



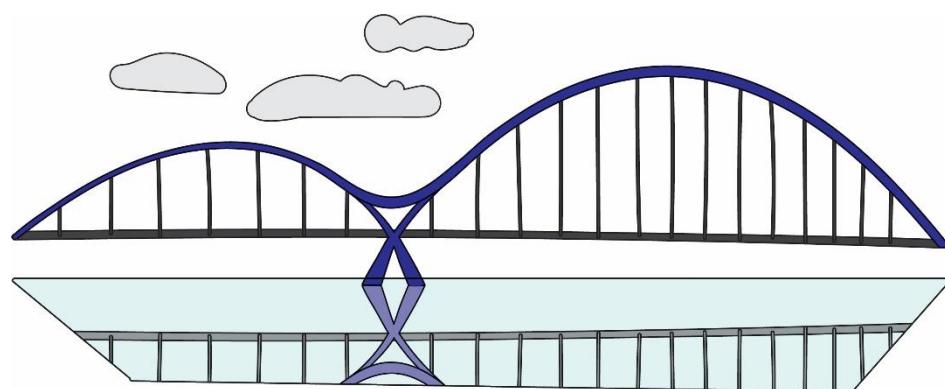
Support Services for Children and Young People

Stockton-on-Tees December 2025

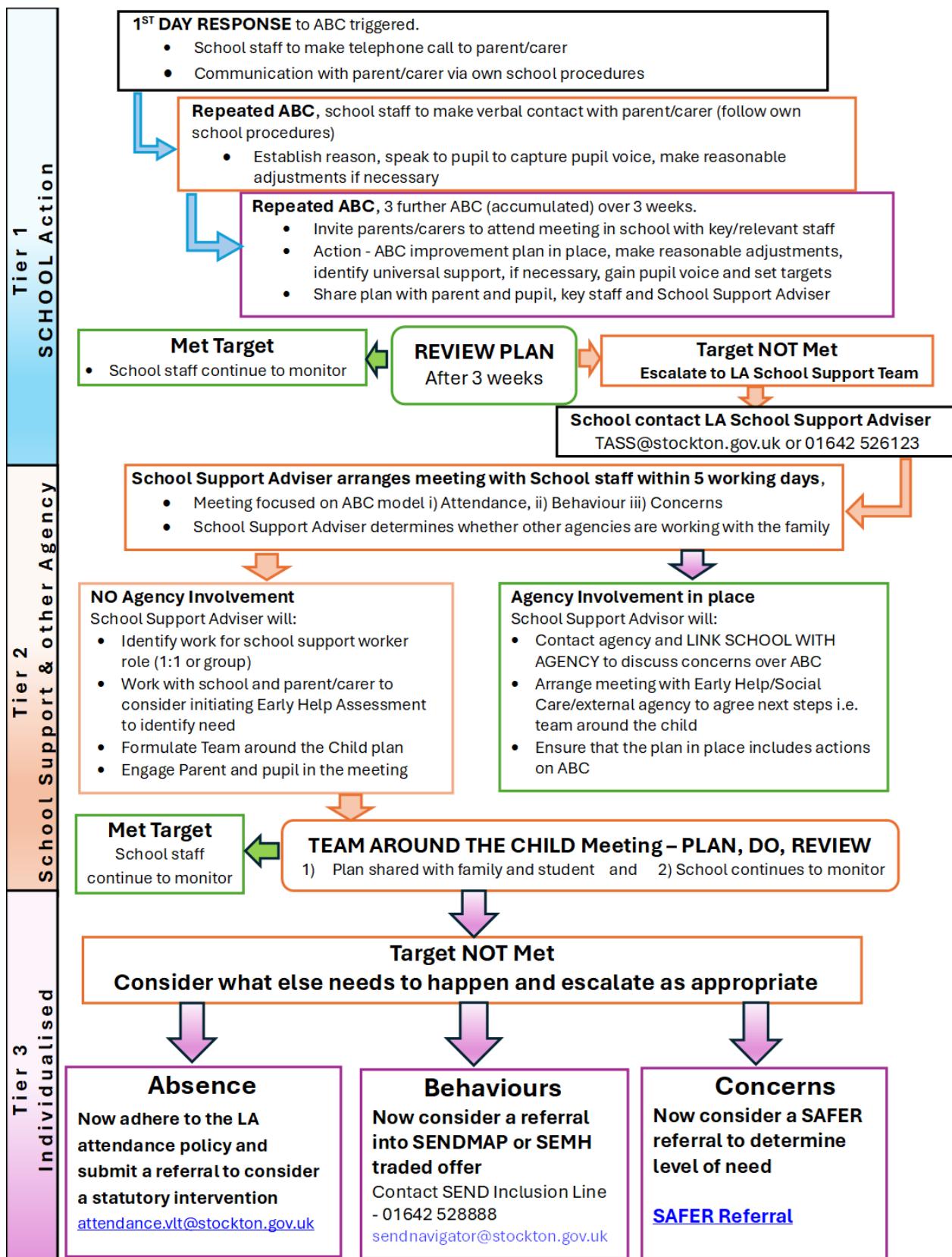
<p>Education Improvement Service</p> <p>Adviser support for multi agency signposting</p>	<p>Vulnerable Learners Team</p> <p>Advice and guidance for CME/EHE/Attendance/CNIS/AP/PT Licences/ Home & Hospital</p>	<p>AP SEMH Team</p> <p>Advice, guidance and direct support for pupils with SEMH needs or those moving to or returning to school from Alternative Provision</p> <p>Quality Assurance of Alternative Provision</p>
<p>Virtual School</p> <p>Support, advice and signposting for all Children In Our Care</p>	<p>Educational Psychology Service</p> <p>Assessment and advice for pupils with special educational needs</p>	<p>SEND</p> <p>Advice and guidance for pupils at sen support and with an EHCP</p> <p>Direct support for pupils with special educational needs</p>
<p>School Support (TASS)</p> <p>Direct work with pupils in school delivering interventions to promote positive behaviours</p>	<p>Team around the school (TASS)</p> <p>Adviser support to navigate professionals through the early help process and identify service who can support</p>	<p>Healthy Schools</p> <p>Support Schools and settings in their delivery of curriculum and approaches to health and well being</p>
<p>Relational Practice</p> <p>Support schools and settings with development of relational based practice</p>	<p>Growing Well, Growing Healthy</p> <p>Bespoke interventions for families where pupils are living with excess weight</p>	<p>5-19 service</p> <p>Holistic assessment of health needs and direct work with pupils</p>
<p>Family Hubs</p> <p>Parenting support offering a range of workshops and programmes</p>	<p>Family Support Team</p> <p>Direct work with pupils and their families that have complex need and require a multi agency response</p>	<p>Family Group Conferencing</p> <p>Family led meeting to create a family plan to resolve difficulties and ensure the pupil remains safe</p>
<p>Targeted Youth Support</p> <p>Direct work with pupils Year 7 and older, where there are risks of harm outside the home and exploitation</p>	<p>Youth Justice</p> <p>Direct work with pupils who are open to the Youth Justice team to prevent further involvement with the police</p>	<p>CHUB</p> <p>Provides information, advice and guidance on services and support for children, young people and families who you may have safeguarding concerns about</p>
<p>Careers Guidance</p> <p>Impartial careers advice and bespoke 1:1 support for pupils at risk of becoming NEET</p>	<p>Family Action</p> <p>Works holistically and preventatively with pupils aged 0-19 and their families/provide volunteer support</p>	<p>Life long Links</p> <p>Direct support for CIOC to help them develop better connections and relationships</p>

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Attendance, Behaviour, Concerns (ABC) Support



Support Services for Children and Young People

Name of Team/Service: Education Improvement Service			
Main remit of the team/service			
To strategically support and challenge our schools in school improvement			
Support offered			
1. Adviser support for appropriate agency signposting			
Universal/Open Access	✓	Preventative	✓
Main contact details (who would school call/email)			
Name	Contact Number	Email	
Gill McCleave	01642 528824	Gill.McCleave@stockton.gov.uk	

Name of Team/Service: School Inclusion and Vulnerable Learners Team			
Main remit of the team/service			
To ensure that pupils regardless of need or circumstance are attending school regularly and are able to have full participation in education, lessons and activities. To support schools to manage challenges that may prevent pupils from being able to engage in and attend education every day.			
Support offered			
1. Advice, guidance and support for CME, EHE, use of AP, Reduced timetables, child licences, statutory functions of attendance (Locality work) 2. Support and direct work with pupils who are too unwell to attend school for more than 15 days			
Universal/Open Access	✓	Preventative	✓
Additional information			
Access to the support is through different routes: <ul style="list-style-type: none">Locality work in both email and telephoneHome and Hospital through Sen section/ email and telephone			
Main contact details (who would school call/email)			
Name	Contact Number	Email	
Sharon Stevens	01642 52 7141	Sharon.Stevens@stockton.gov.uk	

Name of Team/Service:	Virtual School
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Main remit of the team/service

The Virtual School works with schools and partners to ensure that CIOC have access to high quality, appropriate education.

Children in care and children previously in care are more likely to experience the challenge of social, emotional and mental health issues than their peers. We offer support, guidance, professional challenge and training to schools to support them in meeting the needs of these children.

Support offered

1. Advice, guidance, support and training for all partners working with Children in our Care (CIOC)
2. Advice for schools on meeting the needs of CIOC through a comprehensive CPD offer and bespoke child centred planning meetings
3. Advice and support on how to get the most out of the pupil premium plus funding and the additional interventions that are offered for CIOC

Universal/Open Access	<input checked="" type="checkbox"/>	Preventative	<input checked="" type="checkbox"/>	Targeted/Bespoke	<input checked="" type="checkbox"/>
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Main contact details (who would school call/email)					
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Name	Contact Number	Email
Janet Wilson	01642 524995	Janet.Wilson@stockton.gov.uk
		dlvirtualschool@stockton.gov.uk



Name of Team/Service:	Alternative Provision and SEMH Team					
Main remit of the team/service						
<p>To support schools to manage challenges that may prevent pupils from being able to engage in education due to their social, emotional and/or mental health needs.</p> <p>To support pupils who are at risk of exclusion, those who may need alternative education and pupils who are returning from alternative provision into school where it is deemed they need enhanced transition support.</p> <p>To deliver continuous professional development to staff in schools, coaching and modelling to upskill and further develop knowledge and understanding of supporting pupils with SEMH needs.</p> <p>To have an oversight of Alternative Provision across the Borough and quality assure the provisions of those commissioned by the Local Authority and those on the Stockton framework.</p> <p>To deliver the SEMH offer.</p>						
Support offered <ol style="list-style-type: none"> Observation, advice and guidance of pupils with SEMH needs Outreach and direct support with pupils who have SEMH needs or who are moving back to school following time spent in AP Delivery of CPD/coaching/modelling for staff in schools 						
Universal/Open Access	✓	Preventative	✓	Targeted/Bespoke	✓	
Additional information						
<p>Support can be accessed through:</p> <ul style="list-style-type: none"> SEMH offer using a credit system that can be purchased SENDMAP panel upon receipt of an application for pupils at SEN Support or following a review for pupils who have Education Health and Care Plans or are undergoing statutory assessment. 						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Claire Tiffany	01642 527191	Claire.Tiffany@stockton.gov.uk				

Name of Team/Service:	Educational Psychology Service					
Main remit of the team/service						
To support schools in managing and meeting the needs of pupils with special educational needs and/or those who require adjustments to access a curriculum.						
The service supports schools to help them to overcome pupils barriers to learning.						
The service supports pupils who have been permanently excluded through the pathway development centre programme.						
Support offered						
<ul style="list-style-type: none">1. Training and continuous professional development for schools2. Group work for pupils at risk of suspension/ exclusion3. Intervention for pupils who have been permanently excluded.						
Universal/Open Access	✓	Preventative	✓			
Targeted/Bespoke ✓						
Additional information						
This service can be accessed via referrals to the SEND Multi Agency Panel meetings.						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Caroline Mobberley	01642 526395	Caroline.Mobberley@stockton.gov.uk				



Name of Team/Service:	SEND				
Main remit of the team/service					
<p>To implement the Local Authority statutory duties in identifying and supporting pupils with special educational needs and disabilities.</p> <p>This includes pupils aged 0-25 at SEN support and pupils undergoing statutory assessment and finally those with an Education Health and Care Plan.</p>					
Support offered					
<ol style="list-style-type: none"> 1. Advice, guidance, and direct work with pupils who are at SEN support or who have an EHCP 2. Support for SENCOs and delivery of CPD for schools focussed on SEND 3. Deliver and facilitate specialist support by way of interventions 					
Universal/Open Access	✓	Preventative	✓	Targeted/Bespoke	✓
Additional information					
<p>Access to the support is through different routes:</p> <ul style="list-style-type: none"> • SEN caseworker for your school • SENDMAP panels • SEND offer of CPD 					
Main contact details (who would school call/email)					
Name	Contact Number	Email			
Helen Cooling	01642 528933	Helen.Cooling@stockton.gov.uk			
Craig McCorrisken	01642 526163	Craig.Mccorrisken@stockton.gov.uk			
SEND TEAM		SenSection@stockton.gov.uk			



Name of Team/Service:	5-19 Service					
Main remit of the team/service						
<p>The 5-19 Service work under the remit of and governed by the Healthy Child Programme and provides a universal offer where the needs and voice of children, young people and families are the core of the service. We aim to identify and address need at the earliest opportunity. The 5-19 service works under an aggravated model and consists of four teams which includes the Early intervention team, Emotional resilience team, public health nursing team and the Junior public health team.</p> <p>The Public Health Nursing Team and the Junior Public Health Team consists of Senior and Junior Public Health nurses and practitioners. They can assess and monitor development and provide support for young people up to the age of 19 or 25 if the young person has an identified SEND need. Brief intervention support can be provided around, head lice, emotional health, toileting, healthy eating, sleep, continence, healthy relationships, internet safety, drugs and alcohol, vaping and general health needs. One to one session can be offered or group work. Public health nurses can offer a holistic health assessment to put a support plan in place.</p> <p>Mid-teen Review: The Stockton 5-19 Service is commissioned by Stockton Borough Council Public Health to undertake a universal review of young people aged 13-14 years. This Mid-teen review aims to capture individual thoughts and feelings from the child's perspective and identify early support needed to enable a healthy lifestyle considering a holistic approach to current need. The review is delivered in partnership with school and partner agencies to ensure identified needs are met using prevention strategies within a public health framework. The review is offered to all secondary schools within the Borough and completed throughout the academic year within school.</p>						
<p>Support offered</p> <ol style="list-style-type: none"> 1. Physical health/SEND – a holistic assessment of health needs 2. Emotional health – Emotional Resilience Nurses can provide low level brief intervention support around the management of emotions, anger, exam stress, relationship breakdown and self-esteem/confidence. This support is provided on a one-to-one basis, and a family needs holistic assessment is offered to identify the needs of the family. 3. Drugs and alcohol - We work to reduce the impact of low-level drug and alcohol use, antisocial behaviour and support around healthy relationships/ friendships and peer pressure as well as sexual risk-taking behaviours in young people at the earliest opportunity. 						
Universal/Open Access	✓	Preventative	Targeted/Bespoke			

Additional information

The 5-19 service will not provide support if the young person has already been referred into another agency for the identified need.

If CAMHS or another agency is working with the child, we will not provide emotional wellbeing support.

The 5-19 service cannot support with suicidal ideation or provide therapeutic support following the child witnessing/experiencing domestic violence this will need to be referred to Harbour.

If the child scores more than 20 on the What's The Score tool or is injecting or inhaling substances this needs to be referred into CGL.

A higher level of need which requires Tier 2 intervention.

A 5-19 referral form must be completed by partner agencies with consent of the parent to refer in.

Main contact details (who would school call/email)

Name	Contact Number	Email
Nosheen Kauser	07741185952	



Name of Team/Service:	Careers Team				
Main remit of the team/service					
To provide independent and impartial Careers Guidance, and bespoke 1:1 support for young people who are at risk of becoming NEET, or who are experiencing NEET (Not in Education, Employment or Training).					
Support offered					
<ol style="list-style-type: none"> 1. Progression support for young people moving from school to post-16, and help to remain in or re-engage in post-16 opportunities. 2. Personal support to help young people overcome their barriers to positive outcomes. 3. Understanding the education and career journeys of our young people, to better support them in their transitions to adulthood and enable schools to meet their Gatsby Benchmarks. 					
Universal/Open Access	<input checked="" type="checkbox"/> £	Preventative	<input checked="" type="checkbox"/>	Targeted/Bespoke	<input checked="" type="checkbox"/>
Additional information					
We work with Targeted Year 11s in every school in Stockton, plus those in special / AP out of Borough and EHE.					
We provide Year 12 and Year 13 Destinations data to all Stockton schools.					
We use our Risk of NEET Indicator (RONI) tool to target those in Year 11 who are most at risk of becoming NEET, schools are invited to bring additional information forward for any student they feel needs additional support.					
We provide a traded Careers Guidance service for schools and colleges in and out of the Borough and see the highest sustained progression rates of any IAG provider operating in our schools.					
Main contact details (who would school call/email)					
Name	Contact Number	Email			
Ian Joss	07469 020488	Ian.Joss@stockton.gov.uk			
Ian Caley	07539 290199	Ian.Caley@stockton.gov.uk			



Name of Team/Service:	Family Solutions					
Main remit of the team/service						
The team is made up of Senior Family Workers who work directly with families, children and young. Referrals are received with full consent for support and thresholds will have been met at a Level 3 on the framework of need.						
Support offered						
1. The level of support and duration of intervention will be determined following completion of an Early Help Assessment. A clear plan and Team Around the Family meetings will be in place to closely monitor and review progress.						
2. Senior family workers will support families with multiple complex issues, such as:						
<ul style="list-style-type: none"> • Routines and boundaries • Safe parenting • Home conditions • Drug and alcohol use • Domestic abuse • Housing • Debt • Behaviour management • Parental mental health • Relationship difficulties and parental conflict 						
Universal/Open Access	✓	Preventative	✓	Targeted/Bespoke	✓	
Additional information						
Consent needs to be given for a referral into Family Solutions.						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Andrew Wilson		Andrew.Wilson@stockton.gov.uk				
Charlotte Bullock		Charlotte.Bullock@stockton.gov.uk				
Emma Swindles		Emma.Swindles@stockton.gov.uk				



Name of Team/Service:	Family Group Conferencing					
Main remit of the team/service						
<p>Family Group Conferencing</p> <p>A Family Group Conference (FGC) is a family-led meeting where the child's wider network comes together to make a family plan about future arrangements and resolve current difficulties. The family plan will ensure that the child is safe, and their well-being is promoted.</p> <p>FGC is an independence service and family consent based throughout. Practice is underpinned by the core belief that 'family know best about their own' and given the right information can make informed, safe decisions about children within their network.</p> <p>Seeks to empower families, working with them not doing to them.</p>						
Support offered						
<ol style="list-style-type: none"> 1. A child's family who needs support to implement safe plans for children and young people including Family Time. 2. A child subject to CIN or Help and Support where an ongoing level of support is required to reduce an escalation in intervention. 3. An unborn child (from 18 weeks gestation) where Child Protection or Early Permanence Plans are being considered. 						
Universal/Open Access	<input type="checkbox"/>	Preventative	<input type="checkbox"/>	Targeted/Bespoke	<input checked="" type="checkbox"/>	
Additional information						
<p>Referrals will only be received from Stockton-On-Tees Children's Services.</p> <p>Referrals are completed via EHM or LCS.</p>						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Helen Cooke	01642 524694	H.Cooke@stockton.gov.uk				



Name of Team/Service:	Growing Well Growing Healthy					
Main remit of the team/service						
<p>Growing Well Growing Healthy (GWGH) is the Stockton-on-Tees Children and Young Persons Healthy Weight Service. We offer bespoke intervention to families where children are living with excess weight. We have a menu of choice to support these families. One-to-one support in the home, community group work and our digital offer. These include full health assessments and the development of family-based intervention shaped around the family need. We also offer emotional resilience support to children through one to one work with our emotional resilience practitioner and parent support with parent led CBT.</p>						
Support offered						
<p>1 GWGH offers community training which is available to school staff. This training helps support staff understand the obesogenic landscape, how to refer into the service and how to deal with difficult situations such as identifying obesity and communicating with staff, parents and young people about the issue.</p> <p>2 Pathway to receive NCMP complaints, issues or understanding of the process.</p> <p>3 In school sessions for students living with increased weight in need of emotional resilience support. Some scope to work directly with young people on lifestyle dependant of their needs.</p>						
Universal/Open Access	✓	Preventative	✓			
Additional information						
<p>GWGH does not offer sessions in school due to evidence relating to how much of the information is absorbed and potential conflict with policies around food and exercise. Evidence does not support brief whole school sessions on healthy lifestyle advice. Due to the complexities of why obesity is occurring on the individual, GWGH must include the parents/carers in the intervention, therefore we only offer one to one lifestyle intervention in schools under certain circumstances where the parent cannot be involved or where it is in the young person's best interest. We are also very aware of weight stigma and how young people feel when working with our practitioners in school.</p>						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Michael Proud	07741 186092	michael.proud@nhs.net				



Name of Team/Service:	Healthy Schools					
Main remit of the team/service						
Support schools, colleges and early years settings to embed preventative whole school/setting approaches to health and wellbeing. Support schools around statutory Relationships, Sex and Health Education including curriculum development, staff CPD, parental engagement, policy development, staff wellbeing, pupil voice.						
Support offered						
1.	Work with individual schools/settings to self-assess their approaches to health and wellbeing across the setting. Link schools with local services across the health and wellbeing system.					
2.	Work with school and parents/carers to discuss issues in response to statutory RSHE.					
3.	Share effective practice through free half-termly Personal Development Networks.					
Universal/Open Access	✓	Preventative	✓			
Additional information						
Free to all regardless of status.						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Eve Conner-McGill	(01642) 524690 07766 366185	Eve.Conner-McGill@stockton.gov.uk				



Name of Team/Service:	School Support Team
Main remit of the team/service	
<p>School Support Team is part of Stockton Borough Council's Help & Support offer to provide a high-quality integrated wraparound School Support Service to guide and support early years and education staff, to enable early identification of children and young people who may become at risk or vulnerable.</p>	
School Support Advisor	
<p>Work Directly supporting and providing a wraparound service to early years and education staff to guide professionals through help and support to ensure children, young people and their families access support to help themselves at the earliest opportunity.</p>	
<p>Initiating and organising multi agency solution circles on a regular basis to upskill and educate school staff to navigate and utilise universal and preventative services.</p>	
<p>Managing a caseload and provide Lead Professional responsibilities for more complex cases and work collaboratively to ensure children and young people have access to all available support services and to prevent them disengaging and not be in education.</p>	
<p>Work flexibly across Children's Services and with other agencies, partners, and stakeholders to meet the needs of children, young people and families.</p>	
<p>The team provide help and support, where it has been identified that there are single or multiple identified needs within the family, that would require the interventions of a Senior Family Worker. This can be light touch or intensive support, which will be determined depending on the needs of the family.</p>	
School Support Worker	
<p>Delivers effective interventions to young people and their families who are accessing Help & Support services using a whole-family approach, ensuring positive outcomes are achieved for children and families by delivering preventative services.</p>	
<p>Supporting cases held by School Support Advisers and/or Targeted Personal Advisers to deliver effective interventions to young people involved in risk taking behaviour.</p>	
<p>Ensuring young people have access to all available education, employment, training, and personal development opportunities.</p>	
<p>Work flexibly across Children's Services and with other agencies, partners, and stakeholders to meet the needs of children, young people and families.</p>	
Support Offered	

1. Providing the Lead Professional role in complex cases within Early Years, Schools and College Settings, whilst working with schools to identify children and young people who are risk of exclusion and providing support packages to reduce the risks
2. Assist with low level direct work to individuals in settings such as school, community venues, Family HUBS or other appropriate venues and provide support to meet the needs of that individual either one to one or in group work
3. The Team Around the School Service is intelligence led, we use various sources of data to determine how resource is deployed allowing us to measure impact and outcomes at both school and community (ward) level.

Universal/Open Access	✓	Preventative	✓	Targeted/Bespoke	✓
Main contact details (who would school call/email)					
Name	Contact Number	Email			
Jane Williams	07467 443604	Jane.Williams@stockton.gov.uk			
Vikki Meynell	07384 797822	Victoria.Meynell@stockton.gov.uk			

Name of Team/Service: Relational Practice Advisor	
Main remit of the team/service	
Whole school approach to Relationship Based Practice which focuses on building and maintaining meaningful and trust-based relationships within education settings.	
Support offered	
1 Train all staff in working in a relational way	
2 Facilitate restorative conversations between, pupils, staff and parents	
3 Support / write action plans to embed a relational approach	
Universal/Open Access	
Preventative	
Targeted/Bespoke	
Main contact details (who would school call/email)	
Name	Contact Number
Mark Ralphs	07900769845
Mark.Ralphs@stockton.gov.uk	



Name of Team/Service:	Targeted Youth Support					
Main remit of the team/service						
<p>The Targeted Youth and MFH Team sits within the Early Help service and is responsible for direct work with young people of secondary age, where there are risks or vulnerability around all aspects of harm outside of the home and exploitation while also providing a dedicated response to young people who go missing from home.</p>						
<p>The Targeted Youth and MFH team deliver direct work, below are some examples.</p> <ul style="list-style-type: none"> • CCE and CSE – this could include peer mapping, safe spaces, and people. • Knife Crime – the impact and the consequences (where not police action is taken) • Being safe online – preventative focus around online grooming and victim recovery work • Safety planning – MFH • Healthy relationships - extrafamilial harm 						
Support offered						
<ol style="list-style-type: none"> 1. Working directly with young people who go missing from home, reducing missing episodes which in hand will maintain school attendance. 2. Delivering thematic interventions with young people around the subjects mentioned above 3. Assessment and early identification of young people vulnerable to exploitation. 						
Universal/Open Access		Preventative	<input checked="" type="checkbox"/> Targeted/Bespoke			
Additional information						
Referral is required through the involvement form via Early Help						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Andrea Murphy		Andrea.Murphy@stockton.gov.uk				
Rachael Parziale		Rachael.Parziale@stockton.gov.uk				



Name of Team/Service:	Youth Justice Team
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Main remit of the team/service

Prevention of offending by children.

We are a multi-disciplinary team consisting of social workers, case managers, support workers, Police, Probation, ETE, Health and SLT workers.

We work with children aged 10 -17 who are subject to Court Orders or Out-Of-Court Disposals. Children can also be referred to our Turnaround and Immediate Justice preventative programmes by the Police or Community Safety Team.

All children coming into the YJT will be assessed regarding their individual needs and we will formulate a plan of support/intervention with them and their families/carers.

Support offered

1. Support schools avoid exclusions by assisting children regulate and manage their behaviour.
2. ETE worker can assist in developing strategies to improve attendance.
3. Specialist support regarding health, SLT and risk assessments.

Universal/Open Access	<input type="checkbox"/>	Preventative	<input checked="" type="checkbox"/>	Targeted/Bespoke	<input checked="" type="checkbox"/>
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Additional information

We can only provide support regarding children who are currently open to the Youth Justice Team.

Main contact details (who would school call/email)

Name	Contact Number	Email
Katie Cockburn (ETE worker)	07776 682938	Katie.Cockburn@stockton.gov.uk
Admin	01642 527597	Youthjusticeadmin@stockton.gov.uk



Name of Team/Service:	Lifelong Links		
Main remit of the team/service			
<p>This project is currently based in the FGC service which has been funding by the DfE until March 2025.</p> <p>It is for Children in Our Care to support them to increase connections and relationships, improve sense of belonging and identity, promote placement stability and reduce homelessness.</p> <p>Outcome of work is to ensure that a child in care has a positive support network around them to help them during their time in care and into adult hood.</p>			
Support offered			
<ol style="list-style-type: none"> 1. Increase relationships and connections which are stable and loving. 2. Reduction in loneliness and increased trust with improved sense of identity. 3. Care/Placement stability. 			
Universal/Open Access	Preventative	Targeted/Bespoke	<input checked="" type="checkbox"/>
Additional information			
<p>Referrals can only be accepted for a Children that are in Our Care.</p> <p>Consent is needed from young person and whoever has parenteral responsibility if under 18.</p>			
Main contact details (who would school call/email)			
Name	Contact Number	Email	
Helen Cooke	01642 524694	H.Cooke@stockton.gov.uk	



Name of Team/Service:	The Children's HUB					
Main remit of the team/service						
<p>The Children's Hub is the first point of contact for anyone who has a concern about the welfare or safety of a child or young person or thinks they may need extra help and support. When we are contacted, we will listen to what they are being told and the different agencies might share information with each other to try and work out whether we can help.</p> <p>The Children's Hub is the central point of contact for anyone with concerns about the welfare or safety of a child or young person, or who believes a child or family may need additional help and support.</p> <p>When a referral or enquiry is received, the Hub team will listen carefully to the information provided and, where appropriate, work with partner agencies to share relevant details and information. This collaborative approach helps determine the most suitable response and whether support or intervention is needed ensuring the right support, at the right time for every family we work with.</p> <p>If a referral is made into the Hub, obtaining consent from those with parental responsibility is best practice, unless there is an immediate safeguarding concern. The Children's Hub can offer advice and guidance around consent and referral processes.</p>						
<p>When completing referrals, ensure your information is:</p> <ul style="list-style-type: none"> • Clear and focused on the concerns • Strengths-based • Includes what you or your service can do or have done to help reduce the identified worries 						
<p>Support offered</p> <p>The main options available to us are:</p> <ul style="list-style-type: none"> • To take no further action • To refer your child to another agency for specific support • To refer your child for an Early Help Assessment • To refer your child to Children's Social Care for a Social Work assessment 						
Universal/Open Access		Preventative		Targeted/Bespoke		
Additional information						
<p>To report a concern outside of office hours</p> <p>Emergency Duty Team</p> <p>The Emergency Duty Team provides an out-of-hours response to emergency situations involving child protection, childcare, mental health and other adult care service matters.</p>						

Telephone: 01642 524552

In an emergency

In an emergency contact the Police on 999.

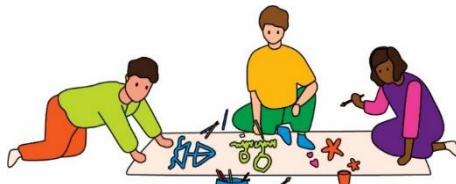
Main contact details (who would school call/email)

Name	Contact Number	Email
The Children's HUB	01642 130080	childrenshub@hartlepool.gov.uk



Name of Team/Service:	Family Action Stockton Family Outreach and Volunteering Service		
Main remit of the team/service			
<p>Part of the 0-19 service in partnership with Stockton-on-Tees Borough Council.</p> <p>Family Outreach Support: Our Family Outreach Service works holistically and preventatively with children aged 0-19 and their families, who are not currently open to social care services. We provide low level intervention and prevention support and work in partnership with early help and social care services to complete targeted and timely interventions. Support available includes debt issues, housing difficulties, relationships and parenting, social isolation, substance misuse and domestic abuse.</p> <p>Volunteering and Community Engagement: Our Volunteering and Community Engagement team provide volunteer support to the delivery of Family Hub sessions and community-based family support including the facilitation of the Family, Food and Fun programme. Our team offer a range of volunteer opportunities to those who are wanting to build new skills and increase confidence whilst supporting families in their local area.</p>			
Support offered			
<ol style="list-style-type: none"> 1. Family routines and boundaries - Our Outreach team will work with families to implement positive strategies to improve routines and create age-appropriate boundaries within the family home. 2. Practical and emotional support – Support will be provided to the whole family with individual additional 1-2-1 to parents and children and young people explore needs, wishes and feelings. 3. Support with housing and benefit processes – Support will be provided to families in signposting to the relevant agencies and assisting with finances such budgeting plans and accessing housing support. 			
Classification of Service (tick one or more)			
Universal/Open Access	<input checked="" type="checkbox"/>	Preventative	<input checked="" type="checkbox"/>
Targeted/Bespoke			
Additional information			
<p>Families accessing support from our service are required to have a child or young person under the age of 9 living within the household and reside in the Stockton-on-Tees Borough area.</p>			
Main contact details (who would school call/email)			
Name	Contact Number	Email	
Sarah Collins, Service Manager	Office: 01642 721952 (opt 2) Mobile: 07502582007	Sarah.Collins@family-action.org.uk	
Louise Anderson, Volunteering and Community Engagement Co-ordinator	Office: 01642 721952 (opt 2) Mobile:	Louise.Anderson@family-action.org.uk	

Name of Team/Service:	Family Hubs Service						
Main remit of the team/service:							
Anyone who lives in the Borough of Stockton-On Tees and has care of a child or young person aged 0-19 or up to 25 for young people with SEND can access our Family Hubs free of charge.							
Family Hubs will always try to help when it comes to all things family. If you have a question, a problem or just want to check something out, everyone is welcome.							
Family Hubs are the first option for families for support, for all things family.							
Support offered							
Family Hubs provide a welcoming space where families can access a wide range of support tailored to their needs. Our services are designed to help parents, carers, children, and young people thrive through:							
<ul style="list-style-type: none"> Group Sessions – Opportunities to learn, share experiences, and build connections with other families. One-to-One Support – Individual guidance for parents, carers, and young people on a variety of topics. Specialist Advice – Support around parenting, child development, health, and wellbeing. 							
Collaboration is at the heart of what we do. We work closely with the 0-19 Service, midwifery teams, and voluntary and community sector (VCS) partners to ensure families receive joined-up, holistic support.							
Family Hubs are here for everyone—whether you need practical help, emotional support, or simply a place to connect.							
Universal/Open Access	✓	Preventative	✓	Targeted/Bespoke	✓		
Additional information							
Consent needs to be given for a referral into Family Hubs.							
Main contact details (who would school call/email)							
Name	Contact Number	Email					
Ellen Guest		Ellen.guest@stockton.gov.uk					
Clare Pearce		Clare.pearce@stockton.gov.uk					
Jane Wright		Jane.wright2@stockton.gov.uk					
Julie Place		Julie.place@stockton.gov.uk					
Family Hubs Admin		familyhubs@stockton.gov.uk					



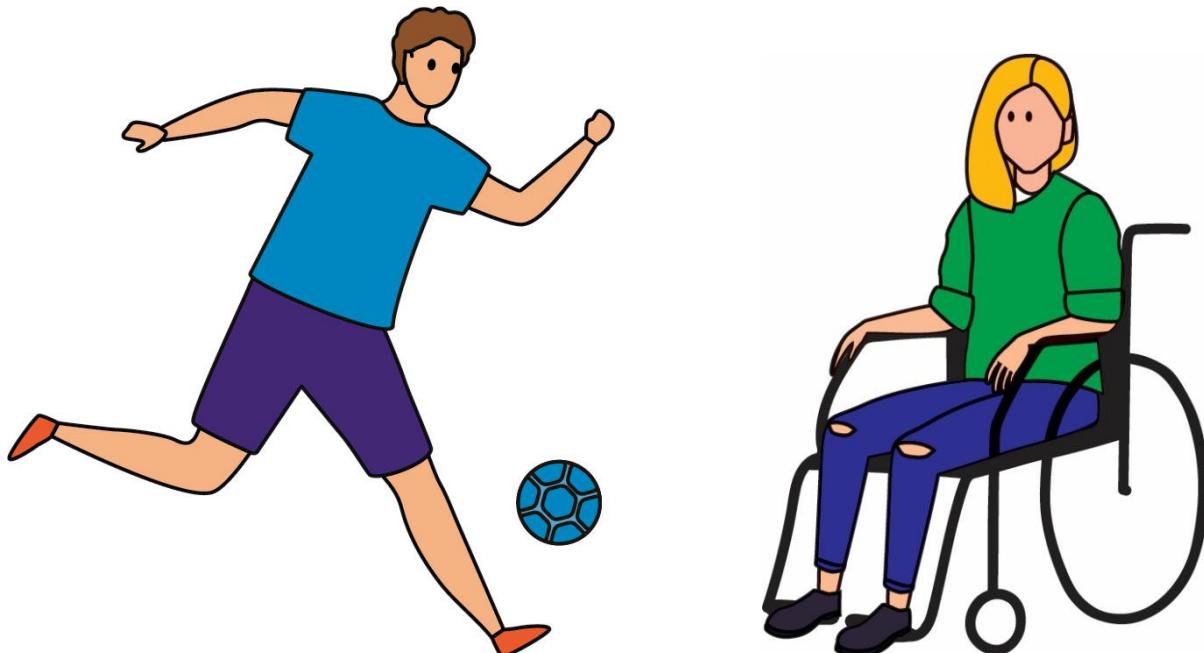
Name of Team/Service:	Transitions Team					
Main remit of the team/service:						
<p>Age:</p> <ul style="list-style-type: none"> Approaching 16 years old (early planning from age 14 for *complex needs). Referral to be submitted when young person is around 15 years, 9 months. Those coming into social care post 16, an up-to-date assessment is required, and a discussion is to be held with Team Lead or a discussion should be held with the Transition Social Worker responsible for either Children with Disabilities (CWD) or Children in Our Care (CIOC), depending on the young person's category of support, regarding suitability of referring into the Transitions Team. 						
<p>Group:</p> <ul style="list-style-type: none"> Children with Disabilities receiving services under Children's Social Care or Looked After Children with ongoing care and support needs, likely to continue into adulthood. 						
<p>Eligibility indicators:</p> <p>Young person is likely to need transition support if they have:</p> <ul style="list-style-type: none"> Care and support needs that will continue beyond 18 (e.g., physical disability, learning disability, autism). Significant mental health needs requiring ongoing intervention. Residential placement or unstable housing arrangements that need continuity planning. Complex health conditions or sensory impairments. *Significant safeguarding risks or risks of placement breakdown without planned support. To be discussed regarding suitability with Team Lead/Transition Social Worker prior to referral for a Transition assessment. Education, Health and Care Plan (EHCP) - Has an EHCP with complex needs requiring multi-agency involvement and likely to meet Care Act eligibility as an adult. 						
<p>Support offered</p> <ul style="list-style-type: none"> Early Planning and Intervention Transition Assessment / Care Assessments exploring eligibility for Adult Social Care Mental Capacity Assessments relating to Transition Person Centred Planning / relationship building Collaboration and co-production Commissioning and financial responsibilities Bridging the gap between Children's and Adults Services 						
Universal/Open Access	Preventative	Targeted/Bespoke	✓			
<p>Additional information</p> <p>NB: Referrals to the Team Must have an allocated Children's Social Worker and/or an assessment/review of current needs completed in the past 12 months prior to</p>						

submitting a referral. However, the team welcome any queries regarding Transition from school. Please email the Transitions email address.

Transition Social Workers do not case manage, involvement is for Transition assessment and planning only

Main contact details (who would school call/email)

Name	Contact Number	Email
Transitions Team Email		TransitionsTeam@stockton.gov.uk
Sam Stabler	01642 528041	Sam.Stabler@stockton.gov.uk
Kelsey Booth	01642 527875	Kelsey.Booth@stockton.gov.uk
Rebecca Grover	01642 526359	Rebecca.Grover@stockton.gov.uk



Name of Team/Service:	Children and Young People Health and Care Lead					
Main remit of the team/service						
<p>The Children and Young People Health and Care Lead is Joanna Green, Qualified Nurse. Joanna acts as the direct link between education, health, and social care. Her remit includes supporting social care involvement and providing advice around unmet health needs, including applications for Children's Continuing Care (CCC).</p>						
<p>Group:</p> <ul style="list-style-type: none"> • All children 0-18 Years 						
<p>Eligibility criteria:</p> <ul style="list-style-type: none"> • Children with an Education, Health and Care Plan (EHCP) • Children open to social care • Children with unmet health needs requiring support 						
Support offered						
<p>Identifying unmet health needs and applying for Children's Continuing Care Supporting children and families with EHCP-related social care and health input</p>						
Universal/Open Access	✓	Preventative	✓			
Additional information						
<p>For general queries or referrals, please contact Joanna Green via email.</p>						
Main contact details (who would school call/email)						
Name	Contact Number	Email				
Joanna Green		Joanna.Green@stockton.gov.uk				

