

# **NST FAQ'S**



**Nottinghamshire  
County Council**

## **What do NST do?**

- NST support parent/carers whose children either have behaviours indicative of Autism/ADHD or already have a diagnosis of Autism/ADHD. The support is provided through NST's intervention programmes and parent support sessions. NST work with the parent/carer in providing them with the tools, strategies and confidence to manage behaviours and identify need.
- NST gather, review and evaluate information from parent/carers, young person, education settings and any professional working with the family to identify indicative behaviours of Autism/ADHD. This supports NST in making any onward referrals to appropriate services to meet your child's needs.

NST have been commissioned by the Nottinghamshire Integrated Commissioning Board to undertake assessment work for families on the neurodevelopmental pathway. NST works closely with Community Paediatrics, CAMHS and Education.



## **What do NST not do?**

- NST do not provide an Autism or ADHD diagnosis.
- NST do not screen for Dyspraxia or Dyslexia. A referral to the appropriate service should be made via a GP for concerns raised regarding Dyspraxia. Concerns in relation to Dyslexia should be discussed with the child/young person's education setting.
- NST are not a mental health service and cannot provide support in relation to emotional and mental health. We will signpost/refer to appropriate mental health services if required.
- NST team are not Paediatricians and are not part of the Paediatric or GP teams and does not sit within the local NHS Health Trusts.
- NST is not an Education Service.
- NST does not provide crisis support. We will sign post/refer families to appropriate crisis teams if required.



## **How do you book onto a programme?**

- Details of NST's programmes and parent support sessions can be found at [Nottshelpyourself | Neurodevelopmental Behaviour Support Service - The Family Service](#) and through the monthly email sent to parent/cares and professionals.
- Alternatively details of NST's programmes and parent support sessions can be shared by emailing [FamilyServiceNST@nottsc.gov.uk](mailto:FamilyServiceNST@nottsc.gov.uk) where a member of our team will be happy to help.
- All our programmes are opting in and no referral into NST needs to be completed. No booking or referral is needed to attend our parent support sessions.



## **How can I make a referral for information gathering, detailed review and evaluation?**

- NST only accepts referrals from professionals through an online portal. This can be found at [Nottshelpyourself | Neurodevelopmental Behaviour Support Service - The Family Service](#)
- NST will accept self-referrals where a child/young person is home educated. However, this would need to be clear on the referral form and evidence provided. Please contact [FamilyServiceNST@nottscc.gov.uk](mailto:FamilyServiceNST@nottscc.gov.uk) if your child is home educated and requires a referral.
- The child/young person must be registered with a Nottinghamshire GP.

## What happens during the information gathering, detailed review and evaluation?

- Parent/carer and education settings will be contacted by email to provide additional information to support the review and evaluation process. If your child is home educated, NST will only request information from parent/carer. NST will ask you to provide details of any other services currently supporting your child as their information may be helpful.
- Once all information has been received your child will wait to be allocated an NST practitioner.
- Once allocated an NST practitioner the parent/carer will be notified by email, and the practitioner will contact parent/carer as soon as they have an available appointment. NST do not arrange pre appointments.
- When the NST practitioner contacts the parent/carer they will discuss with them what will happen as part of the review and evaluation process. The practitioner may ask additional questions and may want to visit the child/young person in their education setting to observe them. Settings for observations may vary depending on the need of the child/young person. The practitioner will also want to speak with other professionals/services who would currently be supporting the child/young person such as an emotional and mental health service.
- On occasion the NST practitioner may have liaison which includes Community Paediatrics and CAMHS to discuss the information they have. This may result in Community Paediatrician or CAMHS deciding the most appropriate next steps for a child/young person.
- Following all information gathering, reviews, evaluations, observations (if needed) and professional liaison, the NST practitioner will discuss with the parent/carer all the information that they have and the most appropriate next steps.
- If a referral is needed to another service following NST review and evaluation the allocated practitioner would make the referral following a discussion with parent/carer and with consent from the parent/carer. All information we have gathered will be shared. This will include sharing of any relevant safeguarding information.
- If a referral to Community Paediatrics is required following our detailed review and evaluation, NST would make the referral directly to the Community Paediatric team. All information will be shared with the Paediatric team. Your Child's GP will also be informed of the referral. Parent/carer and the referrer will also receive a letter advising of the next steps. The child/young person's referral would then be closed with NST.
- Following NST detailed review and evaluation it may not be appropriate for an onward referral to Community Paediatrics, and this would be discussed with the parent/carer.
- Not all NST detailed review and evaluation will result in a referral to Community Paediatrician.

## **Please note**

If a referral to Community Paediatricians is made and accepted, they will complete their assessment that will include a physical examination of the child/young person. They will also ask further questions.

Following the Community Paediatricians assessment the child/young person may not receive a formal diagnosis of Autism or ADHD. The Paediatrician would discuss this with the parent/carer at that time.

If parent/carer are not satisfied with the outcome of the Community Paediatrics assessment they would need to discuss this with the Community Paediatric team.

## What are the current wait times?

- NST current wait times have increased, and we currently have a maximum **31 month** wait time. This is for all referrals that have been accepted and currently on our waiting list.
- NST wait times are taken from the date we receive a referral to the date a child/young person is allocated to a practitioner.
- NST wait times change daily and this can be due to the number of referrals received into NST, the number of referrals closed, completion of detailed reviews and evaluation and capacity of the team.
- Once a child/ young person has been allocated it may still be a wait for the practitioner to contact you. When a child/young person is allocated, the practitioner will be completing reviews and evaluation of other children/young people. Once this is completed, they can then contact the next family on their allocation list. All families are contacted in order of wait time (referral date) and allocation date. Practitioners may also be completing reviews and evaluations for some children who have very complex needs and circumstances, and this can mean the process will take longer. We complete comprehensive, in-depth reviews and evaluations to ensure all children/young people are referred to the most appropriate service to meet their needs.



## **When will I be contacted?**

- Parent/carers and education settings (where required) will be contacted when your child has been on the NST waiting list 24 months. This will be to request further information as part of the child/young person's screening.
- Parent/carers will then be contacted when the child/young person has been allocated a practitioner.
- If NST do not receive information back from parent/carer or education setting the NST referral will be closed and a letter sent to parent/carer informing them.

**What happens if my child is referred to Community Paediatricians whilst on the waiting list for NST, receives a diagnosis or we feel our NST referral is no longer needed?**

- Please contact NST at the following email: [FamilyServiceNST@nottscc.gov.uk](mailto:FamilyServiceNST@nottscc.gov.uk) to inform of any referrals to Community Paediatricians, diagnosis received or NST screening is no longer required. We can then close the child/young person's referral with NST as we would no longer need to complete the review and evaluation process.

This also helps NST in reducing our waiting times for children/young people on our waiting list.

## **What do I do if we move out of Nottinghamshire?**

- If a family moves out of Nottinghamshire and the child/young person is no longer registered with a Nottinghamshire County GP, please contact NST at the following email: [FamilyServiceNST@nottscc.gov.uk](mailto:FamilyServiceNST@nottscc.gov.uk) NST can then close the child/young person's referral and contact the Neurodevelopmental team within the area the family have moved to and transfer the referral. This is completed with parent/carer consent.

## **How do I contact NST?**

- All enquires can be made to [FamilyServiceNST@nottscc.gov.uk](mailto:FamilyServiceNST@nottscc.gov.uk) a member of the team will aim to reply withing 5-10 working days. This email is available to both parent/carers and professionals.