



One Point

The One Point Service brings our staff together with the NHS and provides a variety of free advice and support and a range of activities for children, young people and families.

We support children, young people and their families from early pregnancy to the age of 19 years and for some children and young people who have a disability, up to the age of 25 years.

As the needs of young children are very different to young people, our integrated team is made up of a number of services who can provide support with a range of issues such as parenting skills, school attendance, activities for young people and progression into education and employment.

How can One Point help you?

The One Point Service works with families and adopts a “Think Family” approach. Think Family is a way of thinking and working that encourages staff to consider the whole family when carrying out work with individual children or adults.

This is based on evidence which shows that if one person in a family is experiencing problems, it can have an effect on other members of the family. By considering and addressing the needs of all family members it is more likely that positive changes takes place.

You can always raise any concerns with your GP, nursery, school or college. However, if you feel that there’s a continuing problem which means your child is not achieving as well as you would hope, then ask for our advice.

Who to contact

If you have a concern or need some help, advice or information, telephone or email the First Contact Service using the details below. The First Contact Service will agree with you the most appropriate next steps to support you and your family. They will talk you through the support One Point can offer you and/or your child. If you are already being supported by a member of staff from the One Point Service, or you would like some further information about the service, you can contact One Point directly using the details below.

One Point Service is supported by ten hubs that are located across the county. Each of the One Point hubs have staff to help you with any concerns.

There are 15 children’s centres within the One Point service; they offer access to services for families with children aged 0-5 years. One Point run play sessions, parenting programmes and offer training and volunteering opportunities for parents and carers in children’s centres and community buildings. They also have links with Job Centre Plus and the Families Information Service.

One Point

Tel: 03000 261 111

Website: www.durham.gov.uk/onepoint

Facebook: [One Point County Durham](#)

First Contact

Tel: 03000 26 79 79

Email: scd@durham.gov.uk

When is it on?

Time of day Morning
 Afternoon

Who to contact

Contact name One Point
Telephone 03000 261 111
Website www.durham.gov.uk/.../onepoint

Disclaimer

Durham County Council's Families Information Service does not promote nor endorse the services advertised on this website. Anyone seeking to use/access such services does so at their own risk and may make all appropriate enquiries about fitness for purpose and suitability to meet their needs.

Call the Families Information Service: **03000 269 995** or email: **fis@durham.gov.uk**



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