

# Children & Young People's Services

## Resource Guide for Professionals

Updated July 2016

chscb

hackney learning trust

NHS
Homerton University Hospital NHS Foundation Trust
East London NHS Foundation Trust

Hackney

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# Introduction

The Children and Young People's Resource Guide has been developed by Hackney Children and Young People's Services to assist professionals working within the London Borough of Hackney in navigating the diverse range of services for children and families with support needs.

Hackney is committed to the principle that the most effective way of improving outcomes and life chances for all children, young people and families is through the provision of high quality, accessible universal services. While there are times when specialist expertise is required, most needs for the majority of children can be met in universal settings such as children's centres, schools and GP surgeries.

This guide provides information as to how health, early years, education, Children's Social Care, Young Hackney and adult services are working together to promote coordinated service delivery for children and families living in the borough. Our primary aim is that there should be 'no wrong door' for referrers seeking additional support for children.

The guide is split into two main sections:

1. Information on the path a child might take through services and how professionals can support this, with a particular focus on safeguarding and education, as well as multi-agency guidance on working with children and families. This includes Hackney's Child Wellbeing Framework and Common Support Framework, information on the processes for children and young people with additional needs, 'Think Family' guidance and information on joint working between Children's Social Care and schools.
2. A comprehensive directory of services, from health through to education and youth services, as well as adult services in recognition that much of the work undertaken with children also involves work with the adults around them. The directory includes contact details, a service description, access criteria and referral processes for each service.



# Hackney Child Wellbeing Framework

The Hackney Child Wellbeing Framework focuses upon child and family needs, not thresholds for services.

It does, however, attempt to give an indication of what might be an appropriate approach to responding to child and family needs by defining three levels:

- **Universal –** a response by universal services, often working individually
- **Universal Plus and Universal Partnership Plus –** a response by universal services working together in universal settings and sometimes bringing additional targeted resources into a multi-agency partnership plan to both assess and address concerns
- **Complex/high risk –** a response that requires high level specialist services, often governed by statutory frameworks, to take the lead role.

Universal services that meet universal needs include schools and childcare providers, children's centres, health visiting, school nursing, GPs, play services, Young Hackney, police, housing and the voluntary and community sector.

Some of the targeted services that can support universal services include family support services, First Steps, Young Hackney, Special Educational Needs, behaviour and educational support, speech and language therapy, short breaks and support for transitions, and voluntary and community services.

When needs are numerous or sufficiently intense to require a Universal Plus or Universal Partnership Plus response, this will often require a written plan as part of the Common Support Framework, Key Worker Action Plan (step across) or a Child and Family Assessment (step down) so that the family and all workers involved are aware of what outcomes we hope to achieve, who is responsible for the actions to achieve them and how we will know when we are successful.

When children and families have complex needs or are high risk, specialist supp ort will sometimes be provided by Children's Social Care. This is indicated in the table by using **a bold typeface** . These are often situations where the child is at risk because of deficits in parenting or carer capacity. Other specialist services include Young Hackney, Child and Adolescent Mental Health Services and specialist disability services (social care and/or health).

The pathway and processes for responding to need are described in the Resource Guide.

It is important to remember that each child and family will have a unique set of needs and strengths. The Child Wellbeing Framework is a guide and is not intended to replace professional knowledge, experience and discretion.

Professionals should be alert to the likely cumulative effect on children and young people of multiple concerns and consider whether the presence of numerous indicators (about the parenting being provided) amounts to the child's needs being neglected.

| Universal | Universal Plus and Universal Partnership Plus | Complex/High Risk |
|---|---|---|
| *Any identified additional needs can be met by universal services.* | *Child/young person's needs can be met by universal services working together or with the addition of some targeted services* | ***Child/young person's needs require specialist services or a statutory response including Children's Social Care investigation and/or intervention*** |
| **Health** | | |
| • Has had all age-appropriate interventions in the Healthy Child Programme<br>• Is healthy and well, development is age-appropriate and has had all appropriate immunisations<br>• Has a healthy diet and appears well-nourished<br>• Is registered with a GP and basic services such as dentist, optician<br>• Can manage own treatment for any condition e.g. asthma, and take part in everyday life | • Long term conditions or serious illness<br>• Frequent illness/accidents<br>• Mild level of disability requiring additional support to be maintained in a universal setting<br>• Poor nutritional status<br>• Developmental delay<br>• Non-immunised<br>• Significantly under/ overweight<br>• Significant faltering growth of known cause<br>• Multiple attendances at A & E or acute healthcare settings<br>• Language and communication difficulties<br>• Missed appointments– routine and non-routine<br>• Child has significantly dropped in their placement along the 'centile' range for height/weight without adequate explanation<br>• Child has conditions which, because of parents/carers not adhering to treatment plan, cause unnecessary levels of suffering<br>• Child is not appropriately supervised | • Significant faltering growth of unknown cause<br>• **Significant developmental delays, disability or long term condition apparently caused or exacerbated by care given by parents**<br>• **Injuries not consistent with explanation given**<br>• **Disclosure of abuse from child/young person**<br>• **Serious concern regarding fabricated/induced illness**<br>• **Evidence of physical, emotional or sexual harm or neglect**<br>• **Complex disability that cannot be maintained in a mainstream setting or without additional support**<br>• **Child is born with indications of maternal substance misuse**<br>• **Child in infancy has lost weight without adequate explanation**<br>• **Child in hospital setting continuously for 3 months**<br>• **Child is suffering as a result of inadequate access to primary/secondary healthcare**<br>• **Child is consistently dirty/ malodorous**<br>• **Child has experienced or is at risk of experiencing Female Genital Mutilation**<br>• **Young person has been victim of a knife or gun related injury** |

| Emotional Health, Wellbeing and Behaviour | | |
|---|---|---|
| • Good mental health and psychological well being<br>• Good quality attachments and relationships | • Low self esteem, withdrawn, or shows signs of depression<br>• Challenging behaviour that parents find difficult to manage<br>• Bullying or being bullied<br>• Non life-threatening self harm<br>• Child has caring responsibilities that impact on behaviour/development<br>• Anxiety, low level depression or other difficult feelings<br>• Difficult behaviour including inappropriate risky behaviour<br>• Parental or family separation, illness or health problems<br>• Relationship difficulties with family, friends or teachers<br>• Child is significantly delayed in speech/expressive communication<br>• Young person is being pressured to become gang-involved | • **Child's behaviour/activities places self or others at imminent risk of serious harm**<br>• **Child persistently runs away**<br>• **Child appears to have been trafficked**<br>• Complex mental health and learning disability issues requiring long term or specialist interventions and treatment<br>• Expression of suicidal thoughts<br>• Severe or life-threatening mental health conditions (e.g. psychosis, risk of suicide or severe self harm, severe depressive episode, anorexia nervosa)<br>• Severe impairment of functioning associated with mental health disorders (e.g. severe anxiety, severe OCD, phobic, panic disorders, ADHD, ASD, Tourette's syndrome, school refusal where mental health disorder plays a significant role.<br>• Conduct difficulties and those which co-exist with other disorders where specific interventions may influence outcome, including children and young people who present a forensic risk<br>• Moderate to severe depression<br>• Severe and/or complex relationship difficulties leading to significant impairment of functioning and wellbeing |

| Education | | |
|---|---|---|
| • Achieving key stages<br>• Good attendance at school/ college/training<br>• No barriers to learning<br>• Planned progression beyond statutory school age | • Poor concentration<br>• Low motivation<br>• Out of school/excluded<br>• Regular truancy<br>• Non-attendance which is not certified by health professionals<br>• NEET or at risk of NEET<br>• School Action Plus<br>• Frequent moving of school without reasonable cause<br>• Poor access to books, toys, educational materials and/or correct uniform<br>• Educated at home with engagement from family but child is not developing appropriately<br>• Child has poor pro-social relationships and is being bullied and showing signs of developmental delay<br>• Child consistently falls asleep during lessons | • Chronic non-attendance, truanting<br>• Permanently excluded<br>• Children missing from education<br>• No parental support for education<br>• Statement of Special Educational Needs/Education Health and Care Plan<br>• **Professional concerns about the safety or wellbeing of a child whose family has elected home education** |
| **Social and Neighbourhood** | | |
| • Development stimulated through play and/or appropriate peer group interaction<br>• Knowledgeable about the effects of crime and anti-social behaviour<br>• Age-appropriate knowledge about sex and relationships<br>• Age-appropriate independent living skills | • Illegal employment<br>• Difficulties with peer relationships<br>• Child/young person not exposed to new/stimulating experiences<br>• Pro-offending behaviour and attitudes<br>• Coming to the notice of police<br>• Engaging in substance misuse<br>• High levels of anti-social behaviour/criminality<br>• Being a victim of crime | • **Under 13 engaged in sexual activity**<br>• **Child is begging/ scavenging for food or money**<br>• **Teenage parent under 16**<br>• Young person being harmed through their substance misuse<br>• Young people who pose a risk of harm to others<br>• Young people involved in the Criminal Justice System<br>• Child in secure remand<br>• Inappropriate or harmful sexual/sexualised behaviour` |



Continued overleaf

| Social and Neighbourhood (continued) | | |
|---|---|---|
| | • Learning disability that places young person in vulnerable situations<br>• Child is not appropriately supervised in the home or community<br>• Young person is undertaking activities that evidence gang-involvement e.g. videos<br>• Child/young person is displaying extremist views and behaviours | • **Child being sexually exploited**<br>• **Child exploited for criminal purposes**<br>• **Child/young person being groomed into violent extremism**<br>• **Child in custody with no family support or involvement**<br>• **Child in hospital setting continuously for 3 months** |
| **Parents/Parenting** | | |
| • Consistent parenting providing appropriate guidance and boundaries<br>• Child's physical needs are adequately provided for<br>• Parenting generally demonstrates praise, emotional warmth and encouragement<br>• Positive family relationships, including between separated parents | • Mental and/or physical health needs or learning difficulties that can affect care of the child<br>• Postnatal depression<br>• Excessive anxiety regarding child's health<br>• Colludes with or condones failure to attend school<br>• Inconsistent or harsh parenting<br>• Lack of consistent boundaries, supervision and guidance<br>• Relationship difficulties that impinge on child<br>• Substance and or alcohol misuse affecting parenting<br>• Criminal or anti-social behaviour<br>• Learning difficulties that affect parenting/caring<br>• Parent/carer has health needs or engages in behaviour that leads to child being a 'young carer'<br>• Parent/carer is begging for food/money<br>• Parent/carer avoiding or refusing to engage with professionals where a concern has been raised | • Failure to access pre/postnatal care<br>• Very young or vulnerable child left alone<br>• Drug or alcohol abuse seriously affecting the ability to function<br>• Child/young person rejected from home<br>• Inability to judge dangerous situations<br>• Inability to protect child from harm<br>• Emotional neglect where earlier interventions have not been effective<br>• Adult mental health significantly impacting on the care of the child or young person<br>• Parent has serious mental health condition and child/young person is subject of parental delusion<br>• Parent/carer with significant learning disability seriously affecting ability to parent<br>• Any parent/carer who attempts suicide or self-harm<br>• Parent causing significant harm to child |

Continued overleaf

| Parents/Parenting (continued) | | |
|---|---|---|
| | • Parent/carer does not encourage development of child's independence<br>• Parents/carers fail to understand the physical, social and spiritual needs of children at specific ages or stages<br>• Parents/carers do not take responsibility for issues which are beyond a child's developmental maturity | |
| **Family and Environment** | | |
| • Good family relationships<br>• Family feels accepted by the community<br>• Family members are physically well and mentally stable<br>• Family has positive relationships and appropriate support from others<br>• Income is consistent and sufficient to meet basic family needs<br>• Family have access to good, age-appropriate facilities | • Inadequate/overcrowded housing<br>• Family homeless or in temporary accommodation<br>• Family routine not conducive to child's needs<br>• Socially or physically isolated<br>• Household members with disability or significant health problems<br>• Family experiencing harassment, discrimination or are victims of crime<br>• Children sometimes wear inappropriate clothing or appear unkempt<br>• Scale 1 & 2 Domestic Violence as per Barnardo's Guidance<br>• Home environment is not suitable for children/there are visible health and safety risks<br>• The home is very cluttered | • **Children who are being looked after in private fostering arrangements**<br>• **Adult who poses risk to children is in household or in contact with family**<br>• **Drug taking, prostitution, and illegal activities that significantly impact on child**<br>• **Children consistently appear dirty/clothing is inappropriate for climate**<br>• **Imminent family breakdown**<br>• **Homeless and destitute**<br>• **Scale 3 & 4 Domestic Violence as per Barnardo's Guidance**<br>• **Medicines or harmful products have been ingested by the child**<br>• **There is insufficient/ inadequate food for the child to eat** |

# First Access & Screening Team (FAST)

## Vision and Purpose

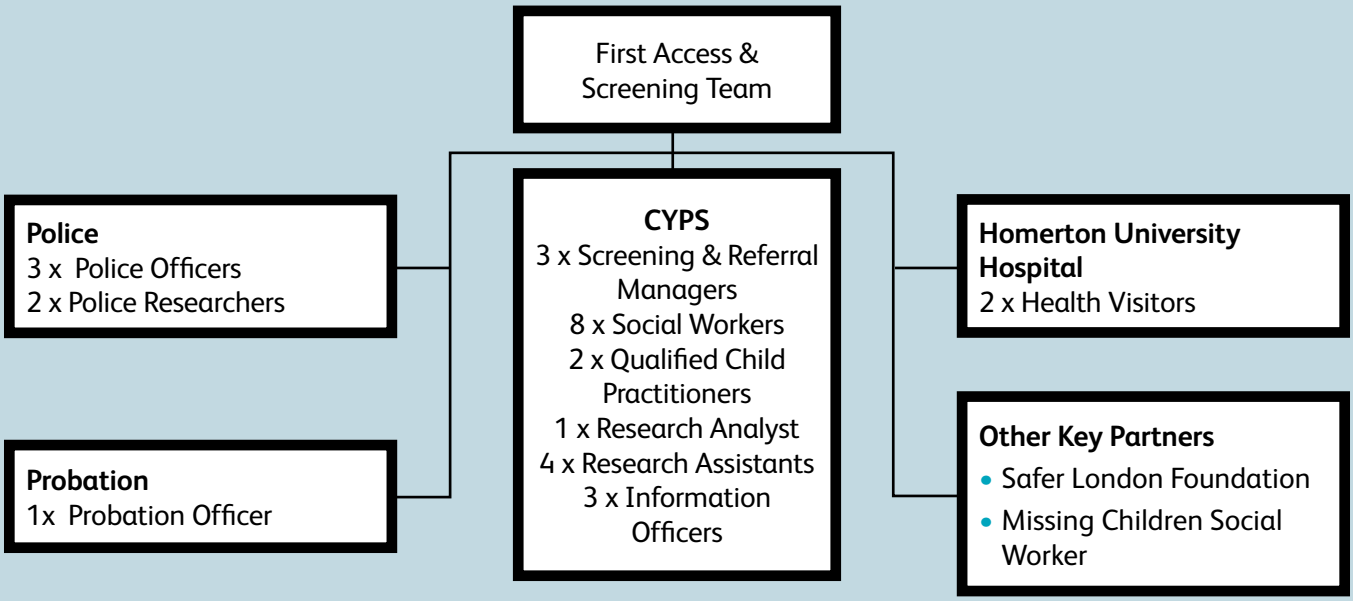
FAST acts as Hackney's local Multi-Agency Safeguarding Hub (MASH) and provides a delivery framework that enables partnership agencies to work together to support and safeguard children by sharing and analysing information that is held about them.

FAST provides a space in which agencies can access their client data systems, balancing the need for privacy with the need to share information safely. By doing this, FAST aims to identify need and risk by building a full picture of the child and their family.

Hackney FAST intends to provide a proportionate, timely and coordinated approach to all children in need and/or at risk within the Borough through effective partnership working that places the child at the centre of decision making and better ensure that the right help is identified first time. Screening activity in FAST is undertaken by Children & Young People's Services (CYPS) professionals and supported by co-located partners from police, probation and health services who work alongside CYPS to share information. Screening activity is further enhanced by the strong local interface with the Safer London Foundation and Missing Children Social Worker. This joined up approach to information sharing enables proportionate and timely decisions to be made about the type and level of services children need. Additionally, it facilitates timely access to resources including the allocation mechanisms of the Children Centre Multi-Agency Team (MAT) meetings (see page 17) and the Children and Young People's Partnership Panel (CYPPP) (see page 18).

## The Team

FAST sits under the umbrella of services within Access, Assessment, Youth Justice and Family Support Services within Hackney's Children and Young People's Services Directorate. The team comprises of CYPS staff who are co-located with multi-agency colleagues.



## How FAST works

The FAST has five core functions:

- screen and allocate child protection referrals (within 24 hours)
- research & provide information 'hand off' reports to professionals working with children and young
- people as necessary
- facilitate access to services for children and families that need them
- provide advice and guidance to professionals and members of the public
- operate a duty system for 'walk in' clients and home visiting.

FAST is a single point of contact for professionals and members of the public seeking advice, information and/or who need to make a referral for a child/young person in need of help or protection. Our multi-agency team provide a rapid response service to child protection concerns ensuring swift decision making and allocation to Hackney's Children's Social Care Assessment Service as required.

FAST will undertake screening activities, including home visits where appropriate, to assist decision making for early help referrals where little is known about the child's home life and where no immediate safeguarding concerns are evident. Such visits will be undertaken jointly with the Health Visitors located in FAST for children under 5 years of age where this is practicable. The purpose of such visits is to better understand the type and level of support needed to improve a child or family's outcomes.

Areas of risk including missing children, child sexual exploitation, gang involvement, offending and antisocial behaviour are tracked and monitored. Schools will be informed of serious incidents involving their students or specific community risks as necessary and advised of and linked to the allocated or lead professional working with the child, young person or their family.

A manager will make a decision in relation to all child protection referrals within 24 hours of receipt. If a child protection enquiry is initiated, consent to obtain information is not required from the child's parent(s) if doing so would place the child at further risk of harm, interfere with a criminal investigation or cause undue delay.

In all cases where checks are undertaken without parental consent there will be a clearly recorded management decision on a child's file explaining why this was appropriate.

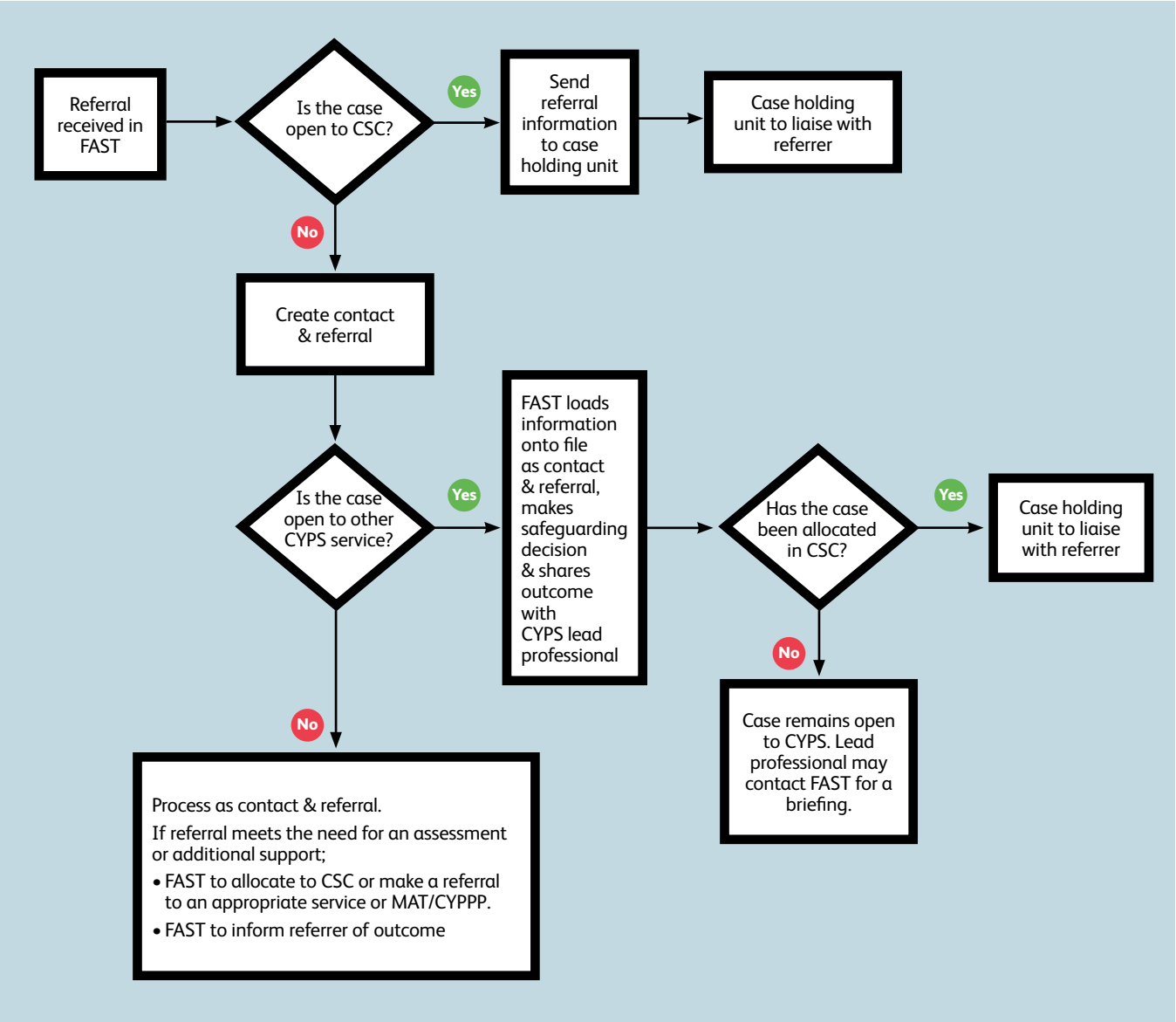
All non-urgent referrals are expected to have decisions made within three working days. In making decisions about non-urgent referrals, the team will always attempt to collaborate with families and professionals holding important information about a child or family's circumstances and will aim to achieve this within a timescale not exceeding seven working days. The safety and well-being of children and young people will always be at the centre of decision making.

The FAST Multi-Agency Operational Protocol can be found at **http://www.chscb.org.uk/protocols-guidance-and-procedures/**

For details on how to contact FAST please (see page 98) for details.

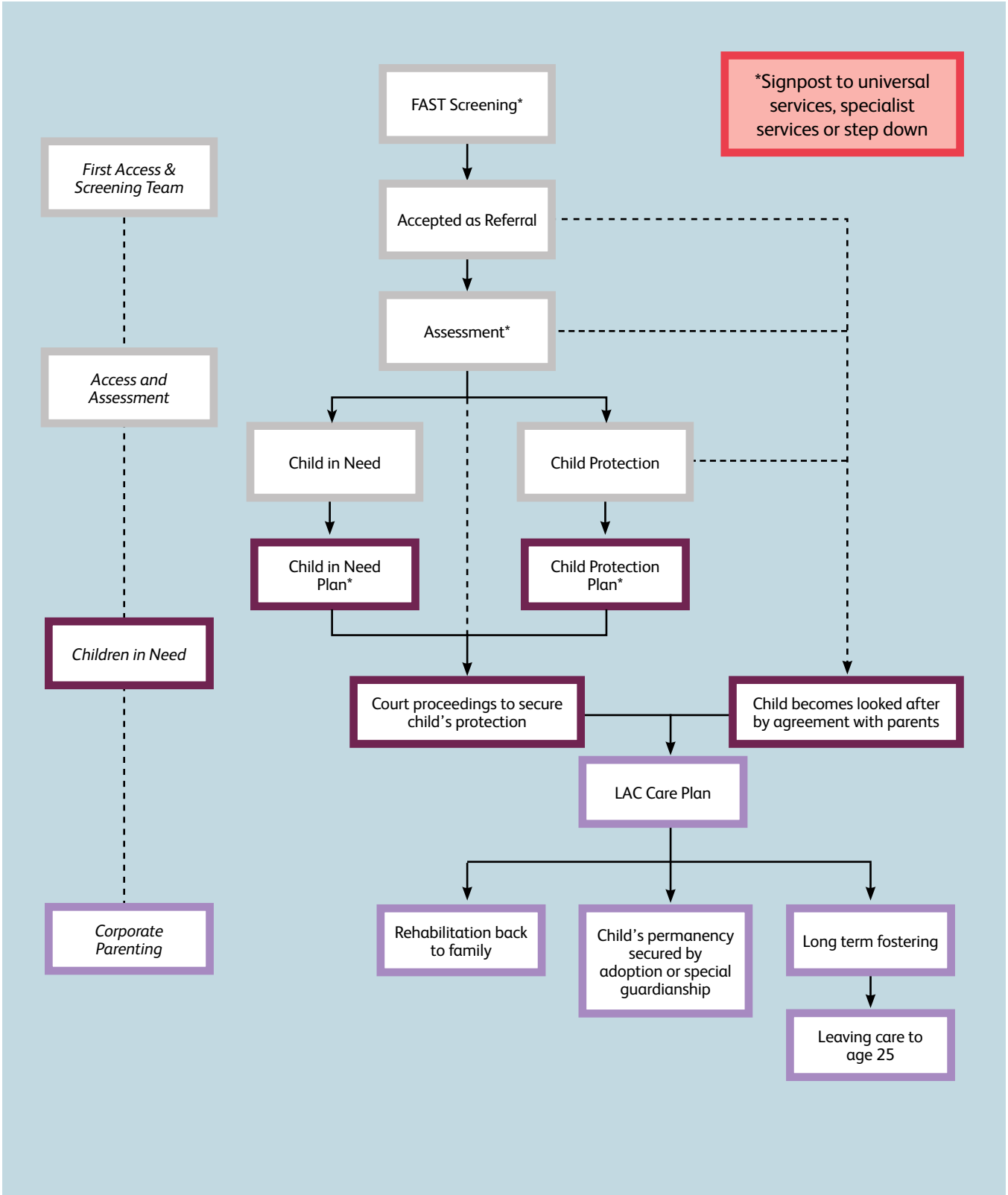
# First Access & Screening Team Referral and Decision Making Process

The flowchart below shows the decision making process for referrals received by the First Access & Screening Team (FAST).



# Children's Social Care – Case Flowchart

The following flowchart shows the pathway for cases referred to Children's Social Care. More information on the service can be found in the service directory section on page 96.



# Early Help Services
## Early Help Services

The following pages include information about how to access early help services in Hackney. Early help services across Hackney are comprehensive and integrated across partner agencies including Children and Young People's Services (CYPS), Hackney Learning Trust, schools, children's centres, GPs and health colleagues as well as service providers in the voluntary and community sector.

Hackney's early help offer recognises and responds to the fact that children and young people may experience problems and difficulties at any point throughout their childhood and adolescence. The early help offer builds upon the universal services already available to all Hackney children and young people and outlines the targeted offer, 'Universal Partnership Plus', which is designed to reduce or prevent problems from escalating or becoming entrenched.

Targeted services focus on children, young people and their families who may need support either through a single service or through a multi-agency response. They work with families where there are identified concerns and without additional, targeted support, the child may not achieve good outcomes and reach their full potential.

Our approach is based on the view that help provided early on is critical to prevent escalation to the point where statutory interventions may be required. Hackney is committed to strategic and collaborative working across agencies through practice that empowers families and helps them to develop the capacity to resolve their own problems.

Our services provide a wide range of evidence-based interventions to empower families and facilitate positive change whilst maximising access to opportunities that build resilience and aspiration.

# Early Help Services
## Common Support Framework

The Common Support Framework (CSF) is Hackney's response to the need to provide appropriate, integrated and effective support for families in the most efficient way possible.

It incorporates elements of, and learning from, the Common Assessment Framework (CAF), but places the emphasis upon the delivery plan(s) and outcomes rather than information gathering and assessments that may be repetitive or duplicate work across agencies.

It is designed to bring families closer to the ideal of 'no wrong door' and to eliminate unnecessary bureaucracy for practitioners.

It consists of three interlinking elements:

| Multi-Agency Information Form | Assessment of need | Delivery and review plans |
|---|---|---|
| Contains relevant details about all members of the family e.g. names, addresses, D.O.B., schools, ethnicity etc.<br><br>In most cases this will replace many referral forms and be used to support 'service brokering'. | • Any valid holistic assessment of need including:<br>• CAF<br>• Initial Assessment<br>• Pastoral Support Plan (PSP)<br>• ASSET<br>• ONSET<br>• Young Hackney Assessment | A form with specific outcomes and review targets.<br><br>To be used to ensure that multi-agency working is coordinated. |

*Except in cases of significant risk to the child, all information sharing will require parental consent. All agencies in Hackney have endorsed the Information Sharing Guidance for Practitioners and Managers –*
***https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419628/Information_sharing_advice_safeguarding_practitioners.pdf***

**How will this affect out of borough working?**

Hackney endorsed the Pan-London CAF Protocol because it is committed to the principle of working in partnership to ensure that administrative boundaries do not negatively affect the provision of appropriate services to children, young people and families.

For further information contact **FAST@hackney.gov.uk**

# Early Help Services

## Early Help Multi-Agency Panels

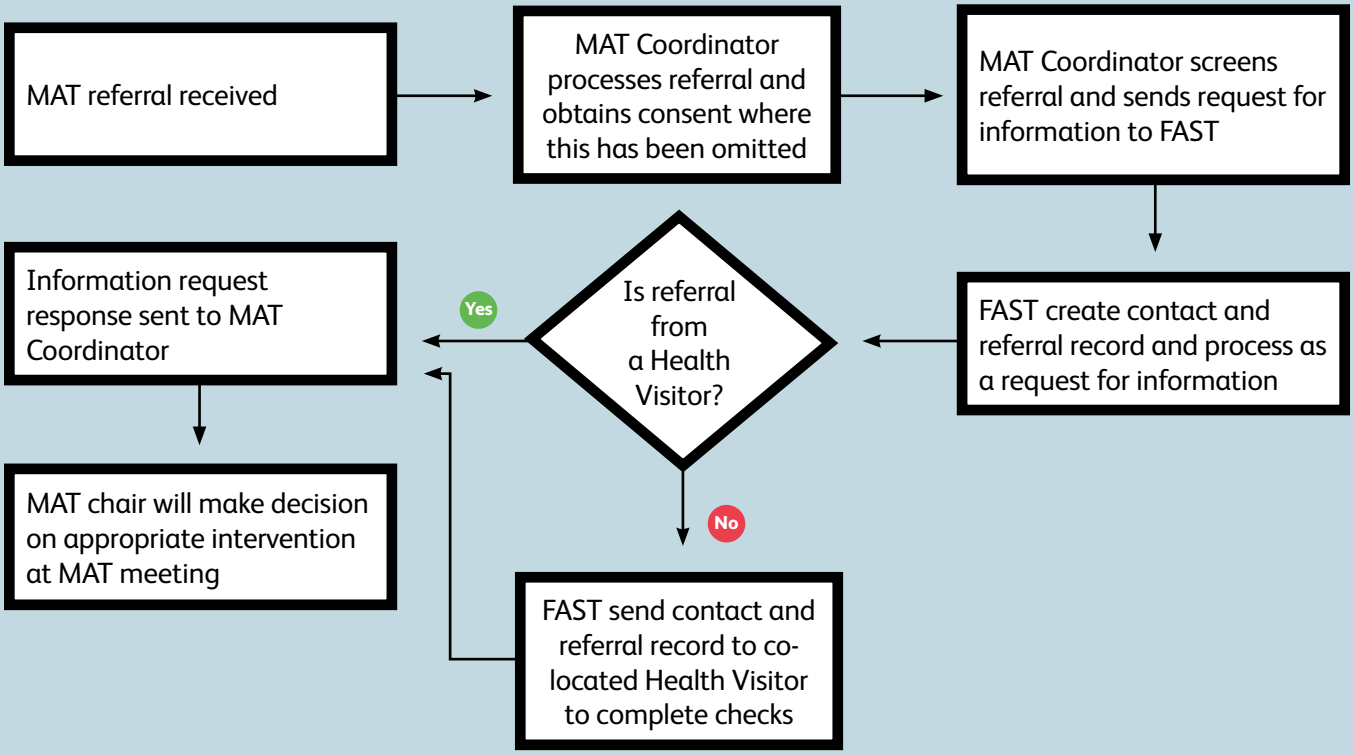
There are a number of multi-agency panels that bring providers together to coordinate the delivery of early help services to children and their families. The table below provides information in respect of the range of meetings and panels that take place involving children's centres, schools, Children's Social Care and other partners.

### MAT Meeting: For children aged 0-5 years (Multi-Agency Team Meeting)

- Occur fortnightly in each strategic children's centre.
- Chaired by a Quality Improvement Partner (QIP) who is a qualified social worker employed by Hackney Learning Trust primarily but not exclusively.
- Focus on children under 6 years of age and their families, with two or more needs or agency involvement, who would benefit from coordinated early help.
- Attended by a range of professionals who work with children at the Early Years Foundation Stage including midwives, health visitors, children's centre family support teams, speech and language therapists and First Steps.
- **Referrals:** Email MATcoordinator@learningtrust.co.uk

If CYPS is working with a family and a referral is made to MAT then MAT will communicate directly with the named worker/unit for further information. When referrals are made to MAT, the referrer will have sought written consent from the parent who has agreed that checks may be completed.

**MAT Referral Process**



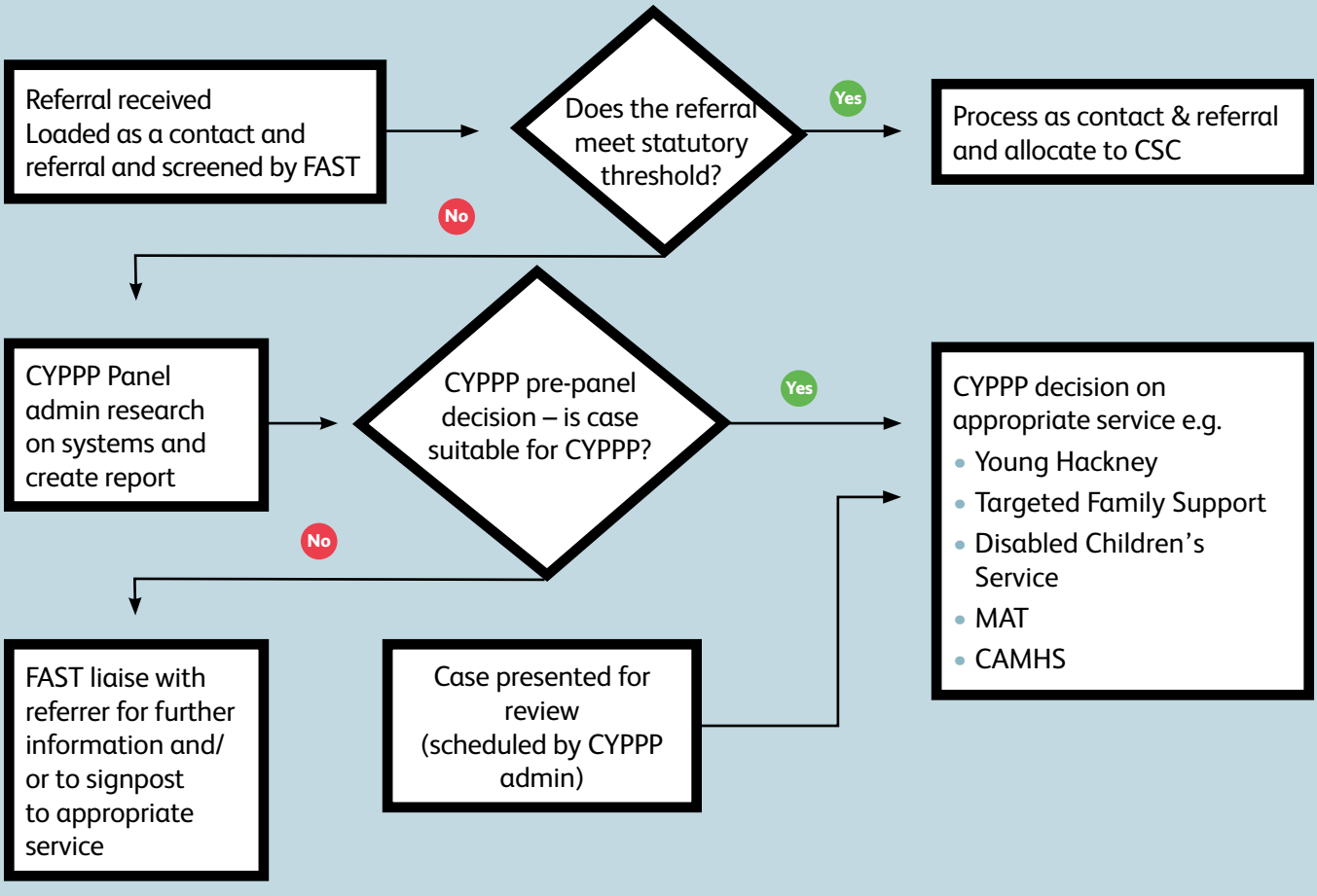
## MAP Meeting (Multi-Agency Planning Meeting)

- Occur on a regular basis throughout the school year.
- Chaired and led by the school.
- Focus on planning interventions and management oversight of individual pupil who require additional support from a range of agencies.
- Attended by a range of professionals.
- **Contact:** As this support is organised through individual schools, please contact the child's school directly.

## CYPPP: For children and young people aged 6-19 years (Children and Young People's Partnership Panel)

- Occurs weekly, borough-wide.
- Chaired by a member of the senior management team of Hackney Learning Trust/Young Hackney.
- Focus on most complex and difficult cases where children and families require or are receiving coordinated packages of support.
- Attended by professionals in Young Hackney, First Access & Screening Team, Children's Social Care, Child and Adolescent Mental Health Services, Police, Hackney Learning Trust and other professionals by request.
- **Referrals:** FAST@hackney.gov.uk.cjsm.net

### CYPPP Referral Process



# Early Help Services
## Troubled Families Programme

The Troubled Families programme supports the identification of and work with families with multiple issues meeting a number of set criteria, which may be preventing each member of the family meeting their full potential and resulting in the need for costly interventions. The guide below demonstrates the criteria for the programme which has now been expanded. More information on Troubled Families can be found in the service directory section on page 111.

### Troubled Families – Identifying criteria

(a minimum of 2 of the 6 criteria below must be met to qualify)

| Criteria 1<br>**Parents and children involved in crime or anti-social behaviour** | Criteria 2<br>**Children who have not been attending school regularly** | Criteria 3<br>**Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan** | Criteria 4<br>**Adults out of work or at risk of financial exclusion or young people at risk of worklessness** | Criteria 5<br>**Families affected by domestic violence and abuse** | Criteria 6<br>**Parents and children with a range of health problems** |
|---|---|---|---|---|---|
| A child who has committed a proven offence or who has received an anti-social behaviour intervention (or equivalent local measure) in the last 12 months<br>or<br>An adult prisoner who is less than 12 months from release and will have parenting responsibilities on release<br>or<br>An adult who is currently subject to licence or supervision in the community following release from prison, and has parenting responsibilities<br>or<br>An adult currently serving a community order or suspended sentence who has parenting responsibilities<br>or<br>Adults or children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above | A child who is persistently absent from school<br>or<br>Has received at least 3 fixed term exclusions<br>or<br>Is primary school aged and has had at least 5 school days of fixed term exclusions<br>Has had at least 10 days of fixed term exclusion<br>or<br>Has been permanently excluded from school within the last 3 school terms<br>or<br>Is in alternative educational provision for children with behavioural problems<br>or<br>Is neither registered with a school, nor being educated in an alternative setting<br>or<br>Is nominated by education professionals as having school attendance problems of equivalent concern to the indicators above because he/she is not receiving a suitable full time education | A child who has been identified as needing early help i.e. notake up the Early Years Entitlement<br>or<br>Has social, emotional and mental health problems<br>or<br>Has been reported as missing from home & identified as of concern<br>or<br>Are repeatedly assessed under Section 17 or 47, of the Children Act 1989, but not deemed a 'child in need'<br>or<br>Are subject to Early Help Assessments<br>or<br>A 'child in need' under Section 17, of the Children Act 1989<br>or<br>Has been subject to an enquiry under Section 47, Children Act 1989<br>or<br>A child subject to a Child Protection Plan<br>or<br>Has been identified as at risk of sexual exploitation<br>or<br>Nominated by professionals as having problems of equivalent concern to the indicators above | An adult in receipt of out of work benefits<br>or<br>An adult who is claiming Universal Credit and is subject to work related conditions<br>or<br>A child who is about to leave school, has no/few qualifications and no planned education, or employment training<br>or<br>A young person who is not in education, training or employment<br>or<br>Parents and families nominated by professionals as being at significant risk of financial exclusion<br>or<br>This may include those with problematic/unmanageable levels and forms of debt and those with significant rent arrears | A young person or adult known to local services who has experienced, is currently experiencing or is at risk of experiencing domestic violence and abuse<br>or<br>A young person or adult who is known to local services as having perpetrated an incident of domestic violence or abuse in the last 12 months<br>or<br>The household or a family member has been subject to a police call-out for at least one domestic incident in the last 12 months | An adult with mental health or drug and/or alcohol problems who has parenting responsibilities<br>or<br>A child with mental health or drug and/or alcohol problems<br>or<br>A new mother who has a mental health or substance misuse problem and other health factors associated with poor parenting. (including mothers who are receiving a Universal Partnership Plus service or participating in a Family Nurse Partnership)<br>or<br>Adults with parenting responsibilities or children who are nominated by health professionals as having any mental and physical health problems of equivalent concern to the indicators above. (including unhealthy behaviours, resulting in problems like obesity, malnutrition or diabetes) |

# Early Help Services
## 'Think Family' Process and Action Record

### Principle statement

Hackney is committed to a whole family approach, in which all services working with a child or other family members work effectively in partnership to identify potential short and long term risks and vulnerabilities and ensure a coordinated and integrated approach. Our whole family approach focuses on prevention and early intervention to secure the best long term outcomes for children, young people and adult family members.

This process and action record has been developed to support all those who have front-line contact with service users. It is designed to improve identification, signposting and referrals of families and individuals who need additional support. It will help staff to be aware of the needs and vulnerabilities of other family members and to feel confident taking decisions about how to act.

### Aims of this process and action form

1. Staff 'think family' and are confident identifying early and responding appropriately in a coordinated way to risks and issues which affect all members of the household.
2. Staff are confident assessing which risks constitute a safeguarding issue or which require a lower level referral or signposting response.

### Risk factors and issues

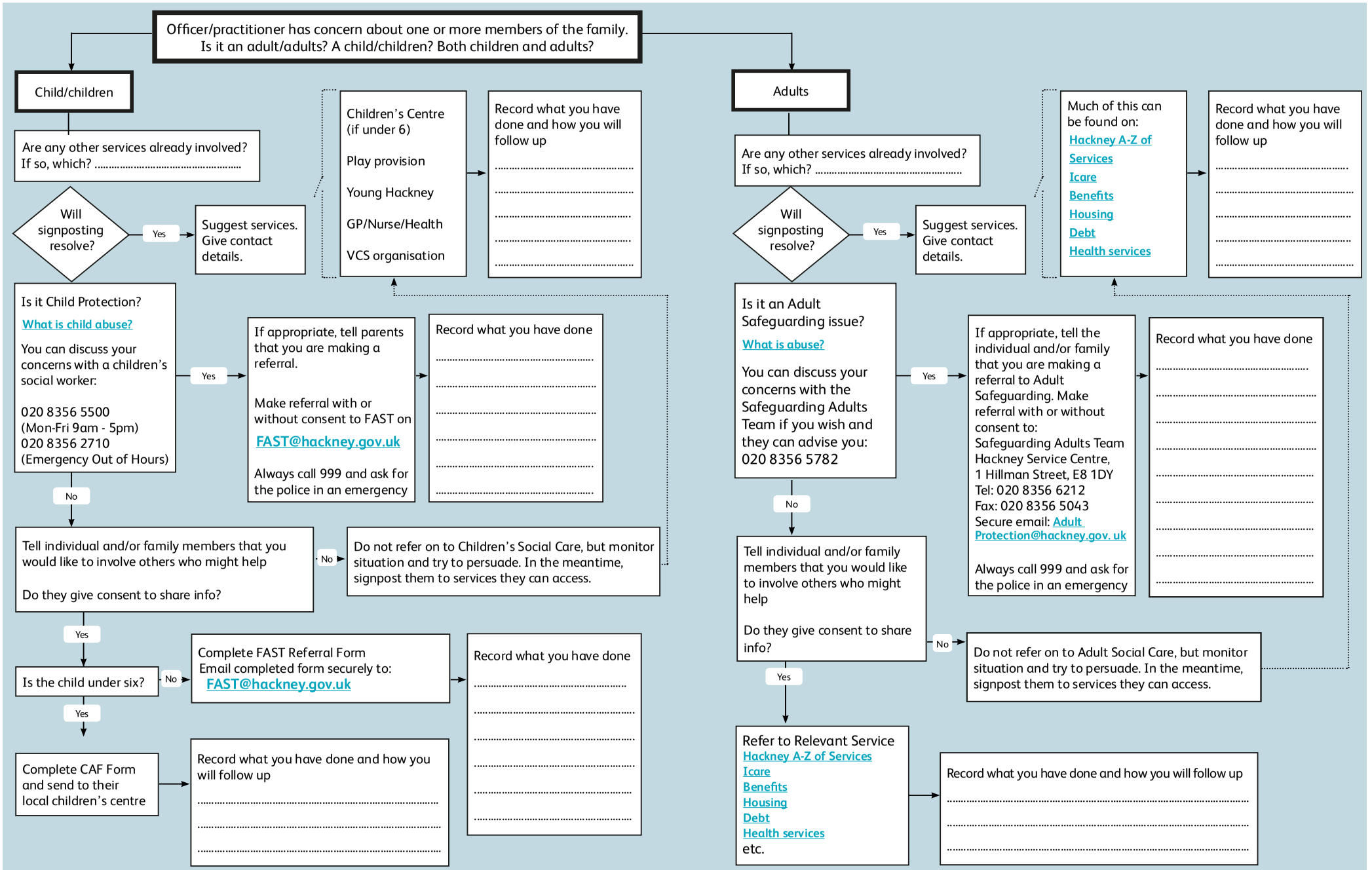
The list below provides some examples of risk factors and issues that should raise concern about a family. This list is not exhaustive: staff are encouraged to use their professional judgement.

- Child not regularly attending school
- Suspected domestic violence
- Family mental health issues
- Alcohol and substance misuse
- Adult worklessness
- Child frequently absconding from home
- Dangerous or unsanitary living conditions
- Poor health
- Social isolation
- Suspected criminal behaviour and/or gang involvement.

## How to use

This form is meant to help decision making and ensure that children's, adults' and families' additional needs are identified and addressed at the earliest opportunity. It is not intended to replace professional judgement or supervision. The form should be stored securely in the service user's file. Any questions should be addressed to your line manager or FAST see page 98.

# Early Help Services
## Think Family Flowchart



# Early Help Services
## Primary School Children with Additional Support Needs

Primary schools are at the heart of local communities and play an important role in their neighbourhoods. They have day-to-day contact with children and families and will often be best placed to provide early help. Integrated throughout all of their work is a dynamic and continual assessment of risk and need involving every member of the school community.

The majority of children and families will not require any additional formal support, but for those who do, a discussion at the school-based and led multi-agency planning and review forum would be the first step unless it is evident that there are child protection concerns which need an immediate referral to Children's Social Care.

Most schools refer to this school-led forum as their Multi-Agency Planning (MAP) meeting. It is a process to support the Special Educational Needs Coordinator (SENCO) in managing the identification, coordination and review of support and interventions for pupils with additional needs.

The MAP is a high level planning meeting where the school and partners work together to prioritise, implement and review universal and targeted support arrangements. This is so the SENCO does not have to do this alone but with the benefit of other perspectives from representatives of key partner agencies. For some pupils the MAP will help to identify an intervention strategy. This will involve identifying which agency or agencies should come together to develop an action plan detailing who is to do what and when.

Often this will involve a Pastoral Support Plan (PSP) which is a school-based, young person-centred approach to address the inclusion of young people with challenging behaviour from a range of perspectives. They are designed to support young people who are at risk of permanent exclusion or young people who are at risk of becoming disaffected through repeated fixed-term exclusions.

Targets are set for both the young person and for the range of agencies involved with the young person. Key to this process is the regular review of the PSP that enables close monitoring of the young person within the school environment.

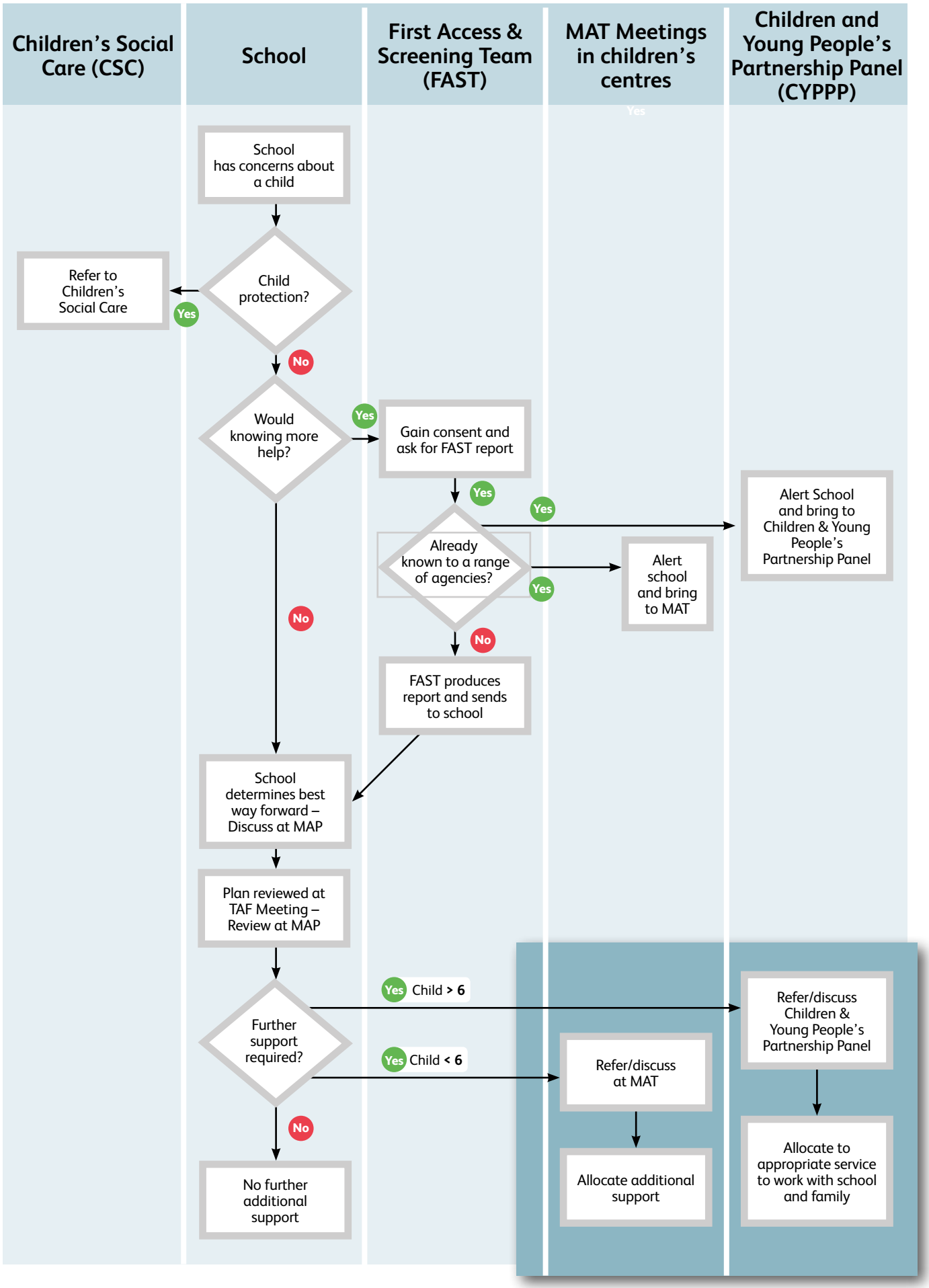
In most cases, following review, these interventions will be sufficient to make progress towards the identified outcomes. However, there are some children who, because of personal, family or environmental factors, will be unable to benefit from these early responses. Meeting their greater needs may require more comprehensive approaches and possibly more creative solutions. There is also a need to ensure that as more services are involved with a young person, different agency responses do not overlap or conflict. If after reviewing the interventions, the school believes this to be the case, they can refer, with parental consent, to a MAT or CYPPP via a referral to the First Access & Screening Team. To refer, e-mail a CAF or Multi-Agency Information Form securely to **FAST@hackney.gov.uk**

If you need to speak with someone about a referral to FAST, please call **020 8356 5500** or **020 8356 4844**.

The diagram on the next page outlines the pathway for primary school children with additional needs.

# Early Help Services

## Pathway for Primary School Children with Additional Needs



# Support for vulnerable adolescents

The following pages outline support for young people when they go missing from home or care, and information about multi-agency processes related to young people identified as at risk of child sexual exploitation or demonstrating harmful sexual behaviour.

Information is also included related to radicalisation and violent extremism and what to do if you have concerns that a child/young person is becoming radicalised.

## Children's Rights Service

The Children's Rights Service incorporates the Children's Rights Officer and the Independent Return Home Interviewer to offer advocacy (primarily for looked after children and care leavers) and support to young people regarding their complaints and independent return from missing interviews.

### Advocacy

The Children's Rights Officer is a trained advocate who will offer confidential support and guidance to a young person to help them make their views clear to those they are involved with or provide support to them if they have an issue. The Children's Rights Officer will liaise with both the service and the young person to ensure they have a positive experience of Hackney.

### Independent Return Home Interviews

Children who go missing do so for a wide range of reasons and will often feel alone and vulnerable, and afraid of getting into trouble when they return. Sometimes they do not understand the risks that they face when they go missing and may not see others have been worried.

When a child returns from a missing episode, they must be offered an independent return interview which should take place (where possible) within 72 hours after the child has returned.

The independent return interview provides an opportunity to uncover information that can help protect children from the risk of going missing again, from risks they may have been exposed to while missing or from risk factors in their home.

The Independent Return Home Interviewer provides independent return interviews for children that have been missing from home or care.

The interview will have broadly three elements:

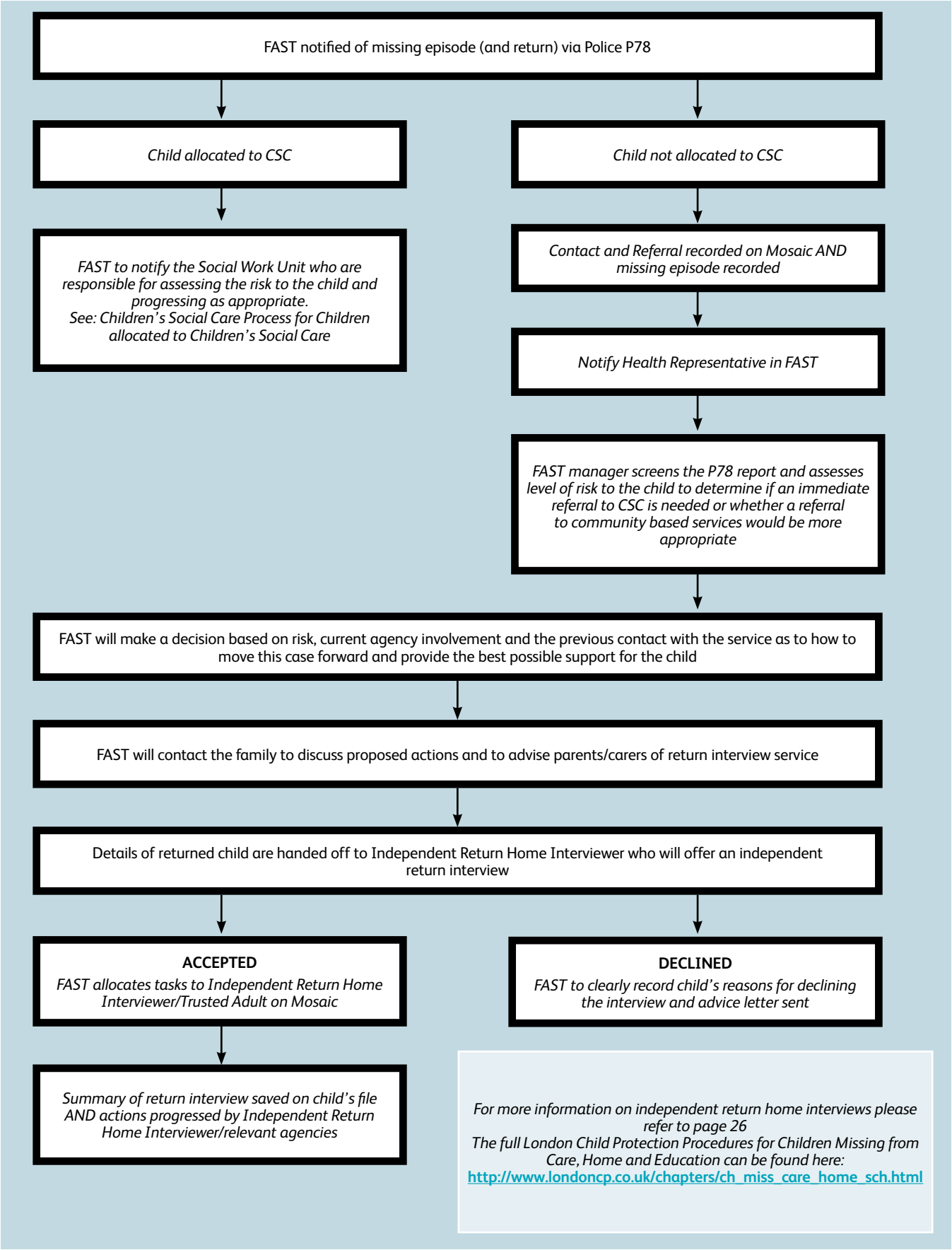
1. **Current situation**
   Exploring with the young person how they feel about their current situation and whether they feel safe, hoping primarily to uncover their reasons for running away.
2. **The missing episode**
   Exploring where they went, who they were with, how they got there and what happened. This could inform our understanding of the young person's vulnerabilities and risks. The interviewer will also explore the young person's experience of, and feelings about, returning from being missing.
3. **Future planning**
   Trying to engage the young person in thinking about the future and how they can prevent further missing episodes. This will involve listening to them about things they would like to change and offering to help them to communicate this as necessary to others. It will also involve helping the young person to understand the risks associated with going missing and discussing alternative solutions. They will be offered a leaflet with advice and helplines, however, where any safeguarding concerns have been identified a referral will be made into FAST.

To contact the Children's Rights Service or to make a referral please email ChildrensRights@hackney.gov.uk or call **020 8356 2444**.

# Support for vulnerable adolescents

## Missing Children – Process Flowchart

The following flowchart shows the Children's Social Care (CSC) process for children missing from home (not allocated to CSC).

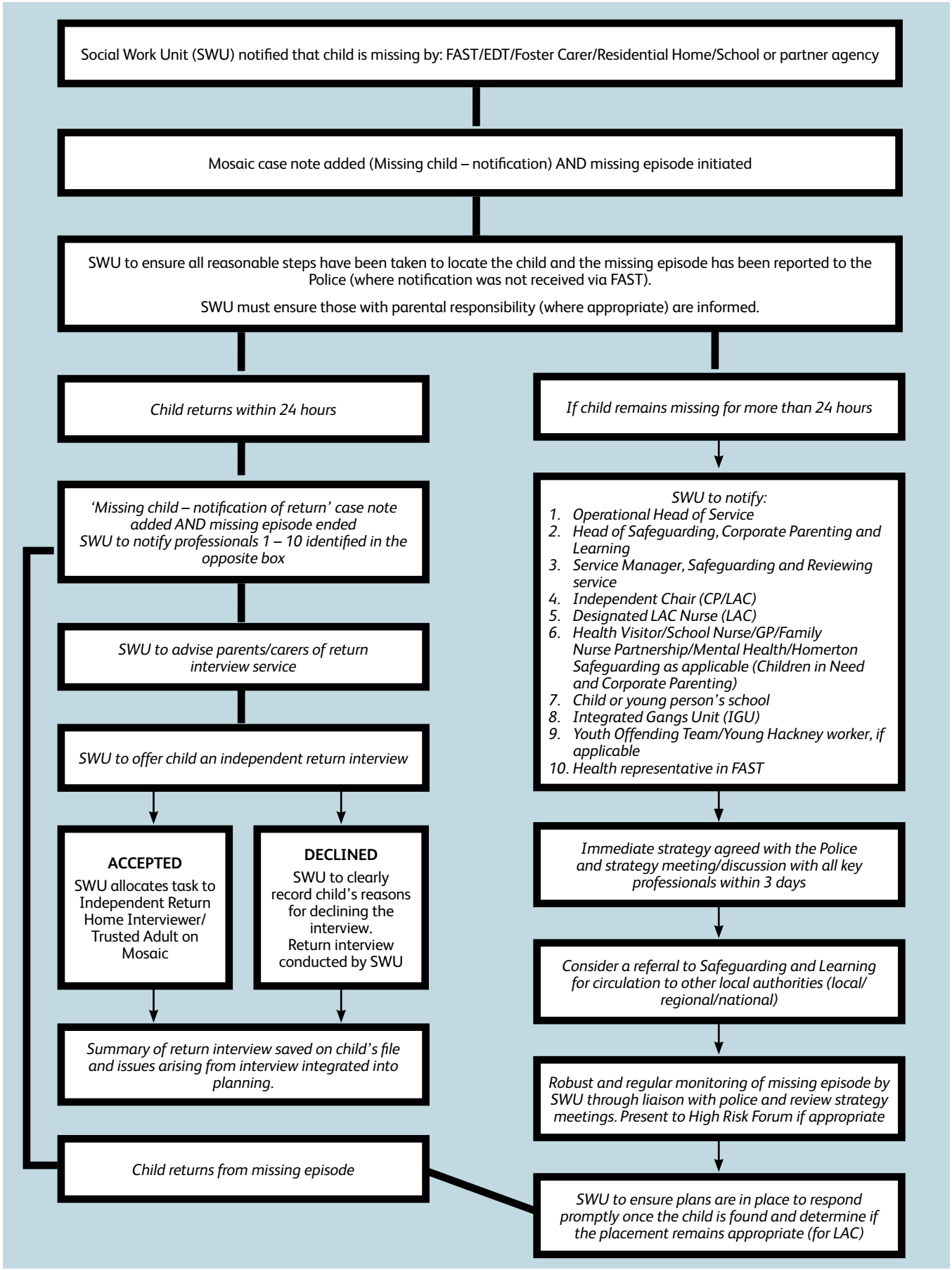



*For more information on independent return home interviews please refer to page 26*
*The full London Child Protection Procedures for Children Missing from Care, Home and Education can be found here:*
http://www.londoncp.co.uk/chapters/ch_miss_care_home_sch.html

# Support for vulnerable adolescents

## Missing Children – Process Flowchart

The following flowchart shows the Children's Social Care (CSC) process for children missing from home (allocated to CSC).



# Support for vulnerable adolescents
## Child Sexual Exploitation (CSE) and Harmful Sexual Behaviour (HSB)

Child Sexual Exploitation (CSE) describes particular kinds of concerning sexual transactions that young people experience. Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing, and/or others performing on them, sexual activities.

Child sexual exploitation can occur through use of technology without the child's immediate recognition, for example the persuasion to post sexual images on the internet/mobile phones with no immediate payment or gain. In all cases those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Involvement in exploitative relationships are characterised in the main by the child or young person's limited availability of choice resulting from their social, economic and/or emotional vulnerability. Violence, coercion and intimidation are common.

### Multi-Agency Planning (MAP) Meetings

Where there are significant concerns that a young person is at risk of sexual exploitation, a Multi-Agency Planning (MAP) meeting chaired by and held at Children and Young People's Services may be convened. Professionals in MAP meetings assess the young person's level of risk and devise a plan of intervention.

Hackney Children's Social Care have recently established an innovative MAP process to support and address the behaviour of young people who exhibit harmful sexual behaviour (HSB). Some have experienced CSE themselves, may have been coerced into such behaviour, been a bystander to CSE or a lead protagonist. Interventions will address needs holistically and focus on attitudes to sex and relationships.

### Multi-Agency Sexual Exploitation (MASE) meetings

All children and young people subject to MAP meetings are monitored at monthly Multi-Agency Sexual Exploitation meetings. These take an overview of CSE and HSB within Hackney and involve a wide range of agencies, including the Police, education and health professionals, as well as CYPS staff in Children's Social Care, Youth Justice and youth work. MASE is working to ensure a focus not only on young people at risk of/experiencing CSE but also perpetrators and young people who exhibit harmful sexual behaviour to ensure appropriate strategies and interventions are in place.

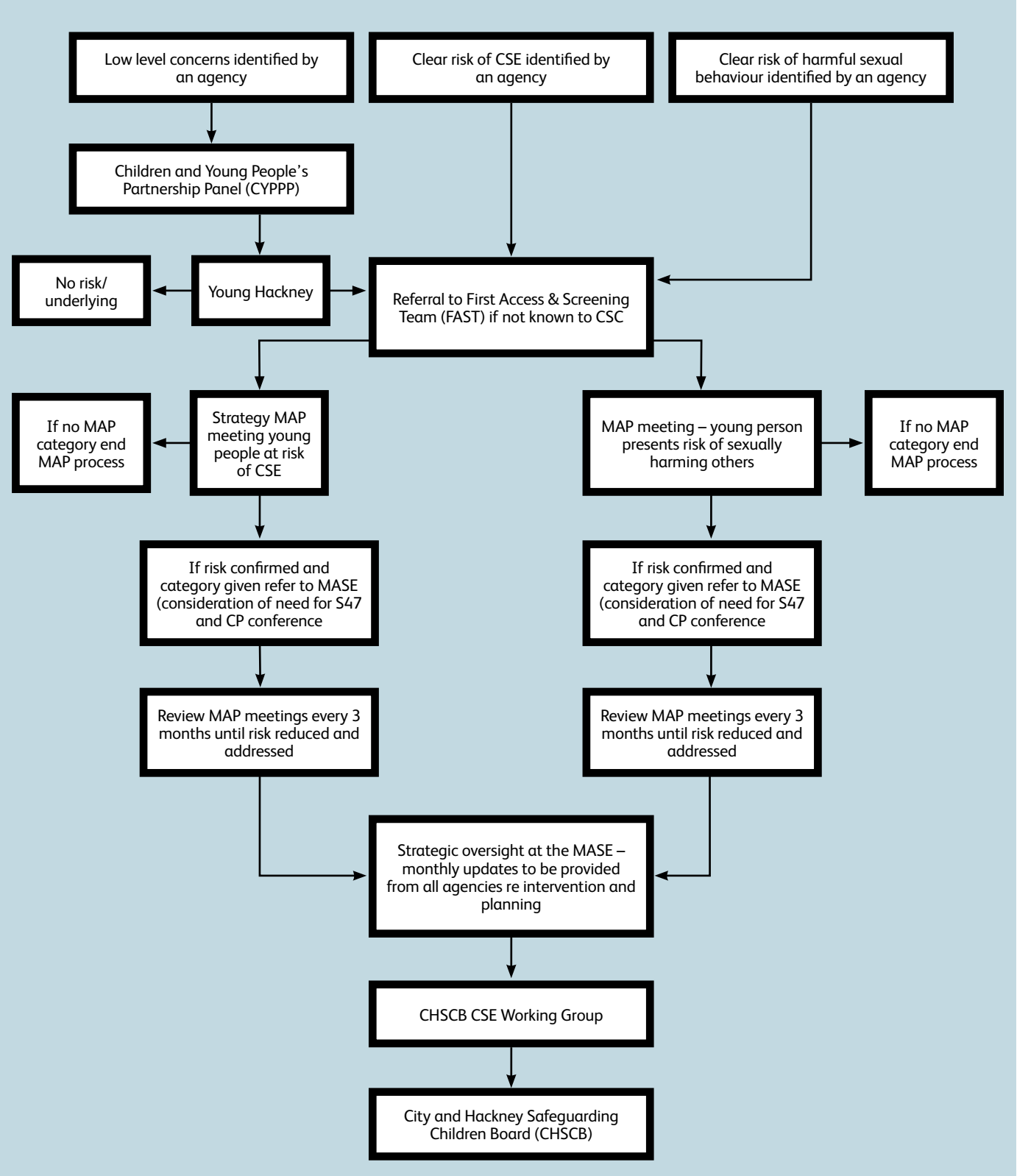
To contact the MASE Chair please email: **MASE@hackney.gov.uk**

If you have concerns that a child or young person is at risk of CSE or HSB and they are not open to CYPS, your first point of contact should be the First Access & Screening Team (FAST).

If you would like to discuss concerns about the risk of CSE or HSB for a child or young person you are working with, please contact the relevant social work unit who can arrange for a child sexual exploitation or harmful sexual behaviour MAP meeting to be convened.

# Support for vulnerable adolescents

## Flowchart for Child Sexual Exploitation (CSE) and Harmful Sexual Behaviour (HSB) Multi-Agency Planning (MAP) meeting process



# Support for vulnerable adolescents
## Prevent – Radicalisation and violent extremism

Radicalisation is the process by which individuals come to support terrorism or violent extremism. The Prevent programme in Hackney provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support. Prevent works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that need to be responded to.

There is no single profile or set of behaviours that can let us know whether a person is being radicalised. However some of these behaviours may be indicators of radicalisation:

- openly anti-Christian, anti-Muslim and anti-Semitic words and behaviour.
- expression of far-right racist views
- expression of extreme homophobic views
- producing artwork or graffiti depicting acts of violence, particularly associated with violent extremist violence.
- a conviction that their religion or culture is under threat and treated unjustly.
- a tendency to look for conspiracy theories and distrust of mainstream media.
- mental health issues should not be considered a factor in isolation, but can exacerbate other vulnerabilities mentioned above.

For some young people changes in their online profiles, including their profile image or name, can reflect the fact that they are beginning to associate with extremist ideas. Young people may even run two online identities, one their 'normal' or old self, the other an extremist identity, often in another name.

The following have also been found to contribute to young people joining certain groups supporting terrorist related activity:

- ideology and politics
- provocation and anger (grievance)
- need for protection
- youth rebellion
- seeking family substitutes, friends and community
- seeking status and identity
- a distrust of western media reporting.

None of the above are conclusive in themselves and should not be considered in isolation but in conjunction with the particular circumstances and any other signs of radicalisation.

The Prevent referral process uses existing collaboration between Hackney Council and its key partners *Hackney Learning Trust, Hackney Homes, the Metropolitan Police and other partners such as Probation, Homerton Hospital NHS Foundation Trust and the local community to:*

- identify vulnerable individuals at risk of being drawn into violent extremism
- assess the nature and extent of the risk
- develop the most appropriate support for the individuals concerned.

The outcome of the Prevent referral will be to support those vulnerable individuals to ensure that those at risk have access to a support package tailored to meet their needs ranging from mainstream services such as health and education through to specialist mentoring or faith guidance and wider diversionary activities.

## Channel process – support for people at risk of becoming involved in extremism

Channel is a supportive multi-agency process designed to safeguard those individuals who may be vulnerable to being drawn into any form of terrorism. It is about early intervention to protect and divert people away from the risk they may face at an early opportunity.

A multi-agency meeting, called a Channel panel, chaired by the Head of Safer Communities, decides on the most appropriate action to support the individual after considering their circumstances, allocates action to nominated leads and monitors progress/outcomes.

If you have concerns that a child/young person you are working with is becoming radicalised or groomed into violent extremism please contact one of the following:

Lisa Aldridge, Service Manager, Safeguarding and Reviewing Team:
Lisa.Aldridge@hackney.gov.uk or **020 8356 6164.**

Brendan Finegan, Service Manager, Youth Justice:
Brendan.Finegan@hackney.gov.uk or **020 8356 1107**.

Paul Kelly, Head of Wellbeing and Education Safeguarding:
Paul.Kelly@learningtrust.uk or **020 8820 7325**.

Alternatively please make a direct referral to Children's Social Care via the First Access & Screening Team:
FAST@hackney.gov.uk or **020 8356 5500/4844**.

For consultations about referrals to the Channel process please contact Tracey Thomas, Prevent Coordinator:
Tracey.Thomas@hackney.gov.uk or **020 8356 8104**.

# Schools and Childcare

The following pages include information about safeguarding in schools, the Social Work in Schools project and processes for accessing childcare.

Information is also included in this section about Hackney's Local Offer for children and young people with Special Educational and Diabilities (SEND).

## Safeguarding – Partnership Working Guidance for Schools and Children's Social Care (CSC)

The following 'good practice guidance' has been created to clarify what is and can be expected of Children's Social Care (CSC) and of schools. This is to ensure the best possible outcomes for children and ensure that our communication and joint work to safeguard children and young people in Hackney is robust and as effective as possible.

For schools that are participating in the Social Work in Schools (SWiS) project, a Senior Social Worker will be the main point of contact between schools and CSC. The Senior Social Worker will identify with schools in partnership, children who need additional help at the earliest stage. The Senior Social Worker will plan and implement interventions for children and families and supervise the team delivering this service. Children attending schools where the SWiS project is in operation that are referred to CSC via other routes will be diverted to this project and the team will work with the whole family even if siblings attend other schools. Children who live in neighbouring boroughs who schools are worried about will be considered by the project and signposted to the correct service

| Children's Social Care responsibilities | School's responsibilities |
|---|---|
| First Access & Screening Team (FAST) managers to email school referrers once the decision is made to allocate within FAST or to an Access and Assessment Unit. Give them the social worker/social work unit's name(s) and numbers and copy them in. | Designated teacher to ensure that contact details for allocated social worker are retained on pupil file, and that the contact details are known and shared with those professionals in school who need to be aware and may need to liaise further with CSC allocated social worker. |
| For urgent matters obtain a number - landline and preferably mobile - of the person within the school who will be the link person while child protection matters unfold. Ensure school staff have the landline/mobile numbers of important, relevant CSC staff. | It is imperative that there are no delays in making referrals to CSC – matters need to be reported as soon as practicable so that any protective action can be taken swiftly. Designated teacher to ensure that social worker has correct contact details for the most relevant member of staff with which to liaise. In emergencies it would be useful if school staff could also provide mobile numbers in order to ensure accessibility, or have contingency for urgent contact. Also that the relevant member of staff prioritises responses to CSC if calls are received during contact time and member of staff is not immediately available to respond. |

| Children's Social Care responsibilities (continued) | School's responsibilities (continued) |
|---|---|
| Keep the school informed as the case progresses throughout the day/evening. Put yourself in the school's position and try to anticipate eventualities and agree strategies for managing these smoothly. | Be prepared to receive and share information with CSC and allocated social worker to ensure continuum of support for child and that an appropriate action plan is in place to respond to identified need. |
| Update the school right away as to the outcome of any urgent child protection enquiry as they need to know whether to expect the child in school the following day. They need to know who is caring for the child and what conditions, if any, have been placed on parental contact. | School staff also to keep allocated social worker updated of any relevant developments, changes in circumstances etc. which will have bearing on the wellbeing and safeguarding for the child. |
| Seek parental consent when requesting information from schools, even if it is a child protection enquiry, unless to do so would put the child at risk of significant harm or lead to an unjustified delay in making enquiries about allegations of significant harm. Override parental refusal to consent where doing so is in the public interest (which includes 'promoting the welfare of children' as specified by the Department for Education 2009 guidance). In other words, seek and obtain parental consent unless there is a specific reason not to. | Ensure there is dialogue with parents and carers where there are concerns of a safeguarding nature – this will include notification to parents/carers that a referral to CSC may be necessary, except in situations where it is believed that the child may be at immediate risk of harm in which case consultation with CSC must take place as soon as is possible.<br><br>If there is any doubt about whether a referral to CSC is appropriate, speak with your safeguarding lead and if CSC advice is needed please consult with CSC's First Access & Screening Team on **020 8356 5500**. |
| Remember that in a crisis or in using statutory powers, the way in which we treat parents will set a tone, immediately and in the longer term, for how professionals work with them and will affect how we can expect them to work with us and schools in return. | When making referrals to CSC (initially by telephone and followed by the CSC referral form) ensure that all appropriate details are shared – for both child/children and parents/carers, as well as full details of concerns, what has been shared/heard/witnessed, by whom and when. It is also very important to inform parents that a referral to CSC has been made – unless it is determined that there is a very good reason not to do so. This will assist greatly in terms of continued interaction between school, family and CSC. |
| When requesting information from school in writing, please do not mark letters 'urgent'. If you need urgent information call the school. Also it's unhelpful for schools and counterproductive for us as it means they feel they have less time to gather information that allows for a meaningful response. | Prioritise responses for information from CSC, in order to optimise the level of support that can be made available to the child and to ensure that intervention is planned and responsive to need. If school staff learn of an urgent child protection concern they should feel comfortable with contacting CSC by telephone to discuss further. |

Continued overleaf

| Children's Social Care responsibilities (continued) | School's responsibilities (continued) |
|---|---|
| When requesting information from schools, tell them why you are working with the family. Remember that we are likely to be involved in a child's life for a relatively short time, whereas schools will have an ongoing monitoring and support function. The more we tell schools about the nature of our involvement, the better the quality of response and the more able the school are to recognise and respond to safeguarding concerns in the future. | As above, ensure that the information that is shared with CSC is full and accurate, so that the most effective intervention with the family can be determined and is based on clear facts and available information. It's helpful to give CSC information not just about the concerning issues but also a general picture of a child's attendance, punctuality, attainment, SEN status, hygiene, whether they appear unduly hungry or inappropriately dressed for the weather, who brings the child to and collects them from school (if primary age), interactions between child and peers/staff/parents, interactions between parents and staff, any history of concerns around injuries/absences for which there isn't a good explanation, any concerns around parents' presentation. Also helpful is to give the names, numbers and relationships of the emergency contact people from school records. |
| When working alongside schools, ensure that they have access to you and your colleagues and be reliable in terms of visits, core groups etc. There will at times be professional disagreements around thresholds and intervention but maintaining an open and respectful relationship means issues can more easily be resolved.<br>Keep school staff advised at the earliest possible opportunity re. proposed meeting dates, and also about any meeting cancellations. | Re. Child Protection Conferences and Children in Need meetings/core groups – working together with CSC to share information is vitally important in terms of the best possible outcomes for the child. Attendance at such meetings is required in order to share relevant information and agree plans, but where this may not be possible, a report should be submitted so that the core group has the fullest information to inform further intervention. However, the dialogue that takes place between professionals will contribute greatly to positive outcomes for the child. |

Continued overleaf

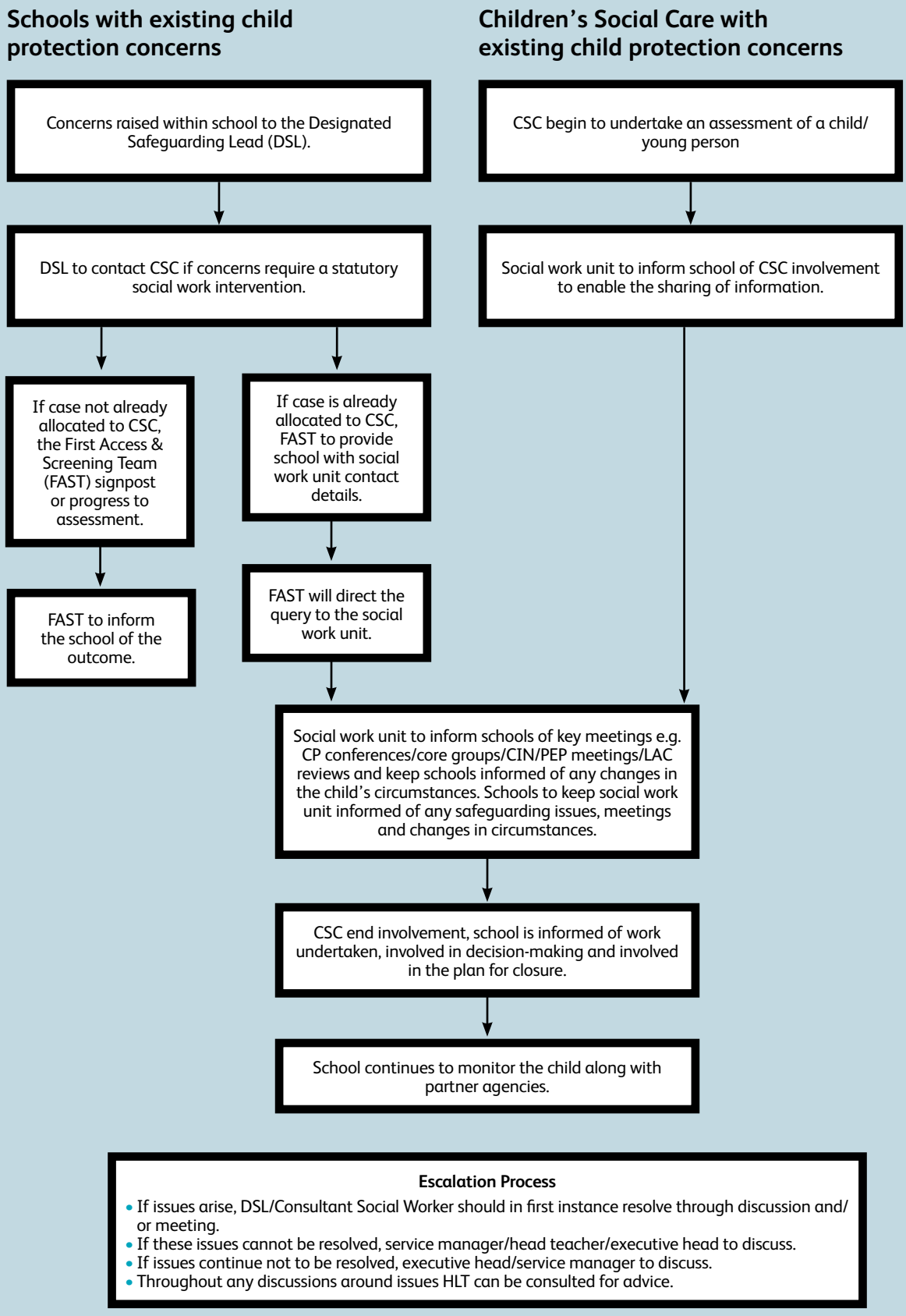
| Children's Social Care responsibilities (continued) | School's responsibilities (continued) |
|---|---|
| When closing down involvement, reiterate why we have been involved and explain what has been done and importantly any achievements the family have made. Explain the reason for closing the case, explain what the plan is, including any actions we've agreed with and for the family and professionals. | Consider the differing roles between schools/ education and CSC. Educational involvement with Hackney pupils will be long-term whereas CSC will undertake a specific piece of work and determine closing involvement at an appropriate juncture when the issues within the family have been addressed and children are deemed to be safe from harm. Be prepared to challenge from a professional perspective if it appears that the determination to close may not be appropriate or is premature. |
| | If seeking to challenge decisions as above, it would be expected that in the first instance, dialogue would take place between the Designated Safeguarding Lead (DSL) in school and the allocated consultant social worker, in order to clarify decisions that have been reached. If this does not prove effective, then the matter may be raised with the head teacher or principal in school, who may wish to consult further with either HLT or the appropriate service/group manager in CSC. |
| Be clear with schools on how they re-refer if safeguarding concerns arise again that require a statutory social work response. Remember staff will change and children may move schools so the correspondence on their file is really valuable in keeping children safe once we are out of their lives. | Feel comfortable to seek consultation with CSC prior to referral – designated teachers will need to seek advice and guidance over complex matters and determining whether a referral is appropriate or whether further intervention can be planned by school or other involved agencies. |
| When transferring the case from Access and Assessment to Children in Need Service or stepping down to Young Hackney, involve the school in transfer meetings and chair these meetings in a way that formulates clear plans and facilitates good sharing of information.<br>As much as is possible, meetings with school staff should only be convened during the school term. However, schools will also need to realise that in certain crisis situations it may not be possible to restrict meetings to the school term only, and in such cases advice should be sought from HLT Safeguarding Team (020 8820 7325) in regard to information sharing and attendance at meetings. | Ensure availability for relevant meetings in regard to the support network for child and family, and communicate developments or changes to levels of support to those other key educational staff who have involvement with the family. Even when CSC is no longer involved in a child's life there will often continue to be multi-agency provision so the principles of good joint working will continue to apply. |

If you think you may need to make a referral you are welcome to call the First Access & Screening Team to discuss your concerns. Professionals should of course consult with their organisation's safeguarding lead but if still unsure as to whether the threshold is met for statutory social work involvement or if the matter seems urgent then please call the First Access & Screening Team to discuss your safeguarding concerns. If you think a child may need enhanced support then please refer to the Hackney Child Wellbeing Framework on page 5

# Schools and childcare

## Hackney Children's Social Care (CSC) and Schools – Joint Safeguarding Process Map

The following flowchart shows the paths for joint safeguarding between CSC and schools. More information on the service can be found in the service directory section on page 57.



# Schools and childcare

## Social Work in Schools Project

The Social Work in Schools Project was launched in eight Hackney schools in November 2014. The project adopts a holistic family approach that works with schools and other community resources. The team uses creative, practical and measurable interventions with families to improve parenting, behaviours and aspirations through improved access to learning. Through the project, the social work service is able to gain an understanding of each school, the needs of the children and how to better effect change through the schools.

The project aims to:

- identify children who need additional help at the earliest stage
- bring social work closer and sooner to the children and their families
- reduce the number of children who need protecting through a statutory process or by being in care
- ensure that if necessary, protective action is initiated in a timely and effective way
- build parental confidence so that they are able and informed of services
- integrate families more in universal/targeted services in their community

The Social Work Intervention Team consists of senior social workers, social workers and family practitioners who plan and implement interventions for the whole family in conjunction with any other professionals involved.

Children who are in need of social work intervention to break down the barriers that exist to learning are identified through a joint safeguarding audit with the senior social worker and the designated school lead. The team will plot who is involved with the child and the family and will work to develop a co-ordinated, effective approach to family intervention or, where relevant, signpost the family to community/targeted resources.

The project is currently working with the following schools in Hackney:

- Morningside Primary School
- Berger Primary School
- St Dominic's Catholic Primary School
- Hoxton Garden Primary School
- Whitmore Primary School
- De Beauvoir Primary School
- Mandeville Primary School
- Daubeney Primary School
- Gainsborough Primary School
- City Academy
- Bridge Academy
- Cardinal Pole Secondary School

If you would like any further information about the project please contact **Monica.Mathias@hackney.gov.uk** or **020 8356 6207**.

# Schools and childcare

## Hackney's Local Offer (Special Educational Needs and Disabilities)

The Local Offer is a way of providing parents, families and young people with information for people aged 0-25 who have Special Educational Needs and Disabilities (SEND) including what support and services are available locally and what out of borough services can be accessed if services are not available locally. Services include education, health and care and can be universal, targeted or specialist but must be relevant to those aged 0-25 with SEND.

The Local Offer information includes articles that help parents, young people and professionals working with them navigate the systems that provide help, advice and support.

There are three aspects to the Local Offer information:

- service entries
- articles e.g. on processes
- resources pages for children and young people, parents and SEND professionals

Hackney's Local Offer is provided here: **www.hackneylocaloffer.co.uk**

There are also opportunities to receive Local Offer information from the Local Offer Co-ordinator at events face-to-face termly at Hackney Ark's Resource Centre at specific sessions for parents or young people that have difficulty in accessing the internet.

The Local Offer is a new way of working related to the SEND reforms. It is constantly developing. Parents and young people are actively encouraged to feedback, comment and make suggestions that can help shape the Local Offer and make it more responsive to the needs of those who use it.

For further information about the local offer please email **localoffer@learningtrust.co.uk**

You can also call **020 8820 7659** or write to:

Hackney Local Offer
Family Information Service
Hackney Learning Trust
1 Reading Lane
Hackney
E8 1GQ

# Schools and childcare

## Children's Social Care Process for Accessing Childcare

High quality childcare settings provide children with a warm, supportive environment that protects children's health and safety and promotes and stimulates development.

Below is a flowchart explaining the process to apply for childcare for children aged 0-3 years from Children's Social Care and Hackney Learning Trust.

### For Children in Need* (CIN) where the case is open to Children's Social Care and work is ongoing

All open cases must go to the **CIN Early Years Panel** to access designated CIN childcare places →

- Social workers from Children's Social Care must refer to the **CIN Early Years Panel** (care of Donna Swanberg, CSC)
- The panel will make the decision about attendance and funding streams and feed back
- Contact Sharon.Simmonds@hackney.gov.uk for more information

For Children in Need where the case will be closing and childcare is required as part of the transition plan, the social worker should contact the Children's Social Care Service Manager for Family Support for more advice (Donna.Swanberg@hackney.gov.uk).

Eligible children can also access childcare through the following means:

**Supported childcare** funding is accessible for children with significant needs attending a setting →

- For advice and application form contact Anthony.Greenidge@learningtrust.co.uk

**2 year childcare free entitlement** – 15 hours for children aged 2 years and a term whose parents are on benefits or earning a gross household income of less than £16,190. Parents' NI number and DOB will be required to check eligibility. →

- Eligibility can be checked by visiting https://www.learningtrust.co.uk/freechildcare
  Scroll down and click on 'Apply for free early years education for two year olds'. Once eligibility has been confirmed, contact the childcare setting of your choice to arrange a place.
  For assistance contact Olayemi.Agbomeji@learningtrust.co.uk

**Free nursery entitlement** – 15 hours for children aged 3 and a term. →

Apply directly to the school, nursery, playgroup or childminder the parent wishes the child to attend

*A child in need is defined under the Children Act 1989 as a child who is unlikely to reach, or maintain a satisfactory level of health or development, or their health or development will be significantly impaired, without the provision of services, or the child is disabled.

# Service directory
## Hackney Learning Trust Services

### Early Years

| Early Years Childcare | |
|---|---|
| **Contact details** | Early Years Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7590** |
| **Service description** | Universal childcare and education – free 15 hours per week term time early education entitlement for all 3 and 4-year-olds (the offer can be stretched e.g. fewer hours per week over more weeks). Places are available with childminders, nurseries, playgroups, schools and children's centres. |
| **Access criteria** | All 3 and 4-year-olds are entitled to receive 15 hours per week early education. |
| **Referrals** | Please enquire with the early years setting of your choice.<br>For more information please visit www.learningtrust.co.uk/childcare/ |

| | |
|---|---|
| **Contact details** | MAT (Multi-Agency Team) targeted childcare for vulnerable children<br>Early Years Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7590**<br>MAT Co-ordinators: Rebecca.Kaur@learningtrust.co.uk and Hadja.Doumbia-Outtara@learningtrust.co.uk<br>CiN Panel for children open to Children's Social Care: Sharon.Simmonds@hackney.gov.uk |
| **Service description** | Funding is accessible to children with a CAF or via the Children's Social Care CiN Panel to achieve desired outcomes (see criteria and application form). |
| **Referrals** | For further information please use the contact details above. |

| Early Years Childcare (continued) | |
|---|---|
| **Access criteria** | Families resident in, or the responsibility of, London Borough of Hackney housing or social care departments; and in receipt of benefits, or one of the following:<br>• refugee and asylum seeking families with multiple needs<br>• parents diagnosed with a low functioning learning disability which impacts on ability to meet child's needs, supported by social services<br>• families with complex needs (domestic violence, mental health; and substance misuse)<br>• child diagnosed with global developmental delay with additional family factors such as mental health, domestic abuse or substance misuse<br>• family factors such as terminal illness that could be supported by short term childcare, preferably through respite crèche<br>• a Looked After Child. |
| **Referrals** | To refer to MAT please contact Rebecca Kaur and Hadja Doumbia-Outtara using the contact details on the previous page.<br>To refer to CiN Panel please contact Sharon Simmonds using the contact details on the previous page.<br>For more information please visit **www.learningtrust.co.uk/childcare/** |

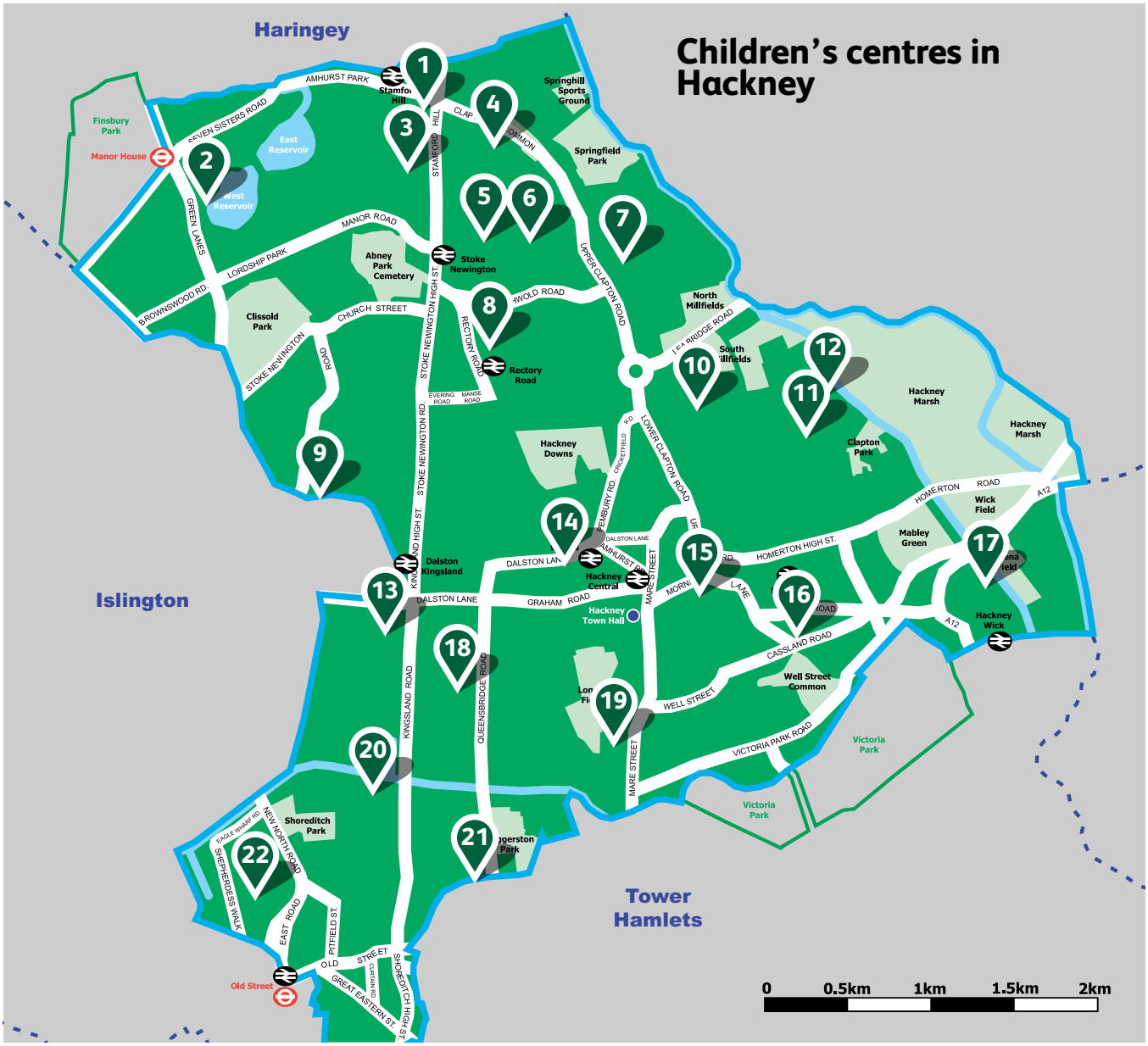
| | |
|---|---|
| **Contact details** | Supported childcare<br>Early Years Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7590** |
| **Service description** | Funding is allocated to provide resources to support children with significant undiagnosed needs to access childcare and education in a universal setting. Funding may be used to purchase equipment or fund a worker to provide one-to-one support on a short term basis whilst the child's needs are being assessed. |
| **Access criteria** | Children with significant needs in an early years setting. |
| **Referrals** | Please contact **Anthony.Greenidge@learningtrust.co.uk** for an application form.<br>For more information please visit **www.learningtrust.co.uk/childcare/** |

Continued overleaf

| Early Years Childcare (continued) | |
|---|---|
| **Contact details** | 2-year-old childcare<br>Early Years Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7590** |
| **Service description** | Free 15 hours per week term time early education/childcare entitlement for some 2-year-olds (the offer can be stretched e.g. fewer hours per week over more weeks). Eligible families must have a household income of £16,190 or below and have recourse to public funds. Places are available with participating childminders, nurseries, playgroups, schools and children's centres. |
| **Access criteria** | Accessible to children from the term following their second birthday. Families must meet the income or non-economic eligibility criteria. |
| **Referrals** | Information and eligibility checking is available online at www.learningtrust.co.uk/freechildcare or contact Claudia.Thomas@learningtrust.co.uk |

| Family Information Service | |
|---|---|
| **Contact details** | • Family Information Service (FIS)<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Deirdre MacGinley, FIS Manager<br>Helpline**: 020 8820 7590**<br>Email: FIS@learningtrust.co.uk |
| **Service description** | FIS aims to support families to access services that will improve the quality of their lives by:<br>• providing information and assistance to professionals, agencies and members of the public on a range of services that are available locally for children aged 0–19 years old<br>• producing information on registered childcare such as nurseries, playgroups, childminders, children's centres and out of school provision, and information on paying for childcare<br>• providing information about activities to do with children, and on parenting programmes<br>• producing information leaflets and attending outreach events. |
| **Access criteria** | Universal access by all parents, carers, professionals and agencies in and out of the borough. |
| **Referrals** | The helpline is available to take calls.<br>For more information please visit http://www.learningtrust.co.uk/childcare/<br>Go to www.facebook.com/hackneyfis or follow on Twitter – @HackneyFIS |

| Children's centres | |
|---|---|
| **Contact details** | Hackney children's centres<br>Contact individual children's centres or the Family Information Service on **020 8820 7590** |
| **Service description** | Hackney has 21 children's centres, the purpose of which is to improve the well-being of young children through the provision of universal and targeted, integrated early childhood services including:<br>• Early years provision (integrated childcare and education)<br>• Parenting and family support (targeted intervention)<br>• Child and family health services, including antenatal support<br>• Training and employment services for parents and prospective parents<br>• Information and advice for parents and prospective parents.<br>Each cluster of children's centres provides a programme of universal and targeted services, inclusive of stay and play sessions, music and movement sessions and toy libraries. Their calendar of activities can be located on the individual children's centre web page at **www.learningtrust.co.uk**<br>Targeted intervention for vulnerable children is coordinated through the Common Assessment Framework (CAF) and the Multi-Agency Team (MAT) meeting when two or more agencies are involved with a family. MAT is chaired by qualified social workers and takes place at the following six centres, supported by a multi-disciplinary core team of family practitioners, public health midwife, health visitors, speech and language therapist, psychologist, early years practitioners and dietician.<br>• Woodberry Down Children's Centre<br>• Children's Centre at Tyssen<br>• Ann Tayler Children's Centre<br>• Linden Children's Centre<br>• Sebright Children's Centre<br>• Daubeney Children's Centre.<br>Please see map of children's centres overleaf. |
| **Access criteria** | Universal access by Hackney families with children aged 0 – 5 years. |
| **Referrals** | Referrals for targeted intervention for vulnerable families where two or more agencies are involved are received on a completed CAF or recent Core Assessment and sent to the MAT Coordinators **Rebecca.Kaur@learningtrust.co.uk** and **Hadja.Doumbia-Oulara@learnintrust.co.uk**<br>For more information please visit the HLT website:<br>**http://www.learningtrust.co.uk/childcare/** |




**1. Lubavitch Children's Centre**
1 Northfield Road
N16 5RL
Tel: 020 8809 9050

**2. Woodberry Down Children's Centre**
Springpark Drive, Green Lanes
N4 2NP
Tel: 020 8815 3270

**3. Hillside Children's Centre**
1 Leatherhead Close, Holmleigh Road
N16 5QR
Tel: 020 8800 7325

**4. Children's Centre at Tyssen**
Oldhill Street
N16 6QA
Tel: 020 8815 4253

**5. Ihsan Children's Centre (Satellite Children's Centre),**
North London Muslim Community Centre, 66 – 68 Cazenove Rd, N16 6AA.
Tel: 020 8806 11471

**6. Fernbank Children's Centre**
1A Fountayne Road
N16 7EA
Tel: 020 8806 6622

**7. Comberton Children's Centre**
10 Comberton Road
E5 9PU
Tel: 020 8806 0680

**8. Linden Children's Centre**
86/92 Rectory Road
N16 7SH
Tel: 020 7254 9939

**9. Millfields Children's Centre**
Elmcroft Street
E5 0SQ
Tel: 020 8525 6410

**10. Daubeney Children's Centre**
Daubeney Road
E5 0EG
Tel: 020 8525 7040

**11. Clapton Park Children's Centre**
161 Daubeney Road
E5 0EP
Tel: 020 8986 7437

**12. Minik Kardes Community Nursery and Children's Centre**
53-55 Balls Pond Road
N1 4BW
Tel: 020 7923 7226

**13. Brook Children's Centre**
Sigdon Road
E8 1AS
Tel: 020 7254 4090

**14. Morningside Children's Centre**
Chatham Place
E9 6LL
Tel: 020 8525 2400

**15. Wentworth Nursery School and Children's Centre**
Cassland Road
E9 5BY
Tel: 020 8985 3491

**16. Children's Centre at Gainsborough**
Berkshire Road
E9 5ND
Tel: 020 8525 9020

**17. Mapledene and Queensbridge Children's Centre**
54 Mapledene Road
E8 3LE
Tel: 020 7249 8139

**18. Ann Tayler Children's Centre,**
1-13 Triangle Road,
off Westgate Street,
E8 3RP
Tel: 020 7275 6020

**19. Comet Nursery School and Children's Centre**
20 Halcomb Street
N1 5RF
Tel: 020 7749 9850

**20. Sebright Children's Centre**
Haggerston Park, Queensbridge Road
E2 8NP
Tel: 020 7749 1210

**21. Thomas Fairchild Children's Centre**
Napier Grove, N1 7HX
Tel: 020 7253 9469

## Admissions and Benefits and Traveller Education Service

| School Admissions and Pupil Benefits | |
|---|---|
| **Contact details** | • School Admissions and Pupil Benefits<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Harriett Young, Head of Admissions and Pupil Benefits<br>Tel: **020 8820 7402**<br>Email: Harriett.Young@learningtrust.co.uk<br>• Simone Bowen, Deputy Head of Admissions and Pupil Benefits<br>Tel: **020 8820 7501**<br>Email: Simone.Bowen@learningtrust.co.uk |
| **Service description** | The aim of the School Admissions and Pupil Benefits Service is to:<br>• provide a customer service relating to school admission and pupil benefit enquiries<br>• provide a service to enable parents to apply for nursery classes in schools and school places<br>• provide a service to enable parents to apply for free school meals and clothing vouchers<br>• provide arrangements for help with travel to school<br>• provide information and advice for parents to lodge school admission appeals. |
| **Access criteria** | Enquiries about how to apply for a school place or applying for a pupil benefit usually need to come from:<br>• parents and carers of children and young people<br>• agencies working with families<br>• head teachers/other school staff<br>• other local authority staff. |
| **Referrals** | Contact can be made by:<br>• Email: Admissions@learningtrust.co.uk<br>• Tel: **020 8820 7397/7398/7245/7247**<br>• Or use the drop-in reception desk service, open Monday – Friday, 09.00 – 17.00 (see address above).<br>For more information please visit the HLT website: https://www.learningtrust.co.uk/admissions/Pages/PrimaryAdmissions.aspx and https://www.learningtrust.co.uk/schools/Pages/PupilBenefits.aspx |

| Traveller Education Service | |
|---|---|
| **Contact details** | • Siobhan Ryan<br>Coordinator, Traveller Education Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7192**<br>Email: Siobhan.Ryan@learningtrust.co.uk<br>• Marian Lavelle<br>Head of Admissions and Benefits<br>School Place Planning and Traveller Education Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7396**<br>Email: Marian.Lavelle@learningtrust.co.uk |
| **Service description** | The Traveller Education Service comprises a team of advisory teachers working with Gypsy Roma and Traveller children and young people ranging from 0 – 19 years of age. The service uses a multi-agency approach to working that facilitates the best outcomes for Gypsy Roma and Traveller pupils by:<br>• providing support to families and schools with access, admission procedures, interviews and induction<br>• providing support for attendance and to prevent exclusions<br>• providing support for special educational needs entitlement and assessment<br>• monitoring access, attendance, inclusion and achievement of gypsy roma and traveller pupils<br>• identifying and tracing all children missing education, vulnerable to missing education, vulnerable to exclusion and persistent absentees<br>• supporting and developing best practice that promotes inclusion and achievement. |
| **Access criteria** | Any Hackney pupil from a Gypsy Roma Traveller background resident or visiting the borough. |
| **Referrals** | Referrals can be made by schools, families and other agencies.<br>For more information please visit the HLT website: https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/Travellers.aspx |

# Special Educational Needs and Disabilities (SEND) Service

| Special Education Needs and Disabilities (SEND) Service | |
|---|---|
| **Contact details** | SEND Service<br>Hackney Learning Trust<br>1 Reading Lane, London E8 1DY<br>**Key contacts:**<br>• Toni Dawodu, Head of Service<br>Tel: **020 8820 7323** (for Hackney Learning Trust)<br>Tel: **020 8356 6769** (for Disabled Children's Service)<br>Email: **Toni.Dawodu@learningtrust.co.uk** or **Toni.Dawodu@hackney.gov.uk**<br>• Sylvia Morton, Service Support Manager<br>Tel: 0**20 8356 4865**<br>Email: **Sylvia.Morton@hackney.gov.uk** |
| **Service description** | The SEND service is comprised of the following teams:<br>• Education, Health and Care Planning Team<br>• Speech and Language Service<br>• Educational Psychology and Portage<br>• Inclusion and Specialist Support Team<br>• SEND Travel Assistance Service<br>• SEND Information, Advice and Guidance Service (SENDIAGS)<br>• SENDIAGS Independent Supporters<br>• Short Breaks and Key Disability Register<br>• Legal Compliance.<br>A Post 16 SEN team also exists to develop employment opportunities for young people with SEN and provide funding for students accessing further education and training.<br>The SEND service also includes the Disabled Children's Service which provides specialist services to children and young people whose disability is affecting their ability to have an 'ordinary life', using a social model of disability. The Children's Social Care team is co-located with education and health provision at Hackney Learning Trust and offers a specialist service that provides intervention and support to families following assessments (including carer assessments) to improve the outcomes for disabled children. Referrals to the Disabled Children's Service are through the First Access & Screening Team, please see page 98 for details.<br>Details for each service, including access criteria and referrals, can be found on the following pages. |

| Education, Health and Care Planning Team | |
|---|---|
| **Contact details** | • Education, Health and Care Planning Team<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Melanie Moodley, Head of Education, Health and Care Planning Team<br>Tel: **020 8820 7601**<br>• Bron Roberts, Process and Project Manager<br>Tel: **020 8820 7712**<br>• Barbara Carpenter, Lead Administrator<br>Tel: **020 8820 7326**<br>• **North Area** Sharon Cargill **020 8820 7132**<br>• **South Area** Rhiann Hughes **020 8820 7608**<br>• **Central Area** Lisa Murphy **020 8820 7589** |
| **Service description** | The Children and Family Act 2014 places a responsibility on local education authorities to identify and meet the needs of pupils with Special Educational Needs (SEN).<br>The Education, Health and Care Planning Team ensures Hackney Learning Trust is compliant with this responsibility by:<br>• Considering applications for statutory assessment<br>• Conducting Education, Health and Care needs assessments in accordance with the legislation<br>• Producing and maintaining Education, Health and Care Plans where necessary. |
| **Access criteria** | Children and young people who are resident in Hackney or who are looked after by the London Borough of Hackney and have significant difficulties accessing the curriculum due to their Special Educational Needs. |
| **Referrals** | Professionals, parents and young people can make referrals in writing. Please use the contact details above for a referral form. |

| Educational Psychology Service | |
|---|---|
| **Contact details** | Educational Psychology Service (EPS)<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7519**<br>Fax: **020 8820 7627**<br>Email: **EPS.Admin@learningtrust.co.uk** |
| **Service description** | Educational psychologists work with children and young people from birth to 25 to ensure that:<br>• children with SEN who are having difficulties at school receive the right kind of intervention; and<br>• very young children, who might have Special Educational Needs and might need extra help, get the support they need, either before or when they start school.<br>HLT EPS provides the following services:<br>• Core support for whole school and setting development, working on effective systems to:<br>° improve the wellbeing, development and learning of all pupils;<br>° identify vulnerable pupils and successfully include them;<br>° develop evidence-based systems leading to improved achievement and behaviour; and<br>° support quality teaching through advice and training<br>• Support for settings and schools to prepare for and manage traumatic incidents<br>• Parent advice service to any Hackney parent/carer – drop in sessions held every Wednesday afternoon during term times<br>• Statutory support to ensure the local authority fulfils its duties to assess individual children who may have SEN and to monitor and assess the progress of those children and young people with statements of SEN<br>• Support to ensure the local authority fulfils its statutory duties to vulnerable pupils such as Looked After Children and those educated at home or at risk of exclusion<br>• Traded support for early years settings, schools, colleges and the community. This includes development of effective systems for identifying and supporting children with SEN, as well as improving outcomes for individual children by addressing concerns and increasing teachers' confidence about meeting children's needs, such as:<br>° information gathering, case conceptualisation, assessment, action planning and review, including a written summary of individual casework<br>° evidence-based psychological interventions with individual children, groups of children and/or parents<br>° tailored programmes of staff development and training packages for staff based on applied psychology. |

Continued overleaf

| Educational Psychology Service (continued) | |
|---|---|
| **Access criteria** | All Hackney maintained schools receive a core service, although statutory work is determined by the local authority. Access to traded work is through schools and settings.<br><br>Any parent can access the advice service. |
| **Referrals** | • Referrals to the Educational Psychology Service may only be made by settings that have EP core time or have purchased traded time.<br>• Referrals for pre-school children are allocated at the multi-agency referral system at the Ark or through Portage.<br><br>For more information please visit the HLT website:<br>https://www.learningtrust.co.uk/SEND/Pages/OurServices.aspx |

| Inclusion and Specialist Support Team | |
|---|---|
| **Contact details** | • Inclusion and Specialist Support Team<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7326**<br>Fax: **020 8820 7446**<br>• Lizzy Ngotta, Head of Inclusion and Specialist Support Team<br>Tel: **020 8820 7612**<br>Email: **Elizabeth.Ngotta@learningtrust.co.uk** |
| **Service description** | **Early Support Team**<br>The Early Support Team is a team of specialist teachers and Early Support Officers who work with families and settings to identify and address children's needs. We support the SENCos in early years settings to carry out their statutory responsibilities. We work closely with families, other professionals such as Speech and Language Therapists, and Plan Coordinators to ensure that children's needs are understood and met.<br>**Specialists Teachers**<br>We have a team of highly trained teachers who are qualified and experienced in meeting the needs of children with a wide range of SEND in primary and secondary schools. We offer training, support and advice to schools and settings about meeting the individual needs of children and young people, as well as providing direct teaching and intervention.<br>**Team for children with Visual Impairment (VI)**<br>This team provides specialist teaching, resources and intervention for children and young people 0-25 years with VI. A specialist Habilitation and Mobility Officer provides mobility and independence training.<br>**Team for children who are Deaf or Partially Hearing (DPH)**<br>This team provides training, advice and support to families, early years settings, schools and post-16 institutions for deaf and partially hearing children and young people aged 0-25. This includes audiological, educational and social and emotional support as well as specialist teaching.<br>**Family Intervention for children with Autism**<br>Our Family Intervention Worker supports children with Autism and their families at home. |
| **Access criteria** | Access is according to the needs of the child/young person. Specialist teaching for schools is on a traded basis. |
| **Referrals** | • For children aged 0 to 5 who attend an early years setting please contact the Early Support Team on: **020 8820 7124/5**<br>• For children and young people aged over 5 please call: **020 8820 7326** |

| Hackney SEND Travel Assistance Service | |
|---|---|
| **Contact details** | • Hackney SEND Travel Assistance Service<br>8 Rigg Approach, Leyton, E10 7QN<br>Tel: **020 8558 4283**<br>Fax: **020 8532 8926**<br>Email: **Transport@learningtrust.co.uk**<br>• Aneurin Wood, Interim Head of Hackney SEND Travel Assistance Service<br>Email: **Aneurin.Wood@learningtrust.co.uk** |
| **Service description** | Provision of a range of home-to-school transport for Hackney resident children and young people with Special Educational Needs (SEN) and/or medical needs. Appropriate provision may range from placement on a school bus round to a taxi or other form of accessible vehicle. Escorts may also be provided to support the journey as appropriate. |
| **Access criteria** | Statutory and in some cases chargeable home-to-school/college transport provided to eligible children and young people with special educational needs and/or disabilities/medical needs. |
| **Referrals** | Hackney families with children and young people with Special Educational Needs can apply for home-to-school transport by contacting HLT's Additional Needs Team (see overleaf for details).<br>All referrals are assessed for eligibility and most appropriate form of transport provision against HLT's 'Home-to-school Transport Policy for Children and Young People with SEN and/or Medical Needs'. A copy of this can be downloaded from HLT's website at **https://www.learningtrust.co.uk/schools/Documents/SEND%20Home%20to%20School%20Travel%20Assistance%20Guide.pdf**<br>For more information please visit the HLT website: **https://www.learningtrust.co.uk/SEND/Pages/OurServices.aspx** |

| Hackney SENDIAGS (SEND Information, Advice & Guidance Service) | |
|---|---|
| **Contact details** | • Hackney SENDIAGS (SEND Information, Advice & Guidance Service)<br>Ann Tayler Children's Centre, 1-13 Triangle Road (off Westgate Street),<br>London, E8 3RP<br>Tel: **020 7275 6036**<br>Email: **SENDIAGS@learningtrust.co.uk**<br>• Helena Marks-Dwyer, Head of Service<br>Tel: **020 7275 6036**<br>Mobile: **07717 727 706**<br>E-mail: **Helena.Marks-Dwyer@learningtrust.co.uk** |
| **Service description** | The Information, Advice and Guidance Service (formerly Parent Partnership Service) provides impartial and confidential information, advice and guidance to parents and carers of children 0-25 with Special Educational Needs and Disabilities (SEND), and young people and children with SEND.<br>We can help with:<br>• Understanding SEND processes<br>• Support with school meetings<br>• requesting Education, Health and Care Needs Assessments<br>• Understanding Education, Health and Care Plans (EHCP) and until 2018, statements of SEN<br>• Routes To Disagreement Resolution And Mediation<br>• Appealing to the SEND tribunal<br>• Parents' Rights And Responsibilities<br>• Exclusion From School<br>• Access to Independent Supporters for the EHCP process.<br>This is a confidential service working at arms-length from Hackney Learning Trust. |
| **Access criteria** | Children and young people aged 0-25 or their parents/carers who have or may have a Special Educational Need or Disability. |
| **Referrals** | Self-referrals by telephone or e-mail using the contact details above.<br>For more information please visit the London Borough of Hackney Local Offer website: **http://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/home.page** |

| Hackney SENDIAGS Independent Supporters | |
|---|---|
| **Contact details** | • Hackney SENDIAGS Independent Supporters<br>Ann Tayler Children's Centre, 1-13 Triangle Road (off Westgate Street), London, E8 3RP<br>Tel: **020 7275 6036**<br>Email: **SENDIAGS@learningtrust.co.uk**<br>• Helena Marks-Dwyer, Head of Service<br>Tel: **020 7275 6036**<br>Mobile: **07717 727 706**<br>E-mail: **Helena.Marks-Dwyer@learningtrust.co.uk** |
| **Service description** | Independent Supporters (IS) are trained workers who have experience of local and national SEND support systems. The supporters can support children, young people and/or their parents/carers through the Education, Health and Care needs assessment process.<br>We can help with:<br>• helping you understand the EHCP process and Transfer Reviews (transferring Statements and Learning Disability Assessments (LDAs) over to plans<br>• talking with you and your child/young person about what help is needed for them to do their best<br>• supporting you and your child/young person to think about their aspirations for the future<br>• making sure your views, wishes and feelings, and those of your child/young person are included in the EHCP.<br>This is a confidential service working at arms-length from Hackney Learning Trust. |
| **Access criteria** | Children and young people aged 0-25 and/or their parents/carers who are applying for an EHC needs assessment and those transferring from a Statement or Learning Disability Assessment (LDA) to an EHCP. |
| **Referrals** | Self-referrals by telephone or e-mail using the contact details above.<br>For more information please visit the London Borough of Hackney Local Offer website: **http://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/home.page** |

| Short Breaks and Key Disability Register | |
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| **Contact details** | • Short Breaks<br>Tel: **020 8356 6796**<br>Web: www.shortbreakshackney.com<br>• Key Disability Register via Short Breaks<br>Tel: **020 8356 6796**<br>Web: www.shortbreakshackney.com/keydisabilityregister |
| **Service description** | **Key Disability Register –** by becoming a member, families receive a membership pack that includes a free leisure card and additional benefits.<br>**Short Breaks –** activities for children and young people with physical, health and learning disabilities. Disabled children and young people are able to use school holiday, after-school and weekend services with the Short Breaks scheme. |
| **Access criteria** | Access criteria vary for different services and are outlined on the respective web page (see above) or by contacting the service using the contact details above. |
| **Referrals** | **Key Disability Register –** Please contact the Short Breaks team for a joint application form.<br>Families may self-refer with a supporting statement from a professional such as an Occupational Therapist or Physiotherapist.<br>**Short Breaks –** For criteria and referral form please visit http://www.hackney.gov.uk/children-with-disabilities-short-breaks |

| Special Educational Needs and Disability Legal Compliance | |
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| **Contact details** | SEND Legal Compliance Team<br>Neil Hudson, SEND Legal Compliance Lead Officer<br>Tel: **020 8820 7210**<br>Email: Neil.Hudson@learningtrust.co.uk |
| **Service description** | The SEND Legal Compliance team provides advice and guidance to professionals and parent support groups to ensure that Hackney Learning Trust complies with the duties set out in the SEN Regulations 2014. This includes all matters relating to the statutory processes required for the identification and addressing pupils' special educational needs. |
| **Access criteria** | Advice and guidance can be provided to agencies, settings, parent support groups and internal departments within the council. |
| **Referrals** | To access the service please use the contact details above. |

## Virtual School for Looked After Children and Care Leavers

| Virtual School for Looked After Children and Care Leavers | |
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| **Contact details** | • The Virtual School for Looked After Children and Care Leavers<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Nick Corker, Head Teacher<br>Tel: **020 8356 5016**<br>Email: Nick.Corker@hackney.gov.uk<br>• Edward Galvin, Deputy Head Teacher<br>Tel: **020 8356 5046**<br>Email: Edward.Galvin@hackney.gov.uk |
| **Service description** | The Virtual School is responsible for ensuring that Looked After Children and Care Leavers achieve the best possible educational outcomes.<br>The service consists of a multi-disciplinary team that work with young people, schools, colleges, social workers and foster carers to support young people through school and into further or higher education, employment or training.<br>The service provides:<br>• A bespoke service that provides support to young people in educational settings.<br>• Additional learning experiences.<br>• Support with school moves.<br>• Advice and guidance on educational pathways.<br>• Training to schools, social workers and foster carers on educational issues. |
| **Access criteria** | All young people who enter the care system are eligible to receive a service. |
| **Referrals** | Referrals via Nick Corker or Edward Galvin on the contact details above. |

## Wellbeing and Educational Safeguarding

| Education Attendance Service | |
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| **Contact details** | • Education Attendance Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7288**<br>Email: Attendance@learningtrust.co.uk<br>• Paul Kelly, Head of Wellbeing and Education Safeguarding<br>Tel: **020 8820 7325**<br>Email: Paul.Kelly@learningtrust.co.uk<br>• Anastasia Georgiou, Principal School Attendance Officer<br>Tel: **020 8820 7273**<br>Email: Anastasia.Georgiou@learningtrust.co.uk |
| **Service description** | • Advice and guidance to all educational establishments in Hackney regarding regular school attendance and associated legislation.<br>• Officers allocated to schools and educational establishments to offer outreach work with families where pupils attend erratically.<br>• Statutory intervention regarding poor school attendance e.g. prosecutions, fixed penalty notices etc.<br>• Support to families who elect to educate other than at school. |
| **Access criteria** | The service is available to all families of pupils attending Hackney educational establishments, regardless of residence. |
| **Referrals** | Referrals are made by schools, but parents can also self refer to the service. Referrals are accepted from professionals who may be working with children and families where school attendance is a contributory factor.<br>For more information please visit the HLT website: https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/Attendance.aspx |

| Safeguarding in Education Team | |
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| **Contact details** | • Safeguarding in Education Team (SET)<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ.<br>Email: SET@learningtrust.co.uk<br>• Paul Kelly, Manager<br>Tel: **020 8820 7325**<br>Email: Paul.Kelly@learningtrust.co.uk<br>• Simone Haynes, Quality Assurance and Training Officer (Schools)<br>Tel: **020 8820 7255**<br>Email: Simone.Haynes@learningtrust.co.uk<br>• James Sykes, Quality Assurance & Training Officer (Schools)<br>Tel: **020 8820 7285**<br>Email: James.Sykes@learningtrust.co.uk<br>• Nikki Baird, Quality Assurance and Training Officer (Early Years)<br>Tel: **020 8820 7276**<br>Email: Nikki.Baird@learningtrust.co.uk<br>• Rebecca Taylor, Child Employment and Licencing Officer/Elective Home Education Coordinator<br>Tel: **020 8820 7284**<br>Email: Rebecca.Taylor@learningtrust.co.uk |
| **Service description** | • Advice and guidance to educational establishments and early years settings on safeguarding and child protection concerns, including allegations against staff.<br>• Safeguarding and child protection training for all early years settings, schools and Hackney Learning Trust staff.<br>• Training for nominated safeguarding children's advisers.<br>• Bespoke training for early years and educational establishments upon request.<br>• Other training available: safe practice training, e-safety training, managing allegations training and safeguarding training for parents.<br>• Disseminating best practice regarding safeguarding by drawing on latest safeguarding guidance and research.<br>• Safeguarding audits in Hackney educational and early years establishments.<br>• Contribution to and delivery of City and Hackney Safeguarding Children's Board training packages.<br>• Licensing for children in employment and children engaged in entertainment. |
| **Access criteria** | Early years settings, educational establishments and Hackney Learning Trust staff can contact the service directly using the contact details as above. |
| **Referrals** | The service does not have a casework function.<br>For more information please visit the HLT website:<br>https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/Safeguarding.aspx |

| Home Tuition Service | |
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| **Contact details** | • Home Tuition Service<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **020 8820 7494**<br>Fax: **020 8820 7001**<br>Email: **Home.Tuition@learningtrust.co.uk**<br>• Sophie McElroy, Home Tuition Services Manager<br>Tel: **020 8820 7494**<br>Email: **Sophie.McElroy@learningtrust.co.uk** |
| **Service description** | Hackney Home Tuition Service provides one-to-one tuition to pupils in their home while they are unable to attend school due to their health needs.<br>This is a core service that incurs no cost to schools. |
| **Access criteria** | • The child or young person is a Hackney resident.<br>• The child or young person is of statutory school age.<br>• The child or young person is unable to access suitable education due to health needs for 15 days or more, either consecutively or cumulatively, over the course of the school year.<br>• The referral is supported by medical evidence of the need for home tuition from a health consultant. |
| **Referrals** | Please contact the team by phone or email to request a referral form.<br>For more information please visit the HLT website: **https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/Safeguarding.aspx** |

| Children Missing Education Team | |
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| **Contact details** | • Children Missing Education Team<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Billy Baker, Children Missing Education Manager<br>Tel: **020 8820 7060**<br>Email: **Billy.Baker@learningtrust.co.uk**<br>• Darren Griffiths, Children Missing Education Tracking Officer<br>Tel: **020 8820 7279**<br>Email: **Darren.Griffiths@learningtrust.co.uk** |
| **Service description** | Children missing education are defined as all children of compulsory school age who are not on a school roll, nor being otherwise educated (e.g. privately or in alternative provision) and who have been out of any educational provision for a substantial period of time (usually agreed as four weeks or more).<br>The Children Missing Education Team:<br>• identify and maintain contact with children residing in Hackney that are missing education<br>• re-engage those missing into appropriate education at the earliest opportunity<br>• identify and maintain contact with children residing in Hackney that are at risk of missing education and allocate appropriate support to ensure continuity of education<br>• track children moving into Hackney until such time as they are receiving education<br>• track children that move out of Hackney until such time as they are known to be engaged in education elsewhere<br>• provide advice and guidance to all services in Hackney regarding children missing education. |
| **Access criteria** | All children of statutory school age who are living or have recently moved from the borough. |
| **Referrals** | Referrals and enquires can be sent directly using the contact details provided. |

| Exclusion from School | |
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| **Contact details** | • Exclusion Team<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Billy Baker<br>Tel: **020 8820 7060**<br>Email: **Billy.Baker@learningtrust.co.uk**<br>Caroline Turner<br>Tel: **020 8820 7569**<br>Email: **Caroline.Turner@learningtrust.co.uk**<br>Carla DeLemo<br>Tel: **020 8820 7279**<br>Email: **Carla.DeLemos@learningtrust.co.uk** |
| **Service description** | The Hackney Learning Trust Exclusions Team provides resources, advice and guidance to support all parties with the challenging and sometimes complex issues surrounding exclusion.<br>The Exclusions Team:<br>• provide advice, guidance and support to all Hackney educational establishments, parents and other professionals, with a view to reducing levels of exclusion<br>• ensure that the statutory responsibilities relating to exclusion are met<br>• contribute to preventative strategies to avoid exclusion<br>• oversee the Managed Move process across secondary schools in the borough<br>• offer training to schools, governors, parents and wider professionals around the legalities of the exclusion process<br>• were requested, facilitate the Managed Move process of secondary school aged pupils<br>• ensure pupils receive their statutory entitlements to education, if they are subject to fixed term or permanent exclusion<br>• monitor the progress and engagement of permanently excluded pupils until such time as they return to a mainstream setting. |
| **Access criteria** | All children of statutory school age who are living or being educated in the borough. |
| **Referrals** | Referrals and enquiries can be sent directly using the contact details above or alternatively emailed to: **exclusions@learningtrust.co.uk**<br>For more information please visit **https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/Exclusions.aspx** |

| Re-Engagement Unit | |
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| **Contact details** | • Re-Engagement Unit<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Ebru Karatufek, Re-Engagement Unit Acting Manager<br>Tel: **020 8820 7091**<br>Email: **Ebru.Karatufek@learningtrust.co.uk** |
| **Service description** | The Re-Engagement Unit (REU) is a school support service that provides a rapid response to all maintained primary schools in Hackney.<br><br>It undertakes a systemic approach to delivering support to children at risk of exclusion, and works in a close relationship with the school, family and child to create a framework which can help to deliver long term change.<br><br>The REU is made up of multi-skilled education professionals with outstanding experience of practical strategies for inclusion.<br><br>Schools can expect:<br>• Prompt, skilled support in developing personalised, consistent approaches to include at-risk children<br>• Each child to have a unique pathway and plan depending upon their needs. Every REU plan will be guided by up to three targets and cover a period of at least 6 weeks of intervention<br>• A 3-week review, which will take place to ensure there is an opportunity to reflect on progress and redirect any resources<br>• A formal 6-week review together with the team around the child. The work and impact of the REU will be reviewed<br>• Where appropriate, the REU to draw on and access a broad range of partnership services. This could include working with the school's educational psychologist, Young Hackney, CSC or CAMHS. |
| **Access criteria** | Maintained Hackney primary schools can make referrals for support from the unit for any of the children on their roll.<br><br>The unit would expect the school to have taken all reasonable internal measures to personalise the pastoral approach for the child. Most notably, the child would usually be expected to be at the second review of a PSP with no or limited progress being made. |
| **Referrals** | The service only takes referrals directly from maintained Hackney primary schools.<br><br>Referrals are initiated by contacting Ebru Karatufek and completing a Re-Engagement Unit referral form. |

## Adults

| Adult Learning Service | |
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| **Contact details** | • Adult Learning Services<br>Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>• Information, Advice and Guidance (IAG)<br>Dawna Lee, Crystal Butler, Naina Kent or Alison Kakande<br>Tel: **020 8820 7000**<br>Email: **communitydevelopment@learningtrust.co.uk**<br>• English for Speakers of Other Languages (ESOL) Advice Service<br>Tel: **020 8820 7043**<br>Email: **esol@learningtrust.co.uk**<br>• Functional English and Maths<br>Tel: **020 8820 7606**<br>• ICT<br>Tel: **020 8820 7533** or **020 8820 7016**<br>• Family and Community Learning<br>Tel: **020 8820 7119** |
| **Service description** | Adult Learning Services offer a range of courses and training opportunities for adults at venues all over Hackney.<br>• **Information, Advice and Guidance (IAG)** covering the following areas: adult and family learning courses, one-to-one advice, CVs and job search, volunteering opportunities, ex-offender support.<br>• **ESOL (English for Speakers of Other Languages):** To join an ESOL course, the learner must attend one of our weekly or monthly advice sessions in Hackney. An adviser will check their level of English and try to find a class for them. For more information please visit **www.learningtrust.co.uk/esol**<br>• **Functional English and Maths:** Courses in English and Maths are run on a demand-led basis. If a learner wants to gain a recognised qualification that may help them find a job or improve their vocational skills they can contact us to find out more and register their interest.<br>• **ICT:** Entry level to level 2 accredited courses available to help people gain the skills and qualifications required for day-to-day life and employment. A range of non-accredited courses are also offered covering subjects such as creating CVs, launching online businesses and learning about other useful and creative software packages.<br>• **Family and Community Learning:** Family learning classes take place in schools, children's centres and community venues across Hackney and provide the opportunity for parents and children to learn and have fun together. Parents can gain information about the school curriculum and how to support their children with their homework, whilst also brushing up on their own basic skills in core subjects. Families can also learn new, creative skills together, such as jewellery making, sewing and pottery. |

Continued overleaf

| Adult Learning Service (continued) | |
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| **Service description** | Adults can also attend a range of short community courses focussing on well-being and creative crafts, as well as vocational courses such as British Sign Language, emergency first aid and food safety & hygiene. |
| **Access criteria** | Hackney residents aged 19 or over. |
| **Referrals** | Please refer all learners to the relevant contact details above.<br>For more information please visit www.learningtrust.co.uk/adultlearning |

# Whittington Hospital NHS Trust Services

| City and Hackney Family Nurse Partnership (FNP) Service | |
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| **Contact details** | • The City and Hackney Family Nurse Partnership (FNP) Service will be based at Linden Children's Centre, 86 – 92 Rectory Road, N16 7SH.<br>• For more information about the programme or to make a referral contact Gwendolyn Bluck, FNP Supervisor at Linden Children's Centre on **020 7254 9939.** |
| **Service description** | FNP is a voluntary home visiting programme for first time young mothers (and fathers) aged 19 or under. A specially trained family nurse visits the young mother regularly, from early in pregnancy until the child is two.<br>Family nurses work with young mothers and fathers to enable them to:<br>• build positive relationships with their baby and understand their baby's needs<br>• make the lifestyle choices that will give their child the best possible start in life<br>• build their self-efficacy (belief and ability to plan and achieve their goals)<br>• build positive relationships with others, modelled by building a positive relationship with the family nurse.<br>Family nurses will visit clients at home every 1 – 2 weeks from early in pregnancy until their child is two years old. Home visits usually last between an hour and an hour and a half.<br>The family nurse will share ideas with clients and decide together which topic would be most helpful for each visit. Example topics for home visits include:<br>• Keeping healthy in pregnancy<br>• Preparing for labour<br>• Supporting baby to grow and learn<br>• Planning to meet life goals<br>The programme goals are to:<br>• Improve Pregnancy Outcomes<br>• Improve Child Health And Development And Future School Readiness And Achievement<br>• Improve parents' economic self-sufficiency. |
| **Access criteria** | Offered to all first time mothers who are aged under 19 years at last menstrual period, Hackney-resident and enrolled on the programme by 28 weeks gestation. |
| **Referrals** | Referrals can be made by telephone on **020 7241 7857** or email **whh-tr.fnp-hackney@nhs.net** |

| Looked After Children's Health Service | |
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| **Contact details** | • Looked After Children's Health Service<br>The Virtual School, Hackney Learning Trust, 1 Reading Lane, E8 1GQ<br>Tel: **07989 852 921**<br>Email: whh-tr.hc-lachealthteam@nhs.net<br>• Deqa Nooh, Designated Nurse<br>Tel: **07500 972 960**<br>• Paula Liverpool, Team Administrator<br>Tel: **07989 852 921** |
| **Service description** | The Looked After Children's Health team has a statutory duty to assess and promote the health and well being of Looked After Children and young people placed by the London Borough of Hackney and the City of London.<br>Children and young people receive an initial health assessment on entry to care. The initial assessment is provided by the Homerton University Hospital NHS Trust's Designated Doctor at the Hackney Ark.<br>Following initial assessment, children under the age of 5 receive a six-monthly review health assessment; children and young people over 5 receive an annual review.<br>The team provides advice, support and health interventions relating to children and young people's physical, emotional and developmental health needs as well as age-appropriate health promotion advice for children, young people and their carers.<br>Children and young people with medical conditions and complex health needs are seen at the Hackney Ark by the Homerton's Paediatric team, led by the Designated Doctor.<br>The Designated Nurse and Doctor provide advice and support to the Hackney and City Adoption and Fostering Panels. |
| **Access criteria** | Children and young people aged 0 -19 placed in care by the London Borough of Hackney and the City of London. |
| **Referrals** | The service accepts referrals from the London Borough of Hackney and the City of London's Children's Social Care Services. The service also accepts referrals for children placed in Hackney by other boroughs upon request. |

| Safeguarding School Nursing Service | |
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| **Contact details** | • Safeguarding School Nursing Service<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 3473** or **07990 640 974**<br>Email: **whh-tr.snch-safeguarding@nhs.net**<br>• Eleanora Bennie, Service Manager, Safeguarding School Nursing<br>Tel: **07789 273 414**<br>• Angie Pierre-Davis, Team Administrator<br>Tel: **07990 640 974** |
| **Service description** | The Safeguarding School Nursing Service:<br>• assesses, protects and promotes the health and wellbeing of the vulnerable school aged population where children and young people are on a child protection or multi-agency protection plan, children in need or have specific safeguarding health needs<br>• provides training, advice, care and treatment to vulnerable individuals and groups of children, young people and their families<br>• leads on the delivery of safeguarding and child protection health assessments, reviews and interventions for vulnerable school aged children in Hackney and the City of London<br>• ensures vulnerable children and young people receive the universal school health offer in collaboration with the Homerton University Hospital Foundation Trust's school nursing services<br>• provides a named nurse for all schools in Hackney and the City of London. |
| **Access criteria** | Children and young people attending educational provision in Hackney and the City of London who have been identified as having a safeguarding need who are:<br>• in mainstream and special schools, or<br>• in independent schools, or<br>• in alternative education placements, or<br>• receiving home tuition. |
| **Referrals** | The service accepts self referrals and referrals from parents/carers, schools, Children's Social Care, GPs and other health professionals and agencies via email to **whh-tr.snch-safeguarding@nhs.net** or by telephone to the team administrator on the contact details above. |

# Homerton University Hospital NHS Foundation Trust Services

| Maternity Services | |
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| **Contact details** | • Maternity helpline<br>Tel: **020 8510 5955** (10.00 – 18.00 every day)<br>• Antenatal appointments<br>Tel: **020 8510 7175**<br>• Community Midwifery<br>Tel: **020 8510 5761**<br>• Delivery suite<br>Tel: **020 8510 7351/7352**<br>• Templar Ward<br>Tel: **020 8510 7541/7561** |
| **Service description** | Maternity services offered include:<br>• Care during pregnancy, during labour and after delivery. This includes maternity services for patients with complex health conditions.<br>• Midwifery-led care (at the hospital and in the community)<br>• Consultant-led care (as part of a multi-disciplinary team based at the hospital)<br>• Postnatal drop-ins which offer additional support for mother and baby. Locations include:<br>° Ann Tayler Children's Centre<br>° Barton House Health Centre<br>° Daubeney Children's Centre<br>° Gainsborough Children's Centre<br>° Linden Children's Centre<br>° Millfields Children's Centre<br>° Sebright Children's Centre<br>° Shoreditch Maternity Centre<br>° Woodberry Down Children's Centre.<br>Midwives can also advise of a client's closest option (as it might not be listed above).<br>For more information go to the Homerton website, https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/Safeguarding.aspx |
| **Access criteria** | Women who have a confirmed pregnancy can access antenatal care and in-labour care.<br>Women who live in the boroughs of City and Hackney can access community postnatal care. |
| **Referrals** | Referrals are accepted from GPs.<br>Self-referrals are accepted via the internet or by telephoning the maternity helpline (details above). |

| Starlight Children's Unit | |
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| **Contact details** | • Starlight Ward<br>Tel: **020 8510 7450**<br>• Starlight Children's Outpatient Department<br>Tel: **020 8510 5081** |
| **Service description** | The Starlight Unit houses a team of 10 consultants and 13 specialist registrars/staff grade doctors. The team also includes a nursing team consisting of a senior nurse, ward manager, two clinical nurse specialists, 20 registered children's nurses, a play specialist and three health care assistants.<br>Starlight has a dedicated multi-disciplinary team committed to the care of the child and family. This includes dieticians, physiotherapists, and administrative and clerical support staff to ensure that the child's care is undertaken by paediatrically trained staff throughout the service.<br>The unit offers:<br>• GP rapid referral (urgent) clinic and gp hotline<br>• General paediatric outpatient clinics – these clinics provide routine and urgent paediatric assessment<br>• Nurse-led clinics in dermatology and paediatric allergies<br>• Dietetics clinics<br>• Appointment-based outpatient phlebotomy<br>• Starlight Ward/Unit – inpatient facility that can cater for 18 children. |
| **Access criteria** | Any child aged 0 – 16 years with a medical need can be referred to the paediatric department via their GP or the children's emergency assessment area. |
| **Referrals** | GPs can refer via the urgent clinic route or the GP hotline on **020 8510 7764**, where a child can be seen within 1 – 2 days.<br>The clinic is run by a paediatric consultant each weekday from 09.30am – 12.00pm but GPs are able to telephone the consultants at other times of the day to seek their advice.<br>If a child is acutely ill or likely to need admission, the GP should make a referral to the Paediatric A&E Team or page the paediatric registrar. |

| Community Paediatrics | |
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| **Contact details** | • Community Paediatrics<br>Hackney Community College, Community Health Services, Defoe Block, 50 Hoxton Street, N1 6LP<br>Tel: **020 7683 4040**<br>• The Hackney Ark, Children and Young People's Centre For Development and Disability, Downs Park Road, E8 2FP<br>Tel: **020 7014 7000**<br>• Dr Gabrielle Laing, Service Lead (Consultant Community Paediatrician and Associate Medical Director at the Homerton University Hospital). |
| **Service description** | A team of six consultants and supporting paediatricians takes a pivotal role in the supervision and coordination of care for the individual child/young person and their family. Services are based at Hackney Ark and Hackney Community College and delivered at the Ark as well as in other community venues.<br>The Community Paediatric Team provides services in four main areas:<br>• Child development and disability including Autism Spectrum Disorder, audiology, and children with Special Educational Needs, including requiring an Education, Health and Care Plan.<br>• Child Protection and Looked After Children.<br>• Specialist support to child public health including immunisation, child health clinics and obesity.<br>• Specialist clinics for children with obesity, developmental problems, enuresis (bed wetting) and health problems impacting on school progress. |
| **Access criteria** | Access criteria vary for different clinics but services are primarily for children resident in Hackney and the City of London and registered with a local GP. |
| **Referrals** | Referrals are accepted primarily from health professionals. Some clinics are able to accept referrals from social care and education.<br>**Referrals to Hackney Community College for:**<br>• Special advisory clinics<br>• Enuresis<br>• Obesity, weight management<br>• Safeguarding, Looked After Children.<br>**Referrals to Hackney Ark for the following clinics:**<br>• Development and disability<br>• Complex communication concerns<br>• Pre-term follow up<br>• Audiology and vision<br>• School age clinic and EHCP. |

| Hackney Ark – Children and Young People's Centre For Development and Disability | |
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| **Contact details** | Hackney Ark<br>Children and Young People's Centre For Development and Disability<br>Downs Park Road<br>London, E8 2FP<br>Tel: **020 7014 7000**<br>Web: http://www.homerton.nhs.uk/our-services/services-a-z/c/childrens-services-in-the-community/hackney-ark/ |
| **Service description** | The following services are provided within the Ark:<br>• Audiology<br>• CAMHS Disability Services<br>• Children's Community Nursing Team<br>• Community Paediatric Services<br>• Continence services for children<br>• Dietetics for children<br>• Occupational Therapy<br>• Physiotherapy<br>• Speech & Language Therapy |
| **Access criteria** | Access criteria vary for different services but are outlined on the respective web pages (see above) or by contacting the service directly. |
| **Referrals** | **Community Paediatrics:**<br>referralstohackneyark@homerton.nhs.uk<br>**Key Working:**<br>keyworking@homerton.nhs.uk<br>**Targeted Health Outreach Services:**<br>transitionhealthoutreach@homerton.nhs.uk<br>For referrals to specific services please contact the service directly. |

Continued overleaf

| Children's Integrated Speech and Language Therapy (SLT) Service for Hackney and the City | |
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| **Contact details** | • Children's Integrated SLT Service<br>Service provided across the borough<br>• Point of contact:<br>Defoe Building, Hackney Community College, Hoxton Street, N1 6LP<br>Tel: **020 7683 4262**<br>Email: SLTInfo@homerton.nhs.uk |
| **Service description** | A joint service between Homerton University Hospital NHS Foundation Trust and Hackney Learning Trust.<br>Speech and language therapists for the service provide:<br>• assessment of children/young people's speech, language and communication, as well as eating, drinking and swallowing, if appropriate<br>• targeted intervention for children with identified speech, language and communication needs<br>• specialist input for children who have more complex speech, language and communication needs<br>• universal work with all children to improve their speech, language and communication and to raise the awareness of speech, language and communication needs amongst parents, carers and those who work with children and young people.<br>Communication happens every day with lots of different people and the team therefore collaborates with all of the people who spend time with the child or young person on a regular basis to ensure that speech and language therapy is built into their daily routine, thus maximising its effectiveness. This involves training other people to deliver therapy, such as parents and carers, teachers and other professionals. |
| **Access criteria** | For children under 5 who do not attend school or school nursery, the child must live in Hackney or the City of London.<br>For school-aged children and young people the service is provided in schools maintained by Hackney Learning Trust.<br>For students who attend schools in other boroughs, if their borough cannot provide a service then a limited clinic-based service is offered. |
| **Referrals** | For children under 5, concerned parents/carers can bring children to any of the seven 'Talking Walk-in' drop-in sessions held each month. Contact the service for dates. Referrals also accepted at the above address.<br>For children over 5, parents can self-refer by contacting the service. Assessments usually take place in school.<br>All referrals are seen within five weeks. |

| First Steps Early Intervention Community Psychology Service | |
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| **Contact details** | First Steps<br>1st Floor, Defoe Building, Hackney Community College,<br>50 Hoxton Street, N1 6LP<br>Tel: **020 7683 4611**<br>Fax: **020 7014 7251** |
| **Service description** | First Steps is a service for children and young people aged 0 – 18 years with any difficulties related to behaviour, emotions and relationships. The service aims to tackle issues early on, before they become severe. The team is based in children's centres and GP surgeries across Hackney.<br>The First Steps Team offers a range of services:<br>• Psychological therapy with children, young people and parents.<br>• A range of parenting groups.<br>• Teaching, consultation and training to other professionals working with families.<br>• Mental health promotion, offering workshops and groups to parents and families on issues such as parenting, behaviour management and attachment. |
| **Access criteria** | The service works with children and adolescents:<br>• aged 0-18 years<br>• with mild to moderate mental health difficulties<br>• with a home address in Hackney or with a Hackney GP<br>• where the legally responsible parent/guardian has given consent for referral<br>• who have psychological difficulties which are likely to be helped by a short-term psychological intervention. |
| **Referrals** | The service accepts self-referrals from families on the above telephone number from 09.00 – 17.00, Monday to Friday.<br>Professionals can refer using the referral form which can be obtained by calling the above number. |

| CAMHS Disability Service | |
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| **Contact details** | • CAMHS Disability Service<br>Hackney Ark, Downs Park Road, E8 2FP<br>Tel: **020 7014 7071**<br>Fax: **020 7014 7001** (marked CAMHS Disability)<br>Open 09.00–17.00 weekdays<br>• Key contacts:<br>Susan Crocker, Consultant Clinical Psychologist/Project Manager<br>Dr Janine Michelotti, Clinical Psychologist/Team Leader<br>Dr Mosun Dorgu, Consultant Child and Adolescent Psychiatrist |
| **Service description** | This is a specialist tier 3 service for children with moderate to profound disabilities and mental health/emotional problems. The service includes a team of clinical psychologists, a consultant child and adolescent psychiatrist, play specialist, systemic family therapist and child psychotherapist.<br>The service works using health, paediatric, developmental and mental health models to understand why a young person is:<br>• behaving in a particular way<br>• having difficulties learning<br>• finding it hard to play and join in with other children<br>• having difficulties with communication and interaction<br>• not learning skills e.g. sleep, toilet training, feeding.<br>The service also provides:<br>• Diagnosis e.g. Autistic Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Learning Difficulty (LD)<br>• Psycho-pharmacological intervention (medication)<br>• Therapeutic/behavioural support and interventions<br>• Play skills development and a toy library<br>• Support to manage the impact of diagnosis on the whole family.<br>Group work offers a chance to meet other people in a similar situation and is an opportunity to learn specific skills. Groups include:<br>• Parenting groups<br>• Siblings groups and workshops<br>• Complex communication/ASD assessment<br>• Next Steps intervention groups (multi-disciplinary team – MDT)<br>• Teen Troubles (ASD) groups<br>• ASD parents' information groups. |

Continued overleaf

| CAMHS Disability Service (continued) | |
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| **Access criteria** | Children aged 0 – 19 living in Hackney and the City of London:<br>• with dual difficulties: mental health/emotional needs and disability<br>• with a disability assessed as moderate to profound, defined by attendance at a special school or a functional assessment where the disability requires specialist support as part of assessment and treatment<br>• with a permanent and enduring disability, requiring a multi-disciplinary approach to treatment<br>• with Autistic Spectrum Disorder alongside a moderate to profound primary learning difficulty<br>• under medical/therapy teams at the Ark for multi-disciplinary team care. |
| **Referrals** | Any professional can make a referral. Consent from parents/carers must be given.<br>Parents already known to the Ark can self-refer.<br>The service sees all new referrals within 5 weeks of receipt of referral. |

| Lifestyle, Exercise, Activity, Positivity (LEAP) | |
|---|---|
| **Contact details** | • LEAP, Children and Young People's Healthy Weight Service<br>1st Floor, Defoe Building, Hackney Community College, 50 Hoxton Street, London N1 6LP<br>Tel: **020 7683 4098**<br>Fax: **020 7014 7251**<br>• Key contact:<br>Susie Longford, Clinical Service Manager, Childhood Obesity Services |
| **Service description** | LEAP offers evidence based treatment and prevention for childhood obesity. Services include:<br>**HENRY** (Health, Exercise, and Nutrition for the Really Young) is a popular 8 week national evidence-based programme for all families with children aged 0-5. It is designed to give babies and young children a good start and to help the whole family to adopt a healthier lifestyle. It helps to prevent obesity and to support families with overweight children to improve their health by making changes to their lifestyle. It supports families to change old habits and to achieve their healthy lifestyle goals. Each session begins with family time and young children are then cared for while parents and carers explore the topic of the week. Participating families receive the HENRY toolkit and supporting materials. We offer group programmes and one to one support.<br>**LEAP** is targeted family based tier 3 multi-disciplinary weight management service for children and young people aged 0-18 years with moderate to severe obesity generally with medical co-morbidities, psycho-social challenges or complex needs. LEAP offers a holistic approach with support from a paediatrician, dietician, nutritionist, physiotherapist and clinical psychologist. Intervention length varies but is generally up to 6 months with further follow up appointments at 3 and 6 months post intervention. The team offers individual and group appointments focusing on behaviour change, regular physical activity workshops, cooking sessions, parenting workshops and school holiday activities.<br>**Training and Support** for professionals including general obesity training, guidance of how to approach the issue of weight with families and training to become a HENRY group facilitator. |
| **Access criteria** | **HENRY** Parents or carers can self-refer or be referred by a health or social care professional.<br>**LEAP** LEAP MDT specialist tier 3 service accepts referrals from any professional for children and young people. |
| **Referrals** | Contact LEAP using the details above or visit the website for more information. |

| Children's Occupational Therapy (OT) | |
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| **Contact details** | • Children's Occupational Therapy<br>Hackney Ark, Downs Park Road, E8 2FP<br>Tel: **020 7014 7025**<br>Fax: **020 7014 7236**<br>Email: childrensOTreferrals@homerton.nhs.uk<br>• Key contacts:<br>Sharon O'Reilly, Administrator for Physiotherapy and Occupational Therapy<br>Heather Scott, Clinical Lead for Children's Occupational Therapy |
| **Service description** | Children's Occupational Therapy is an integrated service between health and social care and sees children experiencing difficulty with everyday tasks due to a physical disability, coordination disorder, delay or sensory impairment. The service offers:<br>• **Assessment and Intervention Service** to develop skills for independence in everyday living, learning, play and leisure, and work. This includes where appropriate the identification of equipment and splints to enable the child to access activities.<br>• **Equipment and Adaptation Service** for children with physical disabilities which aims to maximise independence, access and safety at home though recommendations around equipment provision, adaptations and re-housing.<br>• **Safe Environments Service** for children with severe learning and communication difficulties and associated challenging behaviour. The occupational therapist works with the family and other professionals to make the home environment safer for children who may be at risk in their home.<br>The OT service also offers targeted and universal input via groups for children as well as workshops and training for parents and schools.<br>Schools can also contact the service if they are interested in traded services. |
| **Access criteria** | • Aged 0 – 18<br>• Have a Hackney GP and live/attend school in Hackney<br>• Have a functional difficulty as a result of disability or delay (not just handwriting)<br>• Have a palliative care need that requires occupational therapy. |
| **Referrals** | GPs, health, social care or educational professionals can make referrals by letter or referral form (please use contact details above).<br>Families can self-refer using the contact details above. |

| Children's Physiotherapy | |
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| **Contact details** | • Children's Physiotherapy<br>Hackney Ark, Downs Park Road, E8 2FP<br>Tel: **020 7014 7025**<br>Fax: **020 7014 7236**<br>Email: **ChildrensPTreferrals@homerton.nhs.uk**<br>• Key contacts:<br>Sharon O'Reilly, Administrator for Physiotherapy and Occupational Therapy<br>Maxine Darby, Clinical Lead for Children's Physiotherapy |
| **Service description** | • The team provides assessment and treatment of children who have difficulties with development of gross motor tasks e.g. sitting, standing and walking due to disability or developmental delay.<br>• The team sees children with progressive conditions where their mobility or gross motor function is affected.<br>• The team also sees children with long-term conditions that affect their functioning at home, at school and in the community and can see the children in all environments. |
| **Access criteria** | • Aged 0 – 18<br>• Have a Hackney GP and live/attend school in Hackney<br>• Have a congenital or acquired neurological condition leading to reduced gross motor ability and decreased functional ability<br>• Experiencing gross motor delay<br>• Have non-acute physiotherapy needs that require school or home input<br>• Have a muscular condition affecting their gross motor function<br>• Have a palliative care need that requires physiotherapy (not respiratory)<br>Examples of those not fitting the criteria:<br>• Children who only require splinting or orthosis. These children are seen in Foot Health at St Leonard's.<br>• Children with purely orthopaedic/rheumatoid/arthritic conditions. These children are seen at Homerton Hospital. |
| **Referrals** | GPs, health, social care or educational professionals can make referrals by letter or referral form. Families can also self-refer using the contact details above. |

## Health Visiting Service

### Contact details

- Health Visiting Service
  Homerton University Hospital NHS Foundation Trust, Defoe Block, Hackney Community College, 50 Hoxton Street, N1 6LP
- Elizabeth Begley, Health Visiting Lead
  Email: Elizabeth.Begley@homerton.nhs.uk
- Sarah Webb, Head of Nursing
  Tel: **020 8510 7843**
  Email: Sarah.Webb@homerton.nhs.uk

**Health Visiting Teams**

| | | |
|---|---|---|
| **Team A:** | Barton House Health Centre | Tel: 020 7683 4955 |
| | John Scott Health Centre | Tel: 020 7683 4700 |
| **Team B:** | Fountayne Road Health Centre | Tel: 020 7683 4831 |
| | Stamford Hill Group Practice | Tel: 020 8802 9762 |
| **Team C:** | Somerford Grove Health Centre | Tel: 020 7683 4875 |
| | Madinah Road Health Centre | Tel: 020 7683 4548 |
| **Team D:** | Lower Clapton Health Centre | Tel: 020 7683 4695 |
| **Team E:** | Hackney Community College | Tel: 020 7683 4151 |
| | Rushton Street Medical Centre | Tel: 020 7683 5126/27 |
| **Team F:** | Ann Tayler children's centre | Tel: 020 7275 6028/29 |
| | Well Street GP Practice | Tel: 020 7683 2636 |

### Service description

**Universal**
Provision of the Healthy Child Programme to infants and children up to the age of 5 years which includes the new birth visit, development reviews at 8-10 and 27 months of age, advice and information to parents about breastfeeding, weaning, healthy eating for the whole family and immunisations.

**Universal Plus**
Provision of a personalised and rapid response to families for specific needs such as postnatal depression, sleepless babies or parenting issues.

**Universal Partnership Plus**
Partnership work with other agencies such as children's centres to support families with ongoing needs e.g. children with disabilities.

**Safeguarding**
Provision of support to children in need and children in need of protection.

For further information about Health Visiting services in Hackney please visit: http://www.homerton.nhs.uk/our-services/services-a-z/c/childrens-services-in-the-community/health-visiting-service/

Continued overleaf

| Health Visiting Service (continued) | |
|---|---|
| **Access criteria** | The Health Visiting Service is offered to all families with children aged 0-5 years who are resident in Hackney and the City of London. |
| **Referrals** | Referrals may be made to the Health Visiting service by self-referral, from hospitals, through children's centres, GP practices and other health and social care professionals. |

## School Health Service

**Contact details**

- School Health Service,
  Homerton University Hospital NHS Foundation Trust, Somerford Grove HC,
  Somerford Grove Lane, N16 7UA
  Tel: **020 7683 4991**
- Key contacts:
  Florence Elikwu, School Nurse Lead
  Tel: **020 7683 4818**

  Sarah Webb, Head of Nursing,
  Children's Services, Outpatients and Diagnostics
  Tel: **020 7510 7843**
- School Paediatricians
  Dr Jill Ellis - Consultant Community Paediatrician
  Children's Services, Outpatients and Diagnostics
  Tel: **020 7683 4436**

**Service description**

There are several different services in School Health; school nursing and the school paediatrician (doctor) are an integral part of the service. Every maintained London Borough of Hackney school and academy has a named school nurse and doctor. The school nurse and doctor work together as part of the School Health Team to help improve children's health, support children with special needs and to offer advice and health education to children, parents, carers and teachers. School doctors are specialists in child health but do not take the place of the GP.

**School Entry Health Check and National Child Measurement Programme (NCMP) Service** provides:

- School Health Entry Health Assessment. This includes vision and hearing screening with height and weight measurement for all children in Reception and those who start school at any point in the school year.
- Height and weight measurement for children in Year 6.
- Where required, referral of children to specialist services e.g. medical assessment, Speech and Language therapy, Audiology or Child and Adolescent Mental Health Services.

**Health Service for disabled children and those with additional health needs** provides:

- Health assessments and development of Individual Health Care Plans for children with medical needs.
- School medical assessment clinic at the Hackney Ark for paediatric review of health difficulties affecting education.
- Training for school staff in the routine management of common conditions e.g. asthma, epilepsy, anaphylaxis and diabetes.

**N.B.**

The Safeguarding School Nursing service in schools is provided by Whittington Hospital NHS Foundation Trust. Please see page 68 for details of this service.

Continued overleaf

| School Health Service (continued) | |
|---|---|
| **Access criteria** | We offer universal services to every school age child that attends mainstream school in City of London and Hackney. |
| **Referrals** | Referrals to the School Health service may be made by self-referral, from parents, schools, hospital, GPs and other health and social care professionals.<br>For questions about individual children please use the secure email address: huh-tr.schoolnursescentralcontact@nhs.net |

| Community Children's Nursing Team | |
|---|---|
| **Contact details** | • Community Children's Nursing Team<br>Hackney Ark, Downs Park Road, E8 2HY<br>Tel: **020 7014 7096**<br>Fax: **020 7014 7235**<br>• Key contact:<br>Marianne Hill, Senior Nurse<br>Paediatrics and Community Children's Nursing Team<br>Email: **Marianne.Hill@homerton.nhs.uk** |
| **Service description** | • The Community Children's Nursing Team is a team of qualified children's nurses who work within the community to provide nursing care and advice to children and their families. The team works within areas that include the family home and the child's nursery/school.<br>• The aim of the service is to prevent hospital admission and enable children to return home early from hospital, helping to support the best quality of life for the child and family.<br>• The team wishes to empower and enable children and their families to become more independent in managing their child's condition.<br>• The team provides a responsive service based around the needs of the child and family.<br>• The service is seven days per week, 09.00 –17.00. |
| **Access criteria** | • Children between the ages of 0 – 16, who are resident within the City of London and Hackney with a nursing need.<br>• Children and young people known to the service who continue to be in full time education, with continuation of care until their transition to Adult Services at their 18th birthday. |
| **Referrals** | • 24 hours notice is required for a routine visit.<br>• Any professional can refer but this must be in conjunction with a registered GP in Hackney or the City of London (please use contact details above).<br>• Parents/carers can refer in case of reoccurrence of previous condition. |

| Children's Continence Service | |
|---|---|
| **Contact details** | Community Paediatric Continence Service<br>The service is made up of the Paediatric Continence clinic and the Advisory clinic.<br>• The Paediatric Continence clinic<br>Administrator, Room D002 Defoe Building, 50 Hoxton Street, N1 6LP<br>Tel: **020 7683 4912**<br>Fax: **020 7014 7271**<br>• The Advisory clinic<br>Hackney Ark, Downs Park Road, E8 2HY<br>Tel: **020 7014 7111**<br>Fax: **020 7014 7230**<br>• Key contact:<br>Karen Maughn-Smith, Paediatric Specialist Continence Nurse |
| **Service description** | The aim of the Community Paediatric Continence Service is to provide an effective, holistic, integrated, high quality service for children and young people with continence problems and their families. The service is made up of a team of community doctors and the specialist nurse.<br>**Paediatric Continence Clinic**<br>The Paediatric Continence Clinic can provide a service to your child with night wetting once they are over five years. Children with day time wetting may be seen from the age of four years. There are clinics held every Tuesday and Thursday at different health centres. Attendance is by referral only.<br>**The Advisory Clinic**<br>The Advisory Clinic assists parents/carers with the management of day or night wetting and bowel soiling habits. The service is available to children four to seventeen years. There are clinics held fortnightly Monday and Wednesday at different health centres. Attendance is by referral except to the drop in clinic where an appointment is not necessary. |

Continued overleaf

| Children's Continence Service (continued) | |
|---|---|
| **Access criteria** | **Paediatric Continence Clinic**<br>The service is accessible to children and their families registered to a GP in Hackney or the City of London, living inside or outside of the borough, who are:<br>• 5 years and older with night wetting<br>• 4 years with day wetting<br>• 4 years with both day and night wetting.<br>**The Advisory service**<br>This service is accessible to children and their families registered to a GP in Hackney or the City of London, living inside or outside of the borough, who are 4 years and over with one of the following:<br>• Health issues affecting bladder/bowel control<br>• Previously dry children/young person who begin to wet or soil after they have be seen by a paediatrician<br>• Poor response to a previous continence/toileting management programme<br>• Children under 4 years may be seen for toileting advice. |
| **Referrals** | Referrals can be made by anyone. Referrers may include the following:<br>• Health professionals e.g. GPs, doctors, nurses, health visitors.<br>• Allied health professionals e.g. Psychologists, Occupational Therapists.<br>• Non health professionals e.g. social workers, teachers.<br>• Parents can also refer directly to the service. |

| City and Hackney Young People's Service (CHYPS) Plus | |
|---|---|
| **Contact details** | • CHYPS Plus<br>The House, 36 Lower Clapton Road, E5 0PD<br>Tel: **020 7683 4070**<br>Fax: **020 7683 4448**<br>• Key contacts:<br>Charity Kanotangudza, Service Manager<br>Homerton University Hospital NHS Foundation Trust<br>Tel: **020 7683 4070**<br>Sarah Webb, Divisional Head of Nursing<br>(Children's Services Diagnostics and Outpatients)<br>Homerton University Hospital NHS Foundation Trust<br>Tel: **020 8510 7843** |
| **Service description** | CHYPS Plus provides an innovative one-stop access to holistic health services for adolescents aged 11–19 years through a multi-agency partnership approach in both health and non-health settings. Services are provided by a team of nurses, dieticians, psychologists and outreach workers.<br>The services include but are not limited to:<br>• General health provision<br>• Child and Adolescent Mental Health Service (CAMHS)<br>• Obesity care<br>• Sexual health provision<br>• Come Correct scheme – access to free condoms for young people aged 13–25 (more information at www.comecorrect.org.uk or details on the Hackney scheme from Nadia.Sica@hackney.gov.uk)<br>• Support with long term conditions<br>• Support with smoking and substance misuse<br>• Support with pregnancy<br>• Outreach activities on all the above.<br>The service has two locations:<br>• The House at Lower Clapton (address above)<br>• Defoe Building, Hackney Community College, 50 Hoxton Street, N1 6LP. |

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| City and Hackney Young People's Service (CHYPS) Plus (continued) | |
|---|---|
| **Service description** | **Opening Times**<br>Telephone helpline/advice: 09:00–17.00, Monday - Friday.<br>Clinic sessions:<br>The House<br>Mondays to Thursdays, 11.00–18.00 – Walk/drop-in<br>Fridays, 11.00–16.00 – Walk/drop-in<br>Defoe - Hackney Community College<br>Mondays and Wednesdays, 11.00–18.00 – Walk/drop-in<br>**Outreach Services**<br>Outreach services are delivered in clinical and non-clinical settings across the borough. The service aims to provide flexibility and endeavours to see young people where they want to be seen, within the local risk assessment framework.<br>CHYPS Plus provides walk/drop-in clinics at four of the Young Hackney hubs. These are on the following days and times, subject to variation during the school holidays (please check with the hub):<br>• The Edge, 7 Woodberry Grove, N4 1SN, Mondays, 17:00–19:00<br>• Stoke Newington, Chaucer Court, N16 8TS, Wednesdays, 17:00–19:00<br>• Concorde, Kingsmead Way, E9 5PP, Thursdays, 17:00–19:00<br>• Forest Road, 29 Forest Road, E8 3BY, Thursdays, 17:00–19:00. |
| **Access criteria** | Adolescents aged 11–19 who live, are educated, work or have a GP in Hackney and the City. |
| **Referrals** | Most young people self-refer by dropping in at one of the clinics.<br>Any professional can also make a referral (please use contact details above). |

| Childhood Immunisation and Public Health | |
|---|---|
| **Contact details** | • Bernadette Kinsella<br>Children's Public Health Specialist (Immunisation Lead)<br>Homerton University Hospital NHS Foundation Trust<br>Children's Services Diagnostics and Outpatients<br>Hackney Community College<br>Defoe Building, Room 11, 50 Hoxton Street, N1 6LP<br>Tel: **020 7683 4242**<br>• Key contact:<br>Sarah Webb, Head of Nursing<br>Homerton University Hospital NHS Foundation Trust<br>Tel: **020 8510 7843** |
| **Service description** | The Childhood Immunisation and Public Health Specialist Team provide primary prevention and secondary treatment-based services, which are holistic and meet the needs of all children aged 0–19 years that live in and/or attend school in the City and Hackney. The service works with children with disabilities, life-limiting conditions and complex health needs. The service works closely with the wider Children and Families Services teams within an integrated Children and Families Nursing management structure.<br>Objectives of the service:<br>• To be a source of expertise and specialist immunisation advice for professionals, parents and other stakeholders.<br>• To plan and implement training programmes for practitioners on immunisation and advise on commissioning needs for additional training provision by external providers.<br>• To support the development of new approaches to service delivery and practice that will enhance immunisation uptake rate.<br>• To monitor and evaluate existing and new immunisation services within Homerton University Hospital NHS Foundation Trust.<br>• To develop standards and policies to underpin best practice.<br>• To enhance awareness of new approaches and policies that may impact on current practice.<br>• To assess research evidence and incorporate it into training programmes and practice. |

Continued overleaf

| Childhood Immunisation and Public Health (continued) | |
|---|---|
| **Service description** | • To enhance the quality of information on which practice is based and by which performance is measured, in collaboration with clinical and non-clinical staff across the partnership.<br>• To provide quarterly reports on immunisation.<br>• To contribute to the implementation of the Immunisation Action Plan and be a key member of the Immunisation Steering Committee. |
| **Access criteria** | All children aged 0–19 years that live in and/or attend school in the City and Hackney. |
| **Referrals** | Parents and carers may access the childhood immunisation and public health specialist via referral from their GP, practice nurse, health visitor or school nurse (please use contact details above). |

| Homerton University Hospital NHS Foundation Trust Safeguarding Children's Team | |
|---|---|
| **Contact details** | • **Community site**<br>Hackney Community College, Room 116, Defoe Building, 50 Hoxton Street, N1 6LP<br>Tel: **020 7683 4288/4146**<br>Email: **huh-tr.CHChildProtection@nhs.net**<br>• **Hospital site**<br>Homerton University Hospital, Starlight Ward, Homerton Row, E9 6SR<br>Tel: **020 8510 5120/5750**<br>Email: **huh-tr.CHChildProtection@nhs.net**<br>• Key contact:<br>Marcia Smikle, Head of Safeguarding Children<br>Homerton University Hospital NHS Foundation Trust<br>Tel: **020 7683 4288/020 8510 5120** |
| **Service description** | The Safeguarding Children Team works to protect vulnerable children and young people by safeguarding and promoting their health and wellbeing by ensuring their access to universal, targeted and specialist health, education and social care services, appropriate referrals can be made and health assessments undertaken. This work is facilitated by inter-agency working, particularly with the City and Hackney Safeguarding Children's Board (CHSCB) in accordance with their service delivery plan, policies and procedures and the local authority Looked After Children's Team.<br>In addition, the Safeguarding Team ensures that staff working with children and families are appropriately trained and have access to safeguarding supervision and advice. |

Continued overleaf

| Homerton University Hospital NHS Foundation Trust Safeguarding Children's Team (continued) | |
|---|---|
| **Service description** | The service objectives are to:<br>• provide specialist advice and support<br>• provide safeguarding children clinical leadership for all medical staff, nursing staff, health visitors and allied health professionals<br>• provide training (level 1 – corporate induction, level 2 and level 3) to all health staff (including independent providers), as well as contributing to the multi-agency training provided by the CHSCB<br>• provide safeguarding supervision to all staff groups according to the HUHFT safeguarding Supervision Policy<br>• undertake child protection medicals<br>• undertake the health component of Serious Case Reviews (e.g. Individual Management Reviews) and support local implementation plans<br>• undertake investigations into child deaths and provide input into Rapid Response meetings<br>• to have appropriate membership and contribute effectively to the CHSCB and all of their sub-groups. |
| **Access criteria** | All health professionals working across the community and acute sites of Homerton University Hospital who require child protection/safeguarding advice. |
| **Referrals** | Whilst the service is primarily for children who are resident in the City of London and London Borough of Hackney, there are often referrals both into and out of the borough which may require significant liaison and discussion with agencies in other areas. |

# East London NHS Foundation Trust Services

| Core Specialist Child and Adolescent Mental Health Services | |
|---|---|
| **Contact details** | • South Team<br>Children and Young People's Centre, 15 Homerton Row, E9 6ED<br>Tel: **020 3222 5600**<br>Fax: **020 3222 5792**<br>• North Team<br>John Scott Health Centre, Green Lanes, N4 2NU<br>Tel: **020 8809 5577**<br>Fax: **020 8802 8678**<br>• Duty Clinician<br>Tel: **020 3222 5600**<br>• Key contact:<br>Sharon Davies, Consultant and Lead Clinician |
| **Service description** | A specialist service for children and young people up to the age of 18 years, where there is likelihood that the child or young person has a severe mental health disorder; and children and young people whose symptoms, or distress, and degree of social and/or functional impairment are severe.<br><br>Teams are multi-disciplinary and consist of consultant child and adolescent psychiatrists, clinical psychologists, child psychotherapists, systemic family therapists, clinical nurse specialists and junior doctors from the Great Ormond Street/Royal London Child and Adolescent Mental Health Training Scheme.<br><br>The service provides a range of therapeutic and psycho-pharmacological interventions, consultation and liaison with other services including the paediatric liaison, and out of hours service. |
| **Access criteria** | • The service will work with children, young people and their families where there is a high level of case complexity. That is, where there are significant mental health problems, and in addition, multiple risk factors (co-morbidity), including complex family problems, child protection concerns, significant risk of harm to self or others, risks of violence, terminal illness, parental substance misuse/mental illness, seeking asylum, refugee status, or being the victims of torture, placing self or others at risk, being at the threshold of corporate care or being looked after, or being subject to child safeguarding procedures.<br>• The service will assess and treat children and young people who are experiencing serious risks to their emotional and psychological wellbeing and development. The threshold for referral to specialist CAMHS is that the suspected mental health difficulties are urgent, persistent, complex or severe.<br>• The child/young person should be registered with a City of London or Hackney GP. |
| **Referrals** | Referrals can be made by any professional working with a child, young person or their family (please use contact details above). |

| Adolescent Mental Health Team | |
|---|---|
| **Contact details** | • Adolescent Mental Health Team (specifically targeted work with psychosis)<br>John Scott Health Centre, Green Lanes, N4 2NU<br>Tel: **020 8809 5577**<br>Fax: **020 8802 8678**<br>• Key contact:<br>Kim Matthews, Team Leader and Senior Nurse |
| **Service description** | The team provides the early intervention in psychosis service to offer quick identification of the first onset of a psychotic disorder and appropriate treatment including intensive support, crisis intervention, assertive outreach and home treatment in the early phase.<br><br>The service also provides assessment and treatment of mental health problems of an acute and severe nature for young people including complex eating disorders, Obsessive Compulsive Disorder (OCD), Autistic Spectrum Disorder (ASD), anxiety and depression.<br><br>The service will implement appropriate discharge planning, liaison and community outreach in conjunction with the Coborn Centre for Adolescent Mental Health (in-patient unit).<br><br>The team is multi-disciplinary and consists of consultant child and adolescent psychiatrists, a clinical psychologist, systemic family therapists, and specialist mental health nurses and mental health clinicians. |
| **Access criteria** | • Young people aged from 10 up to their 18th birthday who are showing signs of the first onset of a psychotic disorder or who have mental health problems of an acute and severe nature including complex eating disorders, OCD, ASD, anxiety and depression.<br>• The young person should be registered with a City of London or Hackney GP. |
| **Referrals** | Referrals are through the core service and the Coborn Centre for Adolescent Mental Health (see following page). |

| The Coborn Centre for Adolescent Mental Health | |
|---|---|
| **Contact details** | • The Coborn Centre for Adolescent Mental Health<br>Cherry Tree Way, Glen Road, Plaistow, E13 8SP<br>Tel: **020 7540 6789**<br>Fax: **020 7540 6799**<br>• During normal business hours (Monday – Friday, 09.00–17.00)<br>Contact either Dr Rafik Refaat (Lead Clinician), Dr Cathy Lavelle (Consultant Child and Adolescent Psychiatrist), Claire McKenna (Service Manager) or the modern matron on **020 7540 6789.**<br>• Out of hours<br>Contact the duty senior nurse on **07929 206 630.** |
| **Service description** | The Coborn Centre for Adolescent Mental Health provides person and family-centred care for young people aged 12–18 with complex and severe mental illness. The centre has a three-bed PICU Service, a 12-bed Acute Admission Service and a Day Service.<br>The Coborn assesses, treats and supports adolescents during the most acute phase of their difficulties in a hospital residential setting. The service aim is to assess mental health rapidly and thoroughly, aiming to reintegrate adolescents back into their families and schools as soon as possible.<br>Each young person will receive a comprehensive medical, nursing and psychological assessment, leading to a bespoke individual care and treatment plan.<br>In all cases, the service works closely and creatively in partnership with the young person, their family, community services and other agencies such as local authorities, schools and colleges, to improve their quality of life and help them find new ways of living and coping with their difficulties. |
| **Access criteria** | • The centre treats young people with acute and severe forms of mental illness. These include major mood disorders, psychosis, complex neuropsychiatric disorders, eating disorders, severe obsessive compulsive disorders and borderline personality disorders.<br>• The age criteria is 12–18, but younger patients can be considered on a case-by-case basis. |
| **Referrals** | • Referrals will only be accepted if supported by a consultant psychiatrist.<br>• Emergency admissions will be accepted 24 hours a day and young people detained under the Mental Health Act will be treated.<br>• As much clinical information as possible should be provided to assist the initial discussions. If the Coborn cannot accept the referral (if, for example, there are no available beds), the referrer will be informed immediately. The team are able to discuss treatment options and consider planned admissions. |

# Children and Young People's Services

The table below explains the Children and Young People's Service. For more information on the process please see page 14 in the journey through services section.

| Children's Social Care | |
|---|---|
| **Contact details** | Children's Social Care<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Email: FAST@hackney.gov.uk<br>Tel: **020 8356 5500/4844**<br>Fax: **020 8356 5516**<br>Out of hours (weekends, bank holidays, after 17.00): **020 8356 2710** |
| **Service description** | The Children's Social Care Service works with families to support safe and effective parenting where children are at risk of significant harm. The service uses evidence-based methodologies to engage with families to promote and sustain positive change. Where it is not possible for children to be safely cared for within their family network, Children's Social Care will look after those children.<br><br>The core focus of the service is child protection, supporting families where their children are on the edge of care and securing positive long-term life chances for children permanently looked after by the council.<br><br>The service has worked with partners to develop a very strong preventative approach so that family needs are identified and addressed early before problems become so severe or entrenched that Children's Social Care needs to intervene.<br><br>The division is made up of the following areas:<br>• **Access, Assessment and Family Support Services** – this service manages all initial contact with children and families, and identifies if the level of risk warrants further investigation and/or statutory social work assessment or whether concerns can be safely managed by a partner agency. The Family Support arm of the service provides a range of support services to supplement the core offer of the social work units in supporting families to achieve positive change and to facilitate supervised contact for children separated from their families.<br>• **Children in Need** – this service works with children and families where it has been assessed that longer term direct work needs to be undertaken to effect positive change within the family. Adoption and Post Permanency teams are also incorporated into this service.<br>• **Corporate Parenting** – this service incorporates Looked After Children, Leaving Care, Fostering and Placements Services |

Continued overleaf

| Children's Social Care (continued) | |
|---|---|
| **Service description** | • **Safeguarding and Learning Service** – this service provides independent advice and support to staff about safeguarding children and young people including chairing child protection conferences and statutory reviews for Looked After Children, quality assurance of all activities within Children's Social Care and organisation of the professional development programme across Children and Young People's Services. |
| **Access criteria** | Professionals with significant concerns about a child's welfare should contact the service (for further information on criteria see the Hackney Child Wellbeing Framework on page 5). |
| **Referrals** | Professionals should make contact with the service using the contact details above. |

| First Access & Screening Team (FAST) | |
|---|---|
| **Contact details** | FAST<br>3rd Floor, Hackney Learning Trust<br>1 Reading Lane, E8 1GQ<br>Tel: **020 8356 4844/5500**<br>Secure Email: **FAST@hackney.gov.uk.cjsm.net**<br>**CSCreferrals@hackney.gscx.gov.uk**<br>Out of hours: **020 8356 2710** |
| **Service description** | The First Access & Screening Team (FAST) is a single point of contact for professionals and members of the public seeking support or protection for children in need or at risk.<br><br>FAST is the first point of contact for referrals to Children's Social Care Services and also acts as a gateway for children and young people who are in need of additional support services. The team link closely with the broad range of Children & Young People's Services including: children's centre Multi-Agency Team Meetings, Youth Justice Services, Young Hackney and the Children & Young People's Partnership Panel, to ensure that access to services is seamless.<br><br>The team is comprised of social workers, health professionals, probation and police colleagues who work together to share intelligence with the aim of enabling children and young people referred for help to receive the right services quicker and earlier.<br><br>FAST provides telephone advice, information guidance and consultation services to professionals and the public at both a local and national level; the service closely interfaces with other duty systems including the out of hours social work service. |
| **Access criteria** | Children and young people aged 0-18 years in need of additional support or protection (including unborn children).<br><br>Monday to Friday 9am–5pm. |
| **Referrals** | Professionals and members of the public can refer by calling using the contact details above or by completing a referral form. |

## City and Hackney Safeguarding Children Board (CHSCB)

The Children Act 2004 requires local areas to have a Safeguarding Children Board which must be independent and have an independent chair. The City of London and Hackney have a joint board. All local statutory agencies must be members of the Board, as well as some private and voluntary sector agencies. The Board also has two lay members representing the community.

The Board's role is to:

- ensure that each agency's policies, procedures and actions to safeguard children and promote their welfare are effective
- coordinate what the agencies do to safeguard children and promote their welfare, because children are better supported and protected when agencies work together.

To fulfil its role in ensuring that children are safeguarded and their welfare is promoted, the Board undertakes the following:

- Developing policies and procedures such as:
  - guidance on levels of risk and actions to take when there are concerns that a child is being harmed through neglect or abuse
  - training for people who work with, or whose work impacts on, children, parents and families
  - guidance on recruiting and supervising people who work with children to provide a safe service
  - investigating allegations about people who work with children
  - ensuring the safety and welfare of children who are privately fostered
  - ensuring that a review of each death of a child normally resident in the LSCB's area is undertaken by the Child Death Overview Panel
  - assisting cooperation with neighbouring services to safeguard children and promote their welfare
- Raising awareness about the need to safeguard children and promote their welfare, how to do it effectively and encouraging partners to do so
- Monitoring and evaluating the effectiveness of what is done by all local agencies to safeguard children and promote their welfare
- Helping to plan services for children in the local area
- Undertaking reviews of serious cases and advising the local authority and all other agencies on the lessons to be learned.

The Safeguarding Children Board publishes an annual report on the effectiveness of safeguarding children and promoting their welfare in the local area, based on the performance and outcomes for local services. The report identifies where improvements can be made to safeguard children and promote their welfare and describes the actions which are being taken to address them, as well as other proposals for action and lessons from reviews. The report also lists the contributions made by member agencies and how the budget was spent. All member agencies have an obligation to provide the board with reliable resources (including finance) to enable the board to be strong and effective.

You can find more information on the statutory functions of CHSCB in chapter 3 of Working Together to Safeguard Children 2015 at **https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419595/Working_Together_to_Safeguard_Children.pdf**

Please visit **www.chscb.org.uk** for further information about City and Hackney Safeguarding Children Board, joint working protocols and multi-agency training or telephone **020 8356 4183**.

| Community Partnership Advisor | |
|---|---|
| **Contact details** | Leethen Bartholomew<br>Community Partnership Advisor<br>City and Hackney Safeguarding Children Board (CHSCB)<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 6371**<br>Email: Leethen.Bartholomew@hackney.gov.uk |
| **Service description** | **Service provided to the community**<br>The City and Hackney Safeguarding Children Board has a Community Partnership Advisor within its team to provide support to community and voluntary organisations and places of worship. The focus is on helping organisations – such as schools, churches, voluntary and community organisations of all sizes – to understand the importance of keeping children and young people safe, so that they can work in compliance with the law and be effective members of the local safeguarding partnership.<br>**Service provided to professionals**<br>Examples of the Community Partnership Advisor's services are:<br>• Delivery of child protection training to the voluntary sector, faith groups, schools and parents within the community.<br>• Providing consultation to staff working on issues relating to forced marriage, FGM etc.<br>• Undertaking joint interviews and home visits with staff.<br>• Provision of support or advice around developing a child protection policy.<br>The community partnership advisor offers case consultancy for professionals working on a case involving issues related to:<br>• Faith and culture<br>• Child trafficking<br>• Honour based violence<br>• Forced marriage<br>• Female genital mutilation<br>• Private fostering<br>• Radicalisation and extremism. |
| **Access criteria** | This service is available to any professional or organisation based in the City of London or Hackney. |
| **Referrals** | Contact the Community Partnership Advisor using the contact details above. |

| Young Hackney – Early Help and Prevention | |
|---|---|
| **Contact details** | Early Help and Prevention<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 7404**<br>Fax: **020 8356 7408**<br>Email: **info@hackney.gov.uk**<br>Web: **www.younghackney.org** |
| **Service description** | The service seeks to build young people's social and emotional capabilities through the process of personal and social development. Work is both universal and targeted and places emphasis on engaging vulnerable young people, for example:<br>• Those not in education, training or employment or at risk of exclusion or disengagement from learning.<br>• Young people who offend, or at risk of offending or who are victims or perpetrators of youth violence.<br>• Those at risk of CSE or who display harmful sexual behaviour.<br>• Young people presenting with additional needs/SEND.<br>• Young carers.<br>• Those at risk in terms of their physical or emotional health and well-being.<br>• LAC and care leavers.<br>• Young black men, and other culturally specific groups.<br>The service both provides and commissions a range of open access and structured creative and adventurous activities, and enables young people to become positively and actively involved in the wider community, thereby raising young people's aspirations, encouraging active citizenship and leadership, and aiding their transition to adulthood.<br>The Young Hackney Service operates across the borough, delivering activities, structured preventative and diversionary programmes and individual support through a network of 5 Young Hackney Hubs, playgrounds, community halls, local VCS provision, and schools, as well as providing support within the family home.<br>Young Hackney works with Children's Social Care and HLT and other partners including but not limited to:<br>• Child and Adolescent Mental Health Service (CAMHS)<br>• Youth Justice Team & Integrated Gangs Unit<br>• Probation Services<br>• Voluntary and Community Sector providers<br>• Schools and Education, Training and Employment Services. |

Continued overleaf

## Young Hackney – Early Help and Prevention (continued)

### Youth Hubs

All Young Hackney Hubs are well-equipped, friendly and with a welcoming atmosphere. Two of the Young Hackney hubs are provided 'in house' (Forest Road and The Edge), with three commissioned to the community and voluntary sector (Hoxton Hall, Stoke Newington and Concorde). All hubs provide access to support alongside a varied programme of structured activities, often leading to a certificate, qualification or award (e.g. Asdan, NGB sports awards or the Duke of Edinburgh Award).

### Playgrounds

Adventure Playgrounds are spaces dedicated solely to children's play. The indoor and outdoor area is enclosed by a boundary which signals that activities such as digging, making fires, building and demolishing dens - activities not usually condoned in other areas where children play – are provided for and encouraged.

### Information, advice and guidance

The service works to improve young people's access to formal and informal information, advice and guidance provided by staff with a good level of local knowledge and resources with the support of specialist agencies.

An out of school careers service is commissioned for community based delivery via Young Hackney Hubs and Job Centre Plus, delivering structured programmes, drop-ins and 1:1 interviews conducted in Young Hackney Hubs and other community venues.

Substance misuse, health and emotional well-being services are embedded within delivery to ensure young people are able to access help at the earliest opportunity.

### Work experience & work related learning

Work related learning is provided by Young Hackney to enable young people to understand the world of work following their compulsory education.

Staff provide workshops, events and individual support to enable young people to explore the choices available to them and the skills they require to be attractive to employers. Through exposure to employers, work experience opportunities and access to part time paid employment (Hackney 100), young people are supported to consider their learning options and career paths.

Continued overleaf

| Young Hackney – Early Help and Prevention (continued) | |
|---|---|
| | **Outreach and street-based youth work**<br>Staff provide a service on estates and within local communities across Hackney, providing a vital service to young people who choose not to attend a specific youth facility but whom nevertheless have individual and group needs. Staff employ youth work processes and practice to make curriculum opportunities available as for any other service user. |
| **Access criteria** | Children and young people aged 6-19 years (and up to 25 years if disabled) who live, study or work in Hackney can access Young Hackney activities and services. |
| **Referrals** | Referrals to Young Hackney can be made by young people, parents, schools, GPs and other stakeholders via FAST or to the Children and Young People's Partnership Panel (CYPPP) via the Multi-Agency Information (MAI) form which can be found by visiting **www.hackney.gov.uk**<br>Self-referrals can be made via the network of hubs and playgrounds. |

| Young Hackney – Universal and Universal Plus Provision | |
|---|---|
| **Contact details** | Young Hackney<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 7404**<br>Fax: **020 8356 7408**<br>Email: **info@hackney.gov.uk** |
| **Service description** | Young Hackney is founded on the belief that all young people in the borough have the ability to achieve, regardless of their background and that, given the right set of circumstances and a positive range of influences, they will reach their full potential.<br><br>The services bring together the skills and expertise of a range of professionals into Young Hackney Units – self-directed, multi-skilled work teams where expertise is shared.<br><br>The challenge for Young Hackney is to provide opportunities for all to thrive, while giving appropriate support to those young people who need it, when they need it, recognising that some young people require more intensive and persistent support than others.<br><br>**A 'single front door' approach**<br>The system is designed to give young people and their parents easier access to services: a 'single front-door' approach. Young people are able to start their journey wherever Young Hackney workers are based, whether this is at a youth hub, a school or within a youth health clinic.<br><br>Units are based in the Young Hackney hubs and at other venues in the community where they work closely with schools and other universal services.<br><br>**Young Hackney's Universal Services**<br>There are five Young Hackney youth hubs:<br>• Forest Road<br>• The Edge<br>• Stoke Newington<br>• Hoxton Hall<br>• Concorde. |

Continued overleaf

| Young Hackney – Universal and Universal Plus Provision (continued) | |
|---|---|
| **Service description** | Staff at each of the four neighbourhood centres, linked to the central hub at Forest Road, work to develop partnership arrangements with other youth providers to ensure a local youth offer that is:<br>• diverse<br>• meeting the full spectrum of young people's needs<br>• available at times when young people want to access services.<br>The nature of partnerships with other agencies varies but will typically involve a mix of shared delivery, signposting and hosting for non-council providers delivering services from Young Hackney hubs.<br>Details about the wide range of provision on offer can be found at the Young Hackney web page: **www.younghackney.org**<br>**Young Hackney's Universal Plus and Universal Partnership Plus offer**<br>Some young people and their families will require additional coordinated support to ensure that they reach their potential and avoid harm.<br>The same workers that already know the young person and family can assess, plan and deliver packages of support that, where appropriate, involve a range of skills and disciplines. |
| **Access criteria** | Any young person aged between 8 and 18 can access Young Hackney activities. |
| **Referrals** | No referrals are necessary for activities – provision is open-access. |

| Young Hackney – Youth and School Sports and Participation Team | |
|---|---|
| **Contact details** | Youth and School Sports and Participation Team<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 7404**<br>Fax: **020 8356 7408**<br>Email: **info@hackney.gov.uk** |
| **Service description** | Young Hackney is committed to ensuring that one of the legacies of the 2012 Olympics is widened participation and enjoyment of sports for children and young people in the borough. To achieve this, the Youth and School Sports Team has been formed and works closely with schools and other providers help build the interest and infrastructure required.<br><br>One of the strengths of the Youth and School Sports Unit is its dynamic nature which allows the team to respond appropriately to the needs and interests of children and young people. Staff work closely with schools to provide enhanced out of school hours opportunities for children and young people, including out of school hours learning and competitions.<br><br>Support is provided to the majority of primary schools to develop:<br>• high quality physical education as part of the curriculum<br>• competitive school sport opportunities for those young people who want to take part<br>• activities designed to meet the needs of the least active students.<br><br>The team also provides training, support and opportunities through work experience, leadership and officiating for young people as the stepping stone for further coaching/volunteer/leadership opportunities. Our aim is to increase young people's participation in community sport by creating and strengthening links with sports clubs, leisure facilities and community providers.<br><br>The Participation Team offer opportunities to support young people to become directly involved in service review and delivery as youth-led inspectors, peer educators, peer mentors, volunteering or through establishment of their own social enterprises. This engagement of young people at a local level is driven through the Hackney Youth Parliament, Hackney Gets Heard (Children in Care Council), Youth Forums, Youth Opportunity Fund Panel and Youth Led Inspections. These opportunities are the platform for young people to be involved in decision making and social action regionally and nationally, for example through the UK Youth Parliament and National Citizen Service. |

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| Young Hackney – Youth and School Sports and Participation Team (continued) | |
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| **Access criteria** | Children and young people from the age of 5 can engage with the Youth and School Sports Team through the schools programme. |
| **Referrals** | There are no referral criteria for these services. Contact can be made by calling Young Hackney on **020 8356 7404** and asking for the Sports Team. |

| Young Hackney – Substance Misuse | |
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| **Contact details** | Young Hackney – Substance Misuse<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 7404**<br>Fax: **020 8356 7408**<br>Email: **info@hackney.gov.uk** |
| **Service description** | The Young Hackney Substance Misuse Service delivers a range of support for children and young people aged 6-25 years and professionals around substance misuse, ranging from prevention work to complex clinical work.<br>Work includes:<br>• Education work in schools and outreach work<br>• One-to-one case work<br>• Group work<br>• Dealing interventions<br>• Work with families, including children, around substance misusing parents<br>• Support with transition to Adult Substance Misuse Services<br>• Work with policy makers<br>• Training for professionals |
| **Access criteria** | Those currently using or at risk of using substances, or where there is parental substance misuse or an education need. |
| **Referrals** | Referrals can be made via Young Hackney, schools or Children's Social Care, or by contacting the service on **020 8356 7404**. Please ask for the Substance Misuse team. The service can also be contacted directly on the Substance Misuse duty line **020 8356 7377**. |

| Young Hackney – Youth Justice Prevention and Diversion | |
|---|---|
| **Contact details** | Youth Justice Prevention and Diversion<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 7404**<br>Fax: **020 8356 7408**<br>Email: **info@hackney.gov.uk** |
| **Service description** | Young Hackney contributes to the Youth Offending Team (YOT) responsibilities and duties as outlined under the 1998 Crime and Disorder Act and subsequent relevant legislation.<br><br>Young Hackney provides:<br>• Activities and interventions designed to change behaviour and prevent children and young people becoming involved in offending and anti-social behaviour, for example knife awareness programmes<br>• Supervision and support for young people who are made subject to community sentences and have requirements to complete reparation in the community or unpaid work<br>• Support for the victims of youth crime<br>• Restorative conferencing. |
| **Access criteria** | Young people who are at risk of involvement in crime, have committed a crime or who have been a victim of crime. |
| **Referrals** | Referrals can be made via Youth Offending Team or by contacting the service on **020 8356 7404**. Please ask for the Prevention and Diversion team. |

| Youth Justice | |
|---|---|
| **Contact details** | Youth Justice Service<br>Brendan Finegan, Service Manager<br>275 Mare Street, E8 1GQ<br>Tel: **020 8356 1107**<br>Email: **Brendan.Finegan@hackney.gov.uk** |
| **Service description** | The Youth Justice Service is responsible for meeting a range of statutory responsibilities and duties as outlined under the 1998 Crime and Disorder Act (s37-40) and subsequent and relevant legislation, including the multi-agency Youth Offending Team.<br><br>Hackney has two Youth Offending Teams which manage all young people subject to statutory orders. One of the YOTs is co-located with the Integrated Gangs Unit to ensure that young people who are gang involved or affiliated experience the benefit of the wrap-around intelligence and support of the Integrated Gangs Unit to support them in this difficult work.<br><br>Both YOTs undertake:<br>• Assessment of young people who have offended and management of risk and safeguarding issues<br>• Supervision of young people who have been remanded to custody and those requiring support in the community, as directed by the court<br>• Provision of reports or other information required by the courts in criminal matters<br>• Supervision of young people who have been given court orders which are to be managed in the community, including the provision of a lay youth panel to discharge the responsibilities of Referral Orders<br>• Provision of appropriate adults for young people in police custody<br>• Support for young people remanded or on bail<br>• Sentence planning for young people in custody and their supervision and resettlement on release<br>• Support for young persons remanded to local authority accommodation or to other youth detention accommodation under section 91(3) of the Legal Aid, Sentencing and Punishment of Offenders Act 2012<br>• Provision of responsible officers for referral orders, youth rehabilitation orders, parenting orders and reparation orders<br>• Crime Prevention & Diversion Activities are delivered through Young Hackney which provides the following services on behalf of Youth Justice Services:<br>◦ Activities and interventions designed to prevent children and young people becoming involved in offending and anti-social behaviour<br>◦ Early diversion from offending<br>◦ Support, supervision and rehabilitation of young people given cautions<br>◦ Offending Reduction Programmes and Activities<br>◦ Victims and Restorative Justice<br>◦ Reparation and Unpaid Work placements<br>◦ Volunteers. |

Continued overleaf

| Youth Justice (continued) | |
|---|---|
| **Access criteria** | Young people who have been arrested for or convicted of a crime. |
| **Referrals** | Young people who have been arrested for or convicted of a crime. |

| Troubled Families and Family Support Services | |
|---|---|
| **Contact details** | • Tina McElligott, Head of Service<br>Access, Assessment, Youth Justice and Family Support Services<br>Tel: **020 8356 4592**<br>Email: Tina.McElligott@hackney.gov.uk<br>• Donna Swanberg, Service Manager, Family Support Services<br>Tel: **020 8356 5288**<br>Email: Donna.Swanberg@hackney.gov.uk<br>• Emma Hall, Troubled Families Information Officer<br>Tel: **020 8356 7659**<br>Email: Emma.Hall@hackney.gov.uk |
| **Service description** | Hackney Troubled Families Programme has been expanded and now offers help to families meeting a broader range of identifying criteria. The new criteria has six headline difficulties, of which families must meet a minimum of two to qualify for additional support and targeted help. Hackney supports families attached to the Programme through a range of services working with children and their families including Ways into Work, Domestic Violence Intervention Project, Health, Probation, Youth Offending, Police, Mental Health, CAMHS, Housing, Substance Misuse and Early Years.<br><br>Families meeting the Troubled Families criteria may already be working alongside other services including schools, youth services, adult services and Children and Young People's Services. We can offer additional time-limited and targeted support to a range of professional agencies already working with families that are attached to the Programme to achieve the outcomes as outlined in the Hackney Family Outcomes Plan.<br><br>Children and Young People's Services offer a Family Support Service through our Family Units which give targeted support to help families address a range of issues including those meeting the criteria of the Troubled Families programme, which includes:<br>• Parents or children involved in crime or anti-social behaviour<br>• Improving school attendance and engagement in learning<br>• Maximising opportunities for access to employment and training for adults and young people<br>• Children of all ages who are identified as needing help<br>• Families affected by domestic abuse<br>• Parents or children with a range of health problems. |

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| Troubled Families and Family Support Services (continued) | |
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| **Service description** | It is our strong belief that families can achieve change with the support of skilled and committed practitioners delivering effective and outcome focussed interventions. Our Family Units are staffed by social workers and skilled family support practitioners who are persistent and creative in engaging with children and families and who are further supported by Ways into Work advisors.<br><br>The Family Units will:<br>• allocate a lead professional to the family to work alongside the whole family<br>• develop an outcome focussed family plan with clear timescales for change and review this regularly<br>• undertake regular visits to the family home to work with the family on areas requiring change<br>• liaise with other agencies and professionals to coordinate support services<br>• advocate on behalf of children and young people to ensure their best interests are met. |
| **Access criteria** | The criteria for the Troubled Families programme is outlined in detail on page 19. |
| **Referrals** | • 'Step-down' or across from Children's Social Care Social Work Units<br>• Direct referral to the First Access & Screening Team (FAST) at **FAST@hackney.gov.uk**<br>• Referral to Children & Young People's Partnership Panel (CYPPP).<br><br>(Consent must be obtained from the family before a referral is made).<br><br>If you require further information or wish to discuss a referral, please contact Donna Swanberg using the contact details on the previous page. |

# Voluntary and Community Sector Services

## Voluntary Sector Provision for Children and Young People

There are a large number of high quality Voluntary and Community Sector (VCS) providers in Hackney delivering services for children and young people who offer a range of provision including positive activities, support and advice services, guidance, health provision, play and sporting activities.

For more detail on what is available, go to:

- www.hcvs.org.uk (Hackney Council for Voluntary Service - HCVS - website)
- www.younghackney.org/organisations/all.php (list of organisations working with children and young people compiled by Young Hackney).

For further information on VCS provision for children and young people contact:

Kristine Wellington (HCVS)
Tel: **020 7923 1962**
Email: Kristine.Wellington@hcvs.org.uk

# Adult Services

## Adult Social Care

| Adult Social Care Information and Assessment Service | |
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| **Contact details** | Adult Social Care Information and Assessment Service<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 6262**<br>Fax: **020 8356 4638**<br>Email: **Access@hackney.gov.uk** |
| **Service description** | The Information and Assessment Service deals with all enquiries about Adult Social Care.<br>The service:<br>• provides information and advice<br>• takes referrals and carries out Initial Contact Assessments<br>• takes referrals for Targeted Preventative Services (TPS)<br>• signposts referrals on to other relevant teams as appropriate, e.g. Sensory, Learning Disabilities, Mental Health, or Occupational Therapy<br>• signposts to other relevant services<br>• screens whether people would benefit from reablement<br>• completes Community Care Assessments where applicable. |
| **Access criteria** | Hackney residents over the age of 18 who:<br>• have a long-term condition or health need and/or<br>• are older people or vulnerable adults requiring input from Adult Social Care to remain as independent as possible in the community. |
| **Referrals** | All referrals can be made via telephone, fax or email using the contact details above. |

| Integrated Independence Team (IIT) | |
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| **Contact details** | Integrated Independence Team (IIT)<br>50-52 Clifden Road, Homerton Hospital E9 6SR<br>Tel: **020 8510 7750**<br>(Mon-Fri - 08:00-22:00, Sat-Sun and Bank Holidays - 10:00-18:00)<br>Fax: **020 8510 5049**<br>Email: **huh-tr.iitreferrals@nhs.net** |
| **Service description** | IIT integrates intermediate care and reablement to provide a streamlined approach to promoting independence.<br><br>The IIT service focusses on promoting independence in community-based settings, whilst managing health, wellbeing and care to support individuals.<br><br>The service aims to prevent unnecessary hospital admissions, prevent premature admission to residential care and facilitate earlier hospital discharge.<br><br>The IIT service also offers the following interventions and support:<br>• A Single Point of Access (SPA) for referring to and contacting the IIT service<br>• Multi-disciplinary input from Occupational Therapists, Physiotherapists, Geriatricians, Social Workers, Speech and Language Therapists, Nurses, Independent Assistants, etc<br>• Rapid Response input<br>• Reablement support for up to six weeks<br>• Access to equipment and adaptations to promote independent living<br>• Assessments for the consideration of on-going support<br>• Advice and Information<br>• Carers Assessments |
| **Access criteria** | IIT provides input to all adult residents aged 18 years and above who are resident within the City and Hackney Clinical Commissioning Group (CCG) area.<br><br>It focusses on individuals who have recently been admitted to hospital or who have had a period of illness.<br><br>Individuals must be able to engage with the input being provided and must have the potential and desire to improve their independence. |
| **Referrals** | Referrals are made through the single point of access (SPA) which screens all referrals and determines appropriateness for input.<br><br>IIT accepts referrals from primary or secondary professionals only. Referrals can be made by phone, email or fax. A referral form must be completed with all relevant information. |

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| Integrated Independence Team (IIT) (continued) | |
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| **Referrals** | IIT can be contacted via their main line number at the following times:<br>08:00-22:00 (Mon-Fri)<br>10:00-18:00 (Sat-Sun & Bank Holidays) |

| Hospital Integrated Discharge Team | |
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| **Contact details** | Hospital Integrated Discharge Team<br>44 Clifden Road, E5 0LJ<br>Tel: **020 8510 7622** |
| **Service description** | The Hospital Integrated Discharge Team conducts assessments of need under the Care Act 2014 and plans appropriate discharge care services with the multi-disciplinary team (MDT) at Homerton University Hospital (HUH) and other acute hospital trusts. The team consists of Social Workers and Discharge Planners.<br>The Hospital Integrated Discharge Team provides:<br>• Social care assessments in preparation for discharge from hospital<br>• Safeguarding referrals and investigations<br>• Health-led planning for discharges in complex cases<br>• Signposting and referral to voluntary and third sector agencies<br>• Monitoring and reporting to national evaluation of health and social care delays<br>• Integrated case management to avoid health and social care delays<br>• Liaison with other local authorities to facilitate timely and safe discharges for HUH patients who are non-Hackney residents. |
| **Access criteria** | Social Workers assess adults aged 18 years and above who are ordinarily resident within the City and Hackney Clinical Commissioning Group (CCG) area.<br>Discharge Planners lead on engaging with other local authorities to facilitate timely and safe discharges for non-Hackney residents aged 18 and above. |
| **Referrals** | The MDT at the Homerton Hospital and other acute hospital trusts makes referrals under the Care Act 2014. |

| Safeguarding Adults Team | |
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| **Contact details** | • Safeguarding Adults Team<br>Hackney Service Centre<br>1 Hillman Street, E8 1DY<br>Tel: **020 8356 5782** (Mon-Fri, 09:00-17:00)<br>Fax: **020 8356 5043**<br>Email: **adultprotection@hackney.gov.uk**<br>• Out of hours:<br>Hackney Council Out Of Hours Team<br>Tel: **020 8356 2300**<br>Fax: **020 8356 2347** |
| **Service description** | The Safeguarding Adults team provides the single point of referral for concerns about abuse and/or neglect of adults at risk in Hackney.<br>The team:<br>• determines whether the Adult at Risk is known to social services or health services and informs the appropriate team for investigation and protective action<br>• provides information and advice<br>• liaises with health and social care services to ensure that referrals are processed appropriately<br>• signposts to other relevant services<br>• supports high risk and complex cases<br>• acts as supervisory body for deprivation of liberty safeguards (DoLS) authorisations in care homes and hospitals.<br>Please note that the Safeguarding team does not carry out assessments or provide services. |
| **Access criteria** | Hackney residents over the age of 18:<br>• with care and support needs<br>• who are experiencing abuse and/or neglect, and<br>• who are unable to protect themselves because of their support needs. |
| **Referrals** | Referrals should be made by email using the Safeguarding Adults referral form.<br>For more information please visit: **http://www.hackney.gov.uk/safeguarding-vulnerable-adults.htm**<br>Safeguarding forms and guidance can be found here: **http://www.hackney.gov.uk/safeguarding-adults-policies**<br>Please note that the Safeguarding Adults team does not provide an emergency service. For emergencies, please call **999**. |

| Provided Services | |
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| **Contact details** | Hackney Service Centre<br>1 Hillman Street, E8 1DY<br>Tel: **020 8356 4281/4697**<br>Fax: **020 8356 3592**<br>Email: Juliet.Afejuku@hackney.gov.uk or<br>Diane.Ducie@hackney.gov.uk |
| **Service description** | Provided Services is responsible for providing in-house services for older people and vulnerable adults following an assessment of need by a care manager or social worker.<br><br>Provided Services aim to work with the most complex and at risk service users ensuring their dignity, choice and respect are the cornerstones of all that it does. All services strive to address diversity in their delivery to the communities of Hackney.<br><br>Our philosophy is to be the quality provider of care service in Hackney. Provided Services will maximise service users' independence whilst promoting their dignity and respecting their choices. Outcome-Focussed Care Plans will be provided in a flexible and sensitive way to meet the health, cultural, social and religious needs of service users. Services are provided jointly and in partnership to provide a more competent service to represent best value in quality and cost.<br><br>Provided Services are organised as follows:<br>• **Housing with Care Services – Housing with Care Schemes (HwC)**<br>Enable vulnerable adults, usually aged 55 and older, to live as independently as possible in the community. Our aim is provide a supportive environment which promotes independence and avoids the need for residential or nursing care for as long as possible. In HwC each service user has a tenancy for a one-bedroom flat with their own front door, and in most schemes there is 24-hour care on-site.<br>• **Interim Care**<br>Offers a short term reablement environment for adults and older people. The philosophy is based on promoting independence through active rehabilitation to enable people to leave hospital and return home to live as independently as possible. People with high level needs and housing issues are able to receive a short term placement.<br>• **Day Services**<br>There are two main day service buildings and a number of satellite buildings are also used in which activities to provide physical and mental stimulation are offered. In addition, our award-winning development Homeshare Day Care allows people unable to access these services to spend the day in the home of a trained volunteer to gain all the benefits of a smaller group.<br>• **Community Meals on Wheels (MOW)**<br>Meals on Wheels delivers nutritious hot meals every day of the year to older people and people with disabilities living in the community. |

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| Provided Services (continued) | |
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| **Service description** | • **Transport**<br>We provide purpose-built transport to carry service users with disabilities and complex needs to day services and luncheon clubs.<br>• **Business Support Unit**<br>Provides an efficient and effective finance, business, administrative, complaint, referral and placement support service. |
| **Access criteria** | Criteria for all HwC:<br>• Ordinarily resident in the London Borough of Hackney<br>• Proof of right to live in the UK<br>• Usually aged 55 years and above<br>• Has complex care and support needs<br>• Is allocated to a Care Manager<br>• Meets FACS criteria, critical/substantial<br>• If on benefits or self-funder, qualifies for Attendance Allowance or Disability Living Allowance<br>• Medical investigations completed (mainly relevant for referrals from hospital social workers who should make arrangements for any outstanding test results to be made available to the Placement Manager)<br>• Required paperwork is available and correct. |
| **Referrals** | All referrals are made following an assessment of need by a care manager. |

| Direct Payments Support | |
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| **Contact details** | Direct Payments Support<br>Hackney Service Centre, 1 Hillman Street, London E8 1DY<br>Tel: **020 8356 2354**<br>Fax: **0208 356 4020**<br>Email: directpayments@hackney.gov.uk<br>Web: www.hackney.gov.uk/s-cc-direct-payments.htm |
| **Service description** | Direct Payments are a way in which people who receive social care services can have greater independence, choice and control over how the services they need are provided or arranged.<br><br>Direct Payments are made so that individuals can arrange and purchase their own services specific to their needs.<br><br>The Direct Payments Support service offers a range of advice and information on ways of managing direct payments. We can help service users and carers:<br>• advertise for and recruit staff<br>• write contracts and job descriptions<br>• choose and manage a payroll service and insurance company.<br><br>Within the first three months of starting direct payments, we provide service users with training session on how to carry out quarterly monitoring. We can also provide links with an advocacy service that offers additional advice and support. |
| **Access criteria** | Direct Payments may be a suitable option for service users and carers who:<br>• are aged 16 and over<br>• have been assessed as needing a community care service<br>• have the willingness and ability to manage a Direct Payment, with help if needed - a key condition of Direct Payments is that the service user or carer is in control of decision making and accepts that responsibility for the proper management of payments lies with them<br><br>Those who may be eligible for Direct Payments include older and disabled people, such as:-<br>• people with a physical disability<br>• people with a sensory impairment<br>• people with a learning disability<br>• people with a HIV/AIDS<br>• mental ill health (exclusions relate to being held under the Mental Health Act)<br>• carers may also be able to get Direct Payments to pay for services they are eligible for, so they can carry on in their caring role<br>• adult carers of an adult who has a disability or is eligible for services. |

Continued overleaf

| Direct Payments Support (continued) | |
|---|---|
| **Access criteria** | This applies to:<br>• Carers of disabled children, including parents or others with personal responsibility assessed as needing a service<br>• Young carers who are 16 or 17 years old. |
| **Referrals** | If a service user or carer currently receives social care services from Hackney Council, their social worker or care manager can make a referral to Hackney Direct Payment Support Service on their behalf.<br>If the service user or carer does not currently receive a care package from Hackney Council, please contact the Information and Assessment Team and request an assessment.<br>Carers for a child with a disability should contact the Children and Families, Duty and Assessment Team. |

| Long Term Service | |
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| **Contact details** | Long Term Service<br>Hackney Service Centre<br>1 Hillman Street, London E8 1DY<br>Tel: **020 8356 6262** (Mon-Fri, 09.00-17.00)<br>Out of hours: **020 8356 2300**<br>Fax: **020 8356 4638**<br>Email: **duty.worker@hackney.gov.uk** |
| **Service description** | The Long Term Service deals with all enquiries about current Adult Social Care packages.<br>The service consists of a North Locality Team and a South Locality Team who:<br>• complete Community Care Assessments/reviews where applicable<br>• send referrals on to other relevant teams as appropriate, e.g. Sensory, Learning Disabilities, Mental Health, or Occupational Therapy<br>• screen whether people would benefit from reablement<br>• work in partnership with individuals, their families and communities, other Council departments and other organisations, including health and the voluntary sector, to make sure the needs of vulnerable people are met in a seamless way |
| **Access criteria** | Hackney residents over the age of 18:<br>• With a long-term condition or health need, including older people<br>• Who are vulnerable adults requiring input from Adult Social Care to remain as independent as possible in the community. |
| **Referrals** | All referrals can be made via telephone, fax or email using the contact details above. |

| Occupational Therapy | |
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| **Contact details** | Occupational Therapy (incorporating Telecare and the Sensory Team)<br>Hackney Service Centre<br>1 Hillman St, E8 1DY<br><br>Contact via Information & Assessment Service (see page 113 for further details) |
| **Service description** | Occupational Therapy aims to help those with physical impairments to maximise their level of independence and wellbeing. We provide occupational therapy services, completing assessments of functional ability, advising on and providing specialist equipment, and making minor adaptations.<br><br>Under the Care Act 2014, Occupational Therapy is part of preventative services. We aim to maintain and reduce care needs by providing early intervention – carrying out a needs led assessment and providing advice, support, equipment and adaptations as required.<br><br>We aim to support existing carers and reduce the need for large packages of care by maintaining maximum function for the cared for individual.<br><br>The local authority works with local health providers to assess need and provide appropriate support and promote independence. This may include arranging for aids or adaptations or referring service users to other agencies that can also assist with a focus on rehabilitation and support.<br><br>We manage budget expenditure for disabled adaptations for both private sector housing and Hackney Homes properties.<br><br>We are responsible for Hackney's Integrated Community Equipment Services (ICES), including Telecare across health and social care.<br><br>**Telecare** services are part of the Occupational Therapy team and aim to maintain and prevent hospital admission and reduce care packages by supporting people in the community to live safely and securely. We assess for and provide telecare equipment and response services<br><br>**Sensory Team** offers assessment and rehabilitation to persons with a sensory need to support them in accessing their community and education and maximising their level of functional ability and mobility.<br><br>Hackney also maintains a register of those who are blind, have a visual impairment (not correctable with glasses), are deaf or hard of hearing, and those with a dual sensory loss.<br><br>Our team includes senior practitioners, occupational therapists, occupational therapy assistants, Sensory rehabilitation officers and a Telecare officer. |
| **Access criteria** | Under the Care Act 2014, anyone over 18 years of age and a permanent ordinary resident in the borough of Hackney may be entitled to an assessment to determine whether they have eligible care and support needs. |
| **Referrals** | Referral for an Occupational Therapy Assessment, Sensory needs assessment or Telecare can be made via the Information and Assessment Team on **0208 356 6262** or online at **www.hackneyicare.org.uk** |

| One Hackney | |
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| **Contact details** | One Hackney<br>Multiple locations<br>Main office: GP Confederation office at the Lawson Practice<br>St Leonard's, 85 Nuttall St N1 5HZ<br>Tel: **020 7729 7236**<br>Fax: **020 7729 8303**<br>Email: **CAHCCG.onehackneyreferral@nhs.net** |
| **Service description** | One Hackney is a new integrated care team combining a number of services to focus on a variety of cases not being addressed by current services.<br><br>It consists of care coordinators, social workers, community psychiatric nurses, voluntary sector navigators, therapists and multiple other community sector services.<br><br>Staff attend GP multi-disciplinary team (MDT) meetings to discuss complex cases and support integrated working between professionals.<br><br>Social workers complete community care assessments, safeguarding investigations and offer appropriate support. CPNs and others support with mental health assessments.<br><br>The service acts as a link between health, voluntary, and social care services, helping facilitate communication. |
| **Access criteria** | One Hackney is for anyone aged 18 plus who is either registered with a Hackney GP or is an ordinary resident of Hackney.<br><br>The service is for complex adult cases where current services do not exist, are not working or are unable to adequately meet the needs of the patient.<br><br>Examples of suitable patients include:<br>• Housebound and other complex patients with multiple health/social care needs, or who may be at high risk of harm<br>• Frequent primary care healthcare users<br>• Patients with a history of poor engagement, non-compliance with existing care plans and challenging behaviours in relation to care providers/teams<br>• Patients whose health needs cannot be met by existing services in a timely or comprehensive enough manner to prevent inappropriate healthcare usage or admission to hospital<br>• Patients whose social situation means they struggle with self-care and/or compliance |
| **Referrals** | Referrals are only accepted from professionals. Most referrals are from GPs but other professionals' referrals are also welcome.<br><br>Please send referrals by fax to **020 7729 8303** or by email to **CAHCCG.onehackneyreferral@nhs.net** with the relevant patient information. |

## Adult Mental Health Services

| City & Hackney Adult Mental Health Referrals and Assessment Service (CHAMHRAS) | |
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| **Contact details** | City & Hackney Adult Mental Health Referrals and Assessment Service (CHAMHRAS)<br>The Junction<br>City & Hackney Centre for Mental Health<br>Homerton Hospital, Homerton Row, E9 6SR<br>Tel: **020 8510 8011**<br>Fax: **020 8510 8064**<br>Email: **elt-tr.chamhras@nhs.net** |
| **Service description** | The CHAMHRAS team offers a one-stop, single point of referral which screens urgent and non-urgent referrals of adults aged 18-65 to mental health services.<br>This single point of entry simplifies the referral process to secondary mental health services - something that service users have requested. It also enables rapid feedback on all referrals taken from GPs as well as other sources. |
| **Access criteria** | Any service user aged 18 to 65 with a GP in the Hackney and City area. |
| **Referrals** | Referrals can be emailed to the safe haven email above. |

| Community Mental Health Teams | |
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| **Contact details** | Community Mental Health Teams<br>• North Locality Team<br>Anita House, Wilmer Place, N16 0LN<br>Tel: **020 7275 1000**<br>Fax: **020 7275 1001**<br>• South Locality Team<br>Donald Winnicott Centre, Coate Road, E2 9AG<br>Tel: **020 7033 6100**<br>Fax: **020 7033 6196** |
| **Service description** | The Locality Mental Health Teams provide a comprehensive range of services to meet the health and social service needs of people with long-term mental health problems living in the community.<br>The Locality Teams work with other agencies such as hospital outpatient departments, Social Care Services and Probation Services to ensure an extensive level of care management for their clients.<br>The multi-disciplinary teams cover counselling, community psychiatric nursing, mental health education, occupational therapy, psychology and advice to users, carers, professionals and the general public on mental health issues. |
| **Access criteria** | Adults with long-term mental health problems living in the community. |
| **Referrals** | GPs and social workers can refer clients to the Community Mental Health Team in their catchment area, via CHAMHRAS, see page 123 or by contacting the relevant team using the details above. |

| Community Rehabilitation & Assertive Outreach Service (AOS) | |
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| **Contact details** | Community Rehabilitation & Assertive Outreach Service (AOS)<br>Primrose Square Resource Centre, 23 Primrose Square, E9 7TS<br>Tel: **020 8525 1115**<br>Fax: **020 8525 4499** |
| **Service description** | The Community Rehabilitation & Assertive Outreach Service (AOS) is a community-based tertiary service specifically designed for people:<br>• with severe and enduring mental health issues<br>• with whom existing services have difficulty engaging<br>• who present a high risk to themselves or others<br>The Community Rehabilitation & Assertive Outreach Service:<br>• works to the patient's agenda and in their chosen environment<br>• provides specialist services on the management and care of mentally disordered offenders in the borough and those returning from higher security |
| **Access criteria** | Hackney residents with severe and enduring psychotic illness. |
| **Referrals** | Referrals via Locality Mental Health Teams, or City & Hackney Adult Mental Health Referrals and Assessment Service (CHAMHRAS). |

| EQUIP Team (Early Intervention in Psychosis) | |
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| **Contact details** | EQUIP Team<br>Donald Winnicott Centre, Coate Road, E2 9AG<br>Tel: **020 7033 6100**<br>Fax: **020 7033 6196**<br>Email: ch_equip_referrals_team@elft.nhs.uk |
| **Service description** | The EQUIP Team works with people who, usually because of illness, are having some difficult experiences. This could include hearing voices, finding it hard to think straight, feeling frightened or feeling persecuted.<br>Members of the team include professionals from nursing, psychology, occupational therapy, social work and medical backgrounds. |
| **Access criteria** | Adults aged between 18 and 35 with recent experience of psychotic symptoms with a GP in City & Hackney. |
| **Referrals** | GPs, social workers or health professionals to refer via CHAMRAS or contact the EQUIP Team for further information. |

| Crisis Service (incorporating Psychiatric Liaison and Home Treatment Team) | |
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| **Contact details** | Crisis Service (incorporating Psychiatric Liaison and Home Treatment Team)<br>City & Hackney Centre for Mental Health<br>Homerton Row, E9 6SR<br>Tel: **020 8510 8278** (Mon-Fri, 09.00-17.00)<br>Mobile: **07870 595 732** (24 hours a day, 7 days a week)<br>Fax: **020 8510 8003** |
| **Service description** | The Crisis Service is for people experiencing mental health problems which require urgent assessment.<br><br>Clients are initially assessed by a trained nurse and may be seen by a psychiatrist as appropriate.<br><br>Help from this hospital-based crisis intervention service includes referral on to specialist agencies for either treatment, therapy, advice or support. In some cases clients may be admitted when this is assessed as necessary. |
| **Access criteria** | People experiencing mental health problems, which require urgent assessment. |
| **Referrals** | Adults experiencing a mental health crisis should go to A&E where the Home Treatment Team have a presence 24 hours a day.<br><br>GPs, health professionals or social workers can refer by phoning the Crisis Service directly, or via CHAMHRAS. |

| City and Hackney Therapeutic Community and Outreach Service | |
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| **Contact details** | City and Hackney Therapeutic Community and Outreach Service<br>2 Crozier Terrace, E9 6AT<br>Tel: **020 8510 2332**<br>Fax: **020 8510 2335** |
| **Service description** | The City and Hackney Therapeutic Community and Outreach Service provides assessment and psychological treatment for individuals with complex needs, particularly those with a diagnosis of borderline personality disorder. The service has an intensive therapeutic community programme and an outreach and consultation service.<br><br>Our programme is evidence-based and designed to help clients develop stability of mood, coherent sense of self, secure attachments and reduce self-harming behaviours.<br><br>The Therapeutic Community is an intensive three day a week programme for a minimum of a year. A maximum of 16 clients attend at any one time. Clients have access to art therapy, cognitive behavioural interventions, practical and creative projects and psychodynamic group work. |
| **Access criteria** | Individuals with complex needs, particularly those with a diagnosis of borderline personality disorder. |

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| City and Hackney Therapeutic Community and Outreach Service (continued) | |
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| **Referrals** | Referrals received from primary and secondary care health professionals (e.g. GPs, Locality Teams, the emergency clinic and acute inpatient areas) via CHAMHRAS. |

| Perinatal Service and Margaret Oates Mother and Baby Unit | |
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| **Contact details** | Perinatal Service and Margaret Oates Mother and Baby Unit<br>• Perinatal Service<br>City & Hackney Centre for Mental Health, Homerton Row, E9 6SR<br>Tel: **020 8510 8151**<br>Fax: **020 8510 8552**<br>Out of hours: A&E department<br>• Margaret Oates Mother and Baby Unit<br>City & Hackney Centre for Mental Health, Homerton Row E9 6SR<br>Tel: **020 8510 8420**<br>Fax: **020 8510 8552**<br>Out of hours: A&E department |
| **Service description** | The Perinatal Service and Margaret Oates Mother and Baby Unit provide care to women who have moderate to severe mental health difficulties in pregnancy or within the first year after childbirth. These may be pre-existing illnesses or have their onset in the perinatal period.<br>Most of the referrals to this service come antenatally and most are from Maternity Services via Homerton University Hospital Foundation Trust (HUHFT). Women who book their pregnancy at HUHFT are asked questions about any previous, current or family history of mental health difficulties. These questions are from National Institute for Health and Care Excellence (NICE) guidance (antenatal and postnatal mental health). If there are previous, current or a family history of mental health difficulties, a woman can consent to a referral to this service.<br>Members of the team include professionals from nursing, psychology and medical backgrounds. They offer an assessment in the first instance and a plan of care which usually includes working alongside other agencies such as Community Mental Health Teams, Maternity Services, Primary Care and Children's Social Care to provide the best service for the woman, her infant and family. Mothers can be admitted to the unit when this is assessed as necessary. The unit has ten beds. |
| **Access criteria** | Women with mental health difficulties who are either pregnant or within the first postnatal year. |
| **Referrals** | • Most referrals to this service come antenatally via Maternity Services at Homerton University Hospital Foundation Trust, however any primary or secondary professional can make a referral<br>• Direct referrals are accepted via fax or via CHAMHRAS.<br>For more information use the contact details above. |

| Mental Health Care of Older People | |
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| **Contact details** | Mental Health Care of Older People (MHCOP)<br>Unit 1, Ground Floor, 30 Felstead Street, Hackney Wick, E9 5LG<br>Tel: **020 3222 8500** |
| **Service description** | Mental Health Care of Older People (MHCOP) services are provided to meet the health and wellbeing needs of older adults.<br>The remit covers:<br>• Integrated memory assessment services<br>• Community dementia services<br>• Specialist primary and secondary care liaison<br>• Enhanced community mental health teams<br>• Nursing Home Support<br>• Carer education and support.<br><br>A Section 75 NHS Act 2006 Partnership Agreement is in place for the integrated provision of mental health services. Mental Health Care of Older People Services in City and Hackney has two integrated community teams, the Community Mental Health Team for Older People (CMHT-OP) and the Dementia Care Team (DCT).<br><br>CMHT-OP provides psychiatric and social needs assessment, intervention and treatment. CMHT-OP aims to provide a high quality service to older people with mental health problems by engaging and supporting service users, carers and families. Staff include community mental health nurses, social workers, occupational therapists, psychologists, psychiatrists and support workers.<br><br>The Dementia Care Team (DCT) offers a community-focused service to people with diagnosed dementia, providing psychiatric and social care needs assessment, intervention and treatment. The team works primarily with people suffering from behavioural and psychological symptoms of dementia and carers experiencing extreme distress.<br>There is also a range of Non-Section 75 services on offer including:<br>• Memory Clinic<br>• Intermediate Care Team<br>• City and One Hackney<br>• The Dementia Alliance<br>• Enhanced Primary Care<br>• Hospital Liaison.<br><br>DCT operates a Single Point of Entry for all referrals to Older People's Mental Health Services. |

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| Mental Health Care of Older People (continued) | |
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| **Access criteria** | MHCOP services are provided to ordinary residents of Hackney. This includes newly presenting adults aged over 65 or those not seen by CMHTs for working age adults within the last three years.<br><br>The service is needs-based rather than age-related. It is available to adults of all ages presenting with older adult needs e.g. memory impairment. |
| **Referrals** | Where referrals are taken from other sources, the GP will be contacted in the first instance to approve the referral. This is to ensure that any necessary tests and underlying medical conditions are ruled out or attended to in the first instance. |

## Adult Drug and Alcohol Services

| Hackney Recovery Service | |
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| **Contact details** | Open access, engagement and prescribing<br>Unit 13 Tudor Grove, E9 7QL<br><br>Recovery focused services, reintegration, families and carers<br>102 Mare Street, E8 3SG<br>Tel: **0300 303 2611**<br>Out of hours: **0808 168 8669**<br>Email: **hackney.enquiries@wdp.org.uk**<br><br>The service also operates in satellites throughout the borough including many GP practices.<br><br>The service is delivered in partnership by Westminster Drug Project (WDP), Central and North West London NHS Foundation Trust and St Mungo's Broadway. |
| **Service description** | The Hackney Recovery Service offers high quality drug and alcohol treatment and support free of charge. It is delivered by a partnership of experienced providers to reduce the harm caused by substance misuse to individuals, their families, carers and communities.<br><br>If you require advice and information about a drug or alcohol issue that is affecting someone you are working with, the Hackney Recovery Service can provide the help and support you need. Experienced professionals can recommend the best treatment option and suggest whether you could benefit by attending the service for further one-to-one support.<br><br>The service includes:<br>• Drop in and open access, including late night opening<br>• Comprehensive assessment<br>• Keyworking<br>• Group work<br>• Needle exchange<br>• Access to prescribing<br>• Community detox<br>• Dual diagnosis treatment<br>• Assertive Outreach<br>• Blood-borne virus and health interventions<br>• Housing & benefit support<br>• Education, training & employment<br>• Reintegration activities<br>• Services for women<br>• Families & carers services<br>• Abstinence-based services.<br><br>The service provides a specialist nurse liaison service at Homerton Hospital providing drug and alcohol expertise for inpatients and in A&E and acute wards. |

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| Hackney Recovery Service (continued) | |
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| **Access criteria** | The service is open to all Hackney and City of London residents aged 18 or over who have, or who are at risk of developing, problematic substance misuse. The service is also available to their families and carers. |
| **Referrals** | The Hackney Recovery Service will accept referrals from any health or social care professional. Please call the number above. Clients can also self-refer by calling direct to arrange an appointment or dropping in to the open access service at 13 Tudor Grove, E9 7Q.<br>The service provides support to criminal justice clients who are referred via the courts or probation. |

| Hackney Substance Misuse Service (Adult Social Care) | |
|---|---|
| **Contact details** | Care Managers<br>Hackney Substance Misuse Service<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 6270** or **020 8356 4095**<br>Email: **grp.Hackney-YH@hackney.gov.uk.cjsm.net** |
| **Service description** | The service offers assessment and access to specialist drug and alcohol treatment for residential rehabilitation placements. |
| **Access criteria** | Clients are approved for placemnents following a community care assessment. |
| **Referrals** | Service users are referred to a weekly care panel by keyworkers from the Hackney Recovery Service (see the following page for details). |

| Specialist Midwives for Substance and Alcohol Misuse (SAAM) | |
|---|---|
| **Contact details** | Specialist Midwives for Substance and Alcohol Misuse (SAAM)<br>Specialist Addictions Unit, Homerton University Hospital<br>Homerton Row, E9 6SR<br>Tel: **020 8510 7805**<br>Mobile: **07825 733 325/07786 250 915**<br>Email: **saam.team@homerton.nhs.uk** |
| **Service description** | Provides specialist midwifery assessment and support to women affected by drug/alcohol misuse, who are booked with Homerton University Hospital for maternity care. |
| **Access criteria** | The team will assess referrals for all women known to misuse drugs or alcohol and will refer to other services if not appropriate. |
| **Referrals** | The service takes direct referrals via email or telephone from any services, as well as self-referrals. Professionals are welcome to share contact details with pregnant women in addition to referring via the normal channels.<br>GPs using the regular maternity referral form sent to central bookings should address referrals to:<br>FAO SAAM team,<br>Tamsin Bicknell,<br>Substance and Alcohol Misuse midwife. |

# Adult Domestic Violence

## Adult Domestic Violence Team

**Contact details**

- Domestic Violence & Abuse Team
  2nd Floor, Maurice Bishop House, 17 Reading Lane, E8 1HH
  Tel: **0800 056 0905** (Freephone 09.00-17:00)
  **020 8356 4459** (Information line)
  Fax: **020 8356 4469**
  Email: dvhct@hackney.gov.uk
  Web: http://www.hackney.gov.uk/safer-communities-domestic-violence-support.htm#.VkIPuWCJS68
- Information on services for victims of domestic violence or abuse
  Tel: **020 8356 4459/0800 056 0905** (freephone 09.00-17:00, any messages left out of hours are responded to within 24 hours)
- Information on the MARAC (Multi-Agency Risk Assessment Conference)
  Contact: Domestic Violence & Abuse Team
  Tel: **020 8356 4458/9**
- Information on domestic violence policy and strategy
  Contact: Rita Rupal
  Tel: **020 8536 4462**
- Information on Policy/Strategy, Violence Against Women and Girls (VAWG) Forum & Specialist Domestic Violence Court (SDVC) Link
  Tel: **020 8356 4459**

**Service description**

The Domestic Violence & Abuse Team offers advocacy, advice and support to anyone who lives, works or studies in the borough and is experiencing domestic violence or any form of abuse, such as racial harassment and homophobic crime.

We support both men and women over the age of 18 years of age and link young people aged 16-18 with a specialist youth worker. Face-to-face appointments are offered to all clients in need. If we are unable to support a client due to their circumstances falling outside of our remit, we will signpost them to appropriate services. The team offers:

- Domestic abuse helpline and advocacy service (service also available in Turkish, Bengali and Farsi)
- A male support worker and an LGBT specialist worker
- Additional domestic abuse advocacy via NIA Ending Violence, a voluntary sector organisation
- Counselling Service for victims of domestic violence/abuse
- Advice and information to professionals supporting victims of DV
- A MARAC coordinator who receives high risk referrals from a range of professionals and lists them for the next MARAC meeting (held every 3 weeks). This conference of key professionals will consider all aspects of the case and determine a multi-agency action plan to help to reduce the risk to the victim/s. The referring agency is required to attend the MARAC.
- Support/advice service for victims via Thames Specialist Domestic Violence Court
- VAWG Forum open to all agencies.

Continued overleaf

| Adult Domestic Violence Team (continued) | |
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| **Service description** | The service, which is free of charge, is offered within a completely confidential and non-judgmental setting. It is staffed by a multi-cultural team of specialist caseworkers and counsellors, who speak a variety of community languages including Bengali, Turkish, Farsi & Punjabi. We also have access to other translation services through language line and interpreters. The service also runs a freephone helpline. An outreach service, provides surgeries in the borough. |
| **Access criteria** | Open to all victims of domestic abuse who live, work or study in Hackney, irrespective of age, gender, sexual orientation, disability, race or faith group. |
| **Referrals** | • Self-referrals or third-party referrals are accepted for the advice and advocacy service. The counselling service is self-referral only. All agencies are able to refer, however:<br>• a DV1 form needs to be completed for referrals to the Domestic Abuse Victim Service. Please telephone **020 8356 4459** to request a form<br>• a MARAC referral form needs to be completed for referrals to MARAC. Please telephone the MARAC coordinator via the Domestic Violence & Abuse Team on **020 8356 4458/9** to request a form. Completed forms should then be sent to secure email address: MARAC@hackney.gov.uk.cjsm.net<br>• for MARAC referral criteria, please refer to the CAADA-DASH risk assessment tool available at www.caada.org.uk<br>• for NIA services, please visit http://www.niaendingviolence.org.uk/ |

## Adult Learning Disabilities

| Adult Learning Disabilities Service | |
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| **Contact details** | Learning Disabilities Service<br>Hackney Service Centre<br>1 Hillman Street, E8 1DY<br>Tel: **020 8356 7444** (Mon-Fri, 09:00-17:00)<br>Out of hours: **020 8356 2300**<br>Fax: **020 8356 7200**<br>Email: **learningdisabilitiesduty@hackney.gov.uk** |
| **Service description** | The integrated Learning Disabilities Service provides the following for people who have learning disabilities:<br>• Support with accessing careact eligibility assessments<br>• Specialist assessment, intervention and support<br>• Counselling<br>• Assertive outreach service<br>• Community resource service<br>• Mobility support and advice about aids and adaptations<br>• Support in learning new skills<br>• Support to communicate better with others<br>• Psychological, psychiatric and behavioural interventions.<br>For information about relevant support groups and organisations for adults, including those with learning disabilities, visit **http://www.hackney.gov.uk/s-cc-support-groups-organisations.htm** |
| **Access criteria** | Hackney residents over the age of 18 with a suspected or diagnosed learning disability.<br>The service will assess whether an adult has a learning disability and what support they need. Please contact the service for further details. |
| **Referrals** | Referrals are accepted from GPs, statutory and voluntary organisations, family and carers. Self-referrals are also permitted.<br>Referrals should be made on a joint referral form, available by email or telephone using the contact details above.<br>For emergency referrals, please call the duty officer on **020 8356 7400**. |

## Adult Housing

| Housing Needs Service | |
|---|---|
| **Contact details** | Housing Needs Service<br>Hackney Service Centre, 1 Hillman Street, E8 1DY<br>Tel: **020 8356 2929**<br>Out of hours; **020 8356 3875** (Mon-Fri, 09:00-17:00)<br>Email: HousingAdvice@hackney.gov.uk |
| **Service description** | London Borough of Hackney's Housing Needs Service provides the following:<br>• Housing waiting list registration<br>• Housing advice and options<br>• Homelessness assessments<br>• Private rented sector support and advice<br>• Assistance with temporary accommodation<br>• Medical assessments for tenants with specific housing needs<br>• Assistance with Choice Based Lettings scheme (CBL). |
| **Access criteria** | Open to all residents of Hackney. |
| **Referrals** | • Self referrals accepted<br>• Protocols exist for specific cases, such as the housing quota for young people leaving care or prison referrals. Please contact the team using the contact details above for more information. |

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