

### **ESCO drop-in appointments:**

ESCO keyworkers also offer support through drop-in appointments.

These provide the opportunity for parents/carers to meet with an ESCO Keyworker to discuss the available information, services and support in Lincolnshire.

ESCO offers a bookable one hour session at local Children's Centres across Lincolnshire.

Parents/Carers can book a drop in appointment directly with Lincolnshire's Customer Service Centre on:

**01522 782 111**

**Further information can be obtained by contacting:**

**ESCO**

**Tel: 01522 552 389**

**Email:**

**[esco@lincolnshire.gov.uk](mailto:esco@lincolnshire.gov.uk)**

# ESCO

**Early Support  
Care Coordination**

**Working to help  
coordinate support for  
children who are disabled,  
or have significant and  
complex additional needs.**

## What is ESCO?

ESCO is a service which focuses on supporting services and practitioners to work in partnership with children, young people and their families to overcome barriers and work towards positive outcomes.

Our aim is to improve access to and delivery of services for children who are disabled or have significant and complex additional needs related to their development and learning, and their families.

ESCO keeps families and children at the centre of decision-making to enable them to feel more in control over decisions affecting their lives.

ESCO enables services to coordinate their activity better and provide families with a single point of contact and continuity through care coordination and face to face information sharing and signposting.

ESCO has seven keyworkers who work with families and are a source of expertise and knowledge of the services, support and information available locally.

## Who is ESCO for?

ESCO is committed to improving the delivery of services for children and young people aged 0 - 18 years with significant and complex additional needs who require targeted coordination of services.

This can include:

- Children who have a greater difficulty communicating
- Have sensory or physical difficulties
- Complex health needs including those with a disability
- Babies leaving hospital with medical and other support needs
- Children with life-limiting conditions and palliative care
- Children with multiple and significant factors affecting their learning and development.

All need additional support during much of their daily lives and it is probable that there will be a long term impact on their development and learning.

## What services can we offer?

### ESCO Care Coordination:

To access this an involved professional needs to complete an Early Help Assessment (EHA) with the family and log the request with Lincolnshire Customer Services Centre on:

**01522 782 111**

The EHA is then screened to determine if ESCO can support any unmet needs. If allocated, an ESCO Keyworker will visit the family at home to explain about care coordination and discuss arrangements for the initial ESCO meeting.

An ESCO Keyworker supports the family by:

- Being a first point of contact
- Ensuring that families have the information they need
- Helping families use local services
- Providing coordination of services through regular ESCO review meetings and drawing up a robust Family Support Plan that identifies any worries and how best to address them.

The plan is regularly reviewed to ensure it meets the child and families' priorities until an established level of care coordination is in place.