



SEND SERVICES AND ROLES

SOUTHEND BOROUGH COUNCIL

Service - The Special Educational Needs and Disabilities (SEND) Team (0-25 years)

The service undertakes Education, Health and Care Needs Assessments (EHCNA) and maintains Education, Health and Care Plans (EHCPs) for children with special educational needs and disabilities.

How to Access

Parents can request an Educational Health Care Needs Assessment (EHCNA) for their child or Young Person, or the Young Person can request this for themselves when over 16. Professionals can also request this on their behalf. [See the EHCP section PAGE 98](#) of this guide for further information.

Criteria

There are no qualifying criteria to apply for an EHCNA, although specific criteria are to be met for the LA to undertake the assessment. [See the EHCP Section PAGE 98](#) of this guide which details when an EHCNA should be requested and agreed.

Roles

- ▶ Education, Health and Care Needs Assessment Officer (EHCNAO) - A person responsible for coordinating an EHC Needs Assessment. They act as the key point of contact throughout the assessment
- ▶ Education Health and Care Coordinator - A person responsible for the maintenance and administration of an EHCP
- ▶ Early Years SEN Advisor - A person responsible for assessing Early Years pupils and determining support plans to help them progress. They will work closely with parents, educational settings and other professionals to promote inclusion and remove barriers to education for children in Early Years
- ▶ SEN Early Years Support Worker - A person responsible for supporting parents and Early Years settings to meet the needs of children 0 – 5 with SEND. They work as part of the Early Years SEN team, implementing support plans, helping to promote inclusion and removing barriers to education for children in Early Years.

Service - Specialist Placement Panel

The Specialist Placement Panel helps the Local Authority to make the best decisions possible about efficient education for children and young people who require access to a specialist provision. The purpose of the Specialist Placement Panel is to recommend and resolve quickly (where necessary):

- ▶ Issues of school/setting placement
- ▶ Timescales for access to the identified specialist provision
- ▶ Any planning necessary to ensure appropriate provision in the event of a delay before the identified provision becomes available.

Service - Elective Home Education Team (5-16 years)

The EHE team will contact you when you start home educating and at least annually thereafter. The adviser will contact you to have a conversation about your child's education, provide advice about resources available, share new ideas, and ask to see examples of completed work. The annual discussion can take place virtually or at your home or other agreed location. Children with an Education, Health and Care plan (EHCP) will be contacted at least three times a year to review their educational progress and suitability against their plan. SBC has a legal duty to ensure its resident children receive a suitable education and may intervene, regardless of registration, if this is not evidence that education is being provided.

How to Access

- ▶ Families can access information via the EHE link: www.yoursay.southend.gov.uk/elective-home-education-hub
- ▶ Online form available via EHE team ehe@southend.gov.uk
- ▶ Or telephone Kim Holmes on **07387049898**.

Criteria

All enquiries regarding home educating including:

- ▶ Advice on home education expectations; dispelling myths; speaking to the school before withdrawing your child; planning a suitable education provision for your child plus accessing EHE resources and local groups.

Roles

- ▶ Pupil Access Lead (PAL) Elective Home Education Advisor - To support and advise families home educating their children. They can provide support via home visits, virtual meet-ups, telephone calls and emails
- ▶ They will also be offering drop-in sessions in key locations with further details to follow
- ▶ Additionally, they can advise parents should they wish their child to return to a school.

Service - SEND Transport (4-18 years)

If your child has additional needs and attends (or will be attending) a school to support those additional needs, you can make an application for home to school transport assistance.

How to Access

- ▶ Call the Transport Entitlement Officer by phone on 01702 215007 to discuss your child's needs, or fill in an online application form www.southend.gov.uk/help-costs/school-college-transport-assistance/2?documentId=57&categoryId=200343
- ▶ If your child is not eligible, you may want to inquire about a paid-for service delivered by Vecteo, our transport joint venture partner. Information about this can be found on their website; www.southend.gov.uk/help-costs/school-college-transport-assistance/9
- ▶ If you are applying on behalf of a looked after child, it may be helpful to speak first with their social worker before making any application.

Criteria

- ▶ If your child receives a high rate Disability Living Allowance for mobility or enhanced rate Personal Independence Payment for mobility, please contact the Transport Entitlement Officer by phone on **01702 215007** or email educationtransport@southend.gov.uk to discuss their transport needs
- ▶ If you have a low income, you may be able to apply. Please contact the Transport Entitlement Officer by phone to discuss this
- ▶ For a complete list of the criteria, please visit the website; www.southend.gov.uk/help-costs/school-college-transport-assistance

Roles

- ▶ SEND Transport Entitlement Officer – Will discuss your child or young person's needs with you to see if they meet the criteria for SEND school transport. If your application is successful, they will arrange for transport to collect your child or young person from home, take them to school, and then bring them home after school. If your child has additional needs and attends (or will be attending) a school to support those additional needs, you can make an application for home to school transport assistance.

Service - Preparing for Adulthood (PfA) Team (13-25 years)

Supports pupils with an EHCP or those likely to find transitioning from school challenging (in academic year nine and above). The Team also works with settings, colleges, SEND young people and their families to ensure pupils prepare for adulthood from 13 years. The team do this by;

- ▶ Supporting SEND young people to secure appropriate post 16 provision
- ▶ Offering training opportunities for parent/carers and professionals concerning transition reviews
- ▶ Encouraging young people with SEND to take part in education, employment and training
- ▶ Acting as PfA champions within Southend Council to encourage experiences of the workplace
- ▶ Promoting opportunities for supported internships, traineeships and apprenticeships.
- ▶ The PfA team will also organise supported employment opportunities and employment advice
- ▶ Working with adult and community services to increase the number of SEND young people who are engaging in paid employment
- ▶ Ensuring that appropriate complex needs provision for SEND children and young people (Year 9 and above) is available within Southend.

This support needs to start early and should centre around the child or young person's aspirations, interests and needs.

How to Access

- ▶ The team will be involved in your child or young person's EHCP annual review in Year 9.

Service - The Educational Psychology Service (EPS) (0-25 years)

To improve the life chances of all through their work within the local community. Currently, most work delivered by EPS relates to teaching and learning, social-emotional wellbeing and development. Work is carried out on behalf of children and young people, parents and carers, schools, early years settings, FE colleges, and a range of agencies such as social care and health. EPs contribute to local and national priorities, aiming to enhance social inclusion, social and emotional wellbeing of young people and families and raise attainment.

How to Access

- ▶ Your child or young person's educational setting will request an Educational Psychologist to provide an assessment
- ▶ EP CONNECT is an easy access phone line service for the Southend community (parents, carers, teachers or other professionals) to link with Southend Educational Psychology Service
- ▶ If you have not previously had the opportunity to contact Southend Educational Psychology Service and you have a quick question or query, please call us on **07920 456463**.

Criteria

- ▶ That the child or young person is between the ages of 0-25 years and resident in Southend.

Roles

- ▶ Educational Psychologist (EP) – Provides an assessment involving parents, carers, teachers, children, and young people that informs future intervention covering cognitive, emotional and social factors. The ultimate aim of an effective EP assessment is to limit the effects of barriers to learning and promote the inclusion of the child or young person. They also offer a wide range of evidence-based interventions to support individuals or groups of children and young people with additional needs.

Service - Children Social Care which includes the Children with Disabilities Team (0-25 years)

Offers information, advice and practical support and will carry out assessments to help you access short break respite or direct payments. To read more about these, please visit the Respite and Short Breaks section and the Direct Payment section

Parent carers can receive direct payments instead of services for the child and services for themselves as part of the family

Disabled young people (16-17) can receive direct payments instead of services where appropriate.

Short-term breaks (formerly known as respite care) should be provided to meet the assessed need.

How to Access

Completing an Early Help and Family Support Assessment with a health professional, a school SENCO or person responsible for additional needs at college, or via the Multi-Agency Safeguarding Hub (MASH).

Criteria

- ▶ A substantial or severe learning disability
- ▶ A physical disability that seriously limits activities of daily life
- ▶ A chronic or life-threatening/life-limiting illness
- ▶ A profound loss of hearing or sight
- ▶ Substantial development delay
- ▶ An EHCP that requires significant support within the school/college environment where the child would not be able to attend without social care involvement
- ▶ Multiple disabilities/difficulties where a child has a combination of disabilities that individually may not be regarded as severe.

Service - Early Help Family Support (0-18 years)

Offers a range of family interventions, including family support, community interventions, specialised parenting support, targeted support for specific areas of need, and advice and guidance.

How to Access

- ▶ Referral to the team is by professional completion of an Early Help Family Support Assessment. Parents can also contact the Early Family Support team, **01702 215783**, and complete a self-referral.

Criteria

- ▶ Families should have an additional need that universal services have not met
- ▶ All referrals will be assessed, and appropriate support identified.

Roles

- ▶ Early Help Family Support Practitioners - This is a professional who works with families (both parents and children) in their home and community to assist the family in making identified changes
- ▶ Early Help Community and Information Officers - Community and Information officers work with families to inform, advise, identify and support access to community-based service in Southend
- ▶ Supporting Families Employment Advisor - This is a Department of Work and Pensions staff who works with the Early Help team to help support adults return to work if they want to and ensure that families Benefits are in place
- ▶ Peabody Practitioner - This is a member of the Peabody team who supports families working with Early Help. Peabody is a commissioned service in Southend that support families with housing, debt and other issues which may support tenancy sustainment.

Service – SENDIASS Southend (0-25 years)

SENDIASS Southend are the Special Educational Needs and Disabilities Information, Advice and Support Service for families in Southend-on-Sea. The SENDIASS Service are trained by IPSEA (Independent Provider of Special Education Advice) through the Council for Disabled Children. Each member of their team have completed a minimum of 90 hours of accredited legal training. SENDIASS provide information and advice about the law on Special Educational Needs and Disability (SEND) including:

- ▶ The local authority's policies and procedures
- ▶ The policy and practice in local schools and other settings
- ▶ The Local Offer
- ▶ Health and social care where it is linked to education.

Access

- ▶ Direct contact with Service is required. SENDIASS are unable to accept referrals into the service. They also do not make referrals to other services. However, they may signpost service users to other services.

Criteria

- ▶ Children and young people up to 25yrs with SEND or their parent carers can access the service directly.

Roles

- ▶ SEND Information Advice & Support (SENDIASS) Officers - Providing information, advice and support to children and young people up to 25yrs with special education needs or disability, including their parent carers.

SCHOOLS

Roles

- ▶ Special Educational Needs Coordinator (SENCO) - a schoolteacher responsible for assessing, planning and monitoring the progress of children with special educational needs and disabilities (SEND)
- ▶ Learning Support Assistant (LSA) - Provides support for pupils with special educational needs. The LSA ensures that the pupils can integrate as fully as possible in the activities generally undertaken by the other children in the class and make progress
- ▶ SEND Governor - sits on the governing body for a maintained school or academy and is responsible for monitoring and supporting the school with matters relating to SEND. The SEND governor, alongside the Chair of Governors, will also deal with complaints relating to SEND provision
- ▶ Attendance Officer - a school representative that investigates cases of prolonged student absences. Attendance officers enforce compulsory attendance laws and monitor the health and welfare of students assigned to their schools or districts.

Service - Mental Health Support Team (MHST) (5-18 years)

MSE HCP website (use for any further information)

Mid and South Essex Health and Care Partnership are part of the national rollout MHST programme. In 2017, the Government published its Green Paper for Transforming children and young people's mental health, that detailed proposals for expanding access to mental health care for children and young people, building on the national NHS transformation programme. MHSTs are jointly delivered with Department for Education and NHS England. Mid and South Essex Health and Care Partnership partners with NELFT to provide MHSTs. NELFT provides Emotional Wellbeing and Mental Health Service (EWMHS), which supports children with mild to more severe mental health needs across the whole of Essex. Each MHST is expected to typically cover a population of 7500-8000 children and young people across an average of 20 settings. There are several MSE MHSTs with Southend based teams, as follows:

- ▶ 1 x MHST Southend (wave 1 2019/2020)
- ▶ 1 x MHST Further Education (wave 1 2019/2020) based in South Essex College
- ▶ Waves 9 Sept 23 (go live 24 Sept) 2 teams
- ▶ 1 x Southend (wave 9 2023/24).

Summary of Key Points

- ▶ MHSTs are a new service designed to help meet the mental health needs of children and young people in education settings. They are made up of senior clinicians and supervisors, higher-level therapists, and Education Mental Health Practitioners (EMHPs)
- ▶ MHSTs work within the mental health support services that already exist, such as counselling, educational psychologist, school nurses, pastoral care, educational welfare officers, Voluntary Community and Social Enterprises (VCSE), the local authority, including children's social care, and NHS Children and Young People's Mental Health (CYPMH) services
- ▶ Staff from each MHST are responsible for a defined cluster or group of education settings, building a relationship with each and working in partnership with the senior mental health lead in the school or college
- ▶ MHSTs work with each setting to evaluate and co-design the support offered to meet the school or colleges individual needs
- ▶ MHSTs ensure that the support offered reflects the needs of children and young people and education settings using established and evidence-based interventions.

1. Deliver evidence-based interventions for mild to moderate mental health issues

The teams carry out interventions alongside established provisions such as counselling, educational psychologists, and school nurses, building on the available support menu and not replacing it. The MHSTs provide:

- ▶ Individual face to face work: cognitive-behavioural therapy (CBT), brief low-intensity interventions for children, young people and families experiencing anxiety, low mood, friendship or behavioural difficulties
- ▶ Group work for pupils or parents for conditions such as anxiety, self-esteem, behavioural management
- ▶ Group parenting classes to include issues around conduct disorder, communication difficulties.

2. Support the senior mental health

Lead in each education setting to introduce or develop their whole school or college approach:

- ▶ Work with the senior mental health lead and existing service providers to map what provision is already in place and where the gaps are
- ▶ Provide targeted help as agreed with the lead, e.g. to support monitoring of wellbeing across settings, teaching about mental health (in the context of health education becoming compulsory from September 2020), understanding how peer support and interpersonal relationships impact children and young people's wellbeing and mental health, train others to help children and young people, parents/carers and teachers to identify and manage stress and anxiety.

3. Giving timely advice

To school and college staff and liaise with external specialist services to help children and young people to get the right support and stay in education:

- ▶ Work as part of an integrated referral system with community services to ensure that children and young people who need it receive appropriate support as quickly as possible
- ▶ External support could include more specialist NHS mental health support, support for Autism Spectrum Disorder, Learning Difficulties or physical needs, or issues such as substance misuse
- ▶ Ensure a smooth transition from specialist services.

How to Access

- ▶ To ensure the team is integrated with the current school services, referrals are direct to the MHST from the school. Referrals are being made on a 'request for support' basis by the parent/carer of the child (primary children) or young person (secondary pupils/college students)
- ▶ The MHST use the Single Point of Access (SPA) for onward referrals, maintaining a single process and point of contact should more high-level mental health support be required
- ▶ The senior clinical lead triages referrals in the school to ensure capacity is managed accordingly and that resource allocation can reflect levels of need and demand. Cases not appropriate will be redirected immediately to SPA or other agencies (e.g. school counsellor). If cases are seen for an initial assessment or a piece of work is started by the MHST, and the case is deemed inappropriate for the team (e.g. due to level of risk). The senior clinician involved with the case will liaise directly with SPA to support the redirection of the case to the local EWMHS team.

Criteria

Summary of Key Points:

- ▶ Senior mental health leads and MHST coordinators within the leadership team in education settings work with MHSTs to develop a whole school approach to mental health and the mechanism for doing this
- ▶ MHSTs support education settings with their processes for assessing and monitoring the need of their pupils and families
- ▶ MHSTs work directly with staff members to provide training and consultation to support them in their role within the education setting
- ▶ MHSTs empower children and young people, and parents/carers to be active participants in the whole school approach and foster a positive approach to mental wellbeing.

Roles

- ▶ The team should typically consist of eight WTEs, including four WTE EMHPs, three WTE senior clinicians/higher level therapists, 0.5 WTE team manager and 0.5 WTE admin support
- ▶ Supervision of MHST staff is essential to ensure the provision of high-quality care, support and advice.

Mental Health Support Teams (MHSTs) – training

There is an initial training period for EMHPs and supervisors (through higher education programmes) as the MHSTs are established across the country. This ensures that all practicing members of the MHST workforce are competent in delivering evidence-based interventions for mild-to-moderate mental health issues and can support schools and colleges to introduce or develop their whole school/ college approach. However, commissioners and providers should establish a training programme to develop further and maintain the skill mix required to deliver good mental health care. Regular training should include:

- ▶ Recognising, responding to and assessing a range of mental health needs and how these may interact with comorbid mental health, physical health, social or neurodevelopmental problems
- ▶ Child protection and safeguarding procedures
- ▶ Information sharing, consent, confidentiality, capacity and competence
- ▶ MHSTs also receive support to deliver training on mental health to other professionals, parents, carers and students.

Senior Mental Health Clinicians

The MHSTs also comprise senior clinicians responsible for the management of the team, supervision of the EMHPs, and providing consultation and advice and delivering interventions. These clinicians may be professionals (such as clinical psychologists, systemic therapists or senior nurses) who have had training and experience managing a team and providing supervision.

Education Mental Health Practitioners (EMHPs)

EMHPs represent the majority of the MHST workforce. Under supervision, EMHPs deliver and assess outcome-focused, evidence-based interventions to children and young people with mild-to-moderate mental health problems and their families, parents and carers. They support the senior mental health lead to introduce or develop their whole school/college approach, give timely advice to education setting staff, and liaise with external specialists to help children and young people stay in education. They also liaise with supervisors to agree on appropriate signposting and referrals for children and young people. EMHPs will play an essential role in supporting and working with education to identify and manage issues.

1 x Operational Leads 1x /Clinical Leads

There is a network of teams to expand MHSTs across Mid and South Essex with additional posts to support MHSTs.

1 x Project Manager

To ensure the national rollout programme remains on target with service delivery timescales.

Service - Emotional Wellbeing and Mental Health Service (EWMHS) (0-25)

Any young person experiencing emotional wellbeing or mental health problems, or any parent, guardian or teacher of a child experiencing emotional wellbeing and mental health difficulties, may access their services. They treat a wide range of issues such as low mood, anxiety, sleep problems, body image and eating difficulties, behavioural and emotional difficulties, trauma and loss, parenting and family difficulties. If you feel EWMHS is not suitable to help your particular need, they can contact you with many different organisations that might be more appropriate.

The EWMHS offer a range of individual and group talking therapies such as Cognitive Behavioural Therapy (CBT), trauma-based therapies, Dialectical Behavioural Therapy (DBT), psychodynamic therapy, family therapy, group therapy, play-based therapy, art and creative therapies, and medication.

They aim to see children or young people within 12 weeks. However, if you find that things become more stressful while you are waiting to be seen, contact them as soon as possible so that they can provide support.

To contact the service between the hours of 9am-5pm, Monday to Friday, you or someone on your behalf can call EWMHS on **0300 300 1600** or email nelft-ewmhs.referrals@nhs.net

If you need urgent help or out of hours help; call NELFT out of hours: **0300 555 1200**.

How to Access

Referrals are taken from parents, the child or young person, school/educational setting, or other professionals. They have many different locations across Essex called hubs. They are happy to meet with your child or young person at one of their hubs or anywhere else that the child or young person is most comfortable.

Criteria

That your child or young person is between 0-25 years and lives in the Southend, Thurrock, or Essex areas.

Service - Lighthouse Centre (0-16 years)

Provides specialised outpatient care for those with a significant delay in more than one area of development and have or are likely to require support from more than one secondary agency, service or discipline. They provide Multi-Disciplinary Assessments (MDA) for children who display difficulties with social communication. The assessment team includes a Community Paediatrician, Child Psychologist and Speech and Language Therapist.

How to Access

Families with concerns about their child's development should discuss their concerns with a Health Visitor. The Health Visitor will undertake a screening and can refer the child to the Multiagency Core Referral Team. After reviewing the referral, the MACRT team may refer to the Community Paediatrician to further assess any developmental needs. If the assessment indicates social communication difficulties, the Community Paediatrician will refer to the MDA team.

Criteria

Referral from Community Paediatrician.

Roles

- ▶ Community Paediatrician – Assess and review the medical needs of a child who presents with social communication difficulties
- ▶ Child Psychologist – Contribute to the understanding of the delays presented in the child's neurodevelopment. Assess for symptoms of a social communication disorder. Provide advice to support the child's development in behaviour, learning and daily life skills
- ▶ Speech and Language Therapist – Assesses all aspects of communication presentation to consider whether the communication profile is consistent with a diagnosis of Autism as per the DSM V criteria for ASD. The Speech and Language Therapist will advise whether a different diagnosis should be considered, such as speech and language disorder which may account for presentation seen
- ▶ Occupational Therapist – Provides assessments and intervention for children and young people aged up to 19 years who have postural management, sensory processing or motor coordination difficulties affecting activities of daily living/participation
- ▶ Physical Therapist – Physiotherapists work alongside children from birth to adolescence and their caregivers to optimise their ability to move and function. This is done by developing gross motor skills, coordination skills, posture, muscle strength, balance, cardio-respiratory system and range of movement
- ▶ Audiologist runs hearing tests and assessments for hearing impaired children and young people identified through the SEN Code of Practice procedures (usually at school/Early Years settings or EHCP).

Service - Health Visitor Team (0-5 years)

Roles

- ▶ Health Visitor (HV) – Health Visitors aim to promote the health and well-being of families with children under the age of five by encouraging healthy lifestyles, supporting families with addressing concerns about physical and mental well-being, and readdressing health inequalities.

Service - Specialist Health Visitor Team (SHV) (0-5 years)

For children with additional needs.

The specialist HV works alongside the paediatricians, education, social care, voluntary services, physiotherapy, speech and language therapy, health visitors and occupational therapy services. They support families with children with additional needs, ensuring that everything is in place and making appropriate referrals to support services. They support families through the assessment pathway for Autism. Arranging team around the child meetings where appropriate to support integrated care for families. The specialist HV also manages the development and play advisors team (often referred to as Jigsaws) They also run a Sleep Scotland support clinic for families whose children have sleep difficulties. Developmental advisors (Jigsaws) offer a bespoke package of support within the home to assess and advise parents on the best way to progress their child's development through play, up to 12 weeks dependent on the child's needs. After the assessment, families will be provided with a plan of care, which can be implemented by parents/carers before home visits commencing. Further advice and support are accessible from the service via telephone contacts. The team work closely with education and will liaise transfer of care when relevant to education for ongoing support.

How to Access

- ▶ Referral is via health visitors or other health professionals working with the family.

Criteria

- ▶ Children are accepted onto the waiting list if they have global developmental delay (a delay in more than three areas of development) or any diagnosed complex need or syndrome.

Roles

- ▶ Specialist health visitor for children with additional needs / Sleep Scotland trained advisor - To help coordinate care for children with complex needs, and support families and signpost to other places for support. Working across Southend and southeast Essex (Castle Point, Rayleigh and Rochford)
- ▶ Senior development and play advisor (Jigsaws) / sleep Scotland trained advisor - Support parents on achieving maximum progress in development for their child/children with additional needs. Providing a bespoke home visit package. The length of time will be agreed upon with parents and can be Working across Southend and southeast Essex (Castle Point, Rayleigh and Rochford)
- ▶ Development and play advisor with specialist feeding support - Working towards supporting parents whose children have food aversion and working alongside a specialist dysphagia practitioner to support families in their homes – a referral is only via consultant currently. Working across Southend and southeast Essex (Castle Point, Rayleigh and Rochford).

Service - Paediatric Community Nursing Team (0-19 years)

Provides clinical nursing care for children that have complex and ongoing health needs in the community. The team cares for children 0–16 years who need to return to the hospital or their GP for their health care needs. The service is managed and delivered by nursing staff who have a registered sick children's qualification and have received additional and ongoing training specifically to care for sick and unwell children.

The service operates in partnership with the child and family to promote hospital avoidance, unnecessary hospital admission and facilitation of early discharge. This is encouraged by teaching and supporting children and their families to manage their conditions at home.

How to Access

- ▶ Referral from any member of the Multi-disciplinary team. Referrals are also accepted from families who have previously been on the PCN caseload and discharged.

Criteria

- ▶ Referrals shall be accepted for Children/young people who: Have a clinical health need requiring nursing support/intervention ** Under 16 years of age or under 19 years with complex disabilities and remains under the care of a consultant paediatrician ** Child resides within South East Essex and registered with a South East Essex GP ** The child attends school within South East Essex but resides out of the area (provision dependent on need, liaison, medical responsibility) ** The child is resident within South East Essex for short periods: shared parental responsibility, on vacation (provision dependent on need, liaison, and medical responsibility).

Roles

- ▶ Paediatric Community Nurse - To provide skilled specialised nursing care clinical interventions to children and young people within their home environment to reduce unnecessary hospital attendance.

Service - Paediatric Continence Service (4-18 years)

Provides specialist treatment, management, advice and support for children and young people with bladder or bowel dysfunction. The service has the overall responsibility for the provision and supply of continence products.

How to Access

- ▶ Referrals from GP, Health Visitor, School Nurse, Paediatrician. EPUT Paediatric Community Nurses.

Criteria

- ▶ Children 4-18 years old with a GP in Southend, Rayleigh, Rochford, Basildon, Brentwood, Billericay or Thurrock
- ▶ Children who require support with bladder and bowel problems including; Nighttime wetting, Daytime wetting, Delayed toileting, Constipation and soiling
- ▶ A paediatrician or GP should examine children before referral to rule out any red flags.

Roles

- ▶ Paediatric Continence Nurse - Advice and support with containment products. Support with training for health and school staff for bladder and bowel management.

Service - Special School Nursing (SSN) (3-19 years) and Children's Epilepsy Service (0-18 years)

The specialist school nursing service supports schools to ensure children with complex health needs can access school. Special schools covered include St Christopher's, St Nicholas, Lancaster, Kingsdown, Cedar Hall and Glenwood.

The children's epilepsy service provides support and advice to a child or young person living within Southeast Essex.

How to Access

- ▶ SSN – only if your child attends one of the schools mentioned above. SSN contacts all new starters to discuss health needs coming into school;

epunft.specialist.schoolnursingservice@nhs.net

- ▶ Epilepsy Nurse – children or a young person with a diagnosis of epilepsy referral accepted from parent/young person or via paediatrician/GP/another professional;

epunft.childrensepilepsy@nhs.net

Service - Paediatric Asthma & Allergy Community Service (0-16 years)

Provides a service to children and young people who live within and are registered with a GP in Southeast Essex or attend a school in the area (Southend and Castlepoint and Rochford Clinical Commissioning Group areas). The service provides; Assessment, advice, support, care plans, asthma, eczema and allergies training for patients and families, training for educational settings and childminders. Their team works in partnership with parents, carers and health professionals in caring for children with asthma and allergies. They encourage families to become active participants in their child's assessment and treatment.

How to Access

- ▶ Education (Preschool and school) or Health professional (GP, Hospital Consultant, Health visitor or School nurse).

Criteria

- ▶ Have severe allergic disease including severe asthma, eczema, rhinitis, urticaria, food and airborne allergy and anaphylaxis registered with a GP in southeast Essex.

Roles

- ▶ Paediatric Asthma and Allergy Nurse - All children are different. The nurses work with the child/young person and family to individualise the best treatment approach for your child. This may include any of the following: A full assessment in Clinic with a discussion on the cause, triggers and how to manage the illness ** Demonstration and advice on how to use an inhaler and spacer, give medication, apply lotion or use an adrenaline auto-injector ** A written care plan for use at home, school, preschool or other surroundings your child or young person needs support in ** Liaise with other professionals (Hospital Consultant, GP, health visitors, school nurses, tertiary centres, other professionals and school, preschool) ** Refer to local paediatricians if appropriate.

Service - Children's Speech and Language Therapy Service (includes the 'A Better Start')

- ▶ Universal Speech & Language Therapy Service)
- ▶ Age range - A Better Start Universal Service – 0 – 3 years
- ▶ Children's Speech and Language Therapy Service in general 0 – 18 years (up to 19 if in special school education)
- ▶ A Better Start Universal Service – a universal and health promotion service for children living in the six ABS identified target wards in Southend (Milton ward, Victoria Ward, Kursaal Ward, Shoeburyness Ward, West Shoebury Ward and Westborough Ward)
- ▶ Children's Speech and Language Therapy Service - An assessment, advice and intervention service covering the population of Southeast Essex (postcode areas SS0, 1, 2, 3, 4, 5, 6, 7, 8, and 9).

How to access

- ▶ A Better Start Universal Service – open to all families living in the targets area with children between 0 – 3.

- ▶ All children aged 23 months are invited to a language screening, parents can self-refer by email or telephone, and local settings and Health visitors can sign post parents to the service
- ▶ Children's Clinic based Speech & Language Therapy Service; Preschool children – referrals can be made by any health professional via our referral form emailed to our referrals department: slt.educationenquiries@nhs.net
- ▶ School-aged children – Referrals to be made from the child's education setting via an EHFA form completed and emailed to our referrals department: slt.educationenquiries@nhs.net

Criteria

- ▶ A Better Start SLT – live within one of the six target wards as listed earlier and aged between 0 – 3
- ▶ Children's Speech & Language Therapy Service – Live and registered with a GP in the local CCG area (postcodes SS0, 1, 2, 3, 4, 5, 6, 7, 8, or 9) and aged between 0 – 19 years
- ▶ Speech and language/communication needs are clearly identified on the referral form, and the impact of this is clearly described by the referrer
- ▶ Currently, they are not commissioned to provide a feeding/swallowing service.

Roles

- ▶ Highly Specialist Speech and Language Therapists for the following specialist areas (Hearing Impairment, Cleft, Developmental Language Disorder, Severe & Complex Needs, Fluency, ASD) - Senior, experienced and trained SLT manage cases under their specific area of clinical expertise and support more junior SLTs with second opinions and joint working
- ▶ Community Speech and Language Therapists - Hold community clinic caseloads and have general experience and training across a range of common speech, language and communication presentations
- ▶ Speech and Language Therapy Assistants - Unqualified but very experienced staff that provide direct intervention, training and liaison with parents and settings under the direction of a Qualified Speech and Language Therapist.

Service - Paediatric Diabetes Nursing Service (0-19 years)

Provide specialist clinical nursing care, advice, support and education for children (and their families and carers) with Type 1, Type 2 and genetic forms of Diabetes.

How to access

- ▶ Referrals are taken from Southend hospital for any CYP diagnosed with Type 1, Type 2 or genetic forms of Diabetes.

Criteria

- ▶ Diagnosis with Type 1, Type 2 and genetic forms of Diabetes.

Roles

- ▶ Paediatric Specialist Diabetes Nurse - Working as part of a multi-disciplinary team across Acute trust and community, we provide expert, holistic nursing advice and support to children and young people (and their families and carers) with Diabetes.

OTHER SERVICES

Service – A Better Start Southend (expected parents – 4th birthday)

ABSS commissions projects to provide services to the families living in ABSS wards around social and emotional, diet and nutrition and communication and language.

ABSS provides a community hub where parents can drop in and access information and be signposted to local services if required.

ABSS are developing a new program: YourFamily that will build relationships in the community, support families that need a helping hand and signpost to ABSS and local services.

How to Access

- ▶ Promotional material is shared via doorstep drops quarterly in the ABSS wards, social media, and our delivery partners share information about their services
- ▶ Parents contact ABSS delivery partners to request to attend. There are no referral forms.

Criteria

- ▶ Living in ABSS ward (Kursaal, Milton, West Shoebury, Victoria, Westborough and Shoeburyness) and either an expectant parent or have a child under the age of 4 years.

Roles

- ▶ Family Support Worker for families of children with social and communication needs
 - To provide practical and emotional support to families living in ABSS wards aged under four years either waiting for an assessment or recently assessed with a social communication difficulty
- ▶ The Family Support Workers all have lived experience
- ▶ Speech and Language Therapist, Speech and Language Therapist Assistant - To provide advice and guidance to parents to encourage speech and language skills; to identify speech and communication delays through screening. Also, to support the early years workforce in childcare and school settings
- ▶ Communication and Language Advisor (specialist teacher) - To provide advice and guidance to the early years workforce to encourage speech and language skills; to support them to identify speech and communication delays through screening
- ▶ Parent, Family and Community Hub Co-ordinators - To signpost parents to a range of services and activities.

YourFamily Workers, Connectors

To support families that need a helping hand and signpost to ABSS and local services.

Various delivery staff of ABSS delivery partners

Various programmes relating to ABSS outcomes such as HENRY Healthy Families, Preparation for Parenthood, Families Growing Together, Work Skills, Breastfeeding Support. This list varies, and you can access it at: www.abetterstartsouthend.co.uk/about/projects

ABSS Creche workers

To provide short periods of childcare for children whilst their parents attend activities.

Service - Trust Links

Trust Links is a local mental health and wellbeing charity. They work across South-East Essex to support people experiencing mental health difficulties, unpaid carers, and other community members. They offer the following services;

- Growing Together - Therapeutic gardening uses a specially designed garden to meet the psychological and social needs of users. In addition to its mental benefits, the moderate physical activity needed for therapeutic gardening can help to improve physical health too.

How to access

- Click on the following link and complete the registration form:

www.trustlinks.org/become-a-member/. Alternatively, call Trust Links on **01702 213134** or email them at admin-support@trustlinks.org

Counselling and peer support activities for carers in Southend Borough

Caring for a loved one who is unwell can be extremely rewarding. It can also be hugely demanding, and care duties can take a significant impact on your life. It is so important to look after your own mental and physical health as well as caring for loved ones. As part of the Southend Carers Network, they offer counselling and peer support to unpaid carers in the Southend area. Their Peer Support Groups provide a range of opportunities for unpaid carers to relax, share their problems, and find friendship with like-minded people. Attending a group can help reduce stress, and groups give carers access to an important social network where you can speak with other people in similar situations. They can also help you gain access to other agencies and services. The groups cover a wide range of activities to ensure they have something for everyone. They run groups for walking, yoga, reading, digital arts, fitness, and OCD and Anxiety Management. There is also a larger monthly carers' group.

How to Access

- Please email info@southendcarers.co.uk or call **01702 393 933** to find out more or to register for their counselling and listening support services.

The REACH Recovery College

Runs a wide range of courses, workshops, and activities to help you better understand your mental health and learn strategies to manage your mental health. If you are struggling with anxiety, depression, low mood or a similar mental health condition, the REACH team can support you on your road to recovery.

How to access

- Click on the following link and complete the registration form:

www.trustlinks.org/reachregistration/. Alternatively, call Trust Links on **01702 213134** or email them at admin-support@trustlinks.org

Criteria

- You don't need a diagnosis or a referral to come to REACH.

The REACH Wellbeing Hub

Provides specialist advice and support from visiting agencies. The REACH Wellbeing Hub provides information, advice, guidance, and support for adults with mental health issues, whatever your need. Their team will greet you and work with you to access the most appropriate support. The Hub is open to all people living in Southend, Castle Point and Rochford. A range of agencies are available at the main Hub in Westcliff to provide specialist support. Please contact them to arrange an appointment with any of the following agencies:

- ▶ Southend Carers providing information, advice, and support for unpaid carers in Southend borough
- ▶ Peabody for support with benefits and finances
- ▶ South Essex Advocacy Services helping to advocate for your needs.
- ▶ STARS for support with drug and alcohol use
- ▶ Everyone Health to provide healthy lifestyle advice and support through the Health Trainers
- ▶ Therapy for You providing taster sessions to help with mental health issues and to find out more about the free NHS therapy that is available locally
- ▶ Citizens Advice Southend providing legal and financial support. Registering with the Hub will enable you to have access to all of the courses and workshops available through the REACH Recovery College.

They also work closely with GPs and EPUT secondary mental health care services to ensure you access the medical support that you need when you need it.

They are developing a regular schedule of Hub services throughout Rochford, Rayleigh, Thundersley, Canvey Island and Shoeburyness. Their team will also be working with Multi-Disciplinary Teams and Primary Care Networks to ensure coordinated provision with health and social care services across all southeast Essex localities.

How to Access

- ▶ For more information about REACH Wellbeing Hub, contact Tina Gowers at: tina@trustlinks.org or call us on **01702 213 314**
- ▶ To register, click the following link and complete the registration form; www.trustlinks.org/reachregistration/

Youth Links - A peer support group for young people aged 11-18.

Youth Links offers a programme of therapeutic, creative, and social activities designed to enhance and improve mental wellbeing. Their groups are lots of fun, and they're open to anyone – regardless of gender, race, culture, size, or sexual orientation.

Youth Links focuses on early intervention and prevention. They offer a non-clinical safe space for young people experiencing mental health issues. They aim to provide a supportive environment where young people can talk to their peers and their staff about exam pressures, anxiety, or more specific issues like depression or self-harm.

Youth Links is all about giving young people a place to go where you can feel free to express yourself and learn about mental health. With increasing pressures on young people online, at school or at home, many young people find that there is a detrimental effect on their mental wellbeing. Youth Links aims to combat this by providing a safe space for exploration and enabling young people to learn coping strategies and thought mechanisms to develop their own resilience to mental health issues.

How to Access

- Click on the following link and complete the referral form:

[**www.trustlinks.org/young-persons-referrals/**](http://www.trustlinks.org/young-persons-referrals/)

Alternatively, call Trust Links on **01702 213134** or email them at [**admin-support@trustlinks.org**](mailto:admin-support@trustlinks.org)

Dig It Youth

A seasonal outdoor activity club run for young people at Growing Together Shoeburyness and Growing Together Rochford. For ages 9-14 years, Dig It Youth is free for young people to attend.

Dig It Youth runs from April to October and is held on Wednesdays at Growing Together Shoeburyness. Each session runs from 3.30pm to 5.30pm, and dinner is provided.

Activities on offer include something for everyone: if you're an artist, you can try your hand at graffiti and brighten up the site. If you are green-fingered, you can plant and grow fruit and vegetables. If you are a performer or writer, there are drama and poetry sessions. You can even help build a fire pit!

How to Access

- Click on the following link and complete the referral form:

[**www.trustlinks.org/young-persons-referrals/**](http://www.trustlinks.org/young-persons-referrals/)

Alternatively, call Trust Links on **01702 213134** or email them at [**admin-support@trustlinks.org**](mailto:admin-support@trustlinks.org)

Families Growing Together

Enjoy the outdoors with your children and meet other families at their Growing Together community gardens in Shoeburyness and Westcliff.

Pick up some gardening tips and share the joy of planting, nurturing, and harvesting fresh fruit and vegetables with your children. There are other activities on offer, too, from healthy eating and cookery sessions to creative workshops – available at the gardens or online. Your children will love getting dirty in their mud kitchen and enjoy playing with others in the sandpit. You will also get to help us create a magical woodland storytelling area to inspire their imaginations!

How to Access

- Once you have checked your eligibility above, click on the following link and complete the registration form at the bottom of the page; [**www.trustlinks.org/familiesgrowingtogether/**](http://www.trustlinks.org/familiesgrowingtogether/)

Alternatively, call Trust Links on **01702 213134** or email [**admin-support@trustlinks.org**](mailto:admin-support@trustlinks.org)

Criteria

- This project is open to all families living in eligible A Better Start Southend areas with children under the age of four. Self-referrals and professional referrals are welcomed.

Learning Together

A 6-week programme for young people aged 11-16 who are struggling to attend school due to their mental health and/or Special educational needs – both diagnosed and undiagnosed.

The programme provides two workshops each week at their tranquil Rochford site, offering an enriching learning experience focused on promoting positive mental health and wellbeing.

Each workshop is delivered by a range of mental health professionals and local specialists, with the aim to build confidence, resilience and increase feelings of positive self-esteem. The workshops will be tailored to meet the individual needs of those attending to give them the best possible chance of success.

How To access

- www.trustlinks.org/young-persons-referrals/

Alternatively, call Trust Links on **01702 213134** or email admin-support@trustlinks.org

Criteria

- All young people of secondary school age who are not currently accessing education (or attending infrequently) and live within the Southend-on-Sea, Rochford and Castle Point areas are eligible to attend Learning Together, and you can make a self-referral or be referred by other professionals.

