

Early Help Offer Guide to Children & Family Services



Derbyshire Children and Family services

Early Help Offer

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Introduction

Bringing up children is exciting and enjoyable, it can also be demanding, tiring and stressful – we all need some help at times.

There are a number of reasons why extra help is sometimes needed. Getting the right information, advice and support at the right time can help to stop problems getting worse.

If you are worried about your child's health or development you can speak to your health visitor, doctor, school nurse or someone at your child's school or early years setting.

Your local children's centre or multi-agency team can also help by providing practical help as well as an opportunity to talk over problems and receive information and advice. You will find their contact details at the end of this document.

Derbyshire's Children's Trust aims for all children in Derbyshire to grow up safe, healthy, ready to learn and contribute to their local communities as successful adults.

All the agencies in Derbyshire that provide services to children, young people and their families are working together to make sure that where and when children and families need help it is provided early to prevent problems from getting worse.

Services range from universal to specialist and families often move in and out of these different levels according to their needs which can change. This document outlines the various different services and where to go for more information.

If you believe that any child is in danger or at risk of harm, telephone Call Derbyshire on 01629 533190 choosing the option for urgent child protection calls at any time or contact the police by ringing their call centre number 101 (24 hours).

Useful first contacts

Family Information Directory

You can search www.derbyshire.gov.uk/fidy for information about childcare, early education and services to suit you and your family.

It includes information about the activities on offer in children's centres – see below for examples and also has information about activities for children who have additional needs or disabilities and support groups for parents.

Call Derbyshire

This is Derbyshire County Council's call centre for enquiries about council services. It's open between 8am to 8pm, Monday to Friday and 9.30am to 4pm Saturdays.

Contact Call Derbyshire on Tel: 08456 058 058 - call charges may vary and calls from mobile phones may cost considerably more. If you prefer not to use the 0845 number, telephone Call Derbyshire on 01629 533190.

Children's centres

Your children's centres aim to give children the best possible start in life by providing services for families, particularly if you have children aged five years or under. They provide:

- play activities such as baby and toddler groups, toy libraries, and help to find childcare
- advice about parenting topics such as breastfeeding support, healthy eating and lifestyles, managing behaviour and lots more
- support for families who have children with additional needs or disabled children
- information about opportunities for education, training, employment or volunteering

They can also put you in touch with people who can help with other issues such as housing, rent arrears, debt or benefits advice.

Multi-agency teams (MATs)

These local teams include children's centre workers, youth workers, careers advisers, family resource workers and education welfare officers who can help families to overcome difficult situations.

They offer support to children and young people aged 0 -19 (up to 25 years if a young person is disabled) and their families, including advice about how to improve poor attendance at school, challenging behaviour or other relationship difficulties.

They can help young people aged (16-19) who are not in education, training or employment to plan their next steps after school into apprenticeships, training or employment.

The teams also organize activities for children and young people to help them build friendships and boost their confidence and self esteem.

Key to services

Universal services (blue)

These are for any child, young person or family, for example general health care like doctors, dentists, health visitors, schools and leisure activities. Some services may be for particular age groups however.

Targeted services (yellow)

These are for some children and young people who have additional needs and/or are vulnerable either because of for example developmental delay, disability, social, emotional or behavioural difficulties, poor attendance at school or they are involved in anti-social behaviour or crime. There may also be family problems such as illness or disability, mental health, alcohol or drugs misuse or domestic abuse.

Specialist or safeguarding services (orange)

These are for a very few children and young people who have very high or complex needs, for example disability, serious attendance problems, serious emotional or behavioural problems or special educational needs. Families may also need intensive support to prevent children being cared for away from home for a period.

★ Services to disabled children and children with additional needs.

★ Early years services – from pre-birth to aged five.

Description of services

Aids, equipment and adaptations

Aids and equipment to help disabled children and young people with everyday living. Please be aware that you contact Call Derbyshire will need to share information about your child with the customer care adviser.

Visit the disabled children's section at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).

Birth to 18



Behaviour support

General advice and support for parents who would like some extra help with children's behaviour or other family worries.

Contact your health visitor (pre school age child), local www.derbyshire.gov.uk/childrenscenetworks or multi-agency team (see useful contacts section).

Pre-birth to five
Birth to 18



Living with Children – informal and supportive six week parenting course which encourages parents to understand their child's behaviour and discuss ways to improve relationships within the home.

Speak to your health visitor (pre-school age children) or the school nurse (school age children). Contact the Living With Children/Teenagers Service on 01246 868448.

Birth to 8

Positive Parents programme - supports parents to tackle children's behaviour and improve family relationships by sharing new different ways of parenting.

Speak to your child's school or contact your local www.derbyshire.gov.uk/childrenscenetworks or multi-agency team (see useful contacts section)

0 – 2
2 – 8
8 -13

Behaviour support service works with schools to bring about positive change when a child or young person's is experiencing difficulties with their behaviour, emotional and social development. They aim to reduce the risk of exclusion.

Speak to the school about your concerns and they will contact the Behaviour Support Service if needed.

3 - 18

Living with Teenagers – informal and supportive six week parenting course which encourages parents to understand their child's behaviour and discuss ways to improve relationships within the home. Specialist input on drugs and alcohol awareness, sex and relationships.

Speak to the school nurse. Contact the Living With Children/Teenagers Service on 01246 868448.

9 -15



Services for all



Services for some



Specialist services

OzBox is a non-contact fitness training session using boxing techniques to encourage young people to lead a healthy lifestyle and help stop them getting into crime and anti-social behaviour.	To get involved and find out about becoming a volunteer visit www.ozbox.org	11 -19
Support to families who have a child with medical needs requiring specialist behaviour management.	Speak to your health visitor, GP or hospital consultant (if your child has one).	Birth to 18 ★
Positive Play programme to raise a child or young person's self-esteem and confidence to help deal with shyness or challenging and complex issues such as bullying, sibling rivalry, bereavement, family breakdown or divorce.	Not all schools offer this, speak to your school to see if they offer this or contact the Positive Play programme - Tel: 01246 862854.	5 -12

Behaviour support (anti-social and youth offending)

Support to families to help young people (8-17) who are at risk of becoming involved in anti-social or offending behaviour. Usually a young person will already be known to the police. (DCC – Pre-Court team)	A young person will be referred to this service. For more information see the youth offending service section at www.saferderbyshire.gov.uk	8 -17
Supervision and support to young people aged 10 to 17 who have committed offences to help prevent further offending.	A young person will be referred to this service by a court	10 -18
Intensive support programme for young people who are at serious risk of coming into care or youth custody to prevent their behaviour from getting worse.	A social worker will contact families who need support (currently only running in the south of the county)	11 -18
Advice to families affected by serious anti-social behaviour problems that cannot be resolved by talking to the person(s) responsible. This covers a wide range of problems including harassment, rowdy nuisance behaviour, noise, drug or alcohol misuse.	Contact local council, housing provider or Derbyshire Constabulary. See the anti-social behaviour section at www.saferderbyshire.gov.uk	All ages

Bullying

Bullying can happen to anyone at any age. No one has the right to hurt you or make you feel bad and you don't have to put up with it	You can call Childline on 0800 1111 to talk to someone about it.	Any
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By law, all state schools must have a behaviour policy that tells you how they encourage good behaviour and prevent all forms of bullying. You can ask to know what it is.	Speak to your child's school.	3 -18
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Childcare (also see early education)

High quality childcare - childminders, out of school and holiday care, day nurseries, pre-school playgroups, crèches (private, voluntary, independent organisations).	Search the Family Information Directory www.derbyshire.gov.uk/fidy or contact Call Derbyshire (see useful contacts section).	Birth to 19 (disabled young people)
Out of school childcare - breakfast, out of school and holiday clubs (private, voluntary, independent organisations and some schools).	Search the Family Information Directory www.derbyshire.gov.uk/fidy or contact Call Derbyshire (see useful contacts section).	3 -18

Children in Care

Foster carer homes for children and young people who are living away from their families (this may be for a short time or for a longer period).	A child or young person can speak to their social worker.	Birth to 18 longer if attending university
Support to children and young people in care to make sure their health needs are met, including an annual medical check up.	The Children in Care nurse is responsible for this.	Birth to 18
Support to all children who are looked after by the local authority to make sure they continue with learning and education. Each child must have a personal education plan. (Looked after children education service).	Child or young person's social worker and school.	3 -18+
Support for children and young people from an independent person to help them to express their wishes and feelings.	Children and young people can contact the service on 01629 532029, text to 0778531922.	3 -18
Opportunity for all children in care to get involved in the Children in Care Council to influence the services they receive.	Children and young people can contact the service on 01629 535787 or text 07824865933 or via our website www.riffraffmagazine.co.uk	3 -18



Services for all



Services for some



Specialist services

Children's residential care homes for young people who are living away from their family (this may be for a short time or for a longer period).	A child or young person can speak to their social worker.	Approx 12 -18
Support to those young people in care who wish to go on to university. (Uni-Fi project).	A young person should speak to their social worker. More information at the Uni-Fi section www.derbyshire.gov.uk	14 -19
Specialist residential secure accommodation.	A young person will be referred by a professional or court.	Approx 14 -19
Support to help young people in care make the transition to independence.	A young person's social worker will speak to them about this service.	16 -18
Care Leavers Employment Project (CLEP) aims to support young people to get training or employment.	For more information talk to an aftercare worker or directly to the Employment Project on 01773 535495.	16+

Children's health and development

Information and advice about nutrition and weaning.	Speak to your health visitor or GP.	★ Birth onwards
Healthy child clinics provide support and information about child health and development. Often these are held in children's centres (health services).	Speak to your health visitor or contact your local www.derbyshire.gov.uk/childrenscentres (see useful contacts section).	Birth to 3 ★
The Healthy Child Programme offers screening and developmental checks, usually carried out by health visitors and other care professionals (health services).	Speak to your health visitor.	Birth to 5 ★
Meet other parents and get advice on healthy eating. Sessions on how to cook healthy meals held at some children's centres.	Contact your local www.derbyshire.gov.uk/childrenscentres (see useful contacts section) or search the Family Directory www.derbyshire.gov.uk/fidy	Birth to 5 ★
Information and support on healthy lifestyles and weight related concerns for pre-school aged children and families (over and under weight).	Speak to your health visitor or GP.	★ 5 -18



Services for all



Services for some



Specialist services

The Healthy Child Programme (5-19) offers older children routine health screening when they start school which includes growth measurement and a hearing test. It also provides ongoing support through school drop in sessions or by contacting the school nurse directly (health services).	Speak to the school nurse (ask at school for the contact details).	5 -19
General health services - doctors, dentists, opticians, chemist etc. Find local services on NHS choices.	Visit www.nhs.uk	All ages
Vaccinations and immunisations against a range of illnesses including whooping cough, tetanus, diphtheria, meningitis, measles, mumps and rubella and others (health services).	Contact your GP, health visitor or the school nurse.	At various ages
Health, exercise and nutrition for the really young (HENRY) – 8 week course to give parents of the under fives the skills and tools to provide a healthy family lifestyle.	Contact your health visitor or local www.derbyshire.gov.uk/childrenscentres (see useful contacts section).	Birth to 4 ★
Support to children with additional health needs in education settings - equipment, teaching assistant support.	Speak to the Special Educational Needs Co-ordinator (SENCO).	4 -18+ ★
Ages and stages questionnaire completed with mothers where there are concerns about a baby's health or development.	A health visitor will discuss with women.	On advice
Physiotherapy services to support vulnerable children and young people with additional health needs.	Speak to your health visitor, GP or hospital consultant if you have one.	Birth to 18+ ★
Occupational therapy services to support children and young people who might benefit from aids, equipment or programmes of activity.	Speak to your health visitor, GP or hospital consultant if you have one.	Birth to 18+ ★
Specialist nursing services to support vulnerable children and young people with special needs.	Speak to your health visitor, GP or hospital consultant if they have one.	Birth to 18+ ★
Specialist children's doctors (paediatricians) to support vulnerable children and young people with additional needs. They can be based in the hospital or local community.	Speak to your health visitor, GP who can refer you.	Birth to 18+

Speech and language therapy services to support to children and young people who have communication needs.	Speak to your health visitor, GP who can refer you.	Up to 18
Support to childcare providers to meet the needs of children and young people who have additional needs.	Speak to your child's childcare provider who will contact the childcare inclusion section.	Birth onwards
Continence and bedwetting		
Advice and support on bedwetting and general continence advice (health services).	Speak to the school nurse at your child's school.	5 -18
Information sessions covering help with toileting problems are held from time to time (Chesterfield).	For more information on the next session please contact 01246 514411/01246 514528.	All ages ★
Domestic abuse		
Support to families affected by domestic abuse including refuge accommodation (various organisations).	<p>Contact the Derbyshire Domestic Abuse Helpline 24/7 - Tel 08000 198 668 and you will receive help from someone close by. If it is an emergency, dial 999.</p> <p>Visit the domestic abuse section at www.saferderbyshire.gov.uk for national and local helpline numbers</p>	All ages
Freedom Programme – a course to help women understand the effects of domestic abuse or violence, including on their children, and to overcome their experiences.	Contact your health visitor or local www.derbyshire.gov.uk/childrenscentres (see useful contacts section) or Women's Aid.	All ages
Support to children and young people affected by domestic abuse through individual and groups sessions (various organisations).	<p>Contact the Derbyshire Domestic Abuse Helpline 24/7 - Tel 08000 198 668 and you will receive help from someone close by. If it is an emergency, dial 999.</p> <p>Visit the domestic abuse section at www.saferderbyshire.gov.uk for national and local helpline numbers.</p>	5 onwards



Services for all



Services for some



Specialist services

Support to families affected by domestic abuse (outreach).	Contact the Derbyshire Domestic Abuse Helpline 24/7 - Tel 08000 198 668 and you will receive help from someone close by. If it is an emergency, dial 999. Visit the domestic abuse section at www.saferderbyshire.gov.uk for national and local helpline numbers.	All ages
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Drugs and alcohol services

Information about the harmful effects of drugs and alcohol	Speak to school nurses, youth workers or visit www.talktofrank.com	All
Support for families and close friends of young people who are misusing drugs or alcohol.	Contact your local multi-agency team (see useful contacts section) or Supporting Parents of Drug Abusers (SPODA) – freephone 0800 068 5718	Any
Support for young people to reduce drug and alcohol use. If you're worried about a child or young person using drugs or alcohol, talk to them first.	Speak to the school nurse at your child's school, contact your local multi-agency team or visit the drug and alcohol contacts section at www.saferderbyshire.gov.uk	11 -14
Strengthening Families – course for parents and young people at risk of abusing drugs or alcohol.	Contact your local multi-agency team (see useful contacts section) or search the Family Directory www.derbyshire.gov.uk/fis	13+
Specialist service to support young people who are misusing drugs or alcohol to an extent that it is having a negative impact on other areas of their lives.	Young people or parents can contact Derbyshire T3 - 01773 522475 or derbyshiret3@cri.org.uk	12 -18

Early years education (also see childcare)

The Bookstart Baby Pack is usually given by the Health Visitor at developmental checks. If you don't receive a pack contact your local library. It contains 2 board books, baby's first shapes, a rhyme sheet, bag and tips about reading to your baby.	Ask your health visitor or local library. Find your local library at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	Up to 6 months ★
Borrow books, audio books and DVDs suitable for your child's age, story and rhyme sessions babies and toddlers	Find your local library at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	Birth to 5 ★








Services for all




Services for some



Specialist services

Toy libraries for the under fives, often run at children's centres	Contact your local www.derbyshire.gov.uk/childrenscentres (see useful contacts section).	Birth to 4 
Free early education for 3 and 4 year old children for up to 15 hours (private, voluntary, independent organisations and some schools).	Search the Family Information Directory www.derbyshire.gov.uk/fidy or contact Call Derbyshire (see useful contacts section).	3 – 4 
The Bookstart Treasure Pack is usually given out by day nurseries, pre-schools and playgroups. If you don't receive a pack contact your local library. It contains two picture books, a book of ideas plus a pad and colouring pencils and a messenger bag.	Find your local library at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	3 - 4 
Ready for nursery play and development groups are run in some children's centres and schools.	Contact your local www.derbyshire.gov.uk/childrenscentres (see useful contacts section) or school to see if it is run there.	Birth to 3 
Free early education places for some two year olds (where a family is in receipt of certain benefits or on low income).	Contact the Childcare team on 01629 539319 who will carry out an eligibility check for you.	Two year olds 

Education and learning (children and young people)

Multi-sensory books for children with learning disabilities, these include giant print books, Clear Vision books where the pictures are accompanied by Braille and a collection of audio books. There are also children's story-telling DVDs with British Sign Language and a range of resources to learn Makaton.	Speak to someone at your local library. You can find the details at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	3 -18 
Access to full-time school place. More information about how and when to apply in the How to Apply for a Place Guides (there is one for primary and one for secondary).	Visit the education section at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	4 -11
Borrow books, DVDs, music, free internet access and homework support for school age children.	Find your local library at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	5 -12
Out of school hours learning outside normal lessons (sometimes called 'Study Support').	Ask at your child's school.	5 -18



Services for all



Services for some



Specialist services

Borrow books, DVDs, music, book clubs, study support, free internet and information about community activities through library services for young people.	Find your local library at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	12+
Involvement in school councils so that the views of pupils can influence decision-making in Derbyshire schools.	Speak to your child/young person's school.	11 - 19
Opportunities for young people to be representatives on the Derbyshire Youth Council, Children's Trust Board, local Safeguarding Boards and other local forums.	Visit the youth council section at www.derbyshire.gov.uk	13 - 19
Young Inspectors – opportunity for young people to be involved in quality assurance of health services.	Young people are recruited when a vacancy arises.	13 - 19
Opportunities for all young people aged 16-18 to be in learning and education, including further education colleges, studio and technical colleges.	Speak to the careers advisor at school or visit www.direct.gov.uk/nationalcareersservice	14 - 19
Information, advice and guidance about careers advice, developing a CV, apprenticeship opportunities including availability and entry criteria, university courses and applications.	Speak to the careers advisor at school or visit www.direct.gov.uk/nationalcareersservice	14 - 18
Family learning – opportunities for children and families to learn together, for example managing children's behaviour, parenting skills, children's learning, computing, arts and crafts, healthy eating (adult education service). Also see education & learning (adults).	Visit the adult education section at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	All ages
Support to children and young people to continue their education either at school, pupil support centre or home tuition.	Contact your local multi-agency team (see useful contacts section).	5 - 19
Support to develop a personalised study programme to encourage vulnerable young people to stay in education and build their skills.	Speak to the personal advisors at your child/young person's school.	13 - 19

Support and guidance to young people to help them find education, employment or training.	Speak to the careers advisor at school or visit www.direct.gov.uk/nationalcareersservice or contact your local multi-agency team (see useful contacts section).	16 - 19
For transition see Special Educational Needs section.		
Advice and support to children and young people educated at home.	Visit the elective home education section at www.derbyshire.gov.uk	5 - 19
Support for teenagers who become pregnant to continue in learning and education (health).	Speak to the school nurse or contact your local multi-agency team (see useful contacts section).	12 - 19

Education and learning (adults)

Courses to help parents understand what children are doing in school so that they can support them.	Visit the family learning section at www.derbyshire.gov.uk	Adults
Courses for parents and carers in managing behaviour, parenting skills and understanding literacy and numeracy in school aged seven to sixteen.	Visit the family learning section at www.derbyshire.gov.uk	Adults
Specialist courses like British Sign Language.	Visit the family learning section at www.derbyshire.gov.uk	Adults
Courses for adults and children aged between three and five in arts and crafts, healthy eating and learning through play.	Visit the family learning section at www.derbyshire.gov.uk	Adults and children
Courses for adults and children to learn new skills together such as languages, computing, sports, health, safety, arts and crafts.	Visit the family learning section at www.derbyshire.gov.uk	Adults

Hate crime

Hate Crime Helpline for those who witness or experience a physical or verbal attack, or the threat of attack, because of their race, religion, gender identity, sexual orientation or disability.	In an emergency always dial 999, for non emergencies call the central Police number 101. Alternatively you can contact the Stop Hate Crime charity on 0800 138 1625.	Any age
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Housing and homelessness

Information and support with housing and homelessness (borough and district councils).	Contact your local council (you will find their number on your council tax bill).	Pre-birth-18+
For information about support for anti-social behaviour see the earlier section Behaviour support (anti-social and youth offending).		
Specialist support with housing provision to pregnant teenagers who can't live at home.	Contact your local multi-agency team (see useful contacts section) or local council.	Birth to 18+
Specialist refuge accommodation for those at risk of sexual exploitation or domestic violence.	Domestic abuse services or police.	16+
Information and support to all young people under eighteen who are at risk of homelessness.	Contact your local multi-agency team (see useful contacts section) or local council.	16 - 18
Support with rent arrears.	Speak to your housing provider or the National Debtline 0808 808 4000 www.nationaldebtline.co.uk	All
Temporary emergency accommodation.	Contact your local council.	All

Leisure services

Leisure and sports centres, swimming pools, parks etc (borough and district councils).	Contact your local council (you will find their number on your council tax bill).	All ages
Local sports activities and clubs (Derbyshire Sport).	Visit www.derbyshiresport.co.uk or 01773 748907.	All ages
Local sports activities and clubs for disabled children and young people (Derbyshire Sport).	Visit www.derbyshiresport.co.uk/disabilitysport or 01773 748907.	All ages ★



Services for all



Services for some



Specialist services

B_line reduced travel and discounts scheme for young people (Derbyshire County Council)	Visit www.derbyshire.gov.uk/b_line or ask at school.	11 - 17 (and up to 19 in full time education)
Opportunities to develop new skills and experience new things through the Duke of Edinburgh Award scheme.	Visit www.derbyshire.gov.uk or speak to your child's school.	12 - 19
Opportunities to become young sports coaches (Derbyshire Sport).	Visit www.derbyshiresport.co.uk or 01773 748907.	12 - 18
Activities and groups for children and young people who have additional needs or disability.	Search the Family Information Directory www.derbyshire.gov.uk/fidy	Birth onwards
Sensory room sessions for children with additional needs at children's centres.	Contact your local www.derbyshire.gov.uk/childrenscentres (see useful contacts section).	
Specialist equipment and float stations at some leisure and sports centres for disabled children (borough and district councils).	Contact your local council (you will find their number on your council tax bill).	All ages ★
Activities and short breaks at Lea Green residential activity centre for children and young people who would not normally be able to go on holiday. (DELTA scheme).	Speak to your child's school.	5 - 18
A range of youth activities across Derbyshire.	Contact your local multi-agency team (see useful contacts section) or search the Family Directory www.derbyshire.gov.uk/fidy .	13 - 19
Changing Places toilets are a national scheme that have a height adjustable adult-sized changing bench, tracking or mobile hoist system and enough space for the disabled person and two carers.	Visit their website www.changing-places.org	Any
Short breaks for disabled children and young people to enjoy the same leisure and recreation opportunities as other children. This includes flexible one to one care or group activities and can be for a few hours, an overnight, weekend or longer break.	Speak to your social worker or any professional who is working with your child or visit the short breaks section at www.derbyshire.gov.uk	6 - 18+ ★



Services for all



Services for some



Specialist services

Mental health services (children and young people)

Advice and support on children and young people's mental health, drugs and alcohol misuse, sexual health and smoking. Advice about bullying at school is the responsibility of the school.	Contact your child's school nurse (ask at school for the contact details) Concerns about a child's safety should be made to Call Derbyshire 08 456 058 058.	5 - 18
Support for children and young people who have depression mental health issues (health).	Speak to your GP or school nurse.	Birth to 18
Specialist Child, Adolescent and Mental Health service (CAMHs) support to children and young people who need treatment services because of their emotional health, depression, self-harming, or eating disorders.	Speak to your GP or social worker. Contact Call Derbyshire if you do not have a social worker.	3 - 18
Specialist Child, Adolescent and Mental Health service – Learning Disabilities (CAMHs LD) support to children and young people who have mental health issues and moderate to severe learning difficulties. This includes depression, eating disorders, relationship difficulties or challenging behaviour e.g. self harming, inappropriate behaviour.	Headteachers, educational psychologists, social workers and health professionals can refer you to this service.	3 - 18 ★

Money and finance

Information and advice about welfare benefits, rights and money advice (welfare service and other organisations).	Visit the legal and money section of www.derbyshire.gov.uk or contact the welfare rights line 0845 120 2985.	All
Access to maternity grant if you are in receipt of certain benefits.	Ask your midwife.	Pregnant women
Access to free school meals for those in receipt of most welfare benefits.	Speak to your child's school – further details can be found in the free school meals section at www.derbyshire.gov.uk	



Services for all



Services for some



Specialist services

Direct payments for disabled children and young people to have flexibility in the services they choose.	Speak to your social worker or therapist or visit the direct payments for children section at www.derbyshire.gov.uk or contact Call Derbyshire (see useful contacts section).	★
Information about welfare benefits for disabled children and their carers.	Visit the legal and money section at www.derbyshire.gov.uk	★

Pregnancy and birth

Ante natal information, support and care to promote a healthy pregnancy and birth provided by midwives and health visitors in the community. They may also provide care through children's centres and GP surgeries.	Speak to your midwife, health visitor or GP. Search for ante & post natal support groups on the Family Information Directory www.derbyshire.gov.uk/fidy	Pre-birth ★
Ante natal classes for first time mums, breastfeeding advice and support.	Speak to your midwife, health visitor or GP.	Pre-birth ★
Clinical screening of new born babies.	Speak to your midwife, health visitor or GP.	Birth ★
Post natal support and checks for post-natal depression.	Speak to your health visitor or GP.	New mothers ★
Breastfeeding support and advice (various organisations).	Speak to your midwife, health visitor or GP. Find breastfeeding support groups on the Family Directory www.derbyshire.gov.uk/fidy	Birth to one ★
Ante natal classes for families who need extra help.	Speak to your midwife or GP.	Pre-birth ★
Healthy Start vitamins for pregnant and breastfeeding women and growing children.	Speak to your midwife or contact your local www.derbyshire.gov.uk/childrenscentres (see useful contacts section).	Pre-birth to one ★
Additional support and visits from specialist midwife in the ante natal or post natal period if there are concerns about the mother's physical health (specialist midwife).	Speak to your midwife who can refer you.	Pre-birth to one ★
Support for women who have post natal depression.	Speak to your midwife, health visitor or GP.	Adults



Services for all



Services for some



Specialist services

Support to stop smoking for expectant mothers.	Speak to your midwife or GP.	Pre-birth to one ★
Additional support to pregnant women who are misusing alcohol or drugs.	Speak to your midwife, health visitor or GP.	Pre-birth to three ★
Enhanced ante natal medical care for babies or mothers with additional needs.	Speak to your GP or hospital maternity service.	Pre-birth to three ★
Healthy Start vouchers for pregnant women and children under four on low incomes.	Call the Health Start helpline on 0845 607 6823.	Birth to four ★
Support to first time mums under the age of twenty (Family Nurse Partnership).	Speak to your midwife or GP.	Up to 19
Additional support and visits from specialist midwife in the ante natal period if there are concerns about the unborn baby's health (specialist midwife).	Speak to your midwife who can refer you.	Pre-birth to one ★
Specialist medical and midwifery care for mothers abusing substances and alcohol (community health).	Speak to your midwife, health visitor or GP who can refer you.	Pre-birth to three ★
Additional support and visits from a health visitor for families that have a range of complex needs (enhanced health visiting service).	Speak to your health visitor or GP who can refer you.	Birth to six ★ ★

Safeguarding and protecting children and young people

If you or someone else is in immediate danger, or if a crime is in progress call 999. If the crime is not an emergency, call 101 to contact the police.

If you are worried about a child's health, safety or that they are being neglected please contact children's social care straight away. Contact Call Derbyshire on Tel: 08456 058 058 or 01629 533190.

Support to homeless young people in local communities.	Contact your local multi-agency team (see useful contacts section).	12 - 18
Services to support young people who are in a sexual relationship that puts them at risk.	Contact Call Derbyshire (see useful contacts section).	12 - 19
Specialist social care and safeguarding services to support children in need following assessment.	Contact Call Derbyshire (see useful contacts section).	Pre-birth to 18



Services for all



Services for some




Specialist services












A range of services to support young people who are being sexually exploited.	Contact Call Derbyshire (see useful contacts section).	12 - 19
A range of services to support young people who are affected by domestic abuse, including a refuge for young women.	Contact Call Derbyshire (see useful contacts section).	12 - 19

School attendance

Support with a child or young person's poor school attendance.	Parents can speak to school who can arrange for support.	Birth to 19
Information and training to schools on Traveller culture. Support families where there are concerns on issues like getting a school place, transferring to secondary school, cultural matters and attendance.	Speak to the school or setting or contact the service on 01629 532709.	3-18
Support for children at risk of being excluded from school.	Speak to the school or visit the behaviour support section at www.derbyshire.gov.uk	5-11
Support and challenge to parents when a child or young person persistently does not attend school.	Schools will refer families to the Education Welfare Service.	5 - 18
Access to learning and education for children and young people who need alternative to school on a temporary or permanent basis. Including home tuition and pupil support centres.	A child/young person's school will speak to you.	5 - 18

Sexual health and teenage pregnancy

Information and advice about sexual health and contraception services for young people, including clinics.	Speak to the school nurse, GP or visit the young people's services section at www.dchs.nhs.uk	12 - 19 
Information and advice about teenage pregnancy and support for pregnant teenagers.	Speak to the school nurse, GP or visit the young people's services section at www.dchs.nhs.uk	12 - 19

Young people's sexual health services health and relationships education in youth groups and school settings. This includes drop-in sessions offering confidential 1:1 service, condoms and C-Card, pregnancy testing, Chlamydia screening and specialist advice and referral.	Young people's services section at www.dchs.nhs.uk or speak to the school nurse (ask at school for the contact details).	12 - 19
Sexual orientation		
A confidential support service for lesbian, gay, bisexual and transgender people across Derbyshire. Support around sexuality and sexual orientation, homophobia, isolation, sexually transmitted infections, sexual abuse, self esteem and family and relationship issues.	Open Out section at www.dchs.nhs.uk or speak to the school nurse (ask at school for the contact details). Visit Derbyshire friend www.gayderbyshire.org.uk for more information and support	13 - 24
Special educational needs		
Special Bookstart pack for families for whom English is a second language	Speak to your health visitors or contact Books for Babies on 01246 477616	
Special Bookshine pack for deaf children. These packs have been developed by Bookstart working in partnership with the National Deaf Children's Society.	Speak to your health visitors or contact Books for Babies on 01246 477616	 
Special Booktouch pack for blind, partially sighted children. These packs have been developed by Bookstart working in partnership with RNIB	Speak to your health visitors or contact Books for Babies on 01246 477616	 
Support to pre-school aged children who have significant learning delay or who are likely to develop this before the age of five.	Speak to your health visitor or special educational needs co-ordinator (SENCO) at your child's nursery, pre-school playgroup (if they go to one)	Birth to four  
Support to school aged children who have special educational needs	Visit www.derbyshireparentpartnership.co.uk or Tel: 01629 533660	Birth to four  
Support to children with sensory and physical impairments	Speak to your child's teacher or special educational needs co-ordinator (SENCO)	Birth to four  












Services for all



Services for some



Specialist services

Information about the Special Educational Needs Assessment and statement process	Visit www.derbyshireparentpartnership.co.uk or Tel: 01629 533660	Birth to four  
Advice and support for parents of children who may have special educational needs	Speak to the SENCO (special educational needs co-ordinator) at your child's school or early years setting. Visit www.derbyshire.gov.uk/sen	Birth to 18 
Parent Partnership supports parents/carers of children with special educational needs and those at risk of exclusion in the best way possible.	Contact the helpline 01629 533668 on Monday, Wednesday or Friday from 10am to 2pm or email parent.partnership@derbyshire.gov.uk	5 - 18 
Schools that specialise in working with pupils who have hearing or sensory impairment or physical impairment (called enhanced resource schools).	Visit www.derbyshire.gov.uk/sen to find details of enhanced resource schools in Derbyshire.	5 - 18 
Special schools for children with complex special needs	Visit www.derbyshire.gov.uk/sen to find Derbyshire's special schools brochure	5 - 18 
Support to pre-school children when starting school. Children will usually have a delay equal to half their real age (e.g. if they are 3 years but have a developmental age of 18 months) or be at Early Years Action +.	Speak to the SENCO (special educational needs co-ordinator) at your child's pre-school setting. Visit the support service for pre-school children section at www.derbyshire.gov.uk/sen	5 
Support to young people with special educational needs when changing schools or moving to adult services, including the development of a transition plan to prepare for becoming an adult	Your school will arrange a meeting when your child is in Year 9. Visit the transition section at www.derbyshire.gov.uk	14 
Information, advice and guidance about learning and employment opportunities to young people with learning difficulties and disabilities	Contact your local multi-agency team (see useful contacts section) who can refer you to an adviser	14 - 25 



Services for all





Services for some







Specialist services

Speech and language development

Activities to help babies and toddlers speech and language skills through play, singing and story time through PEEP groups. Different activities depending on the age group.	Contact your local www.derbyshire.gov.uk/childrenscenrtres (see useful contacts section). Find speech and language groups on the Family Information Directory www.derbyshire.gov.uk/fidy	Birth to five 
Support for children and young people who have speech, language and communication delay. This might be found at the development check when a child is aged two.	Speak to your health visitor or children's centre early language lead practitioner (ELLP) - some private day nurseries and school nurseries also have an ELLP.	Two onwards
Support to children and young people who need specialist help with speech, language and communication, for example because of severe developmental delay, cleft palate or speech impediment (speech therapy services)	Speak to your health visitor, special educational needs co-ordinator (SENCO) or hospital consultant (if your child has one).	Birth to 25  

Support for families

Groups for parents to meet together, including parent and toddlers, playgroups and activities in children's centres such as stay, play and weigh, cookery sessions and lots more.	Search the Family Directory www.derbyshire.gov.uk/fidy or contact us Tel: 01629 535793.	Birth to 5
Befriending and support from other parents for families who have children under five.	Visit www.home-start.org.uk to find local services.	Birth to 4 
Support at home (outreach) for families and parents of young children to improve their confidence and become effective parents.	Contact your local www.derbyshire.gov.uk/childrenscenrtres (see useful contacts section).	Birth to 4 
Support to parents of babies and children with special needs, including information, equipment, signposting to relevant groups and services.	Speak to your child's health visitor or GP.	Pre-birth to five  
Parenting courses for families who would like advice and guidance on being an effective parent.	Contact your health visitor or local www.derbyshire.gov.uk/childrenscenrtres or multi-agency team (see useful contacts section).	Birth to 18



Services for all



Services for some



Specialist services

CAF* assessment – this is where people who work with a child or young person, like a teacher, work with the family to see what services might help a child or young person.	Speak to you at member of staff from any agency e.g. your child's school or health visitor.	Birth to 18
Parent Forums - parents get together to have a say about services affecting disabled children and work with organisations to make improvements and develop new ones. Travel and childcare costs offered.	Contact the Parent Forum Co-ordinator on 01629 533660 lisa.buttery@derbyshire.gov.uk	Birth to 25 ★
Information and support for children and young people with Autism.	Contact your multi-agency team (see useful contacts section) or visit www.derbyshire.gov.uk/autism	★
A variety of courses to support parents caring for disabled children and young people, including Autism awareness.	Contact your multi-agency team (see useful contacts section).	Adults ★
Support groups for parents of children who have additional needs, often these are held in children's centres.	Search the Family Information Directory www.derbyshire.gov.uk/fidy or contact us Tel: 01629 535793.	Any ★
Reach magazine for families with disabled children is produced twice a year. It has useful advice, features and contacts.	Contact Call Derbyshire (see useful contacts section) www.derbyshire.gov.uk/reach	Any ★
Support for children and young people who care for a member of their family whether it's a parent with a long term illness, someone suffering from mental ill-health or the effects of drug or alcohol use.	Contact Derbyshire Young Carers service 01246 207752 or yc.derbyshire@actionforchildren.org.uk or speak to your local multi-agency team (see useful contacts section)	5 - 18
Foster care and adoption services where a child or young person cannot live at home. These are provided as part of an agreed plan following a 'children in need' assessment.	Contact Call Derbyshire (see useful contacts section) to ask about an assessment.	Pre-birth to eighteen
Specialist support to children and young people, including families of children with disabilities and other special needs. This is provided as part of an agreed plan following a 'children in need' assessment.	To find out if a child or young person is eligible for an assessment contact Call Derbyshire (see useful contacts section).	Birth to 18 ★

* Common Assessment Framework

Intensive social care support to families in crisis. This is provided as part of an agreed plan following a 'children in need' assessment.	Contact Call Derbyshire (see useful contacts section) to ask about an assessment.	Birth to 18
Social care support to disabled children with complex needs to help them lead as full a life as their brothers, sisters and friends. This is provided as part of an agreed plan following a 'children in need' assessment.	Contact Call Derbyshire (see useful contacts section).	Birth to 18+ ★

Volunteering (young people)

Opportunities to support children and young people in Derbyshire in a variety of places including youth groups, sports clubs, pre-school playgroups, toy libraries, drama clubs, family support projects and schemes for young unemployed people or disabled children. Training provided.	Visit www.derbyshire.gov.uk/passport for more information	16+
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Volunteering (adults)

Opportunities to volunteer in children's centres and join in the local advisory group and have a say in running the centre.	Contact your local www.derbyshire.gov.uk/childrenscenres (see useful contacts section)	Adults
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Services for adults

For support with domestic abuse go to the Domestic Abuse section.

For support with substance misuse go to the Drugs and Alcohol section

For support with post natal depression go to the Pregnancy and Birth section

For support with adult mental health speak to your GP

Children's centres and multi agency team contact details

AMBER VALLEY

Children's centres		Multi agency teams	
Alfreton -	01629 533066	Alfreton -	01773 831893
Belper -	01773 826651	Belper and Duffield -	01773 746174
Crich -	07824 301237	Heanor -	01773 746174
Duffield -	01629 533810	Ripley -	01773 746174
Heanor -	01773 530892	Swanwick and Somercotes -	01773 832935
Ironville -	01629 532601		
Langley Mill -	01773 767982		
Ripley -	01629 533900		
Somercotes -	01773 604843		

BOLSOVER

Children's centres		Multi agency teams	
Arkwright -	01629 533590	Bolsover -	01629 533851
Blackwell -	01773 819366	Clowne and Creswell -	01629 533600
Bolsover -	01246 826604	Shirebrook -	01629 537398
Clowne -	01629 533600	South Normanton -	01629 533735
Creswell -	01629 537396	Tibshelf -	01246 852228
Langwith Junction -	01629 537369		
Shirebrook -	01629 537398		
South Normanton -	01629 533735		
Whaley Thorns -	01629 537369		

CHESTERFIELD

Children's centres		Multi agency teams	
Birdholme -	01246 276764	Staveley and Brimington West –	
Brampton -	01246 239132		01629 533539
Brimington -	01246 271548	Staveley East -	01629 533539
Chesterfield Town Centre -	01629 533570	Chesterfield Central -	01629 533627
Hasland -	01629 532610	Chesterfield North -	01629 533888
Holme Hall -	01246 271834	Chesterfield South -	01629 533627
Old Whittington -	01629 533690		
Staveley -	01246 281239		

DERBYSHIRE DALES

Children's centres		Multi agency teams	
Bakewell -	01629 533673	Bakewell and Hope -	01629 533813
Matlock -	01629 581867	Matlock -	01629 581867
Wirksworth -	01629 531240	Wirksworth and Ashbourne -	01629 533588

Children's centres and multi agency team contact details ...

EREWASH

Children's centres		Multi agency teams	
Cotmanhay -	01629 531949	Ilkeston (Kirk Hallam) -	01629 532666
Kirk Hallam -	01629 531576	Ilkeston (Cotmanhay) -	01629 531949
Long Eaton -	01629 532625	Long Eaton -	01629 532625
Sandiacre -	01629 537820	Sandiacre -	01629 531587
West Hallam -	01629 533630	Wilthorpe -	01629 532625

HIGH PEAK

Children's centres		Multi agency teams	
Chapel-en-le-Frith -	01629 533680	Buxton -	01629 533502
Fairfield -	01298 74895	Chapel, Whaley Bridge and New Mills -	
Gamesley -	01457 858978		01629 533843
Glossop -	01629 531232	Glossop -	01629 533847
Hadfield -	01457 860729		
Harpur Hill -	01298 74101		
New Mills -	01629 533000		

NORTH EAST DERBYSHIRE

Children's centres		Multi agency teams	
Alice's View (North Wingfield)		Clay Cross -	01246 861908
	01246 852228	Dronfield -	01246 296010
Clay Cross -	01629 537004	Eckington and Killamarsh -	01629 537169
Dronfield -	01246 296010		
Eckington -	01629 537169		
Killamarsh -	01629 533640		
Stonebroom -	01773 873078		
Tupton -	01629 533019		

SOUTH DERBYSHIRE

Children's centres		Multi agency teams	
Castle Gresley -	01629 533457	Etwell, Hilton and Melbourne -	
Coton-in-the-Elms -	01283 762819		01629 533650
Etwell -	01629 533610	Swadlincote -	01283 229709
Newhall -	01283 211157	Woodville and Newhall -	01283 229709

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Enter your email address or
daytime phone number:

Today's date:

You can return this feedback form to:

The Families Information Service
Room B233
County Hall
Matlock
DE4 3AG

Telephone 01629 535793
email info.fis@derbyshire.gov.uk