

## Contacts in Early Help and Children's Social Care during the Covid-19 Pandemic

April 2020

Due to the current Government shutdown and prioritisation of services across Social Care generally, we have needed to adapt to deliver a number of our partnership services virtually, but we continue to operate as many of our face to face services to vulnerable children as possible.

The main Customer Service Centre remains open for referrals according to our adapted threshold criteria at present at [ReferralCentre.Children@cambridgeshire.gov.uk](mailto:ReferralCentre.Children@cambridgeshire.gov.uk); 01733 864170 or 0345 0455203. [Professional Referrers Guidance](#).

The MASH and Early Help Hub remain open as usual for advice and the same routes for accessing Early Help across PCC and CCC are in place as before the pandemic. **Appendix 1.**

For **open** cases, you should contact the **allocated worker** as you would normally. We have robust Duty systems in place should an individual worker be unwell, and work will be covered as necessary. Any concerns about cases should be raised with the Team Manager in the first instance, and then escalated through management levels as necessary just as previously.

Below are the contact details of all the Heads of Service across both Local Authorities, who can also assist if there are any continuing problems with cases:

### Peterborough

Karen Moody - Head of Prevention and Early Help (responsible for the EH Hub)  
[karen.moody@peterborough.gov.uk](mailto:karen.moody@peterborough.gov.uk)  
mobile: 07920 160136

Jenny Goodes - Head of IFD and PCC Assessment Teams  
[jenny.goodes@cambridgeshire.gov.uk](mailto:jenny.goodes@cambridgeshire.gov.uk)  
mobile: 07534 265715

Jo Foster - Head of Family Safeguarding  
[jo.foster@peterborough.gov.uk](mailto:jo.foster@peterborough.gov.uk)  
mobile: 07950 368741

Myra O'Farrell - Head of Corporate Parenting  
[myra.o'farrell@peterborough.gov.uk](mailto:myra.o'farrell@peterborough.gov.uk)  
mobile: 07920 160230

Graham Puckering - Head of 0-25  
[graham.puckering@peterborough.gov.uk](mailto:graham.puckering@peterborough.gov.uk)  
mobile: 07957 914061

## Cambridgeshire

South: South Cambs, Cambridge City and East Cambs  
North: Huntingdonshire and Fenland

Lisa Riddle - Head of Early Help South  
[lisa.riddle@cambridgeshire.gov.uk](mailto:lisa.riddle@cambridgeshire.gov.uk)  
mobile: 07785 521391

Sarah Tabbitt - Head of Early Help North  
[sarah.tabbitt@cambridgeshire.gov.uk](mailto:sarah.tabbitt@cambridgeshire.gov.uk)  
mobile: 07824 569459

Sam Howlett - Head of Assessment and Family Safeguarding South  
[samantha.howlett@cambridgeshire.gov.uk](mailto:samantha.howlett@cambridgeshire.gov.uk)  
mobile: 07900 226250

Sam Nour - Head of Assessment and Family Safeguarding North  
[sam.nour@cambridgeshire.gov.uk](mailto:sam.nour@cambridgeshire.gov.uk)  
mobile: 07780 712247

Fiona van den Hout - Head of Corporate Parenting  
[fiona.vandenhout@cambridgeshire.gov.uk](mailto:fiona.vandenhout@cambridgeshire.gov.uk)  
mobile: 07500 667421

Sasha Long - Head of Children with Disabilities  
[sasha.long@cambridgeshire.gov.uk](mailto:sasha.long@cambridgeshire.gov.uk)  
mobile: 07836 335986

Anna Jack - Head of TYSS/Youth Services across PCC and CCC  
[anna.jack@cambridgeshire.gov.uk](mailto:anna.jack@cambridgeshire.gov.uk)  
mobile: 07902 596048

If it is necessary to escalate cases **beyond Head of Service level**, then please direct queries to:

Nicola Curley – Assistant Director Children's Services

[nicola.curley@peterborough.gov.uk](mailto:nicola.curley@peterborough.gov.uk)

01733 864065

We would also note that the Safeguarding Children Partnership Board [Resolving Professionals Differences \(Escalation\) Policy](#) remains in operation if ultimately required to resolve differences around safeguarding issues.

1 April 2020

## **Appendix 1 - Early Help**

Cambridgeshire Early Help District Teams will continue to function albeit on a reduced level. The process to access targeted Early Help support remains the same and cannot be accessed directly via the local team.

To assist us in dealing with priority cases we would ask that you do the following:

- Signpost families to resources that are available to support locally and online
- Please only complete an Early Help Assessment if you feel that by not doing so at the current time, the children could be placed at risk of potential harm
- If you are unsure about whether an Early Help Assessment is required please check on LiquidLogic EHM for any current involvement or email [early.helphub@cambridgeshire.gov.uk](mailto:early.helphub@cambridgeshire.gov.uk)

Our current service offer is:

- Child and Family Centres are closed with the exception of essential antenatal appointments.
- All group work delivery, including evidence based parenting courses and targeted youth groups have been cancelled.
- One to one targeted support to families and young people who have an Early Help Assessment continues via our teams of Young People Workers and Family Workers.
- We remain committed to working with families and young people on an individual basis and are using creative ways of doing so when necessary to ensure families receive the right support at this time.
- We continue to communicate with partners, families and young people via the normal channels including district telephone numbers and email.