



ISSUE NUMBER SIX • JULY 2016



## Early Help Partnership Newsletter

Providing practical early help support to families across South Norfolk

### A message from Sandra Dinneen

Over the last few months the Early Help Hub has continued to evolve and grow.

A particular success over the past few months has been the further integration of the police in the Help Hub. The South Norfolk Police team have aligned their Police Community Support Officers (PCSOs) to work more closely with the pathfinder, empowering officers to provide a proactive approach at the initial contact, to either deal with the issue, or encourage early support through a multiagency problem solving approach.

Another highlight has been that the Health Visiting teams have moved from three different contact points to a single duty officer system co-located within the Early Help Hub. Having this single point of contact based alongside other agencies, has enabled improved customer access, as well as streamlined their information and improved their data sharing with partners.

Another welcome addition has been the Children's Centre Staff...

...the hub just keeps on growing!

The number of requests for support has grown

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#### This month's case study

##### The situation

K lives with her Mum in South Norfolk. K is self-harming and takes risks with men and drugs. She is bullied at School, resulting in poor attendance. Her relationship with Mum is worsening every day.

##### The plan

A Family Practitioner from Children's Services to begin working with the family and provide firm guidance and support. The Practitioner will build an effective team around the family which will include the School and the Matthew Project.

##### The Results

K started to meet frequently with the Practitioner who provided a private environment to talk safely. They soon established a risk

substantially over the past year and we've supported over 500 residents through the hub so far. Wellbeing and Mental Health is presenting as the most prominent issue for our residents accessing support and we are working closely with the wellbeing service to improve support locally. A number of multiagency staff based in the Help Hub have also been trained as Wellbeing Ambassadors.

Over the summer months staff from the Help Hub will be out and about around the district at events and activities that are taking place including South Norfolk on Show and Children's Outdoor Theatre events across the district.

The impact that the Help Hub is making to the way in which organisations work across the District is clear, but more importantly, the tangible difference it's making to the outcomes for our residents in South Norfolk is becoming increasingly evident.

## Duty workshop for partner agencies

Being available to offer information, advice and guidance to individuals, professionals and families is a fundamental focus of the hubs work. Our daily duty phone line is busy taking enquiries and offering support where we can. To offer this service, requires a shared responsibility and commitment of staff from a range of organisations to man the duty line during office hours. We are at the point where we need to expand the number of organisations offering staff to cover the duty line. In order to support a wider network of staff to understand the role of the duty desk and practical support in undertaking this role we are offering an opportunity to attend a workshop to find out more and give it a go. Please contact the Help Hub if you can offer some time to the duty line [earlyhelphubsouth@snorfolk.gov.uk](mailto:earlyhelphubsouth@snorfolk.gov.uk)



## Early Help Hub supports school pupils stay hydrated

South Norfolk Council's Early Help Hub has teamed up with Hethersett Junior school to encourage children to

They soon established a risk strategy for self-harming, and worked towards improving the relationship with Mum. The family attended all appointments with agencies involved, and appropriate support was accessed.

Got a great case study that you would like to share in the next issue? please send an anonymised version to Stevie Spencer ([sspencer@s-norfolk.gov.uk](mailto:sspencer@s-norfolk.gov.uk))

## Welcome to our Children's Centres!

We are so pleased to now have staff from our seven Children Centres join us in the Help Hub operating their own duty line since the 1st June. Action for Children and Diss Children Centre are working together to offer a dedicated duty line support for any queries relating to support for children aged 0-5 years. (01508 533831) Having this additional support in the Help Hub will be hugely beneficial in strengthening our work with families of children aged 0-5, we are looking forward to working together!

## Who's in the Hub?



### Stonham Homegroup

Family Intervention Project and Youth mediator

### Norfolk

Constabulary Operational Partnership Team

### South Norfolk Council

Community Safety; Revenues and Benefits; Care and Repair; Home Options; Community Connectors; Handyperson Service; Independent Living Team

### MTM Youth

Services Youth Advisory Board coordinators

### Norfolk Children's Services

Family Focus; Family Support Workers; Early Help Social Workers; Young persons advisors

### Norfolk Youth Offending Team

Youth justice worker

**Matthew Project** Unity Young persons substance misuse worker

**Early Help Domestic Abuse Worker**

**Cambridgeshire Communities**

drink more water by giving them their own “Early Help Hub” water bottles.

Getting children to drink fluids regularly is particularly important as children can be so involved in what they are doing that they forget to drink. Patterns of drinking behaviour appear to be established early in childhood, so it is important that young children get used to drinking water in order to maintain their hydration.

South Norfolk Councillor Yvonne Bendle, cabinet member for Well-being and Early Intervention said. Our Early Help Hub is all about providing help before problems escalate. Young children especially are less likely to recognise when they are thirsty and drinking water has been shown to assist pupils, as dehydration, even if only mild can cause tiredness, headaches, lack of concentration and reduced mental performance.”

It is important that children drink regularly throughout the day to stay properly hydrated. However, drinking fluid is not necessarily seen as a priority by children and may also be viewed as boring and inconvenient.

The amount of fluid a child needs depends on many factors including their age, their gender, the weather and how much physical activity they do, but generally they should aim to drink about 6-8 glasses of fluid per day, on top of the water provided by food in their diet. Younger children need relatively smaller drinks (e.g. 120–150 ml serving) and older children need larger drinks (e.g. 250–300 ml serving).

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## South Norfolk YAB's Positive Activity Fund

This fund is for young people who are in need of some leisure time activity to boost confidence and family life.

Young people need to be in receipt of some professional intervention, so that they are supported to access and attend the activity, they need to live in South Norfolk and they need to be aged between 11 and 19 years - this is the only criteria to get up to £250!

Summer holidays are fast approaching and there are some amazing things going on in our area. For more details of the activities that are taking place and how to apply for funding visit <http://www.snyab.org/>



## A day in the life of a Community Connector Barbara Howard Costessey

Peter and I started the day delivering invites and posters for dementia friends training and had an overall positive response from everywhere and received feedback on what a fantastic idea it was.

## services - Duty Health Visitor

The Hub is available for any early Help related practitioners to hot desk or host team meetings. Contact Amanda Smith ([asmith@s-norfolk.gov.uk](mailto:asmith@s-norfolk.gov.uk)) or Mike Pursehouse ([mpursehouse@s-norfolk.gov.uk](mailto:mpursehouse@s-norfolk.gov.uk)) or call 01508 533933 for more information

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## Enjoy FREE Summer performances across South Norfolk.

Performances are detailed below there is no need to book you can simply turn up at the venue on the day. Bring the family along and a picnic too and enjoy some fantastic family entertainment for free.

Families can also visit the South Norfolk Council Pop Up Tent for fun and games and lots of local information

### Move Me

11am - 4pm Sunday 17th July 2016 - South Norfolk On Show, South Norfolk Council, Long Stratton

A participatory dance class meets flash mob party! A simple dance is taught to anyone and they all become performers.

### Town Band of Bremen

11am - 2pm Friday 12th August 2016 - Wymondham, Ketts Park (2 shows 12pm and 1pm) Ice-creams provided by Parravani's

The Town band of Bremen is a new outdoor family show about 4 fellow animals who all share a passion for music

### Jack and the Beans Talk

11am - 2pm Friday 19th August 2016 - Loddon, Jubilee Hall playing fields (show starts at 12pm)

Fresh funny re-telling of the traditional story. Is it a dream or did I hear the bean talking?

### Explorers Galore

11am - 2pm Friday 26 August 2016 - Diss, Mere Park Pavilion (2 shows 12pm and 1pm)

Following in the footsteps of the great globetrotter, Phileas Fogg, our bold explorers laugh, sing and dance their way into 80 days-worth of adventure.

Armed only with a balloon, their

I then returned to the Costessey Centre where the Alzheimer's dementia café was taking place to deliver some posters there and to catch up on emails.

I was greeted as an old friend by organisers and carers alike! I gave out the invites, got several responses to accept. Gave some info out about Carers Agency Partnership (CAP) offer to one couple and arranged to meet another woman and her mother after my leave. Cllr Paul Cooper showed me new video for the blessing of St Walstan's Well (which Peter and I appear in!). PCSO Saunders arrived and is going to send on three referrals, as well as saying what a fantastic job Connectors were doing!! CAP were also able to confirm they had made contact with Sainsbury's at our suggestion to give a talk there during Carer's week in June.

The whole experience gave me a great sense of wellbeing and engagement and I felt that the Connectors had become an integral part of the local community.

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## Forget Me Not Grants Update

Forget Me Not Grants are improving the lives of people living with dementia by making homes dementia friendly. The scheme has helped 61 customers so far by making a number of small changes to the home environment. The grants have been used to pay for a variety of work including: improving lighting, removing trip hazards, installation of signage and safety aids and changing flooring and decoration. All these changes are helping people to live safely and independently. The scheme is funded by Norfolk County Council and due to the substantial demand shown so far funding has been increased to £50,000 meaning that many more homes can be made dementia friendly.

[www.southnorfolk.gov.uk/dementiafriendlyhomes](http://www.southnorfolk.gov.uk/dementiafriendlyhomes)

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## Do you like us?



Over the past months we've been working hard on developing our social media presence for our delivery areas via Facebook. If you haven't already, please have a look at our pages and give us a like to stay up to date.

[Costessey Community Connectors](#)  
[Diss Community Connectors](#)  
[Harleston Community Hub](#)  
[Hethersett Community Hub](#)  
[Loddon Community Hub](#)  
[Long Stratton Community Hub](#)  
[Poringland Community Hub](#)  
[Wymondham Community Connectors](#)

Arrived only with a balloon, then baggage and a bicycle built for two, our adventurous heroes brave dangers, plunge headlong into calamity and caper from country to country.

### Flying the Nest

11am - 2pm Friday 2nd  
September 2016

Costessey, Costessey Centre  
(show starts 12pm) Community  
café for refreshments

Welcome to hatchling College –  
sit in a giant nest and get involved  
with music, puppetry, facts and  
fun about our feathered friends.

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### Contact Us

Are you interested in finding  
out more about a project, have  
an idea or want to get involved  
then please email

[earlyhelpubsouth@snorfolk.](mailto:earlyhelpubsouth@snorfolk.gov.uk)

[gov.uk](http://gov.uk) or call 01508  
533933.



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