



As the new academic year begins following what has been a period of significant challenge, we wanted to provide a short update on what support is available to you from Children's Services.

We have been undertaking work to plan for an expected rise in demand driven by not just those children and young people known to us, but also families which have been significantly impacted by the COVID-19 pandemic. Since March many of these families have been less visible to support services.



Useful Links

- Hertfordshire's [Continuum of Need](#) sets out the 'Levels of Need' experienced by children, young people and families. It offers clarity and support to partners working with them and details at what level they should be leading on early support prior to requiring intervention from Specialist and Safeguarding Services.
- The [Families First Professionals Portal](#) offers a wealth of information, advice and guidance for practitioners, Early Help Module (EHM) support, upcoming training, case studies and much more.
- The [Local Offer](#) lets parents and young people know what special educational needs and disabilities services are available in Hertfordshire, and who can access them. It also includes details of services for parents, carers and families. There is also a [coronavirus area](#) on the Local Offer.
- Hertfordshire's Safeguarding Children Partnership ([HSCP](#)) contains information for professionals on a range of safeguarding strategies and training events.
- Hertfordshire [service updates](#) are available on our external website.
- The Just Talk Hertfordshire partner agencies have worked together to produce a large number of [resources for schools, colleges and professionals](#) to be used with young people and parents. They're to raise mental health awareness and normalise conversations about mental health.



HertsHelp

HertsHelp, our countywide information advice, signposting and support service is still available for help and support.

The offer includes:

Volunteer support (including shopping, medication collection, befriending) via the Community Help Hertfordshire (CHH) service model. This network will also act as a support and coordinator for smaller but important community groups.

A broadened Crisis Intervention Service

- HertsHelp will deliver a crisis intervention service for people in crisis to include food, energy costs and other essentials for those who are in ongoing crisis or who have come into crisis as a result of COVID 19.
- There is also the HERT (Hertfordshire Economic Recovery Team) partnership where HCC's Money Advice Unit (MAU) and Citizens Advice Hertfordshire (CAH) have come together to enhance the finance, welfare benefits and debt management advice already available in Hertfordshire to vulnerable residents who have been most affected by the COVID-19 crisis.

To access all of these services call HertsHelp on 0300 123 4044, visit www.hertshelp.net or email info@hertshelp.net



Families First Coordinators

We have a named Senior Families First Coordinator and Families First Coordinator covering each local double district to champion, promote and support effective use of Families First. They also provide information, advice, guidance and practice support on Families First delivery model, processes and Early Help Module (EHM) system.

Find your [local coordinator's contact details](#)



Consultation Hub

The Consultation Hub will be fully up and running from Tuesday 1st September. This will be staffed by a senior practitioner or Child Social Worker (CSW), Families First coordinator and CPSLO.

From the end of September, we will have one CSW dedicated solely to the Consultation Hub every day.

The Consultation Hub is open to all schools in the County, including Independent Schools and keyworkers of open Families First Assessments. Keyworkers are encouraged to call their local Senior Families First Coordinator in the first instance. Only if you are unable to get a response then call the Consultation Hub.

The single number to call for consultations is 01438 737511.

Hours of operation:

- Monday to Thursday 9.00am – 5.00pm and 9.00am – 4.00pm on Fridays
- It is available during term time with the exception of Bank Holidays



Child Protection School Liaison Officers (CPSLOs)

Don't forget about the support available from your designated Child Protection Schools Liaison Officer (CPSLO) in regards to advice and training.

If you are not sure who your CPSLO is please contact Kassiane Papageorgiou, Team Manager on 07812 322128 or Kassiane.Papageorgiou@hertfordshire.gov.uk



Social Care Staff Contacts

We are providing a full list of social care staff contact details (separate spreadsheet) as an additional layer of support at this time.

Please note that this can only be used for open cases when you need to contact the allocated worker and should not be used to leave messages or make referrals.

Children's Services are still here for you, we are just working differently