

Cheshire West & Chester Council

Early Help Navigator Service



What support can a Navigator offer?

- Help Families Navigate what support is available
- Offer help, support and advice
- Be a listening ear
- Help family's complete forms
- Signpost a family to local and national services
- Attend GP appointments with a family
- Support families to access a school led TAF if needs are highlighted.
- Provide food/baby bank referrals

Who are the Navigators?

Northwich

Joanne Mander
Victoria Road Children's Centre

TBC
Victoria Road Children's Centre

Winsford

Hayley Van Emmenis
Over Children's Centre

Joana Dia
Over Children's Centre

Chester

Zuzana Rakova – Probin
Blacon Children's Centre

Olivia Ward
Chester Victoria Children's Centre

Ellesmere Port

Rachel Hold
Stanlaw Abbey Children's Centre

TBC
Portside Children's Centre



Where will they be based?

The Navigators will be based in the heart of the community and will be linked to a pilot footprint children's centre. The footprint has been based on the level of need/deprivation within the area that the children centre is located.

The Navigators will offer drop-in sessions every Monday within their footprint centres. These will be at universal level for all families to access as a place to go for some advice and guidance.

They will also be attending the following sessions weekly in each of the localities:

- Let's play
- Let's chat (based at food hubs)
- Open Access (gateway drop in)
- Parenting together (drop-in sessions)
- Each Navigator will also be attending drop-in sessions at the pilot schools and have time slots for this each week.

How can families access the Navigator Service?

- Via the on-line request system (Due to go live shortly)
- Drop ins at the footprint/pilot Children's Centres

(Just a note: professionals cannot refer families into the service, this must be a self-referral from the family or young person. However, professionals can support families to attend drop in's or help a family complete the on-line request form.)

When are families unable to access a Navigator?

- If they do not live in the current footprint postcode
- If they have a current TAF in place led by a Family intervention worker or have a partner led TAF e.g. school/health

- They have a current Child in need or Child Protection plan in place.

In these situations, a family would either be signposted to services or be re-directed back to their current school/health worker.

Additional information

There will be an opportunity for families to request a 1:1 appointment with a Navigator, dependant on if they live within the footprint of the Children's Centre.

Footprints are determined by postcode, if a family do not live within the allocated footprint they will then be signposted to other services.

These appointments can be done anywhere in the community including school, Children's centres, home visits, coffee shops, GPs, or anywhere that the person/family feels most comfortable. Phone calls and virtual meetings can also be arranged as part of a 1:1 appointment if required.

A Navigator's main role will be to sign post families to support services and help with referrals to these. However, if a family are presenting with a number of un-met needs, then a Navigator can work with them for a short time period (max of 10-12 weeks) to offer low level early support to help prevent crisis points.

Following this if a family still need require intervention, they will be supported via the Navigator to have a school/partner led TAF.

