nursing assessments, treatment and support for children and young people aged 0 - 18 years in the community across the Hull and East Riding area. The service is available in clinics across the region, at home, in schools or other appropriate venues where needed. Telephone advice, support and review can also be offered.

Nursing support and training for any child/young person with a nursing need is provided. The team also provide the Continence Product service for the East Riding along with management of childhood constipation. The team work closely with the adult bowel and bladder service with regards to transition.

Referral process:

E-referral process is available or referral into Children's Single point of access team.

Eligibility criteria:

This is variable, dependent on service required.

Contact:



(01482) 221261 (Single Point of Access)

Child and adolescent mental health service (CAMHS)

Community Child and Adolescent Mental Health (CAMH) Services in Hull and the East Riding of Yorkshire have recently undergone a service wide redesign. These developments reflect recent CAMHS reviews, consultations with the young people and their families who use the services, and the way child and adolescent mental health services are changing across the country.

A Transition Care Plan will be agreed at a Care Programme Approach Meeting with the young person, Children and Adult Worker and other named practitioners with patients/carers if appropriate. Transition plans should be in place by 17.6 years

Referral process:

Contact Point provides a SPA for young people aged 11 - 18 years. This has been designed to improve the ease of access and availability of CAMHS for children, young people and their families.

Referrals for children aged 11 years and under should be made to East Riding Early Help and Safeguarding Hub (EHaSH) on:



(01482) 395500

Eligibility criteria:

The primary role of the Contact Point is to review and respond to all referrals and contacts by undertaking a robust telephone triage. They will then determine the most appropriate response to meet the needs outlined and if necessary signpost to other relevant services. Referrals accepted to a CAMHS clinical pathway are then passed to core CAMHS for assessment and treatment.

Contact:

Contact Point is available from 9am - 5pm, Monday to Friday on:



(01482) 303810

Children's Learning Disability Community Team

The Children's Learning Disability Community Team is part of Humber NHS Foundation Trust.

They are a multidisciplinary team including nursing, psychology and psychiatry.

The team provides assessment and intervention for children and young people with learning disabilities and associated significant emotional and behavioural needs.

The work will include positive behaviour support amongst other therapeutic approaches.

They also work closely with the Core CAMHS service.

Referral process:

When young person reaches 17 -17½ the Key Worker for the young person will work jointly with the CTLD (Community Learning Disability Team) to determine the longer term support required to meet the health and social care needs of the individual and their family. The young person can be referred directly into the adult CTLD, there is an open referral system in place. The team will receive referrals from practitioners in health, social care, education or families directly. The CTLD has a range of multi-disciplinary team members, including: Psychiatry; Psychology; Learning Disability nurses; Occupational health; Speech and Language Therapy and Physiotherapy services. The most appropriate practitioners will work together to provide continuity in the care provided in children's services ensuring support is established and maintained in adult services. Joint transition support is agreed between the young person's Key Worker and adult workers according to support needs.

Eligibility criteria:

Anyone 5-18 years with a learning disability.

Contact:



(01482) 396703

Community (district) Nursing and Therapies

Health transition planning occurs, as required, with young people on existing community children's nursing caseloads. Children's Nursing staff offer advice and support to parent carers regarding their child/young person's future needs including referring young people to the most appropriate adult health services when the young person reaches the age of 16/17 years to enable parallel planning which should ensure a smooth transition period and promote confidence within the family and services.

This may include referrals to adult District Nursing, adult Bladder and Bowel, adult Specialist Nursing or Home Oxygen services.

Eligibility criteria:

Transition can commence when a young person is aged 16/17 years with the move to be completed once the young person reaches 18 years. The young person must be registered with an ERCCG GP or be living within the East Riding of Yorkshire Boundaries and not registered with a GP.

Contact:

Where a young person requires an adult community service (usually District Nurse or bladder and Bowel), they will be referred via:



(01482) 247111

A joint visit will be arranged where possible to introduce the adult City Health Care Partnership and for a specific handover to take place e.g. where there are special continence requirements.

Also if a young person is end of life (EoL) at the time of transition it is usual practice for the young person/family to remain with children's services but access to adult services is still enabled e.g. access to Marie Currie support/MacMillan Nurses advice/support.

Continuing Health Care (Adults)

Referral process:

Via the Continuing Health Care checklist, to be completed by a practitioner who fully understands the Continuing Health Care process.

Eligibility criteria:

If a full assessment is triggered by the checklist a Decision Support Tool is applied to determine eligibility.

Contact:

Continuing Healthcare and Complex Cases.



East Riding of Yorkshire Clinical Commissioning Group
Health House
Grange Park Lane
Willerby
HU10 6DT



(01482) 672137



ERYCCG.ContinuingCare@nhs.net

Adult Community Mental Health

Referral process:

Individuals can be referred by their East Riding GP or they can refer themselves for an assessment by calling or emailing the Mental Health Response Service.

Eligibility criteria:

All service users will receive a comprehensive assessment of their needs and strengths and will have a plan which sets out the type of care and support required to assist with their recovery. The type of interventions provided will depend on the assessed needs of the service user and take into account evidence based guidance and the requirements of the Care Programme Approach.

The plan will be agreed in conjunction with the service user to promote their recovery and work positively towards their discharge.

Contact:

Adult Mental Health Services:



(01482) 301701 (Select option 1)



hnf-tr.mentalhealthresponseservice@nhs.net

Community Team Learning Disability (CTLD) (Adults)

Referral process:

When a young person reaches 17 - 17½ the Key Worker for the child/young person will look at the young person's needs and if they feel the young person needs to transfer to an adult service the young person's Key Worker will meet with either a psychologist/nurse/consultant from the adult service to discuss. This will then be discussed at an adult meeting which is held weekly. Joint transition is agreed between the young person's Key Worker and adult worker according to needs.

Eligibility criteria:

Young person reaches 17 - 17½.

Contact:

Young person's key worker.



(01482) 303810

Sexual Health and Reproductive Service (Part of City Health Care Partnership (CHCP))

The sexual health and reproductive service provides: sexual health advice; screening and treatment; contraceptive advice and provision and an early medical termination service. The service is for women and men. The service has an allocated learning difficulties and disabilities clinic and also provides an outreach service for clients under 19 years old, visiting them in a place they feel most comfortable with or is best for them, for example home or school. The service does its utmost to ensure that both clients and families feel happy with the service provided and takes account of any individual needs.

Referral process:

Individuals can self refer by calling or can refer using an online form or email. Alternatively, GPs or health practitioners can make referrals.

Eligibility criteria:

13-20 years old

Contact:

 <https://conifersexhealth.co.uk/pages/clinic-times-and-services>

Family Nurse Partnership Programme (FNP)

This is a voluntary home visiting programme for first time young mums and families.

It helps them have a healthy pregnancy, improve their child's health and development and plan their own future. The visits start in pregnancy and continue until their child turns 2 years of age.

Eligibility Criteria:

- Age 19 years or under at last menstrual period (LMP)
- Up to 24 years if care leavers or have Special Educational Needs
- Living in the East Riding
- First pregnancy as confirmed by health practitioner (included if previous pregnancy ended in miscarriage, stillbirth or termination. Multiple births are also included)
- Notified to the FNP team by 14 weeks gestation and recruited to FNP as close as possible to 16 weeks. We can recruit up to 28 weeks.

Referral Process:

Potential clients to be referred directly to the FNP team by maternity services, social care, looked after children's team, pathway team, children's centre or other practitioners working with the clients. This can also be a parent carer or client referral.

Contact:

FNP Team

 (01482) 335001

 HNF-Tr.erfnp@nhs.net

 www.fnp.nhs.uk

Healthwatch

Healthwatch works to help local people get the best out of their local health and social care services. They do this by:

- Gathering feedback from the community on health and social care and passing this back to those who fund and provide the services. This helps to improve services and to share good practice.
- Providing an information service about local health and social care services and support groups and how to access them.
- Provide training to groups and individuals to help them find, understand and use information to improve their health and make best use of services.
- Ensuring that everyone in the community is able to be involved, and to have their voices heard. Healthwatch have launched a Community Partnership so that local community groups in every town and village can provide feedback about their experience.

Referral process:

Self-referral via online form, email or by calling. Alternatively a GP or health worker can make a referral.

Contact:

 (01482) 334999

 enquiries@healthwatcheastridingofyorkshire.co.uk

 www.healthwatcheastridingofyorkshire.co.uk