

Healthy Child Programme 5-19 Service Referral Guidance for Professionals

The Norfolk Healthy Child Programme offers health advice and support to children and young people aged 5-19 who live in Norfolk. The programme targets its support to improve outcomes for those at greatest risk. Our services are aligned with Safer Schools Partnership Priority School Clusters and are defined as Tier 1 or Tier 2, this includes complex needs and short stay schools. Tier 1 schools are eligible for an enhanced service due to their health profile.

Please contact "Just One Number" on **0300 300 0123** if you require further clarity on which schools are Tier 1.

Referral criteria

Refer to: **APPENDIX1 – 5-19 Referral Criteria Grid**

Additional Services offered

- All children and young people with additional health needs will be offered an annual contact.
- The Locality 5-19 teams will use health profiles of their local areas to inform them of the health needs for their areas. They will use this information to signpost schools to further advice and support. In addition we will work in partnership with Tier 1 schools to develop an action plan.

Exclusion Criteria

***If you have concerns about the welfare or safety of a child or young person please follow your local safeguarding procedures.**

We will only accept a referral for one-one intervention if:

- No other agency/professional is already working with the child/young person for the identified issues.
- The child/young person is not on a waiting list for intervention from another agency/professional.
- This is a new and emerging concern that was identified within the last 3 months.
- There is evidence of strategies that have already been tried at home or school to resolve the problem.
- You have the consent of the parent/carers for children under 11 or the young person if secondary school age or over. NB Young People of secondary age can also self refer

We do not accept referrals for:

- Urgent medical/emotional health needs requiring urgent treatment or a prescription. This includes suicidal ideation.
- Exam stress with no other underlying issues
- Counselling or long term mental health support
- Assessments for specific concerns e.g. ASD or ADHD.
- Children and Young People who do not have their home address in Norfolk

Outcome Measurement

If the child or young person you have referred to our service meets our referral criteria for one to one support this will consist of an initial assessment using a Goals Based Outcomes (GBO's) tool. If appropriate our service will offer up to four sessions. The impact of our intervention will be measured by reassessing using the same GBO tool. The child or young person will then be discharged or referred onto a more appropriate service to meet their identified need. We will also ask our clients to complete a Friends and Family Test questionnaire so we can audit the quality of our service delivery.

Settings

The child or young person can be seen in a number of settings including schools, children's centres, GP surgery or sometimes the home if appropriate.

How to contact us

Please note we also offer telephone advice, signposting and support to children, young people, schools, other professionals and parents/carers. Please call "Just one number" **0300 300 0123**

Young people aged 11-19 can also access our ChatHealth text messaging service Monday-Friday 9am-5pm on **07480 635 060**. Out of hours messages can be left and they will be responded to the next working day.

Referral Process

- We prefer referrals by email. If this is not possible our postal address is included at the bottom of this information sheet.
- Referrals will receive an acknowledgement.
- All referrals will be assessed on receipt and if it meets our referral criteria we will allocate to the locality 0-19 team within 5 working days of receiving the referral.
- The allocated worker will contact the parent/carer/school/young person within 5 working days to discuss intervention required.
- All appropriate referrals will be offered an appointment within 6 weeks of receiving the referral.
- If the referral does not meet service criteria advice and signposting information will be provided if appropriate.
- On completion of a piece of work we will send a closure letter to the referrer.
- Please be aware that the content of the referral form will be discussed with the child/young person and their parent/carer as appropriate.

Email: CCS.NorfolkCYPHealthServices@nhs.net

Telephone: Just One Number 0300 300 0123

Postal address: Norfolk Children and Young People's Health Services
Unit 3 Cringleford Business Centre
Intwood Road
Cringleford
NR4 6AU