



Early Help Offer for Early Help and Family Support Panels Directory

Agency Name	Website	Contact Person	Contact Number	Email	Service	Referral Process	Further information
Access & Inclusion (Education)		Rose Johnson	07967 469947	rose.johnston@cumbria.gov.uk	Support pupils in respect of exclusion, attendance at school and those who are missing education i.e. not on a school role. Our intervention is limited to statutory restrictions, however we can offer support and advice.	There isn't a referral form, although schools notify us of exclusions and will contact our attendance officer when they have exhausted their own strategies. Children missing education do have a form which schools have and is on our website.	
Cumbria Family Support	www.cumbriafamilysupport.org.uk	Sarah Cooper Office Manager	01768 593102	admin@cumbriafamilysupport.org.uk	Family Support services: we support families who have children aged 0-19. We provide family support to families experiencing difficulties, this is aimed at an Early Help Level/Preventive approach but we will maintain support for Step Up or Step Down from Statutory Social Work support. Support is either via a trained volunteer, for families with less complex needs (overseen by a Family Support Coordinator) or for those families with more complex needs, this work is undertaken by paid staff- Family Support Workers (FSWs). Tailor made packages of needs-led support are developed and delivered through a Family Support Plan. We provide open ended support for as long as there are unmet needs and the family want us involved. The main types of support we offer are: <ul style="list-style-type: none"> - Listening ear/befriending support - Practical support (e.g. decluttering/tip runs/ help with shopping). - Parenting support through general advice, role modelling, and use of evidence based programmes Supported Contact: We also run 3 Contact Centres offering fortnightly sessions for non resident parents to have supported contact with their children. These run in Carlisle Penrith and Kendal	These can be found in our leaflets & forms area of the website: Leaflets & Forms - Cumbria Family Support	
South Child Centred Policing Team				South.ccp@cumbria.police.uk	Our aim is to work with children on the cusp of criminality, establish what the main reasons behind offending and anti- social behaviour and look to address this by signposting, and preventative measures, we support children up to the age of 18. If children are already have previous offending history or beyond early intervention we do not work with them. We also work closely with schools and other organisations.	A referral can be made to the email address of south.ccp@cumbria.police.uk and then a referral form can be sent.	On Cumbria police website there is a section for Child Centred policing that has the email address for all three area's and information pages.
South Cumbria CAMHS	CAMHSSouth@nhs.net	Nicola Brown (Deputy Team Leader)	01229 402696		Tier 3 CAMHS is a service for children, young people and families with significant, severe, complex or persistent emotional, mental health, psychological and/or relationship difficulties. Team members include a range of mental health professionals and specialists who are trained and experienced in working with young people and their families. MyTime is a Tier 2 CAMHS service and offers support for children and young people experiencing mild to moderate mental health issues by providing early targeted interventions, usually through around 6-8 sessions. The service also provides advice and support to parents, carers, school staff and others working in children's services across the county.	see CAMHS referral form South	
Focus Family	www.cumbria.gov.uk/focusfamily			Focus.Family@cumbria.gov.uk	We support frontline staff with families experiencing hardship. We have strong links into existing community resources and use these to source white goods, financial support and anything the family may need. We can advise professionals on relevant agencies to contact and we can attend TAF meetings for families at any level of support from early help through to CLA. We have co-located employment advisors from JCP who can support families to improve their financial situation through addressing barriers to work. We build community relationships to support families.	Contact Focus.family@cumbria.gov.uk Please note: We do not take referrals.	
Cumbria Education Trust	https://www.cumbriaeducationtrust.org	Jane Perella	01697 5300	jperella@cumbriaeducationtrust.org	Engagement & Wellbeing Manager Part of the Cumbria Education Trust Safeguarding Team, covering CET schools in Carlisle and Eden. Support DSLs, Headteachers, Pastoral Teams in schools on all matters of safeguarding, wellbeing, behaviour and attendance.		



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Health & Wellbeing Coaches (HAWCs)	https://cumbria.gov.uk/publichealth/hawcs.asp	Jess Morton	07979538544	Jessica.morton@cumbria.gov.uk	<p>We take as long as is needed - this can be weeks or months. All we ask is that you meet us on a regular basis and remain committed to make changes. We work with anyone over the age of 16, who want to make positive changes to their life.</p> <p>We come to your home or a place that you are happy with and can support you and your family.</p> <p>Most of the people we work with have faced a period of crisis, or have multiple issues that they need to understand and work through.</p> <p>Our overall purpose is to improve your overall health and wellbeing.</p> <p>To do this, we want to get to know you and what works for you. What are your aspirations and goals?</p> <p>We also want to understand the barriers to achieving these, and the support you draw upon from your personal resources and resources around you.</p> <p>We encourage and coach you to:</p> <ul style="list-style-type: none"> • take action on factors that influence your health and wellbeing - including your lifestyle, relationships, interests and home life • become more independent and resilient • engage with your local communities and social networks. 	<p>Call to be made to adult social care SPA line on 0300 303 3249</p> <p>No referral form we have a conversation with the person directly</p>	
Carlisle Universal 0-5 Years Team, North Cumbria Integrated Care NHS Foundation Trust	www.ncic.nhs.uk	Anna Penrose	07813997642 01228 608058	Anna.penrose@ncic.nhs.uk	<p>The Carlisle Universal 0-5 Years Team is a team of Health Visitors, Staff Nurses and Nursery Nurses who deliver the Healthy Child Programme which supports families from the antenatal period up to 5 years to provide early intervention and health promotion in Carlisle.</p> <p>The Healthy Child Programme is 0-19 Years but we are only commissioned to deliver up to 5 years and sadly there isn't a service commissioned to provide this programme for 5-19 years in Cumbria at the universal level.</p>	<p>We receive referrals from the maternity team in the antenatal period, from CHIS (Child Health Information System) for new births or when a family moves in to the area. We also receive referrals from the Strengthening Families Team which runs alongside the Universal Team but they focus on children on a Child Protection Plan, children on a Child In Need plan, open to the Youth Offending Service and Children Looked After, so we only support these families when they are stepped down to Universal level.</p>	
Carlisle & Eden Health Visitors	https://www.ncic.nhs.uk/services/health-visiting	<p>Anna Penrose Integrated Team Manager Carlisle</p> <p>Sara Gurney Integrated Team Manager Eden</p>	<p>Carlisle South Team 01228 608953 Carlisle West Team 01228 608045 Carlisle North Team 01228 792712</p> <p>Eden – Penrith Team 01768 245615 Eden – Appleby Team 017683 54964</p>		Health Visiting - A guide for parents & carers leaflet		
North Cumbria Integrated Care NHS Foundation Trust (NCIC)	https://www.ncic.nhs.uk	<p>South Lakes 0-19 Claire Beattie</p> <p>Furness 0-5 Jane Teper</p> <p>Carlisle Anna Penrose</p> <p>Eden Sara Gurney</p> <p>Copeland & Allerdale Chris Findley</p>	<p>07557287621</p> <p>07825273174</p> <p>078139976442</p> <p>07584141012</p> <p>07884180238</p>		Health Visiting - A guide for parents & carers leaflet	<p>All children are open to either the 0-5 Health Visiting or the Strengthening Families team if they have a Pre School child in Cumbria.</p>	
Public Health 5-19 Nurse (Carlisle & Eden)	https://cumbria.gov.uk/ph5to19/default.asp	Claire O'Neill – Carlisle & Eden	07747 757747	Claire.o'neill2@ncic.nhs.uk	<p>Our remit is children and young people between the ages of 5-19. We provide health advice and support via our e-school nurse clinic and can support families and schools with Early Help cases requiring professional liaison between education and health services.</p> <p>We also provide support to schools to ensure they are providing the best public health promotion to their students.</p>	<p>For families and professionals wanting advice or support with a health need they can make an appointment with us via our virtual e-school nurse clinic.</p> <p>A professional must have parental consent to discuss a</p>	<p>We provide targeted support for short periods and do not have the capacity to support families long term</p>



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						child but a case can be discussed anonymously if necessary. Appointments are booked via CHOC on 0300 30 34 365	
Public Health 5-19 Nursing Service (South Cumbria)	www.cumbria.gov.uk/ph5to19	Yvonne Rowlinson – South Cumbria	07919 228463	Yvonne.Rowlinson@ncic.nhs.uk	Provide support to parents, carers and professionals on any health issues that may be affecting children aged 5-19 years that are in their care. This can include liaison with other health services, referral to other services, supporting health element of an Early Help plan, providing advice and support to manage a health problem in and out of school	E-School Nurse clinics - see eSchool Nurse poster https://www.cumbria.gov.uk/ph5to19/	
Public Health 5-19 Nursing Service (North Cumbria)	www.cumbria.gov.uk/ph5to19	Charlotte Thompson – North Cumbria	07717 517428	Charlotte.Thompson2@ncic.nhs.uk	Provide support to parents, carers and professionals on any health issues that may be affecting children aged 5-19 years that are in their care. This can include liaison with other health services, referral to other services, supporting health element of an Early Help plan, providing advice and support to manage a health problem in and out of school	E-School Nurse clinics - see eSchool Nurse poster https://www.cumbria.gov.uk/ph5to19/	
Children's Services		Elizabeth Hart		elizabeth.hart@cumbria.gov.uk	Team Manager of Support and Protect Team Carlisle and Eden		
Targeted Youth Support		Joanne King Loreena Cairns	07825 340563 07464 496328	Joanne.king@cumbria.gov.uk Loreena.cairns@cumbria.gov.uk	Through the coordination of the Early Help Assessment TYS work in partnership and offer direct support to Children Young People and families to: 1. Provide a proportionate response to address the assessed needs of a child, young person and their family 2. Work in partnership with families using a strengths-based approach evidencing sustainable outcomes 3. To support families to have the skills, resilience and strength to be able to manage the 'ups and downs of life without the intervention of external agencies 4. Keeping families together to enable them to make change 5. Families are fully engaged in the TAF meetings and can identify progress made	TYS Priorities and Referral pathways 1. Step Down from social care (C&F assessments, CIN/CP plans) 2. Coordination of EHA for complex/ stuck cases referred through the Early Help Panel 3. Initiate Early Help assessment following Return to Home Interview if unmet support needs are identified 4. Referral from safeguarding hub – where a referral to EH panel is considered inappropriate	
Cumbria Youth Offending Service	https://cumbria.gov.uk/childrensservices/strategyandcommissioning/yos/default.asp	Michael Routledge	01228 227090	michael.routledge@cumbria.gov.uk	Cumbria Youth Offending Service (YOS) is one of 155 Youth Offending Teams in England and Wales. The YOS is a multi-agency team including Police, Health, Probation, Social Work, and Education staff. The YOS works with children who have offended or are at risk of offending to try and prevent further escalation through the Criminal Justice System. A large part of our work is with children who are subject to Court Orders both in the community and custody, but we also work at a preventative level with those who have been involved in lower-level offending and anti-social behaviour. Cumbria YOS usually works with children aged 10-18, although sometimes can support younger children at a preventative level. All of our work involves the child's family as much as possible.	Referrals are mainly made by the Courts/Police for formal disposals. Referrals for 'Support and Intervention' which is a preventative programme for those at risk of entering the Criminal Justice System can be made by others using the ' YOS Support & Intervention Referral Form '	
Furness Carers	www.furnesscarers.co.uk	Jo White	01229 822822		All age Carers Assessments and Support Services for unpaid Carers	Referral via website http://www.furnesscarers.co.uk or see referral form ' Furness Carers Referral Form '	
Action For Children	https://www.actionforchildren.org.uk/	Heather Gray	07709 267405	heather.gray@actionforchildren.org.uk	Commissioned by Cumbria County Council to deliver their 0-19 Child and Family Support Service across South Lakeland. This service offers a range of support to children, young people and families. The service offers information, advice and signposting to everyone alongside some universal group sessions. Families can also access more targeted groups to meet a specific need or may be offered one to one support for a child or young person. Support is delivered from Children's Centres, schools and community settings, individual family homes and online.	see Action for Children 0-19 CFSS Request for Service Form	See Action for Children Children's Centre Information Leaflet
Cumbria County		Zoe Hartley	07795814967		Family Group Conferencing, allowing families to make plans for their families which are	Early Help Family Group	



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Council							
MyTime	https://www.barnardos.org.uk/	<p>Amy Armstrong</p> <p>Natasha Heenan-Goodwin</p> <p>Nicola Byrne</p>	<p>07464540784</p> <p>07590624169</p> <p>01539 742626</p>	<p>Amy.armstrong@barnardos.org.uk</p> <p>natasha.heenan@barnardos.org.uk</p> <p>mytimecumbria@barnardos.org.uk</p>	<p>safe and legal using the families network.</p> <p>My Time is part of the CAMHS service provision for children and young people needing emotional health and wellbeing support. MyTime work with mild to moderate emotional health presentations such as anger, anxiety, low mood, self-harm and depression. MyTime practitioners work by putting the young person at the heart of the intervention and focus on what they do well as well as what they have in their power to change, calling on the various systems such as family and schools, to support the desired changes.</p> <p>We offer support through various therapeutic interventions for children aged 5-18 years.</p> <p>MyTime offer support through various therapeutic interventions:</p> <ul style="list-style-type: none"> • Counselling: 6-8 sessions where the young person can talk about issues affecting their emotional wellbeing. Therapists work within the CSSO model but will integrate various approaches such as person centred, CBT interventions and creative techniques. • Play Therapy Techniques: a form of counselling or psychotherapy in which play is used as a means of helping children express or communicate their feelings. • Decider Skills: a structured CBT based programme of effective, fun and easy to use ways of understanding and managing emotions. Young people learn how to build strategies for their mental wellbeing in everyday life, encouraging to be proactive in deciding how to react to emotions positively. 	<p>Conference Referral</p> <p>Either through GP or another professional referral or the parent / carer / child can make self-referral direct to MyTime.</p> <p>To contact the service in both North and South Cumbria please email the My Time in-box at: mytimecumbria@barnardos.org.uk or telephone on 01539 742626.</p> <p>The admin team monitor emails daily (Monday-Friday 9am-5pm).</p> <p><i>Self-Referral</i></p> <p>It is possible for CYP and Parents/Carers to make a self-referral to the My Time Service. To make a self-referral either use the form below or otherwise contact the office, via telephone or email as detailed above. Families will be asked to complete a referral form; however, a MyTime Senior Practitioner can offer support with the completion of this form if required. Parents / carers can also request immediate advice on the contact details above and a MyTime practitioner will respond as quickly as possible.</p> <p><i>Other referrals</i></p> <p>MyTime accept referrals from anyone connected to the child or young person – including school, GPs, family support workers, social workers etc. Please ensure the CYP and their family have consented to the referral before submitting it otherwise MyTime will not be able to accept it.</p> <p>Also see CAMHS referral form South CAMHS referral form north</p>	
Barnardo's Eden 0-19 CFSS	https://www.barnardos.org.uk/what-we-do/services/eden-0-19-child-and-family-support-service	<p>Julie Fletcher</p> <p>Mags Moorhead</p>	<p>01768 899901</p>	<p>Julie.fletcher@barnardos.org.uk</p> <p>mags.moorhead@barnardos.org.uk</p>	<p>Commissioned Service for children aged 0-19 and their families Working in accordance with the specification we have 4 Levels that we can support families within. Please link below.</p> <p>Eden 0 to 19 Child and Family Support Service Barnardo's (barnardos.org.uk)</p>	<p>https://www.barnardos.org.uk/what-we-do/services/eden-0-19-child-and-family-support-service/referral</p> <p>Criteria for Level 1 to 4 Intervention Eden 0-19 CFSS 2021 06 07</p>	
South Cumbria Pupil Referral Service	www.southcumbriaap.org.uk	Lisa Balderston	01229 407470	southpru@cumbria.gov.uk	Education Provision for those pupils Permanently Excluded from mainstream School or medically unfit to attend mainstream school	PRU – students allocated place when permanently excluded –	



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					Pupil referral Unit – Years 3 to 11 Hospital & Home Tuition Service – reception to Year 11	Local Authority controlled HHTS - Download section of website - https://www.southcumbriaap.org.uk/downloads/	
Carlisle - Family Action Child and Family Support Service 0 - 19		Teresa Cockett	01228 223417		<p>Family Action provide a range of universal and targeted interventions primarily at Levels 1 to 3 (see diagram below). These interventions will support the following areas in the Children and Young People's Plan 2019 - 2022:</p> <ul style="list-style-type: none"> • Children and young people are healthy • Children and young people are safe • Children and young people are achieving <p>The services delivered include the following:</p> <ul style="list-style-type: none"> • Working closely with Health colleagues to support families in the early years (perinatal period up to three years) • Working with children with special educational needs and disabilities (SEND) and their families; to include Portage (home visiting service for pre-school children with additional needs) and support for young children with delayed communication and language • Parenting support across the age range, based on the Solihull model to help build positive attachments • Support for families experiencing difficulties using a strength based approach, including working within the family home if appropriate • One to one and group support for children and young people to promote their development, resilience and well-being, and to empower them through key transitions • Providing advice and information to families around their health and wellbeing, both face to face and on-line, including supporting those facing economic hardship • Promoting volunteering opportunities by recruiting, training and working with local volunteers • Joint work with partner organisations to deliver services and ensure Children's Centres are used to meet the needs of local communities 	See Carlisle Family Action 0-19 CFSS Request for Service Form	May 2021 Due to demand some referrals may be kept on a waiting list and not considered as open to this service until allocated.
Inspira Cumbria	www.inspira.org.uk	Susan Lamb	0345 6588647	info@inspira.org.uk	<p>Inspira offers careers information, advice and guidance and personal development opportunities for young people.</p> <p>We support young people to make successful transitions from pre 16 to post 16 education, employment, and training. Our support with targeted groups (looked after, SEND, young people attending hospital home tuition and pupil referral units as well as those who are at risk of NEET, starts in year 9. We continue to support Care Leavers up to age 21 and SEND up to 25. We work with the targeted groups as well as NEET and risk of NEET young people in academic years 12 and 13 and track and follow up all young people to check that they are engaged in education, employment, or training until the end of the academic year when they turn 18. We also deliver the National Citizen Service which provides young people in year 11 and 12 the opportunity to take part in outdoor challenges, meet new people and give something back to their communities.</p>	<p>Please contact your local Inspira office.</p> <p>North 01228 596272 South 01229 824052 West 01900 604674</p> <p>Or freephone 0345 658 8647</p>	