

## Multi-Agency Navigation Hub – Information Sheet – CYP & Parents/Carers

### What is the Navigation Hub?

The Children and Young People's Navigation Hub is a group of professionals from Education, Health, Voluntary Sector, and Early Help services. They work together to support children and young people (CYP) and their families by providing advice, support, assessment, or intervention. The aim is to make it easier to access mental health support services and improve awareness of existing services and pathways of care. The Navigation Hub brings different services together to ensure you get the help you need without contacting multiple services separately.

The Navigation Hub is currently available in Gloucester City Schools and Rosebank Health for children and young people who need support with mental health, emotional wellbeing, education, and other related needs. School-based professionals, GPs, and other professionals can make referrals on behalf of children and young people.

### What services are involved in the Navigation Hub?

The Navigation Hub includes a variety of services to support you, such as:

- **Child and Adolescent Mental Health Services (CAMHS):** Provides a comprehensive range of emotional wellbeing and mental health services for all children and young people aged under 18 who are registered with a GP in Gloucestershire.
- **Early Help:** Offers timely and effective support to children, young people, and their families, focusing on how families can be supported to do things for themselves and build on their strengths.
- **Education and Inclusion Service:** Ensures children with additional needs are supported, alongside their families, to remain in school and have access to education appropriate to their needs. They also handle attendance, exclusion, and home education.
- **The Music Works:** A Gloucestershire-based charity that transforms young people's lives through music. They work with young people in challenging circumstances to help them reach their full potential in music, learning, and life.
- **Play Gloucestershire:** A registered charity that delivers active and creative outdoor play in urban and rural communities, whatever the weather, all year round.
- **Active Gloucestershire:** Believes that physical activity can have a transformative impact on lives and communities. They work with various organisations, sports clubs, and community groups to support others in getting active.
- **Young Minds Matter (YMM):** Provides mental health support and services for young people in selected schools across the county.
- **Talk Well:** Offers counseling and mental health support services for young people
- **Young Gloucestershire:** Supports young people to achieve their potential through various programs and services.
- **School Nursing:** Provides physical and mental health services and support within schools.
- **Education Health Care Plan:** The EHCP team provide advice and guidance at our meetings

## Who has access to your information?

When you are referred to the Navigation Hub, your information is shared with the services listed above, who meet to discuss which service is the most appropriate to provide support. This includes professionals from education, health, and voluntary sectors. They work together to ensure you receive the best possible help. Your privacy is important, and your information is handled with care and confidentiality.

## What happens when you submit a request for support?

After you, your family, or a professional like a teacher or GP recognise that you need support and have a discussion to understand the help you need, the next steps will take place:

1. **Request Form:** The professional will fill out a Navigation Hub Involvement Request Form with all the necessary information ensuring your voice is heard through the form.
2. **Screening:** The referral is looked at by the Navigation Hub leads alongside Early Help if appropriate, signposted to the most suitable agency or triaged by the multi-agency team at the next triage meeting.
3. **Assessment (Triage):** The request for support is reviewed by a group of people from each of the services listed above who meet twice a week, this is called 'Triage'.
4. **Decision:** The group thinks about what support is best for you and connects you with the appropriate service(s). The Navigation Hub team informs the person who referred you about this decision.
5. **Communication:** If more information is needed, the Navigation Hub team will contact the referrer.
6. **Onward Referral:** Once the referral is sent to the service (e.g., CAMHS, YMM, School Nursing, or Education and Inclusion), they will now be the point of contact. Any future communication or questions that you may have should be directed to them.
7. **Reviews:** Some referrals are selected to be reviewed by the Navigation Hub team. We may meet with you and the people supporting you at school to review if the signposted service was helpful and if it was in an appropriate timeframe.

## FAQs

### 1. How do I get support from the Navigation Hub?

Support can be accessed by having a member of school-based staff or GP identify any needs and submit a Navigation Hub Involvement Request Form. The request will be reviewed, and a multi-agency discussion will take place to think about the best option of support.

### 2. How long does it take to get support?

The time it takes to get support can vary depending on the service you are referred to. The Navigation Hub aims to ensure you are offered the right support at the right time. The Navigation Hub aims to communicate the outcome from the discussion within 4 weeks.

### 3. Can I choose which service supports me?

The multi-agency panel will suggest the best support for you based on the needs mentioned in the referral. If you feel the recommended service is not appropriate for you, you can discuss this with the referrer, and the request can be re-triaged.

### 4. What if my needs change after the referral?

If your needs change, a re-referral can be made, by a professional, for further triage. The Navigation Hub is flexible and aims to provide the right support at the right time.

### 5. How is my information protected?

Your information is processed in line with the UK General Data Protection Regulations and the Data Protection Act 2018. All participating organisations agree to share information responsibly to ensure your well-being.

### 6. What if I need urgent mental health support?

If you are in a crisis situation and need urgent mental health support, the GHC Crisis Team can be contacted at 0800 1690398. They will assess the situation and provide the necessary support. Urgent help and advice contact details can be found at:

<https://www.ghc.nhs.uk/crisis/>

### 7. How can I provide feedback about the Navigation Hub?

You can provide feedback through the referrer or directly to the Navigation Hub. Your input is valuable and helps improve the services provided.