

## Parenting can be the hardest job in the world!

Sometimes we all need a little advice...



**FREE  
ONLINE  
COURSE**



For all parents, carers & grandparents in Doncaster

Access the course at: [www.inourplace.co.uk](http://www.inourplace.co.uk) with code: STGEORGE



These and other parenting courses can be accessed by logging on to the DMBC website searching Parenting Programmes

For Example:

Teen Triple P is an 8 week course. It is aimed at parents of children aged 13-18 years who are interested in learning a variety of parenting skills.

### You will learn about:

- Setting goals and using strategies to help our teenager develop skills
- Managing inappropriate behaviour and negotiating boundaries
  - Supporting your teenager with dealing with their emotions
  - How to plan around risk-taking behaviour or risky situations

### How do I access the programme?

You can access a parenting programme by asking your support worker to request on your behalf or through Doncaster's Early Help Hub by completing the online [referral form](#) or via telephone 01302 734110.

## Attendance and Support Booklet

Highfields Primary Academy works closely with the Attendance and Pupil Welfare Service, parents and carers, pupils and other agencies to help reduce unnecessary absences from school, in order to obtain life chances for each of their pupils.

This booklet is designed to help parents with offers of support in and around Doncaster.

There is a clear link between attendance and attainment. Being in school is important to a child's achievement, wellbeing, and wider development. Evidence shows that the students with the highest attendance throughout their time in school gain the best GCSE and A Level results.

Being punctual for school means making sure your child is at school and ready to learn before the bell rings. There are many ways to ensure your child is on time for school, from making sure their school bags are packed the night before to ensuring they get up with plenty of time to eat and get ready. Lost minutes mean lost learning. If you think your child is going to be late, please do not keep your child off school for the whole day. Being late is better than being absent.



# How pharmacies can help

## Advice and treatment

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First). Conditions they can treat as part of Pharmacy First are:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

If you go to a pharmacy with one of these conditions, the pharmacist will offer you advice, treatment or refer you to a GP or other healthcare professional if needed.

They will then update your GP health record.

If you are not within these age ranges, a pharmacist can still offer advice, but you may need to see a GP for treatment.

Solihull Parenting is a 10 week group which looks at building relationships between you and your child. This group is aimed at parents of children aged 0-18 years.

### You will explore issues such as:

- Parenting styles
- Developmental needs of your child - including sleep and communication
  - Understanding your child's behaviour
    - Having fun together

### How do I access the programme?

You can access a parenting programme by asking your support worker to request on your behalf or through Doncaster's Early Help Hub by completing the online [referral form](#) or via telephone 01302 734110.

If you are a professional working with a family please contact the Parenting Team to enquire on how to refer - [PPT@doncaster.gov.uk](mailto:PPT@doncaster.gov.uk) Find out more about the [Solihull programme](#).

**LOOKING FOR INFORMATION OR ADVICE ON PARENTING?**

Being a parent is one of the most important jobs that anyone does during their life. You will be surprised how many parents just need a little guidance.

We have online and face-to-face courses available for you to access for FREE.

**FREE ONLINE COURSE**

- ✓ We are offering a Free Online Course for all parents, carers and grandparents who live in Doncaster
- ✓ You can access the course at: [www.inourplace.co.uk](http://www.inourplace.co.uk) with the code: STGEORGE
- ✓ The course to access is called: **3a Understanding your child from toddler to teenager**
- ✓ Learn at your own pace, in your own time, in your own home

Access the parenting courses at [www.inourplace.co.uk](http://www.inourplace.co.uk)  
For more support around parenting, visit: [www.doncaster.gov.uk/parenting](http://www.doncaster.gov.uk/parenting)

**Your Family**

We also offer this course FACE-to-FACE in parenting groups across Doncaster.

Come along and meet other parents who may be in a similar position to you.

**FREE FACE-TO-FACE COURSE**

- ✓ It's a chance to have a coffee and a chat in a child-free zone
- ✓ If you have pre-school age children we can support with childcare vouchers, so that you can attend the course
- ✓ The course is for 10 weeks and delivered on the same day and same time for 2 hours each week. (During term time only)

If you would like more information or to find your closest course, call: **01302 734110**

If you have a lead professional working with you, ask them to make a referral on your behalf.

Access the parenting courses at [www.inourplace.co.uk](http://www.inourplace.co.uk)  
For more support around parenting, visit: [www.doncaster.gov.uk/parenting](http://www.doncaster.gov.uk/parenting)

**Your Family**



Rotherham Doncaster  
and South Humber

NHS Foundation Trust

## Zone 5 to 19

Doncaster health and wellbeing service

Flying Scotsman health centre

St Sepulchre Gate W

Doncaster

DN1 3AP

### ABOUT US

Zone 5 to 19 is a service for Doncaster children, young people and families. It is delivered by a team of NHS professionals, who have lots of experience and expertise in all aspects of children and young people's health and wellbeing.

Our team includes:

- school nurses
- substance misuse workers
- contraception and sexual health nurses
- youth and support workers

From an early age, we encourage the adoption of healthy habits, through education, advice and one to one support. We do this to try and prevent avoidable health problems and to give you the best possible start in life.

We seek to empower children and young people to make informed choices, when making decisions about their life.

When personal circumstances require more specialist or intensive support, we have the skills, knowledge and professional connections to ensure you get the help you need.

**NHS**

**WITH ME IN MIND**

Sign up to our **FREE** app and get direct contact with a With Me In Mind worker. Discuss any mental health related issues using instant messaging on your mobile or tablet.

Scan our QR code for a **FREE** direct download:

For further information visit our website: [withmeinmind.co.uk](http://withmeinmind.co.uk)  
Or follow us on [withmeinmind\\_doncaster](https://www.instagram.com/withmeinmind_doncaster)

# WITH ME MiND DONCASTER

## About Us

With Me in Mind is the name of one of the national Mental Health Support Teams (MHSTs) and there are teams based in both Doncaster and Rotherham. Our service was identified following the release of the Government Green Paper (2017), "Transforming Children and Young People's Mental Health" in which there was a focus on earlier intervention and prevention, especially in, and linked to schools and colleges. One of the core proposals from the paper was to fund new Mental Health Support Teams, which are predominantly being supervised by NHS Children and Young People's Mental Health Services as well as local charity/private services.

We are committed to ensuring that the Mental Health Support Teams reach those most in need of the support, presently we are working in selected educational settings across Doncaster, Rotherham and North Lincolnshire. Part of this initiative also offers support to those students not in mainstream education and includes working in some Doncaster and North Lincolnshire Special Education Schools, Doncaster Home Educated Pupils and to pupils attending certain Alternative Provisions in Rotherham and North Lincolnshire.



## Contact Us

### Doncaster

Between 9am and 5pm you can contact our team or your With Me In Mind Worker (if you are already seeing someone) via CAMHS on **01302 796191** Please note the services are closed on public bank holidays but the out of hours service continues to operate.

We do this by training our staff to the highest standard and by working in partnership with other health services and education providers. We have close links with social care and voluntary services to ensure that you are fully supported.

### How can we help?

It is impossible to list all the things we can help with, but these are the things that Zone 5 to 19 commonly support with:

- keeping healthy (physically and emotionally)
- emotional wellbeing (dealing with life's ups and downs, including problems with relationships, friendships, bereavement, parental divorce, bullying, self-harm and body image)
- nutrition and staying active
- contraception and sexual health
- drugs and alcohol
- Smoking

### Telephone

- Young people 0300 0213032
- Young people text number 0791 703 1891
- Parents, carers and professionals 0300 021 8997

### eClinic

Free instant messaging appointments through eClinic app available on both android and IOS. Download the app: [Google Play](#) [Apple app store](#)

### Outreach

Our service is flexible to meet your bespoke needs. We offer 1 to 1 support and specialist interventions in a range of settings, such as primary schools, alternate education settings and other community venues of your choice, including your home.

# open minds COUNSELLING

WELCOME



TO OPEN MINDS COUNSELLING SERVICE

charity no. 115119 company no. 06695828

One to One and Group Therapy

Counselling, Art Therapy, Training and more

support for adults, children, couples and families

## OPENING HOURS

Tuesday—Thursday

10.00 am to 7.00 pm

Saturday

10.00 am—3.00 pm

Phone or Text



07765 2245564

Doncaster  
**SENDIAS**  
INFORMATION • ADVICE • SUPPORT

Impartial and  
confidential

Free  
information

Free  
SUPPORT Advice



Information, advice and support for  
children and young people (0-25yrs)  
with special educational needs and  
disabilities and their parents/carers.

Tel: 01302 736920

Website: [doncastersendias.co.uk](http://doncastersendias.co.uk)  
Email: [SENDIAS@doncaster.gov.uk](mailto:SENDIAS@doncaster.gov.uk)

What is Doncaster SENDIAS  
Doncaster SENDIAS ( Special  
Educational Needs and Disabilities  
Information Advice and Support)  
provides confidential support for  
children and young people with  
special educational needs and  
disabilities,  
and their  
families.

### If you are a young person...

We want to make sure that your voice is  
heard and you are fully involved in decisions  
about you and your future.

#### We can:

- ✓ help you to understand your rights
- ✓ ensure your voice is heard
- ✓ help you to describe the outcomes  
you want to achieve
- ✓ help to make sure you are supported  
into adulthood

### How do we operate the service?

You can access lots of useful information on our website, including an easy to  
use online self-referral on our website [www.doncastersendias.co.uk](http://www.doncastersendias.co.uk)

There might also be times when you need to talk to us and request some  
advice about your personal circumstances. You can do this by emailing us at  
[SENDIAS@doncaster.gov.uk](mailto:SENDIAS@doncaster.gov.uk) or by contacting our helpline on 01302 736920.

If we are unable to take your call you can leave us a message - we will  
ALWAYS call you back.

In certain circumstances, our trained and experienced staff can also offer  
face-to-face support and attend meetings with you.

#### Main Office:

Civic Office, Waterdale, Doncaster, DN1 3BU



#### Satellite Offices:

Bentley MyPlace, Askern Road, Bentley, DN5 0HU

Tom Hill MyPlace, Wadworth Street, Denaby, DN12 4AQ

You can also find us on facebook

[facebook.com/DoncasterSENDIAS](https://facebook.com/DoncasterSENDIAS)



### If you are a parent or carer...

We know that you want the best for your  
child. We can help support you in working  
with other professionals involved in your  
child's care, and to make sure that yours and  
your child's hopes and ambitions are heard,  
as well as ensuring that any concerns you  
have are listened to and addressed. It is  
important to us that you feel confident and  
empowered.

#### We can:

- ✓ offer advice about SEN support  
in schools
- ✓ support you during the Education,  
Health and Care needs assessment  
process
- ✓ help you prepare for and support you  
at meetings, including annual reviews
- ✓ explain disagreement and resolution  
processes
- ✓ help you to put across your views  
or concerns



## NORTH

Windmill Balk Lane  
Woodlands  
Doncaster DN6 7SB

Who are we? Meet our team

We are a small team of six who can help families and residents with a wide range of things ! The are available face to face , online and via telephone to help with anything that is concerning you or just for a Chat. Our Hub is warm and welcoming and sits in the North of Doncaster

You can find us in Woodlands Library at Windmill Balk Lane in Woodlands DN6 7SB. You do not have to be a member of the library, just pop in for a chat.

Tel 01302 736787

Here are few of the things that you can chat about

Benefits

Family Support

Local Groups and activities

Childcare

Anti-social behaviour

Housing Support

Employment

Debt and financial solutions

Education support for your child as well as information for adults wanting to access adult learning course.

### FREE SCHOOL MEALS

Your child will be eligible for free school meals if you are receiving on of the following benefits or support. Universal Credit –subject to earnings limit/ Income Support/ Income-based Jobseekers Allowance./Income-related Employment and Support Allowance/ Child Tax Credit, but not Working Tax Credit .

Please go to the DMBC website for further details.



## Open Minds Counselling Services Ltd.

Open Minds is a **highly credible, award winning and well-reputed charity** in Doncaster, working with **adults and children aged 8 and upwards**.

Open Minds provides **free and subsidised counselling**, on any issue, to around 100 children, young people and adults every week, with an incredibly positive track record of working in both prevention and postvention work.



We are open from Tuesday to Saturday, providing 10 weeks of therapy, or longer if therapeutically useful.

We offer video call or telephone therapy from 10am to 7pm to adapt to people's busy lives, and accommodate preferences for in-person therapy wherever possible. Services are by appointment only.

**100% of people would recommend us to others and 97% would return in future.**



Same day advice and treatment for minor illness and injury. Book an appointment on **0300 123 3103** or ring **NHS 111**.

The Centre's phone lines open at 7am with appointments available from **10am to 10pm** at Cavendish Court, South Parade, DN1 2DJ seven days a week, year round. Professional help from doctors, nurses and paramedics.

#### **What is the Doncaster Same Day Health Centre ?**

A Same day service that can give advice and treatment on minor illnesses or injuries if you are unable to see your GP

#### **When should I attend ?**

The Doncaster Same Day Health Clinic can help with conditions such as: sore throats, earaches, coughs, colds, sprains and strains. Contact the Centre if you have been unable to schedule an urgent appointment with your GP practice

#### **Can I just walk in**

NO—it is by appointment only

#### **How do I make an appointment ?**

First try your GP practice, if you are unable to get an appointment contact the Centre by calling 0300123 3103 ( local charge applies) or ring NHS 111. Lines are open 7.00 am to 10.00 pm

## City of Doncaster Council Stronger Communities Area Team

**Are you a family and in need of support, advice or guidance?**

City of Doncaster Council's Stronger Communities Area Team aim to change the way families are supported to improve their lives using a whole family approach coordinating services through a lead worker. The team is on hand to advise and support you with a whole range of issues through

the **Stronger Families Programme**.

**Call 01302 737010 or email: [SFP@doncaster.gov.uk](mailto:SFP@doncaster.gov.uk)**



#### **Health & Wellbeing**

Do you feel lonely or isolated? Is your support network limited? Local befrienders and support groups are available - **We Can Help**



#### **Education & Employment**

Are your children having problems attending school? Are you out of work and need some support with training opportunities or job searching? - **We Can Help**



#### **Anti-Social Behaviour**

Are you having issues with Anti-Social Behaviour and need support? We can help tackle Anti-Social Behaviour and lower level community safety issues - **We Can Help**



#### **Home**

Is managing your home and/or garden getting more difficult? The team can support you to find solutions to issues within the home - **We Can Help**



#### **Finance**

Find yourself struggling to pay the bills or even buy food? Do you need support due to the current cost of living? Are you unsure on the benefits you should be claiming? We work with a range of agencies that can help maximise your income - **We Can Help**

**If you have access to the internet and want to find information on your local area, please visit [www.yourlifedoncaster.co.uk/local](http://www.yourlifedoncaster.co.uk/local)**



If you wish for support from Stronger Families please email [SFP@doncaster.gov.uk](mailto:SFP@doncaster.gov.uk) with name, address , Date of Birth and the reason for support

The Communities team can support with a whole range of issues that might be affecting your family and day to day life. Please don't hesitate to make contact with us!

**Someone to listen**

**Help for the whole family**

**Stay in control**

**Advice and support to find solutions to problems**

**Improve health, wellbeing and confidence**

**Making sustainable change**

**We Can Help**



City of  
Doncaster  
Council

### TOP TIPS to help your child attend school

- 1 Be organised— prepare bag, uniform etc on the evening before school
- 2 Bedtime routines—make sure children are in bed to have enough sleep relating to their age.
- 3 Ensure that mobile devices are switched off when in bed
- 4 Every morning have a good healthy breakfast
- 5 Create a positive environment, talk about school with your children . Ask about how there day has gone.
- 6 Discuss with your child what they would like to achieve at school and how they can do it.
- 7 Reassure—Always be there for your children, talk through their anxieties and worries.
- 8 Talk to the school—Any problems / concerns speak to your child's school. They will give you help and support, but if school are not aware of and issue they cannot do this.
- 9 Help your child make the right choice. Your child's friendship group will make a big difference how they are in school and how they feel.
- 10 Do not keep your child at home if there are any issues— please ensure they come into school and speak to a member of staff. School cannot deal with issues if the child is not at school

# What is Local Help?

Local help is available for families and residents to access when everyday issues become difficult but do not require ongoing or long term support.

Families and residents may need advice and guidance or additional help from services in the community such as health, St Leger Homes, Police and many more who all work together on issues in your community.

The teams know and understand the communities they work in. The teams work well together to support families with swift action when families, residents, or professionals have asked for help.

Staff will have conversations with families, other professionals, and the Your Place team to ensure their response meets local needs and expectations. Your Place teams will respond without delay to identify the best way to provide an appropriate solution.

This will happen quickly, with clear communication and without the need for assessment or formal pathways.

## Why would I seek Local Help?

Local help is here for if you are worried about your current finances, your housing situation, your child's behaviour or attendance at school, anti-social behaviour in your community, you want to access some parenting tips, you are feeling isolated, or you want to know what groups and activities are available in your community.

You may also be have worries about the place you live and the environment, and want to raise issues causing concern for you and your family. Local help is quick, direct and available to all. When accessed at the right time it prevents the need for long-term support and reduces complexity.

## Who and how do I ask?

You can have a conversation with your local GP, Teacher, Housing / Community Officer, Early Help Coordinator, Health Visitor/ School Nurse, Youth Worker, or you can contact the team directly by phone or dropping into the "PLACE" which is the base for the triage team. There is a simple form to complete.

### > Step 1

Have a conversation with a trusted professional or Your Place team

### >> Step 2

Trusted professional shares conversation & consent with Your Place team.

### >>> Step 3

Your Place team review conversation request and will respond by:

- linking you to local support
- discussing support with other professionals and allocating services
- keeping track of progress of the support

You will be kept informed throughout the process regardless of the style of support provided.

## What happens if I need ongoing support?

If you need ongoing support you will be allocated a Lead Practitioner who can support your needs with a plan that you create together.

# Early Help for

Getting the right help and support for your family at the right time.

## What sort of services or help do I get?

It depends on what you need and might include services you already get. We will agree it with you and make sure it all joins up. Here are just a few examples:

### Education and learning

- Schools (teaching and pastoral / education support)
- Nurseries and childcare
- Early learning groups, such as Growing Friends, Sing and Shake, Jumping Tots, Let's Tell a Story
- 

### Health

- GPs and Health Centres
- Health visiting school and nursing services
- Child and young people mental wellbeing services
- Young people's health and wellbeing service

### Family and young people support

- Family workers
- Bereavement support
- Young carers service, or support for carers of any age
- Adult mental health support services

### Advice and welfare

- Job Centre
- Housing support
- Families Information Service