******Finding the Right Help from the Right People**

**An Overview for Schools/Settings**

It is important that families access the right support to meet their needs, from the most appropriate services. Schools/settings are well placed to be able to offer support and signpost families as a result to the consistent relationships and contact they have. This document is designed to enable school staff to navigate the support provided by Essex County Council and partners for Essex families.

Please note, this document does not capture everything that is available, but instead acts as a starting point for exploring what is available at the varying levels of need and intervention. The embedded links will take you to further information.

|  |  |  |  |
| --- | --- | --- | --- |
| **Universal / Coping** | **Additional / Getting Help** | **Targeted / Intensive /**  **Getting More**  **Help** | **Specialist / Getting Risk**  **Support** |
| *School and community-based provision*  [*Essex Child and Family Wellbeing Service*](https://essexfamilywellbeing.co.uk/)  [*Essex Schools Infolink Covid Update Pages*](https://schools.essex.gov.uk/admin/COVID-19/Pages/default.aspx)  [*Every Family Matters*](https://www.essex.gov.uk/news/every-family-matters-supporting-your-childs-mental-wellbeing)  [*Think Family Approach*](https://www.scie.org.uk/publications/guides/guide30/introduction/thinkchild.asp?gclid=EAIaIQobChMIwJ_VtrPz7gIVj9_tCh17jADmEAAYASAAEgKKV_D_BwE)  [*Essex Local Offer*](http://www.essexlocaloffer.org.uk/category/coronavirus/)  [*Essex Youth Service*](https://youth.essex.gov.uk/) | [*Essex Wellbeing Service*](https://www.essexwellbeingservice.co.uk/)  *0300 303 9988*  *Community based provision*  [*Team Around Family*](https://www.essex.gov.uk/how-to-hold-a-team-around-the-family-taf-meeting)  [*One Planning*](http://www.essexlocaloffer.org.uk/one-plan-templates/)  *Mental Health Support Team (where available)*  [*SEND Quadrant Teams*](https://schools.essex.gov.uk/pupils/SEND/Pages/default.aspx)  [*EP Parent Helpline*](https://schools.essex.gov.uk/admin/COVID-19/Documents/Flyer%20EP%20Parent%20Helpline%20April%202020.pdf#search=EP%20helpline)  *01245 433293*  *(Mon & Weds 1pm-5pm)*  [*EWMH EP school’s helpline*](https://schools.essex.gov.uk/pupils/Emotional_Wellbeing_and_Mental_Health_Information_Portal_for_Schools/Documents/EWMHS%20school%20helpline.pdf#search=EP%20helpline)  *Thursday am*  *Book via:* [*EWMHSschoolsadvice@essex.gov.uk*](mailto:EWMHSschoolsadvice@essex.gov.uk) | [*Family Solutions*](https://www.essex.gov.uk/get-support-from-childrens-social-care)  *1-2-1 support for parents through voluntary engagement*  [*Families Hub*](https://www.essex.gov.uk/report-a-concern-about-a-child)  *0345 603 7627*  [*EWMHS single point of access*](https://www.escb.co.uk/media/1507/updated-ewmhs-booklet-2017.pdf)  *0300 300 1600*  *(Mon-Fri 9am-5pm)* | [*EWMHS Crisis Support*](https://www.nelft.nhs.uk/ewmhs-get-in-touch/)  *0300 555 1201*  *For out of hours and weekend Crisis Support Service*  *Contact the family’s Mental Health Support Worker or Care Coordinator (if relevant)*  [*Essex Crisis Management page*](https://www.essex.gov.uk/mental-health)  [*NHS 111*](https://111.nhs.uk/)  [*Life-threatening Emergency 999*](https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-call-999/) |
| **\*Please note:** [**Safeguarding**](https://schools.essex.gov.uk/pupils/Safeguarding/Child_Protection_Referrals/Pages/Safeguarding-Key-Service-Contact-Infomation.aspx) **applies to all levels** | | | |