



Bubble of Support Hartlepool

A parent carer guide to services available in Hartlepool

For further information on services and support in Hartlepool please visit www.hartlepoolnow.co.uk

📍 Civic Centre, Victoria Road, Hartlepool, TS24 8AY
✉ hartlepoolnow@hartlepool.gov.uk

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Bubble of Support

Services in Hartlepool to help
meet the needs of your child
and family



Neurodevelopmental Pathway Website

Across Hartlepool and Stockton-On-Tees, we have a 'needs led' neurodevelopmental pathway as we want to make sure you and your child are supported as much as possible, if you or a professional think that your child has a neurodevelopmental need. These are needs which are associated with Autism Spectrum Disorder (ASD) and Attention Deficit Hyperactivity Disorder (ADHD).

Website - www.northeastnorthcumbria.nhs.uk/our-work/workstreams/children-and-young-people/needs-led-neurodevelopmental-pathway/

Call - 01642 529790



Children's Hub

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.

Opening Times - The service operates Monday to Friday 8:30am to 5:00pm.

Website - https://www.hartlepool.gov.uk/info/20078/children_and_families/120/the_childrens_hub

Email - childrenshub@hartlepool.gov.uk

Call - 01429 284284

An answerphone service is available outside of these hours. The Emergency Duty Team provides an out-of-hours response to emergency situations involving child protection, child care, mental health and other adult care service matters. They provide a point of advice and, where necessary, immediate service to individuals and families who are experiencing problems. They work closely with other emergency services including Health, Warden Call, Police, Women's Refuges and the Benefits Agency. They are only available outside of normal office hours. Call - 01642 524552



Family Hubs

Family Hubs

Family Hubs are a 'one stop shop' for children and their families where skilled staff are on hand to give help, advice and guidance. You can visit a Family Hub for health advice, general support and also access services that are delivered from there such as groups, activities and support for parents such as Being a Parent/Talking Teens.

You can contact the Family Hubs by letter, telephone, text or email. If English is not your first language we can provide a translation service.

Early Help Family Support

Some families have times when they are struggling, this can be for any reason.

Any professional can talk to you and your family and could complete an Early Help Assessment to help you decide and plan what support would be best to support you and your family. Sometimes the assessment might mean that a Family Support Worker becomes involved with you and your family to help you overcome struggles.

The Family Support Worker will work with you, your children, professionals involved and the other people in your life who help you (your support circle).

0-19 Service

The 0-19 Service is a team of specialist public health nurses that include health visitors and school nurses. The roles of this team are to protect and promote the health and wellbeing of children and young people aged from birth to 19 years old.

Address –

Rossmere Family Hub, Rossmere Way, Hartlepool, TS25 5EB

Hindpool Close Family Hub, Hindpool Close, Hartlepool, TS24 0TB

Miers Avenue Family Hub, Miers Avenue, Hartlepool, TS24 9JQ

Middleton Grange Family Hub, Middleton Grange, Hartlepool, TS24 7RZ

Website – www.hartlepoolfamilyhubs.co.uk

Email - familyhubs@hartlepool.gov.uk

Call - 01429 292444

Hartlepool Special Educational Needs and Disabilities information, advice and support service (SENDIASS) provide free confidential, impartial support and advice to children, young people (aged 0 – 25 years) and their parent/carers, about matters related to their or their child's Special Educational Needs and Disability (SEND), including matters relating to health and social care.

We are a self-referral, in-house funded statutory service which must legally operate arm's length from HBC Education and Social Care Services and Health services such as the Integrated Commissioning Board (ICB).

Opening Times - Monday to Thursday 9am - 5pm and Fridays 9am - 4.30pm.

Address - Centre for Excellence in Teaching & Learning, Brierton Lane, Hartlepool, TS25 4AF

Website - www.hartlepoolsendiass.co.uk

Email - sendiass@hartlepool.gov.uk

Call - 01429 284876 (If not available, then please leave us a message on our 24hr voicemail system)



Local Offer

Information on local services and support available for children & young people (0 to 25) with Special Educational Needs or Disabilities (SEND).

Here you can find information, advice and guidance about the type of services and support for you in your local area and further afield.

Website - www.hartlepoolfamilyhubs.co.uk/send-local-offer/

Call - 01429 292444



Family Support Service - Daisy Chain

The Family Support Team, based at Daisy Chain, are here to support young people aged 0-18 years and their families, no matter where they are on their autism, ADHD, sensory processing or FASD journey.

This means that your young person does not need to have a diagnosis or even be on the neurodevelopmental pathway to access support from the team. We are here to listen to your concerns and hear your voice.

Website - www.daisychainproject.co.uk/family-support-service/

Email - family.support@daisychainproject.co.uk

Call - 01642 531248 (Option 1)



North Tees and Hartlepool
NHS Foundation Trust

Sunflower Sensory Service

The Sunflower service is delivered by experienced Occupational Therapists. This is a parent education training course that focuses on understanding sensory processing difficulties and identifying strategies for lifelong support within home/school environments to support the child to develop, learn and play. The service now offers a 2-4 years and 4-11 years parent training course and no diagnosis is needed. Training includes online and face to face sessions.

Sensory Provision

This service will provide support for children/young people presenting with sensory differences that impact negatively on their ability to participate fully in everyday activities. A diagnosis of autism is required. Parents/carers can self refer to these services and professionals can also refer on behalf of the client if consent is given.

Contact Children Services Admin Hub:

Email - nth-tr.childservicesadminhub@nhs.net

Call - 01429 522717

Occupational Therapists work with children & young people (0-19, with additional needs) who have difficulties or a disability which affects their ability to carry out everyday tasks, such as self care, play, leisure and accessing their school environments. The Occupational Therapists will assess for and recommend certain items of equipment to help your child be more independent and successful in their daily lives. The aim is to promote your child's health and wellbeing by enabling them to maintain a good position throughout their day. Our passionate and dedicated team is made up of qualified Occupational Therapists and Occupational Therapy Assistants who work across Stockton and Hartlepool. Parents/carers can self refer and professionals can also refer on behalf of the child/young person with consent.

Contact Children Services Admin Hub:

Email – nth-tr.childreasureservicesadminhub@nhs.net

Call – 01429 522717

Paediatric Physiotherapists are specialist in the assessment, identification, diagnosis and treatment of movement disorders, musculoskeletal problems and physiological issues, working together with children and young people (0-19, with additional needs), parent/carers and key partners. Children and young people can be treated both in the acute and community setting. Specialist assessment, diagnosis and treatment is provided for areas including orthopaedics, congenital malformations, neurology, respiratory, prematurity, musculoskeletal. Physiotherapy treatment aims to improve function, reduce pain and prevent deformities and will follow the child as they grow and change the treatment plan accordingly. The Team includes Specialised Therapy Assistants who also provide the highest standard of care, ensuring that not only health needs of the child are considered but also the family, social, emotional and educational needs.

Contact Children Services Admin Hub:

Email – nth-tr.childreasureservicesadminhub@nhs.net

Call – 01429 522717



SALT (Speech and Language Therapy)

We work with children and young people, from birth to 19 years old, who have speech, language and communication needs or difficulties with eating, drinking and swallowing.

Website - www.nth.nhs.uk/services/salt/children-speech-language/

Email - nth-tr.childrengservicesadminhub@nhs.net

Call - 01429 522717



Tees, Esk and Wear Valleys
NHS Foundation Trust

CAMHS (SPOC - Single Point of Contact)

SPoC provides a point of contact for children and young people up to the age of 18 to access a mental health professional, who through a meaningful conversation with understanding and reassurance, can provide experience and knowledge to reach a collaborative agreement as to where their needs can be most appropriately met.

Possible Outcomes:

- Advice
- Self-help/online resources
- Further assessment
- Signposting/referral to a partner agency/signposting to a TEWV service
- Signposting or liaising with other professionals such as school, local authority, counselling services, bereavement services, or other specialist services.

Parents, carers and young people can refer via telephone or email.

Professionals can refer using the referral form and email to the below email addresses.

Website - www.tewv.nhs.uk/camhs/

Email North Tees (Stockton / Hartlepool) - tewv.ntspoc-camhs@nhs.net

Call - 0300 2000 000 (referral lines are open 10am-12 and 2pm-4)



KOOTH

Kooth is a free online counselling and emotional wellbeing support service providing young people aged 11-25 years, with a safe and secure means of accessing support from a professional team of qualified counsellors.

Website - www.kooth.com



Alliance Psychological Services

Supporting Your Child's Mental Health in School: Alliance is the leading provider of mental health support teams and psychological services in schools across Hartlepool. We specialise in helping children and young people experiencing mild to moderate mental health difficulties and work closely with schools to develop a positive approach to emotional health and wellbeing. To learn more about the services we provide and how to access them, please visit our website.

Website - www.alliancepsychology.com/cypf/parents-and-carers/



1 Hart, 1 Mind, 1 Future

We are a group of parents & carers of children with Special Educational Needs (SEN) and disabled children aged 0-25. We work alongside our local authority, education, health service and other service providers to make sure the services they plan, commission, deliver and monitor meet the needs of children and families in Hartlepool.

1 Hart, 1 Mind, 1 Future gathers information from parent/carers and professionals and using these unique shared experiences will help to shape the development and delivery of services to our children and young people.

Website - www.1hart1mind1future.co.uk

Email - 1hart1mind1future@gmail.com

Call - 07597 315200



Hartlepool Carers

At Hartlepool Carers we provide support for people who look after others. That doesn't mean professional carers. We support people who care for their husband, wife, mam, dad, son, daughter, sibling, friend or other relative. We offer information, advice, and guidance to carers in and around Hartlepool – and it's all confidential, non-judgemental and impartial.

The Carers Hub is a centrepiece for carers in the town, assisting directly when and where we can and linking people with other organisations when more appropriate, to ensure every carer gets the support they require. We provide support to carers from 5 years old in Hartlepool. Once you are registered with us, a member of our team will contact you to discuss your individual caring role and needs and discuss how we can help you further through the services we offer.

Website - www.hartlepoolcarers.org.uk

Email - staff@hartlepoolcarers.org.uk

Call - 01429 283095



MAX Card

Helping families save money on great days out at castles, zoos, bowling alleys, trampoline parks and many more. The Max Card is the UK's leading discount card for cared for and looked after children.

Families can use their Max Card at venues across the UK to get free or discounted admission. Hartlepool Carers now offer MAX Cards on behalf of Hartlepool Borough Council. To Apply for your MAX CARD please use the details below.

Website - www.mymaxcard.co.uk

Email - staff@hartlepoolcarers.org.uk

Call - 01429 283095

Since 1988, Families First North East has existed to ensure that everyone of all ages, regardless of ability or additional need, are afforded the same life opportunities.

As such, they offer a wide range of services including: a specialist afterschool club, evening youth groups, weekend sports activities, 1:1 support staff and personal assistants, a short break respite centre for children and young adults along with a life long home for adults with learning disabilities.

Website - www.familiesfirstne.co.uk

Email - teamawesome@familiesfirstne.co.uk

Call - 01429 812950

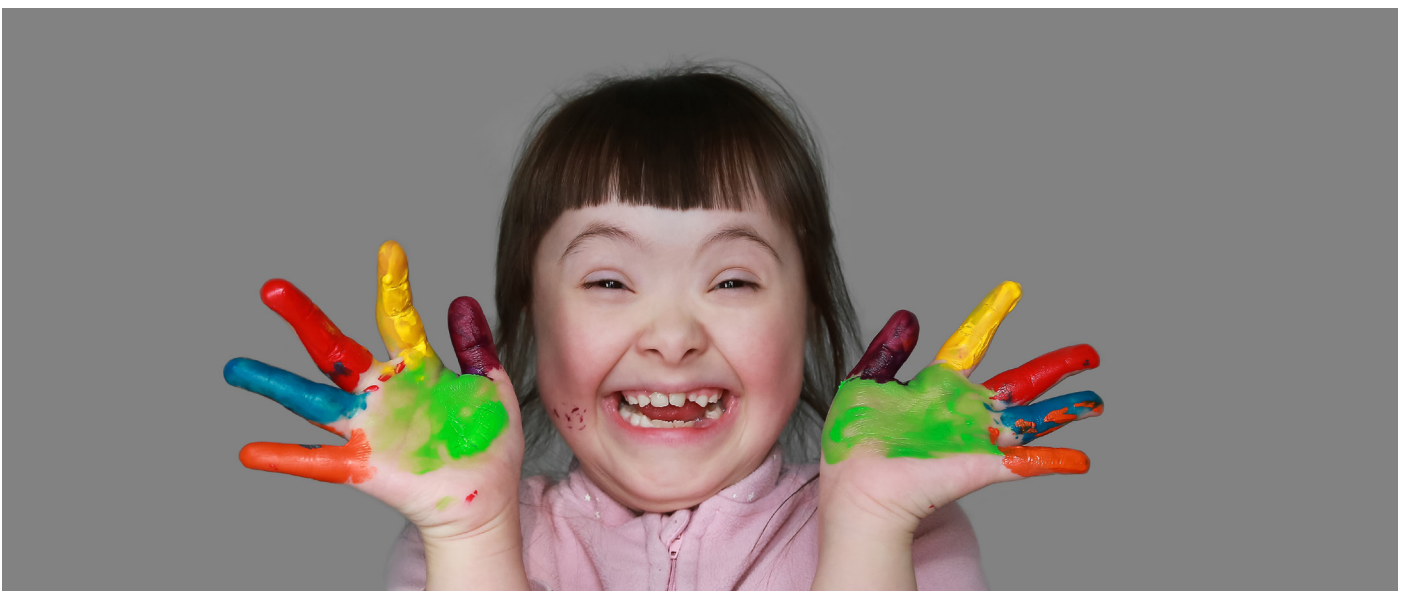


HSNSG

Hartlepool Special Needs Support Group is a local charity in Hartlepool providing support for children and young people with disabilities. This support extends to their families and friends.

Website - www.hsnsg.org.uk

Call - 01429 863766



Contact are here for all families with disabled children – supporting families, bringing families together and helping families take action for others.

Our vision is that families with disabled children feel valued and are strong, confident and able to make the decisions that are right for them.

Website - www.contact.org.uk

Call - 0808 808 3555



Further Information

DSNE

Down's Syndrome North East is the leading organisation for the help and support of all people with Down's Syndrome and their families and friends. We cover Northumberland, Tyneside, Wearside, Durham and Teesside.

Email - contact@DSNE.org.uk

Call - 0870 765 2121

Text - 07740 511814

Autism North East

Autism North East is a social enterprise offering assessment and intervention services to both families and professionals in the North East of England, working in partnership with community groups.

Email - info@autismnortheast.org.uk

Call - 07957 755746