

# Early Help Service

Practical advice and support  
for Gateshead families



Our Early Help Service is made up of staff who specialise in supporting children, young people and their parents and carers. We can give practical help, advice and advocacy to Gateshead families who need extra support with:

- **Family relationships**
- **Children's behaviour**
- **Home conditions**
- **Parenting and introducing routines/boundaries**
- **Health and wellbeing**
- **Household budgets**
- **Leisure and learning**
- **Help from other professionals**

Most families are referred by professionals who are already working with a child or parent – such as a school or health visitor – and support needs have been identified using the CAF process or another type of recognised, written assessment (see overleaf).

Self-referrals from families will be considered where there is no or limited involvement from professionals and/or the family are finding it difficult to enter the CAF process.

We work with families where they feel comfortable and safe – in their homes, schools or community settings. We are committed to working with the whole family to provide a tailored package of support which leads to lasting change.

Families receiving Early Help services can seek advice and support from a telephone helpline between 9am – 5pm (Mon-Thur) and 9am-4.30pm (Fri). Call our duty team direct on 0191 433 3319 or 0191 433 5019.

Early Help can also support families with emergency provisions, including foodbank vouchers, where there is clear and specific evidence of hardship.

**“Thank you from the bottom of my heart for everything you have done for me and the kids and helping us through when times have been so hard”**

KH - Bensham

## What is CAF?

CAF stands for Common Assessment Framework. The CAF is a way of working out what is going well for your family, what extra support your family may need and how best to provide this support. We will work with you to develop an agreed support plan to deliver a joined-up approach to helping your family. Your family intervention worker will suggest a team of people who could provide advice and support. Your plan is reviewed every 5-7 weeks in a Team Around the Family or TAF meeting at a place which is most convenient to you.

**“The staff have been amazing – everyone at the (parenting) group has helped me so much. I have learned more in these sessions than anything I have tried in the past – very informative.”**

TS - Pelaw

## Contact Us

Early Help Service  
Care Wellbeing and Learning  
Civic Centre  
Gateshead  
Tyne and Wear  
NE8 1HH



**Email:** [earlyhelpservice@gateshead.gov.uk](mailto:earlyhelpservice@gateshead.gov.uk)  
**Secure email:** [earlyhelpservice@gateshead.GCSX.gov.uk](mailto:earlyhelpservice@gateshead.GCSX.gov.uk)  
**Tel:** 0191 433 3319 or 0191 433 5019  
**Fax:** 0191 433 3966

**Your family intervention worker is:**



## Referral to a group parenting programme or drop-in support

Strong relationships are at the heart of all stable families. Early Help offer a wide range of group parenting programmes to help parents and carers build effective relationships with children of all ages and with a variety of needs. These FREE programmes include refreshments, take-away resources and certificates for completion. Sessions typically include 8-12 parents. A full listing of available programmes is given overleaf.

The majority of programmes are delivered at Barnardo's on Bewick Road, Gateshead – a short walk from the town centre's bus and Metro stations – see below. We also support travel costs for those on low incomes.

## Monthly Parenting Drop-In at Barnardo's, Bewick Road

Being a parent can be a very rewarding job. It can also be frustrating and sometimes stressful. Some parents may not be sure about what support is available or do not feel ready to join a parenting programme.

A FREE monthly drop-in service providing a safe, comfortable space in which to receive parenting advice is also available at Barnardo's on Bewick Road on the first Thursday of the month between 11am – 1pm.

Enjoy free tea/coffee and talk to experienced parenting practitioners without the need for an appointment – just drop-in.



Programme	Child age	Programme summary
<b>Incredible Years (Babies)</b>	0 - 6 months	Build a positive relationship with your baby through listening, observing, bonding, demonstrating warm and tactile behaviours. Delivered over ten, two and a half hour sessions.
<b>Incredible Years (Pre/Early School)</b>	3 - 8	Learn to reinforce positive behaviour and set clear routines and boundaries through setting goals, using rewards and communicating consequences. Delivered over fourteen, two and a half hour sessions.
<b>123 Magic</b>	2 - 12	Simple, precise and effective way of managing behaviour of young children. Delivered over two, three-hour sessions.
<b>Family Nurture</b>	2 - 12	Understand the feelings behind behaviours and how to use a calm, nurturing approach to build a positive relationship with your child. Delivered over nine, three-hour sessions.
<b>Parenting Factor in ADHD</b>	5 - 18	Increase knowledge and understanding of ADHD and learn strategies to manage the core ADHD behaviours. Child must have an ADHD diagnosis. Delivered over nine, two and a half hour sessions.
<b>Strengthening Families</b>	10 - 16	Increase parenting confidence and build positive relationships with your child. Initial part of each session uses a separate 'Youth' and 'Parent' group, followed by facilitated whole-group discussion afterwards. Delivered over nine, two-hour sessions.
<b>Keeping up with your teens</b>	13 - 18	Distinguishing normal and risk-taking behaviours, when to 'let go' of problems and specific guidance on teen topics. Delivered over one half-day session.

Call us direct on 0191 433 3319/5019 to find out more about parenting programmes, including details of start dates and venues. Referral is through completion of a short form available on request. Parents/carers must be a Gateshead resident to attend the above programmes.

## Useful numbers

Children's Centre	0191 433 6300
Children and Young People's Service	0191 566 5500
Citizens Advice Bureau	0844 245 1288
Community Legal Advice	0845 345 4345
Free School Meals Team	0191 433 3729
Housing Benefit & Council Tax	0191 433 4646
Debt Advice	0191 433 3174
Evolve – Adult Drug/Alcohol Support	0191 594 7821
Illegal Money Lending Support	0300 555 2222
NHS Walk In – QE Hospital	0191 445 5454
NHS Direct	111
NSPCC Helpline	0808 800 5000
Platform – Under 18 Drug/Alcohol Support	0191 460 1354
Police Non Emergencies	101
Talking Therapies (16+)	0191 283 2541
All Council enquiries/services	0191 433 3000

More information on the Early Help Service is available at [www.gateshead.gov.uk](http://www.gateshead.gov.uk)

### Information for professionals

Early Help are a Tier 2 family support service. Professionals can make a referral by undertaking the CAF assessment and sending this to our contact details on page 3 of this document.

Safeguarding concerns should be forwarded to our social work duty team (Referral and Assessment) on 0191 433 2653 or (out of office hours) 0191 477 0844. While self-referral direct from families will be accepted in some cases, the expectation is that the professionals identifying the support needs should take responsibility for the initial assessment of those concerns. Early Help welcome pre-referral discussions – please call our duty team on 0191 433 3319/5019.