



# Children & Young People's Services Resource Guide for Professionals

Updated April 2014

## Journey through services

Introduction	4
Hackney Child Wellbeing Framework	5 – 10
Common Support Framework	11
Panels	12
Children’s Social Care Process for Accessing Childcare	13
Primary School Children with Additional Support Needs	14 – 15
Young Person’s Arrival in Hackney	16
‘Think Family’ Process and Action Record	17 – 19
Quick Guide to Identifying Troubles Families	20
Children’s Social Care – Case Flowchart	21
Safeguarding – Partnership Working Guidance for Schools and CSC	22 – 26

## Service directory

### Hackney Learning Trust Services

#### Early Years

Early Years Childcare	27
Family Information Service	28
Children’s Centres	29 – 30

#### Admissions and Benefits and Traveller Education Service

School Admissions and Pupil Benefits	31
Traveller Education Service	32

#### Additional Needs

Transport Solutions	33
SEN Assessment and Monitoring Team	34
Educational Psychology Service	35 – 36
Inclusion Team	37
Parent Partnership	38
Virtual School for Looked After Children	39

#### Wellbeing and Educational Safeguarding

School Attendance Service	40
Safeguarding in Education Team	41
Home Tuition Service	42
Children Missing Education Team	43
Exclusion from School	44

#### Adults

Adult Learning Service	45 – 46
------------------------	---------

### Whittington Hospital NHS Trust Services

City and Hackney Family Nurse Partnership Service	47
---	----

### Homerton University Hospital NHS Foundation Trust Services

Maternity Services	48
Starlight Children’s Unit	49
Community Paediatrics	50
Children and Young People’s Disability Support Services	51
Children’s Integrated Speech and Language Therapy Service	52
First Steps Early Intervention Community Psychology Service	53
CAMHS Disability Service	54 – 55
Lifestyle, Exercise, Activity, Positivity (LEAP)	56
Children’s Occupational Therapy	57

Children’s Physiotherapy	58
Health Visiting	59
School Health Service	60 – 61
Community Children’s Nursing Team	62
Children’s Continence Service	63 – 64
City and Hackney Young People’s Service (CHYPS) Plus	65 – 66
Hackney Health in Care (HIC) Team	67 – 68
Health Inclusion Team	69 – 70
Childhood Immunisation and Public Health	71 – 72
Safeguarding Children’s Team	73 – 74
<b>East London NHS Foundation Trust Services</b>	
Core Specialist Child and Adolescent Mental Health Services	75
Adolescent Mental Health Team	76
The Coborn Centre for Adolescent Mental Health	77
CAMHS for Young Hackney Team	78
Multi Systemic Therapy Team	79
<b>London Borough of Hackney Services</b>	
Children’s Social Care	80 – 81
City and Hackney Safeguarding Children’s Board	82
Community Partnership Advisor	83
Young Hackney Universal and Universal Plus Provision	84 – 85
Young Hackney Youth and School Sports Unit	86 – 87
Young Hackney Primary Units	88
Young Hackney Re-engagement Unit	89
Young Hackney Substance Misuse Service	90
Young Hackney Youth Justice	91
Partnership Triage	92
Troubled Families	93 – 95
<b>Voluntary and Community Sector Services</b>	96
<b>Adult Services</b>	
<b>Adult Social Care Information and Assessment Service</b>	97
<b>Adult Mental Health Services</b>	
City and Hackney Adult Mental Health Point of Entry	98
Community Mental Health Teams	98
Assertive Outreach Team	99
EQUIP Team	99
Crisis Service	100
Therapeutic Community and Outreach Service	100
Perinatal Service & Margaret Oates Mother and Baby Unit	101
<b>Adult Drug and Alcohol Services</b>	
Hackney Drug and Alcohol Action Team	102
Adult Community Drug and Alcohol Services	103
Hackney Substance Misuse Team	104
DAAT Engagement and Move On Outreach Team	104
Hackney Service User Forum	104
Drug Interventions Programme	104
Hackney Specialist Addiction Unit	105
Specialist Midwives for Substance and Alcohol Misuse	105
Clinical Nurse Specialists	105
<b>Adult Domestic Violence Services</b>	106 – 107
<b>Adult Learning Disabilities Service</b>	108
<b>Adult Housing Needs Service</b>	109

# 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 to navigate 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.

The 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 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 need, 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 need by defining three levels:

- **Universal** – a response by universal services, often working individually
- **Universal 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 need include schools, 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, SEN, behaviour and educational support, speech and language therapy, short breaks and transition, and voluntary and community services.

When needs are sufficiently intense or numerous 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 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 support 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

Any identified additional needs can be met by universal services.

## Universal and Universal Partnership Plus

Child/young person's needs can be met by universal services working together or with the addition of some targeted services

## Complex/High Risk

Child/young person's needs require specialist services or a statutory response including Children's Social Care investigation and/or intervention (**in bold**)

### Health

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

## Emotional Health, Wellbeing and Behaviour

- Good mental health and psychological wellbeing
- Good quality attachments and relationships
- Low self esteem, withdrawn, or shows signs of depression
- Challenging behaviour that parents find difficult to manage
- Bullying or being bullied
- Non life-threatening self harm
- Child has caring responsibilities that impact on behaviour/development
- Anxiety, low level depression or other difficult feelings
- Difficult behaviour including inappropriate risky behaviour
- Parental or family separation, illness or health problems
- Relationship difficulties with family, friends or teachers
- Child is significantly delayed in speech/expressive communication
- **Child's behaviour/activities place self or others at imminent risk of serious harm**
- **Child persistently runs away**
- **Child appears to have been trafficked**
- Complex mental health and learning disabilities issues requiring long term or specialist interventions and treatment
- Expression of suicidal thoughts
- Severe or life threatening mental health conditions (e.g. psychosis, risk of suicide or severe self harm, severe depressive episode, anorexia nervosa)
- 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)
- 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
- Moderate to severe depression
- Severe and/or complex relationship difficulties leading to significant impairment of functioning and wellbeing

## Education

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



## Social and Neighbourhood (continued)

- Learning disability that places young person in vulnerable situations
- Child is not appropriately supervised in the home or community
- Inappropriate sexual/sexualised behaviour
- **Child exploited for criminal purposes**
- **Child in custody with no family support or involvement**
- **Child in hospital setting continuously for 3 months**

## Parents/Parenting

- Consistent parenting providing appropriate guidance and boundaries
- Child's physical needs are adequately provided for
- Parenting generally demonstrates praise, emotional warmth and encouragement
- Positive family relationships, including between separated parents
- Mental and/or physical health needs or learning difficulties that can affect care of the child
- Postnatal depression
- Excessive anxiety regarding child's health
- Colludes with or condones failure to attend school
- Inconsistent or harsh parenting
- Lack of consistent boundaries, supervision and guidance
- Relationship difficulties that impinge on child
- Substance and/or alcohol misuse affecting parenting
- Criminal or anti-social behaviour
- Learning difficulties that affect parenting/caring
- Parent/carer has health needs or engages in behaviour that leads to child being a 'young carer'
- Parent/carer is begging for food/money
- Parent/carer avoiding or refusing to engage with professionals where a concern has been raised
- **Failure to access pre/postnatal care**
- **Very young or vulnerable child left alone**
- **Drug or alcohol abuse seriously affecting the ability to function**
- **Child/young person rejected from home**
- **Inability to judge dangerous situations**
- **Inability to protect child from harm**
- **Emotional neglect where earlier interventions have failed to be effective**
- **Adult mental health significantly impacting on the care of the child or young person**
- **Parent has serious mental health condition and child/young person is subject of parental delusion**
- **Parent/carer with significant learning disability seriously affecting ability to parent**
- **Any parent/carer who attempts suicide or self harm**
- **Parent causing significant harm to child**

## Parents/Parenting (continued)

- Parent/carer does not encourage development of child's independence
- Parent/carer fails to understand the physical, social and spiritual needs of children at specific ages or stages
- Parent/carer does not take responsibility for issues which are beyond a child's developmental maturity

## Family and Environment

- Good family relationships
- Family feels accepted by the community
- Family members are physically well and mentally stable
- Family has positive relationships and appropriate support from others
- Income is consistent and sufficient to meet basic family needs
- Family have access to good, age appropriate facilities
- Inadequate/overcrowded housing
- Family homeless or in temporary accommodation
- Family routine not conducive to child's needs
- Socially or physically isolated
- Household members with disability or significant health problems
- Family experiencing harassment, discrimination or are victims of crime
- Children sometimes wear inappropriate clothing or appear unkempt
- Scale 1 and 2 Domestic Violence as per Barnardo's Guidance
- Home environment is not suitable for children/there are visible health and safety risks
- The home is substantially cluttered
- **Children who are being looked after in private fostering arrangements**
- **Adult who poses risk to children is in household or in contact with family**
- **Drug taking, prostitution, and illegal activities that significantly impact on child**
- **Children consistently appear dirty/clothing is inappropriate for climate**
- **Imminent family breakdown**
- **Homeless and destitute**
- **Scale 3 and 4 Domestic Violence as per Barnardo's Guidance**
- **Medicines or harmful products have been ingested by the child**
- **There is insufficient/inadequate food for the child to eat**

# Common Support Framework

In recognition of the potential for a variety of professionals to be working with children, young people and their families it is understood that unnecessary barriers and safeguarding delays could occur. Consequently, 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 duplicate assessments.

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
<p>Contains relevant details about all members of the family e.g. names, addresses, D.O.B., schools, ethnicity etc.</p> <p>In most cases this will replace many referral forms and be used to support “service brokering”.</p>	<p>Any valid holistic assessment of need including:</p> <ul style="list-style-type: none"> <li>• CAF</li> <li>• Initial Assessment</li> <li>• PSP</li> <li>• ASSET</li> <li>• ONSET</li> <li>• Young Hackney Assessment</li> </ul>	<p>A form with specific outcomes and review targets.</p> <p>To be used to ensure that multi agency working is coordinated.</p>

*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 –*  
<http://webarchive.nationalarchives.gov.uk/20130401151715/https://www.education.gov.uk/publications/standard/publicationDetail/Page1/DCSF-00807-2008>

## 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 [Triage@hackney.gov.uk](mailto:Triage@hackney.gov.uk)

## Panels

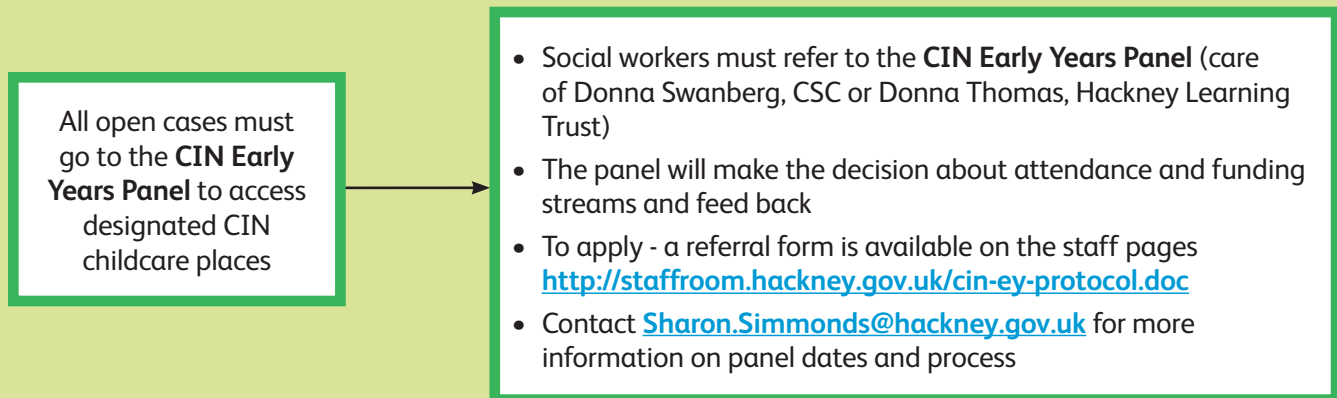
There are a number of multi-agency panels that bring providers together to coordinate the delivery of services to children and their families. The table below provides information in respect of the range of meetings and panels that take place involving Children's Centres, schools, Children's Social Care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

<b>MAT Meeting (Multi-Agency Team Meeting)</b>	<b>MAP Meeting (Multi-Agency Planning Meeting)</b>	<b>CYPPP (Children and Young People's Partnership Panel)</b>
<ul style="list-style-type: none"> <li>• Occur fortnightly in each strategic Children's Centre.</li> <li>• Chaired by a Quality Improvement Partner (QIP) who is a qualified social worker employed by Hackney Learning Trust.</li> <li>• Focus on children under 6 years of age and their families who require coordinated packages of support.</li> <li>• 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.</li> <li>• <b>Contact:</b> Charlene Martin-Harris, MAT Coordinator, <a href="mailto:Charlene.Martin-Harris@learningtrust.co.uk">Charlene.Martin-Harris@learningtrust.co.uk</a></li> </ul>	<ul style="list-style-type: none"> <li>• Occur once per term in each school.</li> <li>• Chaired and led by the school.</li> <li>• Focus on school and individual pupils who require additional support.</li> <li>• Attended by a range of professionals.</li> <li>• <b>Contact:</b> As MAP meetings are organised through the school, please contact the child's school directly.</li> </ul>	<ul style="list-style-type: none"> <li>• Occurs weekly, borough-wide.</li> <li>• Chaired by Assistant Director, Young Hackney.</li> <li>• Focus on most complex and difficult cases where children and families require or are receiving coordinated packages of support.</li> <li>• Attended by senior professionals in Children's Social Care, Child and Adolescent Mental Health Services, Police, Housing Services, Hackney Learning Trust and the Drug and Alcohol Action Team.</li> <li>• <b>Contact:</b> Partnership Triage, <a href="mailto:Triage@hackney.gov.uk.cjsm.net">Triage@hackney.gov.uk.cjsm.net</a></li> </ul>

# Children's Social Care Process for Accessing Childcare

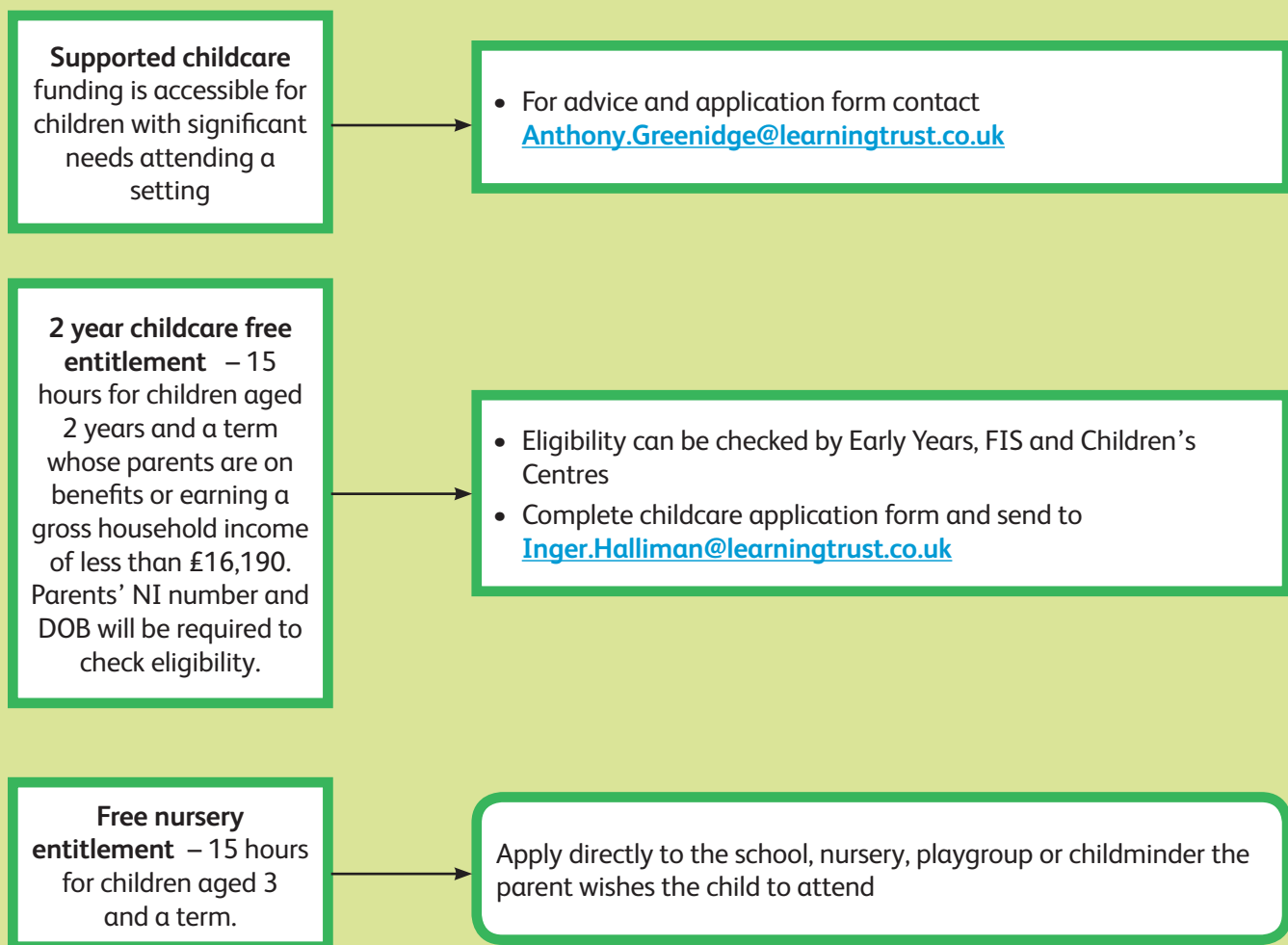
Below is a flowchart explaining the process to apply for childcare from Hackney Learning Trust

## For Children in Need (CIN) where the case is not closing



## For Children in Need (CIN) 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](mailto:Donna.Swanberg@hackney.gov.uk)).



# 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.

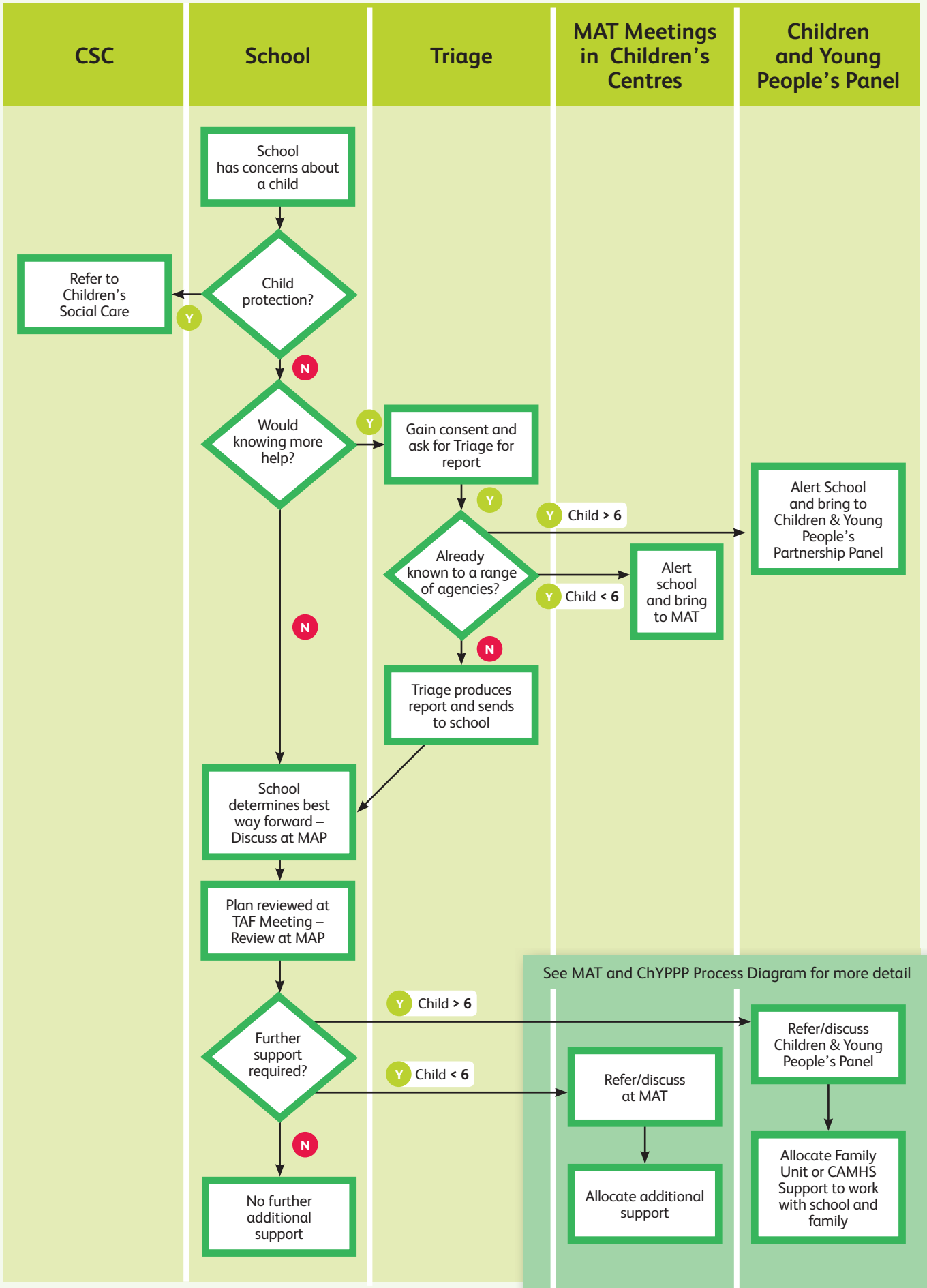
In most cases, following review, these interventions will be sufficient to make progress towards the identified outcomes. However, there are some children who because of personal, family or environmental factors will be unable to benefit from these early responses. Meeting their greater needs may require 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 believed this to be the case, they can refer, with parental consent, to a MAT or CYPPP via a referral to the Partnership Triage Unit. To refer e-mail a CAF or Multi-Agency Information Form to [Triage@hackney.gov.uk.cjism.net](mailto:Triage@hackney.gov.uk.cjism.net)

If you need to speak with someone about a referral to Triage, please call **020 8356 7507**.

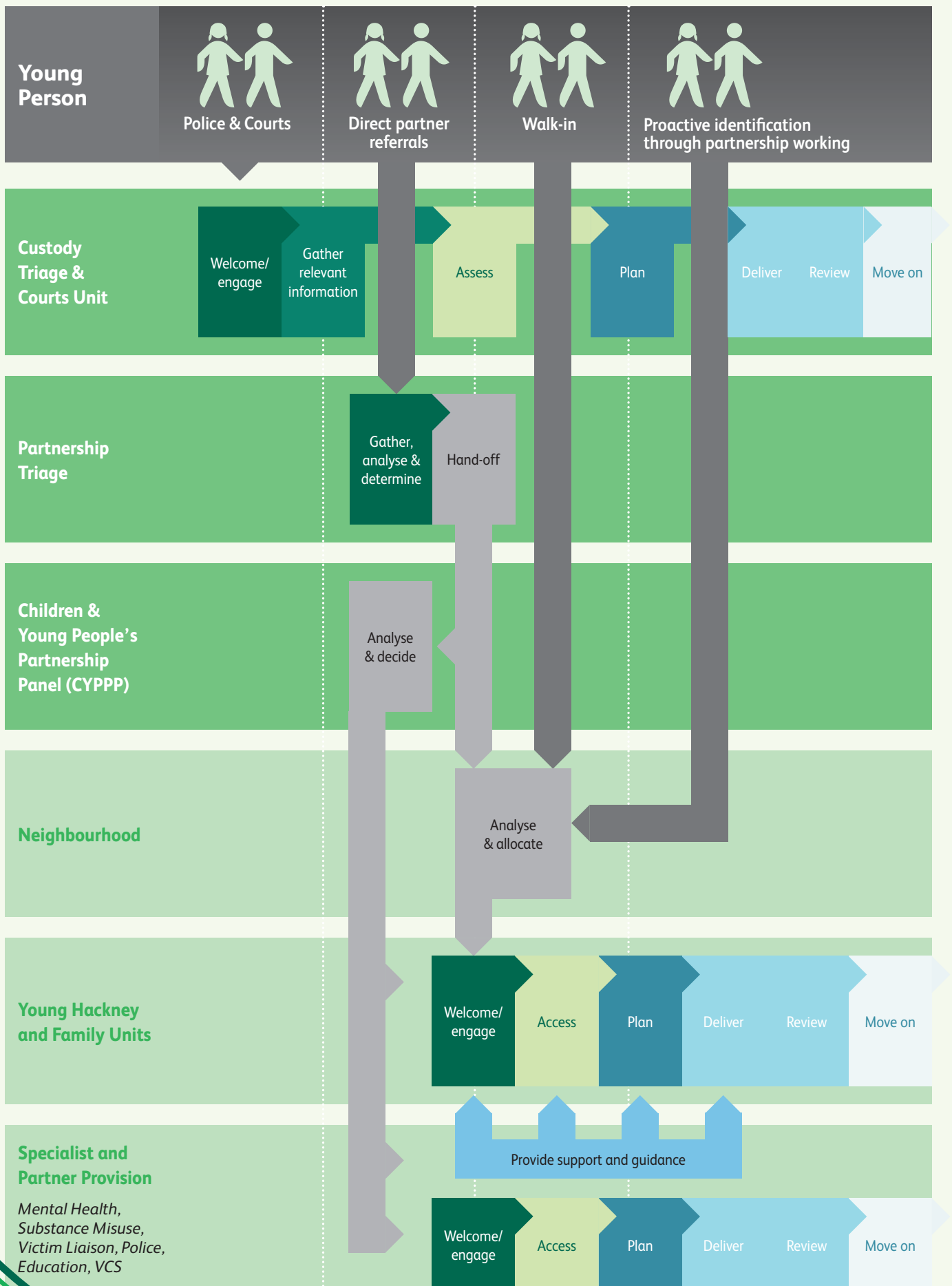
The diagram on the next page outlines the pathway for primary school children with additional needs.

# Pathway for Primary School Children with Additional needs



# Young Person's Arrival in Hackney

The following flowchart shows the pathway for young people in Hackney. More information on the Young Hackney service can be found in the service directory section on page 84.





# '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 in a coordinated way to risks and issues which affect all members of the household appropriately
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

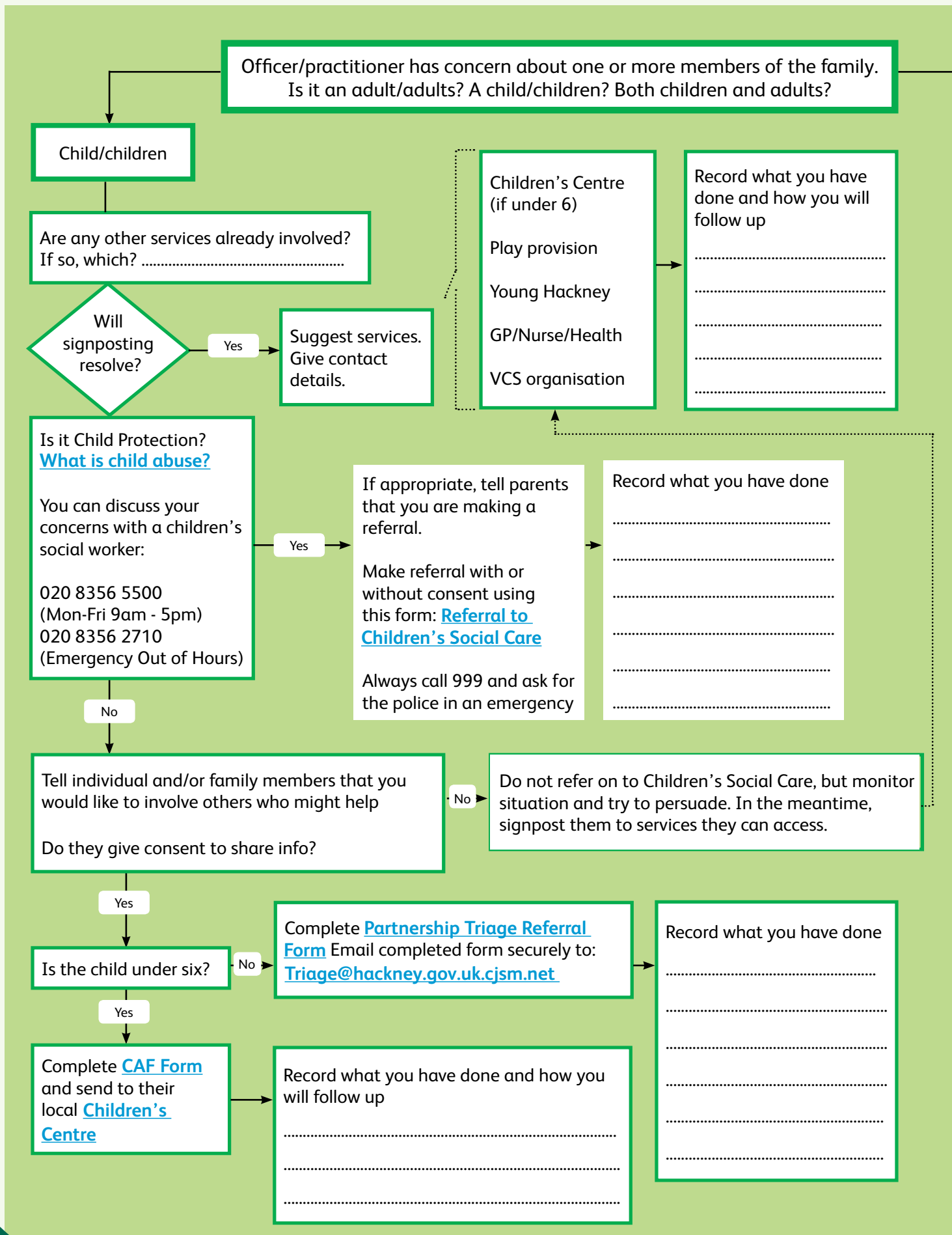
The list below provides some examples of risk factors and issues that should raise concern about a family. This list is not exhaustive; staff are encouraged to use their professional judgement.

- 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

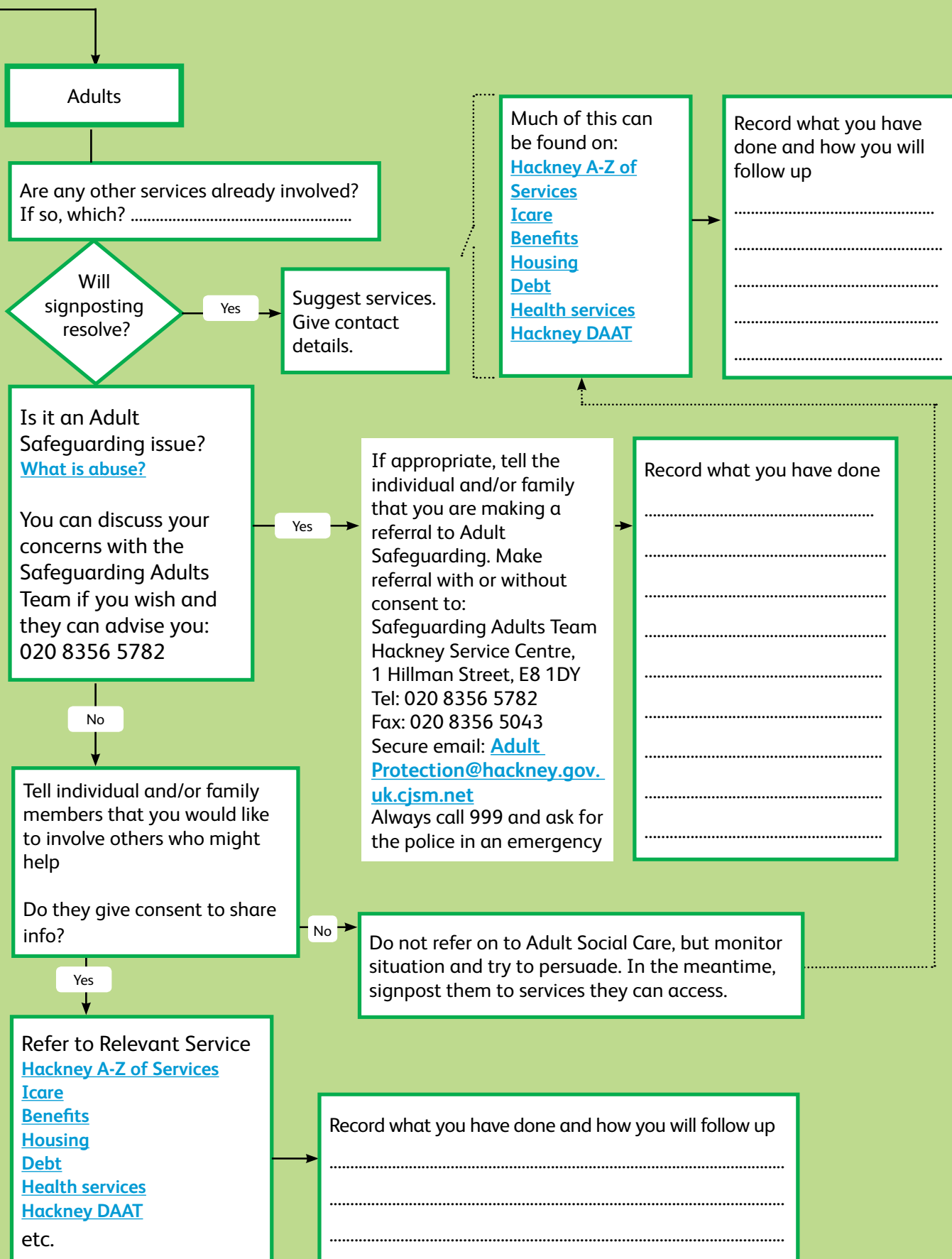
## How to use

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 Partnership Triage on **020 8356 7507**.

# Think Family Flowchart What is child abuse?



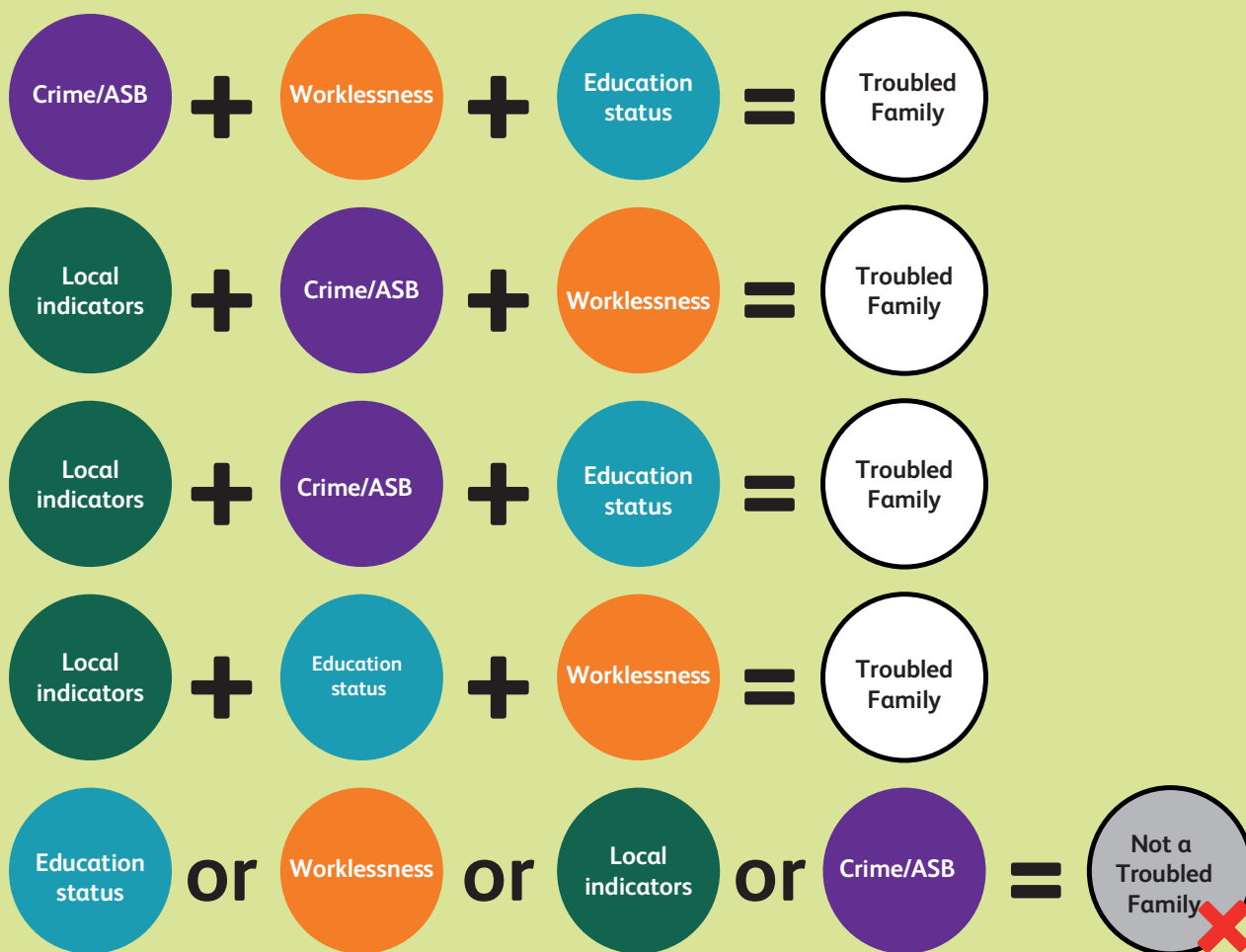
For an electronic version of this flow chart please go to:  
<http://www.hackney.gov.uk/children-and-families.htm>



# Quick Guide to Identifying Troubled Families

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. More information on Troubled Families can be found in the service directory section on page 93.

## Quick Guide to Identifying Troubled Families



### Key:



**Crime** = one or more under 18 year old with a proven offence in the last 12 months



**Worklessness** = adult in the family claiming out of work benefits



**ASB** = households with an anti-social behaviour order/ injunction/contract or subject to housing related anti-social behaviour intervention in the last 12 months



**Local Indicators** = abuse, adult crime, adult gang activity, adult offence, behavioural issue, bereavement, bullying, CP plan, DAAT, debt, disability, domestic dispute/violence, EAL, edge of care, free school meals, health issues, homelessness, housing issues, mental health, going missing, NEET, neglect, parenting issues, safeguarding issues, self-harm, SEN, substance/alcohol misuse, teenage pregnancy, transition issue, violence, young person gang links

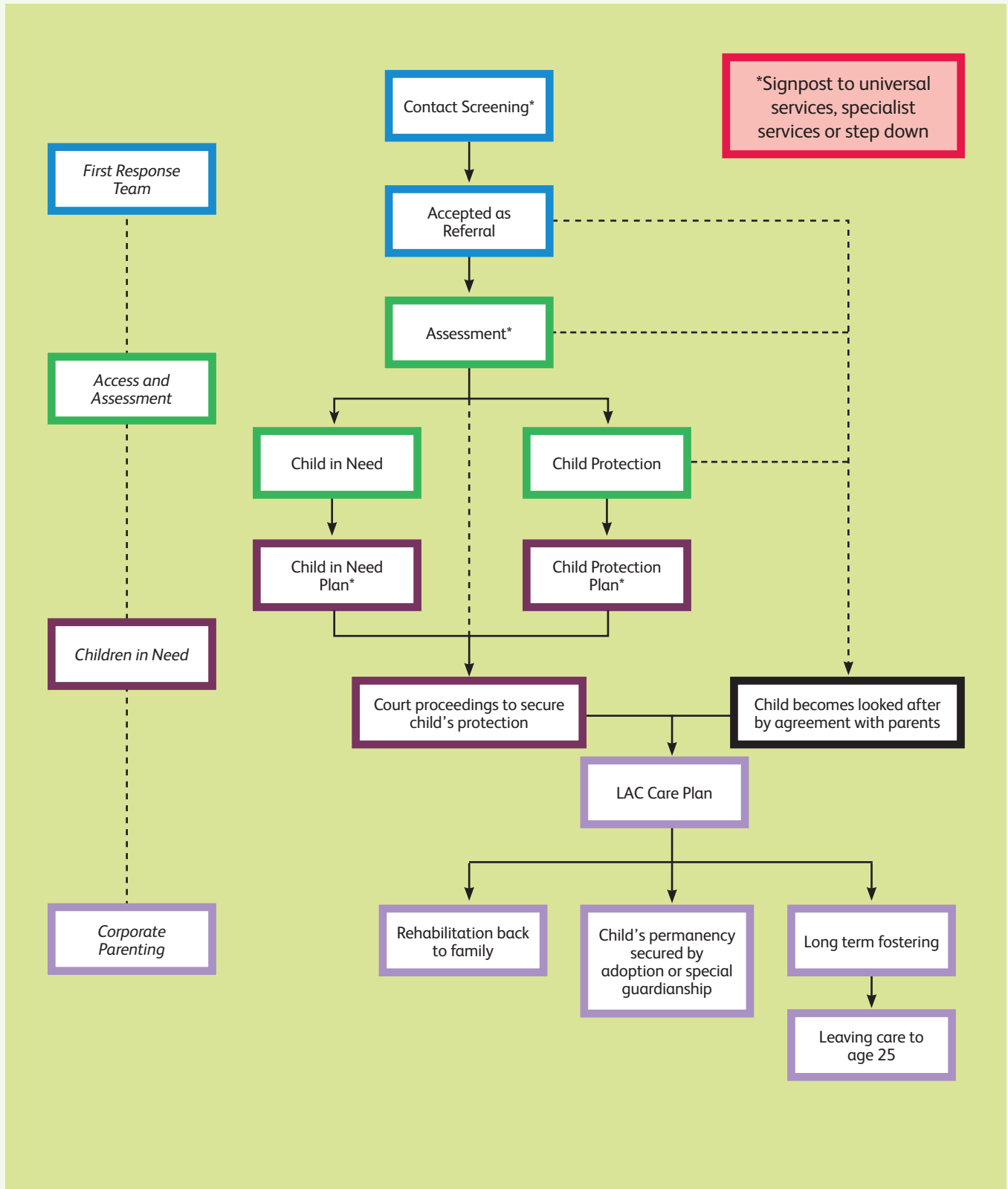


**Education** = permanently excluded from school or has three or more fixed term exclusions across three consecutive terms; or is in a PRU/alternative provision due to exclusion or not on a school roll; and/or a child has had 15% or more unauthorised absences from school across the last three consecutive terms

For more information please contact [Emma.Hall@hackney.gov.uk](mailto:Emma.Hall@hackney.gov.uk)

# 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 80.



# Safeguarding – Partnership Working Guidance for Schools and Children’s Social Care

---

Children’s Social Care management met with colleagues in Hackney schools during the 2012/13 school year as part of the drive to ensure that our joint work to safeguard the children and young people of Hackney is robust and that communication and partnership working is as effective as possible. As a result of this work, the following ‘good practice guidance’ has been created to clarify what is and can be expected of Children’s Social Care and of schools. The ultimate aim is of course to ensure the best possible outcomes for children.

This guidance will be reviewed in the near future and feedback is very welcome. Comments should be given to Paul Kelly, Hackney Learning Trust, [Paul.Kelly@learningtrust.co.uk](mailto:Paul.Kelly@learningtrust.co.uk), and Cathal Ryan and Samantha Cornberg, Hackney Children’s Social Care, [Cathal.Ryan@hackney.gov.uk](mailto:Cathal.Ryan@hackney.gov.uk) and [Samantha.Cornberg@hackney.gov.uk](mailto:Samantha.Cornberg@hackney.gov.uk)

Children’s Social Care responsibilities	School’s responsibilities
First Response Team managers to email school referrers once the decision is made to allocate within FRT or to an Access and Assessment Service 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 Children’s Social Care – matters need to be reported as soon as is 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 Children’s Social Care if calls are received during contact time and member of staff is not immediately available to respond.
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 Children’s Social Care 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.

## Children's Social Care responsibilities (continued)

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.

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. Over-ride 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.

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 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.

## School's responsibilities (continued)

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.

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.

If there is any doubt about whether a referral to Children's Social Care is appropriate, then speak with your safeguarding lead and if CSC advice is needed please consult with CSC's First Response Team on 020 8356 5500

When making referrals to Children's Social Care (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 Children's Social Care 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 Children's Social Care.

Prioritise responses for information from Children's Social Care, 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 Children's Social Care by telephone to discuss further.

## Children's Social Care 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

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.

Keep school staff advised at the earliest possible opportunity re. proposed meeting dates, and also about any meeting cancellations.

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.

## School's responsibilities (continued)

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.

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.

Consider the differing roles between schools/ education and Children's Social Care. 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.



## Children's Social Care responsibilities (continued)

## School's responsibilities (continued)

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.

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.

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.

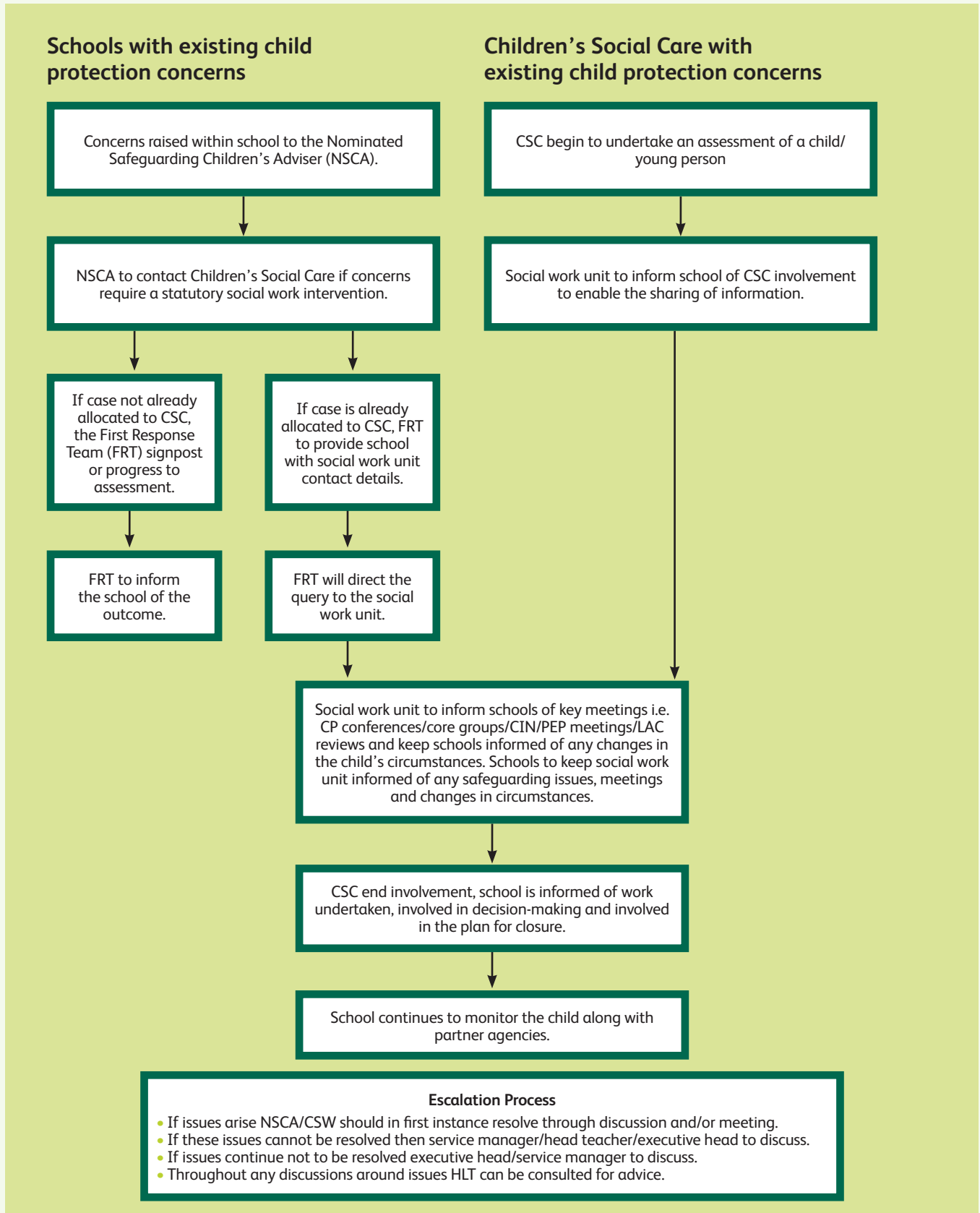
If seeking to challenge decisions as above, it would be expected that in the first instance, dialogue would take place between the NSCA in school and the allocated consultant social worker, in order to clarify decisions that have been reached. If this does not prove effective, then the matter may be 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 Children's Social Care.

Feel comfortable to seek consultation with Children's Social Care 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.

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.

# Hackney Children's Services 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 80.



# Hackney Learning Trust Services

## Early Years

Early Years Childcare	
<b>Contact details</b>	<ul style="list-style-type: none"><li>• Early Years Service Hackney Learning Trust, 1 Reading Lane, E8 1GQ Tel: <b>020 8820 7590</b></li></ul>
<b>Service description</b>	<p><b>Universal childcare and education</b> – free 15 hours per week term-time early education entitlement for all 3 and 4 year olds. Places available in playgroups, nurseries, Children’s Centres, schools and childminders.</p> <p><b>Childcare for vulnerable children:</b></p> <ul style="list-style-type: none"><li>• <b>MAT (Multi-Agency Team) childcare for vulnerable children</b> – funding is allocated to support vulnerable children to access childcare as part of their family support intervention or care plan, following a CAF (Common Assessment Framework) or Core Assessment</li><li>• <b>Supported childcare</b> – 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.</li><li>• <b>2 year childcare</b> – 15 hours per week term time childcare and education is available to low income families with a 2 year old child, with a maximum annual income of £16,190. Families must have recourse to public funds. Places are available in participating nurseries, playgroups, Children’s Centres and childminders.</li></ul>
<b>Access criteria</b>	<ul style="list-style-type: none"><li>• <b>MAT childcare for vulnerable children</b> is accessible to children with a CAF or Core Assessment to achieve identified outcomes (see criteria and application form)</li><li>• <b>Supported childcare funding</b> is accessible to children with significant needs in a setting (see application form)</li><li>• <b>2 year childcare</b> is accessible to low income families with a 2 year old child, with recourse to public funds (see application form)</li></ul>
<b>Referrals</b>	<p>Please contact the Early Years Service or the contacts below for application and referral forms.</p> <ul style="list-style-type: none"><li>• <b>MAT childcare for vulnerable children:</b> CAF and application form to Early Years – <a href="mailto:Linda.Lakey@learningtrust.co.uk">Linda.Lakey@learningtrust.co.uk</a></li><li>• <b>Supported childcare:</b> Application form to Early Years – <a href="mailto:Anthony.Greenidge@learningtrust.co.uk">Anthony.Greenidge@learningtrust.co.uk</a></li><li>• <b>2 year childcare:</b> Application form to Early Years – <a href="mailto:Inger.Halliman@learningtrust.co.uk">Inger.Halliman@learningtrust.co.uk</a></li></ul> <p>For more information, go to HLT website: <a href="http://www.learningtrust.co.uk/childcare/">www.learningtrust.co.uk/childcare/</a></p>

## Family Information Service

### Contact details

- Family Information Service (FIS)  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ
- Deirdre MacGinley, FIS Manager  
Helpline: **020 8820 7590**  
Email: [FIS@learningtrust.co.uk](mailto:FIS@learningtrust.co.uk)

### Service description

FIS aims to support families to access services that will improve the quality of their lives by:

- 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
- Producing information on registered childcare such as nurseries, playgroups, childminders, Children's Centres and out of school provision, and information on paying for childcare
- Providing information about activities to do with children, and on parenting programmes
- 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

Helpline available to take calls.

For more information, go to HLT website, <http://www.learningtrust.co.uk/childcare/> or follow on Twitter – @HackneyFIS

<b>Children's Centres</b>	
<b>Contact details</b>	<ul style="list-style-type: none"> <li>• Hackney Children's Centres Contact individual Children's Centres or the Family Information Service on <b>020 8820 7590</b></li> </ul>
<b>Service description</b>	<p>Hackney has 21 Children's Centres, the purpose of which is to:</p> <ul style="list-style-type: none"> <li>• Improve the wellbeing of young children aged 0 – 5 years living in their cluster;</li> <li>• Reduce inequalities between them; and</li> <li>• Support child development and school readiness, through the provision of: <ul style="list-style-type: none"> <li>◦ Early education and childcare</li> <li>◦ Parenting and family support to parents and prospective parents</li> <li>◦ Child and family health services, which includes services to pregnant women</li> <li>◦ Training and employment services to support parents into employment</li> <li>◦ Information and advice</li> </ul> </li> </ul> <p>Each cluster of Children's Centres provides a programme of universal and targeted services, inclusive of stay and play sessions, music and movements sessions and toy libraries. Their calendar of activities can be located on the individual Children's Centre web page at <a href="http://www.learningtrust.co.uk">www.learningtrust.co.uk</a></p> <p>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.</p> <ul style="list-style-type: none"> <li>• Woodberry Down Children's Centre</li> <li>• Tyssen Children's Centre</li> <li>• Ann Tayler Children's Centre</li> <li>• Linden Children's Centre</li> <li>• Sebright Children's Centre</li> <li>• Daubeney Children's Centre</li> </ul> <p>Please see map of <b>Children's Centres</b> overleaf. Please note that the Factory Children's Centre is based in Islington.</p>
<b>Access criteria</b>	<ul style="list-style-type: none"> <li>• Universal access by Hackney families with children aged 0 – 5 years.</li> </ul>



**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. Factory Children's Centre – Islington**  
107 Matthias Road  
N16 8NP  
Tel: 020 7923 9879

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

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

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

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

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

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

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

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

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

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

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

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

**22. 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  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ
- Harriett Young, Head of Admissions and Pupil Benefits  
Tel: **020 8820 7402**  
Email: [Harriett.Young@learningtrust.co.uk](mailto:Harriett.Young@learningtrust.co.uk)
- Simone Bowen, Deputy Head of Admissions and Pupil Benefits  
Tel: **020 8820 7501**  
Email: [Simone.Bowen@learningtrust.co.uk](mailto:Simone.Bowen@learningtrust.co.uk)

#### Service description

The aim of the School Admissions and Pupil Benefits Service is to:

- Provide a customer service relating to school admission and pupil benefit enquiries
- Provide a service to enable parents to apply for nursery classes in schools and school places
- Provide a service to enable parents to apply for free school meals and clothing vouchers
- Provide arrangements for help with travel to school
- 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:

- Parents and carers of children and young people
- Agencies working with families
- Head teachers/other school staff
- Other local authority staff

#### Referrals

Contact can be made by:

- Email – [Admissions@learningtrust.co.uk](mailto:Admissions@learningtrust.co.uk)
- Tel: **020 8820 7397/7398/7245/7247**
- Or use the drop-in reception desk service, open Monday – Friday, 09.00 – 17.00 (see address above)

For more information, go to HLT website :

[http://www.learningtrust.co.uk/schools/admissions\\_and\\_transfers/](http://www.learningtrust.co.uk/schools/admissions_and_transfers/) and [http://www.learningtrust.co.uk/pupil\\_benefits\\_and\\_grants/](http://www.learningtrust.co.uk/pupil_benefits_and_grants/)

## Traveller Education Service

### Contact details

- Siobhan Ryan  
Coordinator, Traveller Education Service  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ  
Tel: **020 8820 7192**  
Email: [Siobhan.Ryan@learningtrust.co.uk](mailto:Siobhan.Ryan@learningtrust.co.uk)
- Marian Lavelle  
Head of Admissions and Benefits  
School Place Planning and Traveller Education Service  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ  
Tel: **020 8820 7396**  
Email: [Marian.Lavelle@learningtrust.co.uk](mailto: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:

- Providing support to families and schools with access, admission procedures, interviews and induction
- Providing support for attendance and to prevent exclusions
- Providing support for Special Educational Needs entitlement and assessment
- Monitoring access, attendance, inclusion and achievement of Gypsy Roma and Traveller pupils
- Identifying and tracing all children missing education, vulnerable to missing education, vulnerable to exclusion and persistent absentees
- 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.

For more information, go to HLT website:

[http://www.learningtrust.co.uk/schools/travellers/travellers\\_education\\_service.aspx](http://www.learningtrust.co.uk/schools/travellers/travellers_education_service.aspx)



---

## Additional Needs

Transport Solutions	
<b>Contact details</b>	<ul style="list-style-type: none"><li>• Transport Solutions 8 Rigg Approach, Leyton, E10 7QN Tel: <b>020 8558 4283</b> Fax: <b>020 8532 8926</b> Email: <a href="mailto:Transport@learningtrust.co.uk">Transport@learningtrust.co.uk</a></li><li>• Head of Service – Steve Garnar Email: <a href="mailto:Steve.Garnar@learningtrust.co.uk">Steve.Garnar@learningtrust.co.uk</a></li></ul>
<b>Service description</b>	<ul style="list-style-type: none"><li>• <b>Statutory and non-chargeable services</b> 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.</li></ul>
<b>Access criteria</b>	Statutory and non-chargeable home to school transport provided to eligible Hackney resident students with statements of Special Educational Need and/or identified medical needs.
<b>Referrals</b>	<p>Hackney families with children and young people with Special Educational Needs can apply for home to school transport by contacting HLT’s Special Educational Needs Assessment and Monitoring Team (see next box for details).</p> <p>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 <a href="http://www.learningtrust.co.uk/sen/policy/docs/TransportPolicy.doc">http://www.learningtrust.co.uk/sen/policy/docs/TransportPolicy.doc</a></p> <p>For more information, go to HLT website: <a href="http://www.learningtrust.co.uk/sen/teams/transport_solutions/">http://www.learningtrust.co.uk/sen/teams/transport_solutions/</a></p>

## SEN Assessment and Monitoring Team

### Contact details

- Special Educational Needs Assessment and Monitoring Team (SENAMT)  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ
- Neil Hudson, Head of SENAMT  
Tel: **020 8820 7550**  
Email: [Neil.Hudson@learningtrust.co.uk](mailto:Neil.Hudson@learningtrust.co.uk)

### Service description

The Education Act 1996 places a responsibility on local education authorities to identify and meet the needs of pupils with Special Educational Needs (SEN). The Special Educational Needs Assessment and Monitoring Team (SENAMT) ensures Hackney Learning Trust is compliant with this responsibility by considering applications for statutory assessment, conducting statutory assessments in accordance with the legislation, and producing and maintaining statements of SEN where necessary.

SENAMT also support and advise parents of the statutory assessment process, identifying appropriate provision, the formal review process and the appeal process 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 who have significant difficulties accessing the curriculum due to their Special Educational Needs.

### Referrals

Professionals or parents can make referrals in writing to the team either on a form available from the team or by letter.

For more information, go to HLT website: <http://www.learningtrust.co.uk/sen/teams/AssessmentAndMonitoring.aspx>

## Educational Psychology Service

### Contact details

- Educational Psychology Service (EPS)  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ  
Tel: **020 8820 7519**  
Fax: **020 8820 7627**  
Email: [EPS.Admin@learningtrust.co.uk](mailto:EPS.Admin@learningtrust.co.uk)

### Service description

Educational psychologists work with children and young people from birth to 25 to ensure that:

- Children with Special Educational Needs who are having difficulties at school receive the right kind of intervention; and
- 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

HLT EPS provides the following services:

- Core support for whole school and setting development, working on effective systems to:
  - Improve the wellbeing, development and learning of all pupils;
  - Identify vulnerable pupils and successfully include them;
  - Develop evidence-based systems leading to improved achievement and behaviour; and
  - Support quality teaching through advice and training
- Support for settings and schools to prepare for and manage traumatic incidents
- Parent advice service to any Hackney parent/carer – drop in sessions held every Wednesday afternoon during term times
- 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
- 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
- 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:
  - Information gathering, case conceptualisation, assessment, action planning and review, including a written summary of individual casework
  - Evidence-based psychological interventions with individual children, groups of children and/or parents
  - Tailored programmes of staff development and training packages for staff based on applied psychology

## 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.

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
- Referrals for pre-school children are allocated at the multi-agency referral system at the Ark or through Portage

For more information, go to HLT website:

<http://www.learningtrust.co.uk/sen/teams/eps.aspx>

<b>Inclusion Team</b>	
<b>Contact details</b>	<ul style="list-style-type: none"> <li>• Inclusion Team Hackney Learning Trust, 1 Reading Lane, E8 1GQ Tel: <b>020 8820 7326</b> Fax: <b>020 8820 7446</b></li> <li>• Lizzie Yauner, Head of Inclusion Team Tel: <b>020 8820 7613</b> Email: <a href="mailto:Elizabeth.Yauner@learningtrust.co.uk">Elizabeth.Yauner@learningtrust.co.uk</a></li> </ul>
<b>Service description</b>	<ul style="list-style-type: none"> <li>• The team consists of specialist teachers and early support officers who work with schools, nurseries and playgroups to help staff to promote inclusion of children and young people with Special Educational Needs (SEN) and disabilities (usually with a statement of SEN)</li> <li>• The team works with teachers and nursery staff, as well as with parents</li> <li>• Training can also be provided to schools, settings and organisations</li> </ul>
<b>Access criteria</b>	<ul style="list-style-type: none"> <li>• Hackney resident children aged 2½ to 19 attending Hackney schools and other educational settings.</li> </ul>
<b>Referrals</b>	<ul style="list-style-type: none"> <li>• For children aged 2½ to 5 (Early Support Team) telephone <b>020 8820 7124/5</b></li> <li>• For children and young people aged over 5 telephone <b>020 8820 7326</b></li> </ul> <p>For more information, go to HLT website: <a href="http://www.learningtrust.co.uk/sen/teams/inclusion.aspx">http://www.learningtrust.co.uk/sen/teams/inclusion.aspx</a></p>

## Parent Partnership

### Contact details

- Hackney Parent Partnership Service (HPPS)  
Hackney Ark, Downs Park Road, E8 2FP  
Tel: **020 7014 7123**  
Email: [Parent.Partnership@homerton.nhs.uk](mailto:Parent.Partnership@homerton.nhs.uk)
- Scilla Morgan, Head of Parent Partnership Service  
Tel: **020 7014 7123**  
Email: [Scilla.Morgan@learningtrust.co.uk](mailto:Scilla.Morgan@learningtrust.co.uk)

Follow us on Twitter – [parentpartnership@hackneyPPS](https://twitter.com/parentpartnership@hackneyPPS)

### Service description

Statutory service providing impartial information, advice and support for parents and carers about:

- Anything to do with Special Educational Needs (SEN) and disability
- Understanding SEN processes
- Support with school meetings
- Requesting statutory assessment
- Understanding statements of SEN
- Appealing to the SEN tribunal
- Parents' rights and responsibilities
- Exclusion from school
- Access to independent parent supporters (IPS)
- Workshops for parents/carers on a range of SEN topics

This is a confidential service, at "arms-length" from Hackney Learning Trust.

### Access criteria

Any Hackney resident whose child aged 0 – 19 has or may have a Special Educational Need or disability.

### Referrals

- Self-referrals by telephone, email or calling into the Resource Centre at Hackney Ark
- HPPS will contact parents who have been referred to us by other agencies only if the parent has agreed to a referral and to their contact details being passed on to us

For more information, go to HLT website:

<http://www.learningtrust.co.uk/sen/hpps/>

## Virtual School for Looked After Children

### Contact details

- The Virtual School for Looked After Children, Hackney Learning Trust, 1 Reading Lane, E8 1GQ
- Karen Belk, Head Teacher  
Tel: **020 8356 5029**  
Email: [Karen.Belk@hackney.gov.uk](mailto:Karen.Belk@hackney.gov.uk)
- Nick Corker, Deputy Head Teacher  
Tel: **020 8356 5016**  
Email: [Nick.Corker@hackney.gov.uk](mailto:Nick.Corker@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.

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.

The service provides:

- A bespoke service that provides support to young people in educational settings
- Additional learning experiences
- Support with school moves
- Advice and guidance on educational pathways
- 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 Karen Belk or Nick Corker on the contact details above.

## Wellbeing and Educational Safeguarding

### School Attendance Service

#### Contact details

- Education Attendance Service  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ  
Tel: **020 8820 7288**  
Email: [Attendance@learningtrust.co.uk](mailto:Attendance@learningtrust.co.uk)
- Paul Kelly, Interim Head of Wellbeing and Education Safeguarding  
Tel: **020 8820 7325**  
Email: [Paul.Kelly@learningtrust.co.uk](mailto:Paul.Kelly@learningtrust.co.uk)
- Anastasia Georgiou, Deputy Principal School Attendance Officer  
Tel: **020 8820 7273**  
Email: [Anastasia.Georgiou@learningtrust.co.uk](mailto:Anastasia.Georgiou@learningtrust.co.uk)

#### Service description

- Advice and guidance to all educational establishments in Hackney regarding regular school attendance and associated legislation
- Officers allocated to schools and educational establishments to offer outreach work with families where pupils attend erratically
- Statutory intervention regarding poor school attendance – prosecutions, fixed penalty notices etc.
- Licensing for children in employment, and children engaged in entertainment
- 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 and referrals are accepted from professionals who may be working with children and families where school attendance is a contributory factor.

For more information, go to HLT website:

[http://www.learningtrust.co.uk/schools/important\\_information/school\\_attendance.aspx](http://www.learningtrust.co.uk/schools/important_information/school_attendance.aspx)



## Safeguarding in Education Team

### Contact details

- Safeguarding in Education Team (SET)  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ.  
Email: [SET@learningtrust.co.uk](mailto:SET@learningtrust.co.uk)
- Paul Kelly, Manager  
Tel: **020 8820 7325**  
Email: [Paul.Kelly@learningtrust.co.uk](mailto:Paul.Kelly@learningtrust.co.uk)
- Simone Haynes, Quality Assurance and Training Officer (Schools)  
Tel: **020 8820 7255**  
Email: [Simone.Haynes@learningtrust.co.uk](mailto:Simone.Haynes@learningtrust.co.uk)
- Nikki Baird, Quality Assurance and Training Officer (Early Years)  
Tel: **020 8820 7276**  
Email: [Nikki.Baird@learningtrust.co.uk](mailto:Nikki.Baird@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
- Safeguarding and child protection training for all early years settings, schools and Hackney Learning Trust staff
- Training for nominated safeguarding children's advisers
- Bespoke training for early years and educational establishments upon request
- Other training available: safe practice training, e-safety training, managing allegations training and safeguarding training for parents
- Disseminating best practice regarding safeguarding by drawing on latest safeguarding guidance and research
- Safeguarding audits in Hackney educational and early years establishments
- Contribution to and delivery of City and Hackney Safeguarding Children's Board training packages

### 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.  
For more information, go to HLT website:  
<http://www.learningtrust.co.uk/schools/safeguarding/>

## Home Tuition Service

### Contact details

- Home Tuition Service  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ  
Tel: **020 8820 7494**  
Fax: **020 8820 7001**  
Email: [Home.Tuition@learningtrust.co.uk](mailto:Home.Tuition@learningtrust.co.uk)
- Terence Bevington, Home Tuition Coordinator  
Tel: **020 8820 7494**  
Email: [Terence.Bevington@learningtrust.co.uk](mailto:Terence.Bevington@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.

This is a core service that incurs no cost to schools.

### Access criteria

- The child or young person is a Hackney resident
- The child or young person is of statutory school age
- 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
- 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.

For more information, go to HLT website:

[http://www.learningtrust.co.uk/schools/important\\_information/home\\_tuition/](http://www.learningtrust.co.uk/schools/important_information/home_tuition/)

## Children Missing Education Team

### Contact details

- Children Missing Education Team  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ
- Billy Baker, Children Missing Education Manager  
Tel: **020 8820 7060**  
Email: [Billy.Baker@learningtrust.co.uk](mailto:Billy.Baker@learningtrust.co.uk)
- Darren Griffiths, Children Missing Education Tracking Officer  
Tel: **020 8820 7279**  
Email: [Darren.Griffiths@learningtrust.co.uk](mailto: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 educated otherwise (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).

The Children Missing Education Team:

- Identify and maintain contact with children residing in Hackney that are missing education
- Re-engage those missing into appropriate education at the earliest opportunity
- 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
- Track children moving into Hackney until such time as they are receiving education
- Track children that move out of Hackney until such time as they are known to be engaged in education elsewhere
- 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

### Contact details

- Billy Baker/Rumaana Rahman  
Exclusion Team  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ  
Tel: **020 8820 7060/7569**  
Email: [Billy.Baker@learningtrust.co.uk](mailto:Billy.Baker@learningtrust.co.uk) or  
[Rumaana.Rahman@learningtrust.co.uk](mailto:Rumaana.Rahman@learningtrust.co.uk)

### Service description

The HLT Exclusions Team provides resources, advice and guidance to support all parties with the challenging and sometimes complex issues surrounding exclusion.

The Exclusions Team:

- Provide advice, guidance and support to all Hackney educational establishments, parents and other professionals, with a view to reducing levels of exclusion
- Ensure that the statutory responsibilities relating to exclusion are met
- Contribute to preventative strategies to avoid exclusion
- Offer training to schools, governors, parents and wider professionals around the legalities of the exclusion process
- Where requested, facilitate the managed move process of secondary school aged pupils
- Ensure pupils receive their statutory entitlements to education, if they are subject to fixed term or permanent exclusion
- 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 enquires can be sent directly using the contact details provided.

For more information, go to HLT website: [http://www.learningtrust.co.uk/schools/important\\_information/exclusions/](http://www.learningtrust.co.uk/schools/important_information/exclusions/)

# Adults

## Adult Learning Service

### Contact details

- Adult Learning Service  
Hackney Learning Trust, 1 Reading Lane, E8 1GQ
- **Information, Advice and Guidance (IAG)**  
Dawna Lee, Crystal Butler, Naina Kent or Alison Kakande  
Tel: **020 8820 7000**  
Email: [CommunityDevelopment@learningtrust.co.uk](mailto:CommunityDevelopment@learningtrust.co.uk)
- **English for Speakers of Other Languages (ESOL)**  
Advice Line: **020 8820 7043**  
Email: [ESOL@learningtrust.co.uk](mailto:ESOL@learningtrust.co.uk)  
Advice sessions held at Hackney Technology and Learning Centre (Hackney Learning Trust address as above). Callers will be seen on a first come first served basis.
- **English and Maths classes**  
Tel: **020 8820 7463** or **020 8820 7072**
- **ICT**  
Tel: **020 8820 7533** or **020 8820 7016**
- **Family Learning**  
Tel: **020 8820 7072** or **020 8820 7269**

### Service description

HLT offer a large range of courses and training opportunities for adults at venues all over Hackney.

- **Information, Advice and Guidance (IAG)** covering the following areas: Training courses, CV writing, job search, volunteering, ex-offender support, confidence and motivation building
- **ESOL (English for Speakers of Other Languages):** To join an ESOL course, the learner must attend one of our 5 weekly advice sessions in Hackney. An adviser will check their level of English and try to find a class for them.
- **English and Maths:** 4 monthly assessments sessions run in Hackney for people who want to join a course to improve their reading, writing and maths skills
- **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 e-safety, basic computer maintenance and learning about other useful and creative software packages.

---

## Adult Learning Service (continued)

### Service description

- **Family 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 children with their homework whilst also brushing up on their own basic skills in core subjects

### Access criteria

Hackney residents aged 19 or over.

### Referrals

Please refer to relevant contact details above.

For more information, go to HLT website:

[www.learningtrust.co.uk/adult\\_learning](http://www.learningtrust.co.uk/adult_learning)

# Whittington Hospital NHS Trust Services

## City and Hackney Family Nurse Partnership (FNP) Service

### 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
- 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.

Family nurses work with young mothers and fathers to enable them to:

- Build positive relationships with their baby and understand their baby's needs
- Make the lifestyle choices that will give their child the best possible start in life
- Build their self-efficacy (belief and ability to plan and achieve their goals)
- Build positive relationships with others, modelled by building a positive relationship with the family nurse

Family nurses will regularly 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.

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:

- Keeping healthy in pregnancy
- Preparing for labour
- Supporting their baby to grow and learn
- Planning to meet their life goals

The programme goals are to:

- Improve pregnancy outcomes
- Improve child health and development and future school readiness and achievement
- 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

The City and Hackney FNP Service will be accepting referrals from early March 2014. For more information about referrals see contact details above.

## Maternity Services

### Contact details

- Maternity helpline  
Tel: **020 8510 5955** (10.00 – 18.00 every day)
- Antenatal appointments  
Tel: **020 8510 7175**
- Community Midwifery  
Tel: **020 8510 5761**
- Delivery suite  
Tel: **020 8510 7351/7352**
- Templar Ward  
Tel: **020 8510 7541/7561**

### Service description

Maternity services offered include:

- Care during pregnancy, during labour and after delivery. This includes maternity services for patients with complex health conditions.
- Midwifery-led care (at the hospital and in the community)
- Consultant-led care (as part of a multi-disciplinary team based at the hospital)
- Postnatal drop-ins which offer additional support for mother and baby. Locations include:
  - Ann Tayler Children's Centre
  - Barton House Health Centre
  - Daubeney Children's Centre
  - Gainsborough Children's Centre
  - Linden Children's Centre
  - Millfields Children's Centre
  - Sebright Children's Centre
  - Shoreditch Maternity Centre
  - Woodberry Down Children's Centre

Midwives can also advise of a client's closest option (as it might not be listed above).

For more information go to the Homerton website,

<http://www.homerton.nhs.uk/our-services/maternity-services/>

### Access criteria

- Women who have a confirmed pregnancy can access antenatal care and in-labour care
- Women who live in the boroughs of City and Hackney can access community postnatal care

### Referrals

- Referrals are accepted from GPs
- Self-referrals are accepted via the internet or by telephoning the maternity helpline (details above)



## Starlight Children's Unit

### Contact details

- Starlight Ward  
Tel: **020 8510 7450**
- Starlight Children's Outpatient Department  
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 which consists of a senior nurse, ward manager, two clinical nurse specialists, 20 registered children's nurses, a play specialist and three health care assistants.

Starlight has a dedicated multidisciplinary team committed to the care of the child and family. This includes dietitians, physiotherapists, and administrative and clerical support staff to ensure that the child's care is undertaken by paediatrically trained staff throughout the service.

The unit offers:

- GP rapid referral (urgent) clinic and GP hotline
- General paediatric outpatient clinics – these clinics provide routine and urgent paediatric assessment
- Nurse-led clinics in dermatology and paediatric allergies
- Dietetics clinics
- Appointment-based outpatient phlebotomy
- 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
- The clinic is run by a paediatric consultant each weekday from 09.30 – 12.00 but GPs are able to telephone the consultants at other times of the day to seek their advice
- If a child is acutely ill or likely to need admission the GP should make a referral to the Paediatric A&E Team or bleep the paediatric registrar

## Community Paediatrics

### Contact details

- Hackney Community College  
Community Health Services, Defoe Block, 50 Hoxton Street, N1 6LP  
Tel: **020 7683 4040**
- The Hackney Ark  
Children and Young People's Centre For Development and Disability,  
Downs Park Road, E8 2FP  
Tel: **020 7014 7000**
- Key contact:  
Service lead – Dr Gabrielle Laing, Consultant Community Paediatrician and  
Associate Medical Director at the Homerton University Hospital

### Service description

The team is made up of six consultants and nine supporting paediatricians who take 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 and schools.

The Community Paediatric Team provide services in four main areas:

- Child development and disability, audiology, the assessment of children with difficulties at school and with Special Educational Needs
- Child protection and Looked After Children
- Child public health including child health clinics/immunisation
- Specialist clinics for children with obesity, developmental problems and enuresis (bed wetting)

### Access criteria

Access criteria vary for different clinics but services are primarily for children resident in City and Hackney and registered with a local GP.

### Referrals

Referrals are accepted primarily from health professionals but for some clinics are accepted from social care and education.

#### Referrals to Hackney Community College for:

- Special advisory clinics
- Enuresis
- Obesity, weight management
- School and statutory assessments
- Safeguarding, Looked After Children
- Immunisation
- General enquiries

#### Referrals to Hackney Ark for the following clinics:

- Development and disability
- Complex communication
- Pre-term follow up
- Vision
- Audiology

## Children and Young People's Disability Support Services

### Contact details

- The Hackney Ark  
Children and Young People's Centre For Development and Disability,  
Downs Park Road, E8 2FP
- Key Disability Register  
Tel: **020 7014 7005/6**
- Key Working Team  
Tel: **020 7014 7088**
- Short Breaks  
Tel: **020 7014 7109**

### Service description

An integrated service for disabled children and their families is provided by a range of professionals based at Hackney Ark, offering universal, targeted and specialist support.

The Children's Social Care Team is co-located in Hackney Ark and offers a specialist service that provides intervention and support to families following assessments (including carer assessments) to improve the outcomes for disabled children.

The range of other services available at Hackney Ark include Short Breaks, Transition Services, Key Register, Therapy and Paediatric Services, Nursing Audiology and Dietetics, Portage and Parent Partnerships, CAMHS Disability Services and a resource centre for professionals and families:

- **Key Disability Register** – by becoming a member, families receive a membership pack that includes a free leisure card and additional benefits
- **Key Working Team** – provides support to children with disabilities who have other social needs
- **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 but are outlined on the respective web pages (as below) or by contacting the service (as in contact details).

### Referrals

- **Key Disability Register** – Operate 'opt out' (professional referral) and voluntary (self referral) registration to the Key Register:  
<http://www.homerton.nhs.uk/our-services/childrens-services-in-the-community/the-key/>
- **Key Working Team** – Use Multi-Agency Referral Form (contact the service for more details): <http://www.homerton.nhs.uk/our-services/childrens-services-in-the-community/key-work-team-/>
- **Short Breaks** – For criteria and referral form see website: <http://www.hackney.gov.uk/children-with-disabilities-short-breaks.htm>

## Children's Integrated Speech and Language Therapy (SLT) Service for Hackney and the City

### Contact details

- Children's Integrated SLT Service  
Service provided across the borough
- Point of contact:  
Defoe Building, Hackney Community College, Hoxton Street, N1 6LP  
Tel: **020 7683 4262**  
Email: [SLTInfo@homerton.nhs.uk](mailto:SLTInfo@homerton.nhs.uk)

### Service description

A joint service between Homerton University Hospital NHS Foundation Trust and Hackney Learning Trust.

Speech and language therapists for the service provide:

- Assessment of children/young people's speech, language and communication, as well as eating, drinking and swallowing, if appropriate
- Targeted intervention for children with identified speech, language and communication needs
- Specialist input for children who have more complex speech, language and communication needs
- 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

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 and who do not attend school or school nursery, the child must live in Hackney or the City
- For school-aged children and young people the service is provided in schools maintained by Hackney Learning Trust
- 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 7 'Talking Walk-in' drop-in sessions held each month. Contact the service for dates. Referrals also accepted at the above address.
- For children over 5, parents can self-refer by contacting the service. Assessments usually take place in school.
- All referrals are seen within five weeks

## First Steps Early Intervention Community Psychology Service

### Contact details

- First Steps  
1st Floor, Defoe Building, Hackney Community College,  
50 Hoxton Street, N1 6LP  
Tel: **020 7683 4611**  
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.

The First Steps Team offers a range of services:

- Psychological therapy with children, young people and parents
- A range of parenting groups
- Teaching, consultation and training to other professionals working with families
- 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:

- Aged 0-18 years
- With mild to moderate mental health difficulties
- With a home address in Hackney or with a Hackney GP
- Where the legally responsible parent/guardian has given consent for referral
- 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
- Professionals can refer using the referral form which can be obtained by calling the above number

## CAMHS Disability Service

### Contact details

- CAMHS Disability Service  
Hackney Ark, Downs Park Road, E8 2FP  
Tel: **020 7014 7071**  
Fax: **020 7014 7001** (marked CAMHS Disability)  
Open 09.00 – 17.00 weekdays
- Key contacts:  
Susan Crocker, Consultant Clinical Psychologist/Project Manager  
Dr Janine Michelotti, Clinical Psychologist/Team Leader  
Dr Mosun Dorgu, Consultant Child and Adolescent Psychiatrist

## CAMHS Disability Service (continued)

### Access criteria

Children aged 0 – 19 living in Hackney and the City of London:

- With dual difficulties: mental health/emotional needs and disability
- 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
- With a permanent and enduring disability, requiring a multi-disciplinary approach to treatment
- With Autistic Spectrum Disorder alongside a moderate to profound primary learning difficulty
- 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.
- Parents already known to the Ark can self-refer
- The service sees all new referrals by 5 weeks from receipt of referral

## Lifestyle, Exercise, Activity, Positivity (LEAP)

### Contact details

- LEAP, Childhood Obesity Services  
1st Floor, Defoe Building, Hackney Community College,  
50 Hoxton Street, N1 6LP  
Tel: **020 7683 4098**  
Fax: **020 7014 7251**
- Key contact  
Susie Longford, Project Manager, Childhood Obesity Services

### Service description

LEAP is a multi-disciplinary team (MDT) service that offers two main services:

- HENRY (Health, Exercise, Nutrition for the Really Young), an 8 week group programme for parents of children aged 0 – 5 based in Children’s Centres
- An MDT specialist clinic offering direct individual and group interventions for obese children and their families

LEAP also offers training and consultation to other professionals.

### Access criteria

The two main areas have different access criteria:

1. HENRY group - this group runs in several Children’s Centres across Hackney and accepts referrals from parents or carers with children under 5 years who are keen to develop the skills to provide a healthy lifestyle for their family.
2. The LEAP Specialist MDT clinic at Hackney Community College accepts referrals from healthcare professionals for obese children, aged 0 – 18 years, who have a Body Mass Index (BMI) between the 98th centile and +3.5 SDS (Standard Deviation Score). In addition the child should meet one of the following criteria:
  - There is a concern about obesity and universal services are inappropriate or have been unsuccessful
  - There are specific behavioural, dietary or medical concerns in relation to a child’s excess weight

We also accept referrals for children (when the BMI is between the 91st centile and the 98th centile) when the child has known medical comorbidities, psychosocial dysfunction or complex needs/learning difficulty.

### Referrals

- Patients can be referred by any health or social care professional using the Single Point of Referral form or by letter (please use contact details above)
- Families can self-refer to HENRY. Those with a BMI over 3.5 SDS will not be accepted.



## Children's Occupational Therapy (OT)

### Contact details

- Children's Occupational Therapy  
Hackney Ark, Downs Park Road, E8 2FP  
Tel: **020 7014 7025**  
Fax: **020 7014 7236**
- Key contacts:  
Sharon O'Reilly, Administrator for Physiotherapy and Occupational Therapy  
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 disability, coordination disorder, delay or sensory impairment. The service offers:

- **Assessment and Treatment 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.
- **Equipment and Adaptation Service** for children with physical disabilities which aims to maximise independence, access and safety at home through recommendations around equipment provision, adaptations and re-housing
- **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.

### Access criteria

- Aged 0 – 18
- Have a Hackney GP and live/attend school in Hackney
- Have a functional difficulty as a result of disability or delay (not just handwriting)
- 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)
- Families can self-refer to access the Equipment and Adaptation and Safe Environments Services

## Children's Physiotherapy

### Contact details

- Children's Physiotherapy  
Hackney Ark, Downs Park Road, E8 2FP  
Tel: **020 7014 7025**  
Fax: **020 7014 7236**
- Key contacts:  
Sharon O'Reilly, Administrator for Physiotherapy and Occupational Therapy  
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
- The team sees children with progressive conditions where their mobility or gross motor function is affected
- The team also sees children with long-term conditions that affect their function at home, at school and in the community and can see the children in all environments

### Access criteria

- Aged 0 – 18
- Have a Hackney GP and live/attend school in Hackney
- Have a congenital or acquired neurological condition leading to reduced gross motor ability and decreased functional ability
- Experiencing gross motor delay
- Have non-acute physiotherapy needs that require school or home input
- Have a muscular condition affecting their gross motor function
- Have a palliative care need that requires physiotherapy (not respiratory)

Examples of those not fitting the criteria:

- Children who only require splinting or orthosis. These children are seen in Foot Health at St Leonard's.
- Children with purely orthopaedic/rheumatoid/arthritis conditions. These children are seen at Homerton Hospital.

### Referrals

GPs, health, social care or educational professionals can make referrals by letter or referral form (please use contact details above)

## Health Visiting

### Contact details

- Health Visiting Service  
Homerton University Hospital NHS Foundation Trust, 50 Defoe Building,  
Hackney Community College, Hoxton Street, N1 6LP
- Key contacts:  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**  
Monica Vassall, Senior Community Nurse – Health Visiting  
Tel: **020 7683 5118**
- Alternatively please contact the Health Visiting Teams on the numbers below:  
Health Visiting Teams A & B: **020 7683 4959**  
Health Visiting Teams C & D: **020 7683 4870**  
Health Visiting Teams E & F: **020 7683 5119**

### 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 months and 27 months of age, advice and information to parents about breast-feeding, 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 see:

<http://www.homerton.nhs.uk/our-services/childrens-services-in-the-community/childrens-health-visiting-service/index.html>

### Access criteria

All families with a child under 5 have contact with the Health Visiting Service.

### Referrals

Referrals may also 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 (please use contact details above).

## School Health Service

### Contact details

- School Health Service  
Homerton University Hospital NHS Foundation Trust, Defoe Building,  
Hackney Community College, Hoxton Street, N1 6LP
- Key contacts for School Nursing Service:  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**  
Florence Elikwu and Jacqui Glasgow, School Nurse Leads  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4210**
- Key contact for School Paediatricians:  
Dr Gabrielle Laing, Consultant Community Paediatrician  
Associate Medical Director, Children's Services, Outpatients and Diagnostics  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4255**

### 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. The service sees children experiencing difficulty with everyday tasks due to a disability, coordination disorder, delay or sensory impairment. This includes but is not limited to cerebral palsy, developmental coordination disorder, autism, developmental delay and sensory processing difficulties. The service does not see children whose problems are purely due to an emotional difficulty.

#### Universal

The School Health Service offers preventative support as part of the Healthy Child Programme for children and young people aged 5 – 19 years. This includes health reviews in reception, height, weight, hearing and vision screening and providing immunisations. There is also a dedicated Immunisation Team that works jointly with the School Nursing Team to deliver immunisations in schools.

## School Health Service (continued)

### Service description

#### Universal Plus

The service offers early intervention and support to children and young people as required e.g. dietary advice, sexual health advice etc.

#### Universal Partnership Plus

The service works in partnership with other services to meet the ongoing needs of children/young people e.g. children with disabilities, mental health issues etc.

#### Safeguarding

The service supports the protection of vulnerable children and young people.

### Access criteria

Children and young people attending an educational provision in 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 (please use contact details above).

## Community Children's Nursing Team

### Contact details

- Community Children's Nursing Team  
Hackney Ark, Downs Park Road, E8 2HY  
Tel: **020 7014 7096**  
Fax: **020 7014 7235**
- Key contact:  
Marianne Hill, Senior Nurse  
Paediatrics and Community Children's Nursing Team  
Email: [Marianne.Hill@homerton.nhs.uk](mailto: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.
- 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
- The team wishes to empower and enable children and their families to become more independent in managing their child's condition
- The team provides a responsive service based around the needs of the child and family
- 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
- 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
- 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)
- Parents/carers can refer in case of reoccurrence of previous condition

## Children's Continence Service

### Contact details

- Paediatric Specialist Nurse – Continence Service  
Karen Maughn-Smith  
Children's Services Diagnostics and Outpatients  
Homerton University Hospital NHS Foundation Trust  
Hackney Ark, Downs Park Road, E8 2HY  
Tel: **020 7014 7111**  
Fax: **020 7014 7230**
- Key contact:  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**

### Service description

The aim of the Paediatric Specialist Nurse Continence Service is to provide an effective, holistic, integrated, high quality service for children and young people with continence and genito-urinary problems. The service works with individuals, families or whole populations.

The objectives of the service are:

- To be the lead professional for the integrated pathway for childhood continence and to develop this specialist area as part of the School Health Service
- To provide credible clinical leadership, advice, service development and operational delivery of the Paediatric Continence Service for Children and Young People's Health Services
- To participate in and initiate research, and audit programmes
- To use evidence based practice to ensure high quality care is delivered
- To have the ability to provide expert advice to other professionals on nursing practice, education and research related to childhood continence issues
- To act as nursing lead in the planning, roll out and implementation of the integrated bowel and bladder pathway across primary, secondary and community services
- To work within the enuresis clinics both for nursing and joint sessions with the paediatricians

## Children's Continence Service (continued)

### Service description

- To have knowledge of causes, treatments and advice for enuresis and constipation
- To develop and deliver training programmes across the organisation and with partner agencies specifically related to childhood continence
- To develop and support continuous professional development through education programmes and supervision
- To work closely and effectively with the community paediatric lead and School Nursing Team in service development and provision

### Access criteria

The Paediatric Specialist Nurse Continence Service is available to all children and young people aged 0 – 19 years that live in and/or attend maintained schools within the boroughs of the City of London and Hackney.

### Referrals

The service accepts self-referrals as well as referrals from hospitals, Children's Centres, GP practices and other health and social care professionals (please use contact details above).



## City and Hackney Young People's Service (CHYPS) Plus

### Contact details

- CHYPS Plus  
The House, 36 Lower Clapton Road, E5 0PD  
Tel: **020 7683 4070**  
Fax: **020 8919 5039**
- Key contacts:  
Charity Kanotangudza, Service Manager  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4070**  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**

### 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.

The services include but are not limited to:

- General health provision
- Child and Adolescent Mental Health Service (CAMHS)
- Obesity care
- Sexual health provision
- Come Correct scheme – access to free condoms for young people aged 13 – 25 (more information at [www.comecorrect.org.uk](http://www.comecorrect.org.uk) or details on the Hackney scheme from [Nadia.Sica@hackney.gov.uk](mailto:Nadia.Sica@hackney.gov.uk))
- Support with long term conditions
- Support with smoking and substance misuse
- Support with pregnancy
- Outreach activities on all the above

The service has two locations:

- The House at Lower Clapton (address above)
- Defoe Building, Hackney Community College, 50 Hoxton Street, N1 6LP

## City and Hackney Young People's Service (CHYPS) Plus (continued)

### Service description

#### Opening Times

Telephone helpline/advice: 09:00 – 17.00, Monday - Friday.

Clinic sessions:

The House

Mondays to Thursdays, 11.00 – 18.00 – Walk/drop-in

Fridays, 11.00 – 16.00 – Walk/drop-in

Defoe - Hackney Community College

Mondays and Wednesdays, 11.00 – 18.00 – Walk/drop-in

#### Outreach Services

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.

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):

- The Edge, 7 Woodberry Grove, N4 1SN, Mondays, 17:00 – 19:00
- Stoke Newington, Chaucer Court, N16 8TS, Wednesdays, 17:00 – 19:00
- Concorde, Kingsmead Way, E9 5PP, Thursdays, 17:00 – 19:00
- 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
- Any professional can also make a referral (please use contact details above)

## Hackney Health in Care (HIC) Team

### Contact details

- Health in Care Team  
Room 116, Defoe Building, 50 Hoxton Street, N1 6LP  
Tel: **020 7683 4252**  
Email: [huh-tr.LACHealthTeam@nhs.net](mailto:huh-tr.LACHealthTeam@nhs.net)
- Key contacts:  
Charity Kanotangudza, Service Manager  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4070**  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**

### Service description

The Health in Care (HIC) Team is a team of doctors, nurses and an occupational therapist with specialist training in the health needs of Looked After Children and young people. They have a statutory duty to monitor and promote the health and wellbeing of Looked After Children and young people aged 0 – 18 placed by the City of London and London Borough of Hackney Children's Social Care Service, both locally and further afield.

The team aims to support children who are in care by identifying physical, emotional and developmental health needs, promoting good health and preventing ill health.

- On entry into care all children have an initial health assessment. Subsequently they have an annual or six monthly review according to their age: 0 – 5s, six-monthly, 6 – 18s, annually. From these assessments a health care plan will be put in place which will be provided by the HIC Team, universal services or specialist services.
- The team provides advice and input regarding chronic and acute health conditions, diet, exercise, smoking cessation, drug and alcohol misuse, contraception advice and provision, sexual health advice, screening and treatment
- Babies and younger children, and children with medical conditions and/or disabilities are usually seen at Hackney Ark by the medical team
- Assessments are also provided in other clinical and non-clinical settings i.e. at home, school, college or the community clinic by the Nursing Team
- The designated doctor and nurse provide advice to the Permanency and Fostering panels and are available to give advice as required by phone

The HIC Team works closely with other agencies to deliver these services.

## Hackney Health in Care (HIC) (continued)

### Access criteria

Looked After Children from the City of London and London Borough of Hackney.

### Referrals

This is a commissioned service and receives referrals from the City of London and London Borough of Hackney's Children's Social Care Service.

## Health Inclusion Team

### Contact details

- Health Inclusion Team  
Homerton University Hospital NHS Foundation Trust  
Children's Services Diagnostics and Outpatients  
Hackney Community College  
Defoe Building, Room 11, 50 Hoxton Street, N1 6LP  
Tel: **020 7683 4242**
- Key contacts:  
Bernadette Kinsella, Children's Public Health Specialist  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**

### Service description

The Health Inclusion Service aims to improve the health of children in City and Hackney, specialising in two target hard to reach groups. The service is delivered by a number of specialist health practitioners.

Services delivered include, but are not limited to, 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's Services Diagnostic and Outpatients' Nursing management structure, maintaining a care pathway.

The objectives of the service are:

- To work in partnership with GPs, local authority children's services, Children's Centres and education services to develop integrated children's services which are delivered in a variety of settings including home, GP practices, health, community and Children's Centres, as well as extended schools
- To support the development of culturally sensitive health promotion materials that are adequate for these communities
- To ensure that all children and young people aged 0 – 19 years are offered the Healthy Child Programme and immunisation programme
- To support the delivery of care plans to vulnerable children to ensure access to primary and secondary care services appropriately. This includes those who are on the child protection health review database (including children with a multi-agency child protection plan), those with a disability, those who have life-limiting and complex health needs, those who are homeless or those who have long-term conditions i.e. asthma, diabetes.

## Health Inclusion Team (continued)

### Service description

- To improve access to primary and secondary care services for specific community groups i.e. the Orthodox Jewish community and Traveller/ Gypsy communities
- To ensure that practice is evidence based
- To ensure that service information and data are shared appropriately with external non-NHS partners e.g. Public Health

### Access criteria

All children aged 0 – 19 years that live in and/or attend school in the City and Hackney.

### Referrals

The service accepts self-referrals as well as referrals from hospitals, Children's Centres, GP practices and other health and social care professionals (please use contact details above).

## Childhood Immunisation and Public Health

### Contact details

- Bernadette Kinsella  
Children's Public Health Specialist (Immunisation Lead)  
Homerton University Hospital NHS Foundation Trust  
Children's Services Diagnostics and Outpatients  
Hackney Community College  
Defoe Building, Room 11, 50 Hoxton Street, N1 6LP  
Tel: **020 7683 4242**
- Key contact:  
Marcia Smikle, Head of Nursing (Children's Community)  
Homerton University Hospital NHS Foundation Trust  
Tel: **020 7683 4314**

### 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.

Objectives of the service:

- To be a source of expertise and specialist immunisation advice for professionals, parents and other stakeholders
- To plan and implement training programmes for practitioners on immunisation and advise on commissioning needs for additional training provision by external providers
- To support the development of new approaches to service delivery and practice that will enhance immunisation uptake rate
- To monitor and evaluate existing and new immunisation services within Homerton University Hospital NHS Foundation Trust
- To develop standards and policies to underpin best practice
- To enhance awareness of new approaches and policies that may impact on current practice
- To assess research evidence and incorporate it into training programmes and practice
- 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
- To provide quarterly reports on immunisation
- To contribute to the implementation of the Immunisation Action Plan and be a key member of the Immunisation Steering Committee

## Childhood Immunisation and Public Health (continued)

### 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**

Hackney Community College, Room 116, Defoe Building, 50 Hoxton Street, N1 6LP

Tel: **020 7683 4288**

Email: [huh-tr.CHChildProtection@nhs.net](mailto:huh-tr.CHChildProtection@nhs.net)

- **Acute**

Homerton University Hospital, Starlight Ward, Homerton Row, E9 6SR

Tel: **020 8510 5120**

Email: [huh-tr.CHChildProtection@nhs.net](mailto:huh-tr.CHChildProtection@nhs.net)

- **Key contact:**

Marcia Smikle, Head of Nursing (Children's Community)

Homerton University Hospital NHS Foundation Trust

Tel: **020 7683 4314**

### Service description

The Children's Safeguarding 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. In addition, the Safeguarding Team ensures that staff working with children and families are appropriately trained and have access to child protection supervision and advice.

The service objectives are to:

- Provide specialist advice and support
- Provide safeguarding children clinical leadership for medical staff, nursing staff, health visitors and allied health professionals
- 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
- Provide child protection supervision to all staff groups according to the HUHFT Child Protection Supervision Policy

## Homerton University Hospital NHS Foundation Trust Safeguarding Children's Team (continued)

### Service description

- Undertake child protection medicals
- Undertake the health component of Serious Case Reviews i.e. Individual Management Reviews, and support local implementation plans
- Undertake investigations into child deaths and provide input into Rapid Response meetings
- 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  
Children and Young People's Centre, 15 Homerton Row, E9 6ED  
Tel: **020 3222 5600**  
Fax: **020 3222 5792**
- North Team  
John Scott Health Centre, Green Lanes, N4 2NU  
Tel: **020 8809 5577**  
Fax: **020 8802 8678**
- Duty Clinician, tel: **020 3222 5600**
- Key contact:  
Dr Glenda Ericksen, Lead Clinician and Consultant Child and Adolescent Psychiatrist

### 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
- 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
- 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.
- 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.
- 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)  
John Scott Health Centre, Green Lanes, N4 2NU  
Tel: **020 8809 5577**  
Fax: **020 8802 8678**
- Key contact:  
Kim Matthew, 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
- 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
- The service will implement appropriate discharge planning, liaison and community outreach in conjunction with the Coborn Centre for Adolescent Mental Health (in-patient unit)
- The team is multidisciplinary and consists of consultant child and adolescent psychiatrists, 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
- 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  
Cherry Tree Way, Glen Road, Plaistow, E13 8SP  
Tel: **020 7540 6789**  
Fax: **020 7540 6799**
- **During normal business hours (Monday – Friday, 09.00 – 17.00)**  
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**.
- **Out of hours**  
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.
- 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.
- Each young person will receive a comprehensive medical, nursing and psychological assessment, leading to a bespoke individual care and treatment plan
- 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.
- 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
- Emergency admissions will be accepted 24 hours a day and young people detained under the Mental Health Act will be treated
- 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.

## CAMHS for Young Hackney Team

### Contact details

- CAMHS for Young Hackney Team  
15 Homerton Row, E9 6ED  
Tel: **020 3222 5600**  
Fax: **020 3222 5792**
- Key contact:  
Vicky Rodrigues, CAMHS for Young Hackney Team Manager

### Service description

- The service aims to improve the mental health outcomes for young people through the provision of evidence-based Child and Adolescent Mental Health Services (CAMHS) interventions and will develop a timely and effective integrated outreach mental health service for adolescents and their families
- This is a multidisciplinary team of specialist mental health clinicians including specialist nurses, clinical psychologists, psychotherapists, systemic family therapists, psychiatric social workers and a child and adolescent psychiatrist
- The service will provide a high level of contact with young people who need additional support and will provide an assertive, proactive and responsive outreach service accessible where young people feel most comfortable

### Access criteria

- This team works with children and adolescents aged six to 19 years and their families who have mental health needs and are known to Young Hackney. This will include young people who are not in education, employment and training, young offenders, and those with eating disorders, anxiety and depression, self-harming behaviour, Obsessive Compulsive Disorder (OCD), Autistic Spectrum Disorder (ASD) and conduct disorder, who have traditionally not engaged with services and need an assertive outreach approach of intervention.
- This service will also work with young people with problematic sexualised behaviour, post-traumatic stress disorder and will liaise with adult services where an adolescent's parent/s has a mental health issue and there is a need for better social support for the family
- The child/young person needs to be known by the Young Hackney Service and should be a Hackney resident or attend a school in Hackney

### Referrals

Referrals are from Young Hackney Units and Children and Young People's Partnership Panel.

## Multi Systemic Therapy (MST) Team

### Contact details

- Multi Systemic Therapy Team  
15 Homerton Row, E9 6ED  
Tel: **020 3222 5677**  
Fax: **020 3222 5792**
- Key contact:  
Dr Jenny Taylor, MST Programme Manager

### Service description

- Multi Systemic Therapy (MST) is a community-based treatment programme for families where there are young people with complex clinical, social, and educational problems such as violent behaviour, drug abuse, offending and school exclusion
- MST therapists are highly qualified mental health or social care professionals who work with carers, young people, and their schools and neighbourhoods to address antisocial behaviour and strengthen protective factors via evidence-based interventions such as individual cognitive behaviour therapy, systemic family therapy, motivational interviewing, and specialist assessments and consultation to the system around the family
- Therapeutic work is done with the adults within the family as well as young people, to better equip the adults to manage family life more effectively
- MST is delivered intensively over a period of three to five months in homes, schools and communities. Young people and their families are allocated an MST therapist who will often be in daily contact with them, and who will visit the family two to three times per week, usually in the family home.
- The therapy is designed to be highly intensive and require daily effort on the part of the families. Families engaged in the MST programme would not normally also be seen in other programmes – the MST therapist would deliver the range of support required as a one-stop shop. Therapists have low case-loads (maximum of 5 families per therapist) and between them provide 24 hour on-call support to all the families in the programme.

### Access criteria

- The MST Team works with young people aged 11 – 17 and their families who have a long history of arrests, school exclusion or being beyond parental control
- The young person will need to be known by Children's Social Care or the Young Hackney Service, who can then commission a package of care

### Referrals

This is a traded service – MST packages of care can be purchased individually or through a block booking by contacting the MST team manager.

# London Borough of Hackney Services

The table below explains the Children’s Social Care Service. For more information on the process please see page 21 in the “journey through services” section.

Children’s Social Care	
<b>Contact details</b>	<ul style="list-style-type: none"> <li>• Children’s Social Care Hackney Service Centre, 1 Hillman Street, E8 1DY</li> <li>• Email: <a href="mailto:CSCReferrals@hackney.gov.uk">CSCReferrals@hackney.gov.uk</a></li> <li>• Tel: <b>020 8356 5500</b></li> <li>• Fax: <b>020 8356 5516</b></li> <li>• Out of hours (weekends, bank hols, after 17.00): <b>020 8356 2710</b></li> </ul>
<b>Service description</b>	<p>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, the Children’s Social Care Service will look after those children.</p> <p>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.</p> <p>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 the Children’s Social Care Service needs to intervene.</p> <p>The division is made up of the following areas:</p> <ul style="list-style-type: none"> <li>• <b>Access, Assessment and Family Support Services</b> – 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 for a range of supplementary 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.</li> <li>• <b>Children in Need</b> – 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</li> <li>• <b>Corporate Parenting</b> – this service incorporates Looked After Children, Leaving Care, Fostering and Adoption, Placements and Post Permanency Services</li> </ul>



## Children's Social Care (continued)

### Service description

- **Disabled Children's Service** – this service provides specialist services to children and young people that meet the criteria for a tier 3 service, where disabilities are permanent and substantial. The service is co-located with education and health provision at the Hackney Ark.
- **Safeguarding and Learning Service** – this service provides support to the City and Hackney Safeguarding Children's Board, 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 Peoples'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.

## City and Hackney Safeguarding Children's Board (CHSCB)

The Children Act 2004 requires local areas to have a Safeguarding Children's 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
- To 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
  - 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's 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 the CHSCB in chapter 3 of Working Together to Safeguard Children 2013 at

<https://www.gov.uk/government/publications/working-together-to-safeguard-children>

Please visit [www.chscb.org.uk](http://www.chscb.org.uk) for further information about City and Hackney Safeguarding Children's Board, joint working protocols and multi-agency training.

## Community Partnership Advisor

### Contact details

- Leethen Bartholomew  
Community Partnership Advisor  
City and Hackney Safeguarding Children Board (CHSCB)  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 6371** (mobile and landline)  
Email: [Leethen.Bartholomew@hackney.gov.uk](mailto:Leethen.Bartholomew@hackney.gov.uk)

### Service description

#### Service provided to the community:

The City and Hackney Safeguarding Children's 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.

Examples of the community partnership advisor's services are:

- Delivery of child protection training to the voluntary sector, faith groups, schools and parents within the community
- Provision of support or advice around developing a child protection policy

#### Service provided to professionals:

The community partnership advisor offers case consultancy for professionals working on a case involving issues related to:

- Faith and culture
- Child trafficking
- Honour based violence
- Forced marriage
- Female genital mutilation

### 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 via the contact details above.

## Young Hackney Universal and Universal Plus Provision

### Contact details

- Young Hackney  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 7404**  
Fax: **020 8356 7408**  
Email: [Info@hackney.gov.uk](mailto: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 given the right set of circumstances, and a positive range of influences, they will reach their full potential.

The model is unique in England, bringing together the skills and expertise of the Youth Service, Youth Support Team and Youth Offending Team into Young Hackney Units – self directed, multi-skilled work teams where expertise is shared.

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.

#### **A ‘single front door’ approach**

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.

Units are based in the new Young Hackney hubs and at other venues in the community where they work closely with schools and other universal services.

#### **Young Hackney’s Universal Services**

There are five Young Hackney youth hubs:

- Forest Road
- The Edge
- Stoke Newington
- Hoxton Hall
- Concorde

## 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:

- Diverse
- Meeting the full spectrum of young people's needs
- Available at times when young people want to access services

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.

Details about the wide range of provision on offer can be found at the Young Hackney web page at [www.younghackney.org/](http://www.younghackney.org/)

#### **Young Hackney's Universal Plus and Universal Partnership Plus offer**

Some young people and their families will require additional coordinated support to ensure that they reach their potential and avoid harm.

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.

Young Hackney units work with other Children and Young People's Services and other partners such as:

- Child and Adolescent Mental Health Service (CAMHS)
- Integrated Gangs Unit
- Probation Services
- Voluntary and Community Sector providers
- Education, Training and Employment Services

#### **Young Hackney's complex/high risk offer**

Young Hackney provides the statutory response to youth offending, working with young people who are involved in the criminal justice system, whether they are placed in the community or in a secure unit (see Youth Justice information on page 91).

### 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 Unit

### Contact details

- Rebecca Wright  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 7377**  
Email: [Rebecca.Wright@hackney.gov.uk](mailto:Rebecca.Wright@hackney.gov.uk)

### Service description

The Youth and School Sports Unit aims to promote healthy living and active lifestyles to young people and schools in the borough by:

- Providing free opportunities for Hackney young people to participate in a wide variety of sports in local hubs, leisure centres and parks
- Providing advice, guidance and resources to Young Hackney workers and schools on how to maximise opportunities for their children to take part in sport as participants, leaders, coaches and volunteers and enable staff to deliver high quality P.E and school sport
- Working alongside Young Hackney and primary schools to provide young people the opportunity to take part in inter-borough competitions in various sports
- Working alongside primary schools to deliver coaching sessions in schools for various sports
- Working with young people and their workers to identify gaps in current sport provision
- Supporting talented young athletes to develop their potential through the gifted and talented programme
- Delivering youth participation projects such as the 'Sport Ambassadors' development programme. Ambassadors are supported to become leaders, role models and to promote sports they are passionate about in the local area.
- Using sport as a forum for young people to learn how to deal with competition, benefit from social and moral development (including honesty, teamwork, fair play, respect for themselves and others, and adherence to rules) increase physical skills and abilities and cope with winning or losing
- Working with a variety of sport providers and organisations to continue the legacy of the Olympics for young people in Hackney and maximise funding and income generation into the borough
- Distributing free tickets and opportunities for Hackney residents from the Olympic Park and governing bodies in partnership with Health and Community Services
- Communicating the sports offer effectively to enable young people to access information on all sporting activities and opportunities available
- Promoting and encouraging the use of new and existing facilities such as the Queen Elizabeth Olympic Park

## Young Hackney Youth and School Sports Unit (continued)

### Access criteria

- All young people in the area between the ages of 6 – 19 are able to access the free sports provisions in the hubs
- Children and young people from the age of 5 can engage with the service through the schools programme
- Young people aged 14 and over can help shape and deliver sports provision through the 'Sports Ambassadors' project

### Referrals

- Young people can self refer to the service through the youth hubs or their worker
- All schools in the local area are welcome to show their interest in the schools programme by contacting the unit directly
- Young Hackney workers can refer young people to try out sports they are interested in. Workers should contact the unit via email or telephone to be put in touch with the team member who is organising each sport programme.
- Young Hackney workers can work with the sports unit to design and deliver sports sessions in hubs based on the needs of young people; there are no limits to the sports young people can be encouraged to participate in.

## Young Hackney Primary Units

### Contact details

- Alice Deacon  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 1050**  
Email: [Alice.Deacon@hackney.gov.uk](mailto:Alice.Deacon@hackney.gov.uk)

### Service description

Three Young Hackney Primary Units operate in a number of schools. They work with children aged 5 – 11 years old and their families to resolve issues in their lives so that they are able to continue to engage with education, enjoy their time at school and reach their full potential.

The units offer schools and families:

- Help to meet their statutory duties and provide information and advice to support the emotional health and wellbeing of pupils
- Fast access to dedicated support to children who are experiencing a range of difficulties that might not ordinarily reach service level threshold levels
- Access to professionals with a range of complementary skills and experience in aligned fields e.g. social workers, youth workers, therapists
- Support for families and young people to access a range of universal services and activities in Hackney

### Access criteria

This is currently a traded service operated in partnership between Young Hackney and the schools involved, with each paying 50% of the costs.

### Referrals

Schools that have units attached involve the units at any time they believe appropriate.

Other schools can sometimes purchase packages of support for individual pupils if required. Contact should be made with Alice Deacon to discuss (contact details above).



## Young Hackney Re-engagement Unit

### Contact details

- Katherine Cracknell  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 4400**  
Email: [Katherine.Cracknell@hackney.gov.uk](mailto:Katherine.Cracknell@hackney.gov.uk)
- Ebru Karatufek  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 4783**  
Email: [Ebru.Karatufek@hackney.gov.uk](mailto:Ebru.Karatufek@hackney.gov.uk)

### Service description

The Re-engagement Unit provides targeted, time-bound support to stabilise children and young people who are at risk of permanent exclusion from primary school.

The unit aims to deliver a systemic approach to managing challenging behaviour by working with the school and the family to draw up and initiate a multi-agency plan which can then be carried forward by involved professionals to ensure ongoing progress.

### Access criteria

- Maintained Hackney primary schools can make referrals for support from the unit for any of the children on their roll.
- 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 progress being made.

### Referrals

- The service takes referrals directly from maintained Hackney primary schools.
- Referrals are made by contacting the unit directly.

## Young Hackney Substance Misuse Service

### Contact details

- Dean Godfrey  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 6383**  
Email: [grp.Hackney-YH@hackney.gov.uk.cjism.net](mailto:grp.Hackney-YH@hackney.gov.uk.cjism.net)

### Service description

The Young Hackney Substance Misuse Service delivers a range of support for children, young people and professionals around substance misuse, ranging from prevention work to complex clinical work.

Work includes the following:

- Education work in schools and outreach work
- One to one case work
- Group work
- Work with families, including children, around substance misusing parents
- Support with transition to Adult Substance Misuse Services
- Work with policy makers
- Training for professionals

### Access criteria

The service works with children and young people aged up to 19 years old who live, attend school or work in Hackney.

### Referrals

For referrals or a discussion please use the contact details above.

## Young Hackney Youth Justice

### Contact details

- Beck Dabscheck  
275 Mare Street, E8 1GQ  
Tel: **020 8356 1107**  
Email: [Beck.Dabscheck@hackney.gov.uk](mailto:Beck.Dabscheck@hackney.gov.uk)

### Service description

Young Hackney is responsible for meeting all the Youth Offending Team (YOT) responsibilities and duties as outlined under the 1998 Crime and Disorder Act and subsequent relevant legislation.

All core Young Hackney units provide some statutory youth justice interventions and there is a dedicated Youth Justice Unit to provide specialist support.

Young Hackney provides:

- Activities and interventions designed to prevent children and young people becoming involved in offending and anti-social behaviour
- Support for young people and their families who are appearing at Stratford Youth Court
- Assessments of the vulnerability and risks presented by young people who offend and interventions to change their behaviour
- Supervision and support for young people who are made subject to community and custodial sentences
- Support for the victims of youth crime

### Access criteria

Young people who have committed or been the victim of a crime.

### Referrals

Most referrals come through the police. However, anyone with a concern that a young person is at risk of committing crime or has been a victim of crime should contact Beck Dabscheck (contact details above) to discuss what support can be offered.

<b>Partnership Triage</b>	
<b>Contact details</b>	<ul style="list-style-type: none"> <li>• Teresa O’Donnell, Intake and Review Manager Hackney Learning Trust, 1 Reading Lane, E8 1GQ Tel: <b>020 8356 4038</b> Email: <a href="mailto:Teresa.O'Donnell@hackney.gov.uk">Teresa.O'Donnell@hackney.gov.uk</a></li> </ul>
<b>Service description</b>	<p>Partnership Triage was launched in Hackney in July 2009 and operates as the single front door for all concerns that do not appear to meet the threshold for Children’s Social Care, providing information about who is working with children, young people or families.</p> <p>As appropriate, Partnership Triage has access to information about a child or young person’s involvement with:</p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Health</li> <li>• Children’s Social Care</li> <li>• Police</li> <li>• Young Hackney</li> <li>• Youth centre activities</li> <li>• Children’s Centres</li> <li>• Children and Young People’s Partnership Panel</li> <li>• Multi Agency Team (MAT) meetings</li> </ul> <p>The unit is equipped to research information on children from 0 – 18 from a range of sources determining which agencies (if any) are already involved. It can also gather additional relevant information and pass this comprehensively to the agency that can provide the most appropriate service response.</p> <p>Information is held in a fire-walled database that allows practitioners to make a more balanced judgment about potential need and risk based upon the accumulation of evidence.</p>
<b>Access criteria</b>	All organisations and agencies can refer families (with consent) when a coordinated approach to delivery is needed.
<b>Referrals</b>	Enquiries should be sent on a Multi-Agency Information Form to: <a href="mailto:Triage@hackney.gov.uk.cjsm.net">Triage@hackney.gov.uk.cjsm.net</a>

## Troubled Families

### Contact details

- Tina McElligott  
Head of Access, Assessment,  
Troubled Families and Family Support Services  
Tel: **020 8356 4592/6992**  
Email: [Tina.McElligott@hackney.gov.uk](mailto:Tina.McElligott@hackney.gov.uk)
- Donovan Chamberlayne  
Families Network Leader  
Tel: 020 **8356 5209**  
Email: [Donovan.Chamberlayne@hackney.gov.uk](mailto:Donovan.Chamberlayne@hackney.gov.uk)
- Andrew Winton  
Troubled Families Core Leader  
Tel: 020 **8356 4756**  
Email: [Andrew.Winton@hackney.gov.uk](mailto:Andrew.Winton@hackney.gov.uk)
- Emma Hall  
Troubled Families Information Officer  
Tel: **020 8356 7659**  
Email: [Emma.Hall@hackney.gov.uk](mailto:Emma.Hall@hackney.gov.uk)

### Service description

The Hackney Troubled Families programme supports the identification of families with specific needs as outlined within a set criteria; those needs may prevent members of the family meeting their full potential and result in the need for costly interventions, our aim is to reduce that risk by wrapping support around the family system.

Hackney's Troubled Families offer is delivered through a range of Children & Young People's Services although the core team are based in Children's Social Care Family Support Service. The Family Units offer targeted support to families to help them address a range of issues including those meeting the criteria of the Troubled Families programme, which includes:

- Reducing offending and anti-social behaviours
- Improving school attendance and engagement in learning
- Maximising opportunities for access to employment and training

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:

- Domestic Violence Intervention Project
- Ways into Work employment advisors

## Troubled Families (continued)

### Service description

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. Our additional support unit can offer, where necessary, time limited and targeted support to those agencies to help ensure positive outcomes in any identified Troubled Families criteria the family has met.

Families who are not currently working with Children and Young People's Services and in need of targeted family support can be referred to the Family Support Service. Referrals can be made via:

- Step down from CSC to the Family Units
- Referral to Partnership Triage
- Referral to Children & Young People's Partnership Panel

Consent must be obtained from the family before a referral is made.

The Family Units will:

- Allocate a lead professional to the family to work alongside the whole family
- Develop an outcome focussed Plan with the family with timescales for change and review this regularly
- Undertake regular visits to the family home to work with the family on areas requiring change
- Liaise with other agencies and professionals to coordinate support services
- Advocate on behalf of children and young people to ensure their best interests are met

### Access criteria

#### 1. Crime/anti-social behaviour

Identify young people involved in crime and families involved in anti-social behaviour, defined as:

Households with 1 or more under 18-year-old with a proven offence in the last 12 months

AND/OR

Households where 1 or more member has an anti-social behaviour order, anti-social behaviour injunction, anti-social behaviour contract, or where the family has been subject to a housing-related anti-social behaviour intervention in the last 12 months

#### 2. Education

Households where a child has been subject to permanent exclusion; three or more fixed school exclusions across the last 3 consecutive terms;

OR

Is in a Pupil Referral Unit or alternative provision because they have previously been excluded; OR is not on a school roll;

## Troubled Families (continued)

### Access criteria

AND/OR

A child has had 15% or more unauthorised absences from school across the last three consecutive terms.

### 3. Work

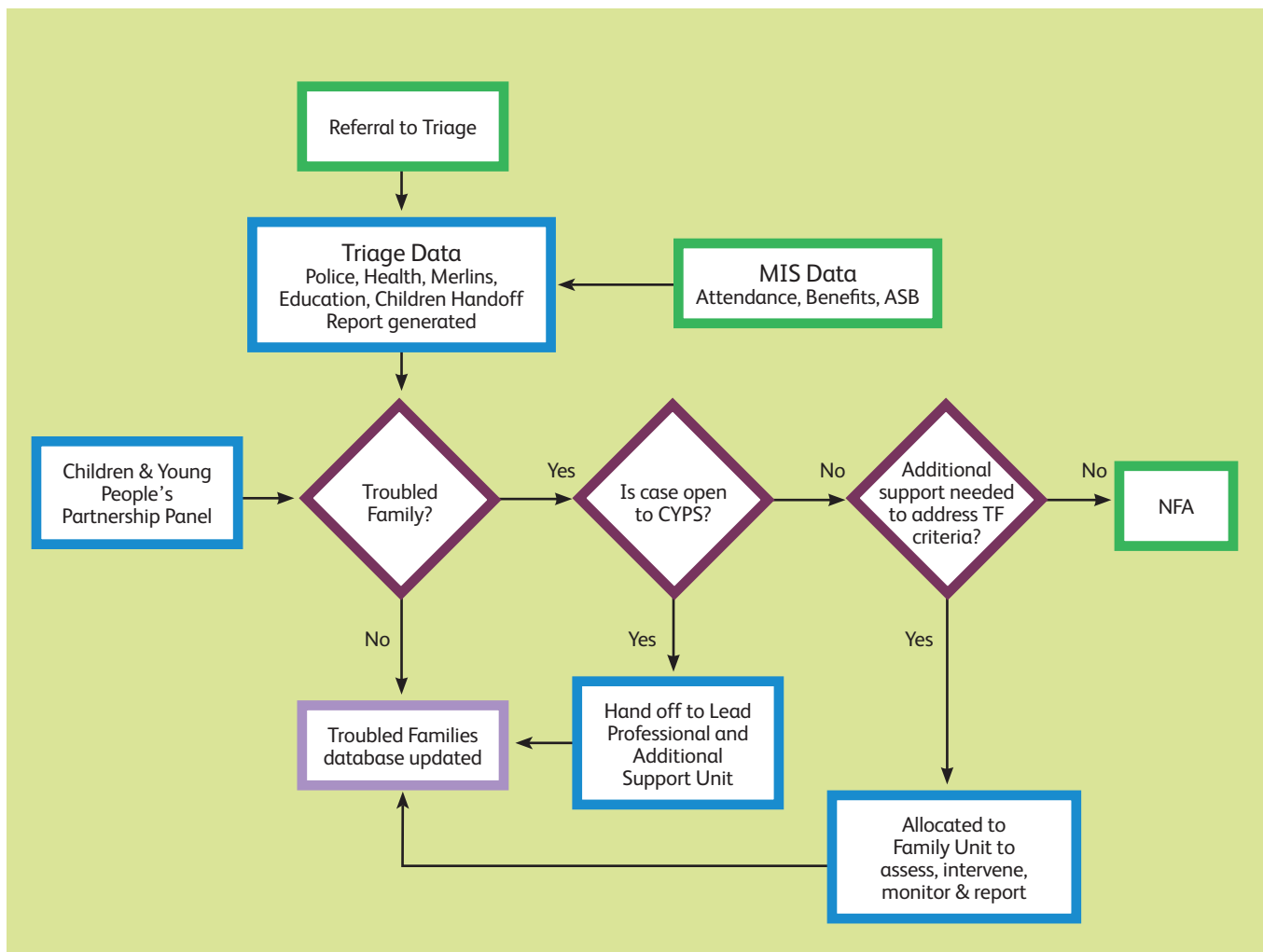
An adult on Department for Work and Pensions out of work benefits (Employment and Support Allowance, Incapacity Benefit, Carer's Allowance, Income Support and/or Jobseekers Allowance, Severe Disablement Allowance).

### Referrals

e-mail: [triage@hackney.gov.uk](mailto:triage@hackney.gov.uk)

Please call any member of the team if you wish to discuss a family who you may be working with or that is in need of targeted family support

## Troubled Families – Referral & Identification pathway



# 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](http://www.hcvs.org.uk) (Hackney Council for Voluntary Service - HCVS - website)
- [www.younghackney.org/organisations/all.php](http://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](mailto:Kristine.Wellington@hcvs.org.uk)

---



# Adult Services

## Adult Social Care

### Adult Social Care Information and Assessment Service

#### Contact details

- Information and Assessment, Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 6262**  
Email: [Access@hackney.gov.uk](mailto:Access@hackney.gov.uk)

#### Service description

The Information and Assessment Service deals with all enquiries about Adult Social Care.

The service:

- Takes referrals and carries out screening assessments and trusted assessor assessments for simple equipment and telecare
- Screens whether people will benefit from reablement
- Completes Community Care Assessments where applicable

#### Access criteria

Hackney residents over the age of 18 with either:

- A permanent physical, sensory, long term condition or health need and/or
- Is a vulnerable adult and requires input from Adult Social Care to remain as independent as possible in the community.

#### Referrals

All referrals can be made via telephone or email via the contact details above.

## Adult Mental Health Services

### City and Hackney Adult Mental Health Point of Entry (CHAMHPE)

#### Contact details

- Tel: **020 8510 8011**
- Fax: **020 8510 8064**
- Email: [elt-tr.CHAMHPE@nhs.net](mailto:elt-tr.CHAMHPE@nhs.net)

#### Service description

CHAMHPE is the single point of entry for all mental health referrals to secondary services, with the exception of perinatal referrals.

#### Referrals

Referrals can be emailed to the safe haven email above.

**With the exception of the Perinatal Service, all referrals for Adult Mental Health Services should go through CHAMHPE as above. The services listed below and overleaf are for information.**

### Community Mental Health Teams

#### Contact details

- North Locality Team  
Anita House, Wilmer Place, Stoke Newington, N16 0LN  
Tel: **020 7275 1000**  
Fax: **020 7275 1001**
- South Locality Team  
Donald Winnicott Centre, Coate Road, E2 9AG  
Tel: **020 7033 6100**  
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.

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.

The multidisciplinary 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
- GPs and social workers can refer clients to the Community Mental Health Team in their catchment area

## Assertive Outreach Team

### Contact details

- Assertive Outreach Team  
26 Shore Road, Hackney, E9 7TA  
Tel: **020 3222 8000**  
Fax: **020 8533 2414**

### Service description

The Assertive Outreach Service (AOS) is a community-based tertiary service specifically designed for people with serious and enduring psychotic illness with whom existing services have difficulty engaging and who present a high risk to themselves or others.

AOS works to the patient's agenda and in their chosen environment providing a service seven days a week and operating extended hours during weekdays.

### Access criteria

Referrals to the service are via the Locality Mental Health Teams.

## EQUIP Team (Early Intervention in Psychosis)

### Contact details

- EQUIP Team  
Primrose Square Resource Centre, 23 Primrose Square, E9 7TS  
Tel: **020 8525 1115**  
Fax: **020 8525 4499**  
Out of hours: A&E department

### 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.

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.

## Crisis Service (incorporating Psychiatric Liaison and Home Treatment Team)

### Contact details

- Crisis Service  
City & Hackney Centre for Mental Health, Homerton Row, E9 6SR  
Tel: **020 8510 8278** (Monday to Friday, 09.00 – 17.00)  
Crisis Service Mobile: **07870 595 732** (available 24/7)

### Service description

The Crisis Service is for people experiencing mental health problems which require urgent assessment, offering round the clock assessment and treatment for mental health emergencies. Clients are initially assessed by a trained nurse and may be seen by a psychiatrist.

Help from this hospital-based Crisis Intervention Service includes referral on to specialist agencies for either prescription, advice or support.

### Access criteria

Adults experiencing a mental health crisis should go to A&E where the Home Treatment Team have a presence 24 hours a day.

## City and Hackney Therapeutic Community and Outreach Service

### Contact details

- City and Hackney Therapeutic Community and Outreach Service  
2 Crozier Terrace, Hackney, E9 6AT  
Tel: **020 8510 2332**  
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.

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.

The Therapeutic Community is an intensive three days 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
- Referrals received from primary and secondary care health professionals (e.g. GPs, Locality Teams, the emergency clinic and acute inpatient areas)

## Perinatal Service & Margaret Oates Mother and Baby Unit

### Contact details

- Perinatal Service  
City & Hackney Centre for Mental Health, Homerton Row, E9 6SR  
Tel: **020 8510 8151**  
Fax: **020 8510 8552**  
Out of hours: A&E department
- Margaret Oates Mother and Baby Unit  
City & Hackney Centre for Mental Health, Homerton Row, E9 6SR  
Tel: **020 8510 8420**  
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.

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.

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 of the referrals to this service come antenatally via Maternity Services at Homerton University Hospital Foundation Trust
- For more information use the contact details above

---

## Adult Drug and Alcohol Services

---

### Hackney Drug and Alcohol Action Team (DAAT)

---

#### Contact details

- Hackney Drug and Alcohol Action Team  
102 Mare Street, Hackney, E8 3SG  
Tel: **020 8356 2180**

#### Service description

Hackney DAAT is a strategic team responsible for commissioning and coordinating high quality drug and alcohol treatment services across Hackney. It achieves this by working in partnership with all those concerned in reducing the harm caused by substance misuse to individuals, their families and communities.

For the full range of services for adults and to access all relevant paperwork please visit the Drug and Alcohol Action Team (DAAT) website [www.hackneydaat.org.uk](http://www.hackneydaat.org.uk) A treatment map and the DAAT and Children's Social Care joint working protocol can also be accessed through the website.

---

## Adult Community Drug and Alcohol Services

### Contact details

- Lifeline Hackney – Community Drug Services (CDS)  
14-20 Tudor Grove, Hackney, E9 7QL  
Drop-in entrance: Unit 19  
Group rooms entrance: Unit 17  
Tel: **020 8985 3757**
- The Alcohol Recovery Centre (ARC)  
17 – 20 Tudor Grove, Hackney, E9 7QL  
Tel: **020 8985 3757**

### Service description

#### Lifeline Hackney – Community Drug Services

The first point of contact for advice and support in the community offering:

- Drug advice
- Counselling
- Access to GP shared care
- Prescribing
- Complementary therapies
- Assessment
- Onward referrals

#### Alcohol Recovery Centre (ARC)

The first point of contact for alcohol related advice and support in the community offering:

- Advice
- Information
- Counselling
- Onward referrals

### Access criteria

Lifeline deliver the Community Drug Service in Hackney, the Alcohol Recovery Centre deliver the Alcohol Service.

Both of these services act as a gateway for other treatment services across the borough so in the first instance, please refer to either the Community Drug Service or Alcohol Service depending on whether the client is a primary drug or alcohol user.

### Referrals

Referral paperwork required to make a referral (available from the website) requires the following:

- Client details
- Inter-agency referral
- Consent

The following are treatment providers who work in the borough. Referrals are through Lifeline and the Alcohol Recovery Centre as above.

### Hackney Substance Misuse Team

#### Contact details

- Hackney Substance Misuse Team  
102 Mare Street, Hackney, E8 3SG  
Tel: **020 8356 4057**

#### Service description

Offers advice and information to service users, families and friends as well as assessment and access to specialist drug and alcohol services including detoxification and rehabilitation.

### DAAT Engagement and Move On (DEMO) Outreach Team

#### Contact details

- DEMO Outreach Team  
102 Mare Street, Hackney, E8 3SG  
Tel: **020 8356 2180**

#### Service description

Frontline substance misuse outreach service working with 'hard to reach' individuals resistant to changing their anti-social behaviour.

### Hackney Service User Forum

#### Contact details

- Hackney Service User Forum  
102 Mare Street, Hackney, E8 3SG  
Tel: **020 8356 2180**

#### Service description

A group of service user representatives based at various local drug and alcohol treatment services, working towards better engagement and retention of clients to increase positive outcomes for all service users

### Westminster Drug Project (WDP) – Drug Interventions Programme (DIP)

#### Contact details

- Westminster Drug Project – Drug Interventions Programme (DIP)  
13 Tudor Grove, Hackney, E9 7QL  
Tel: **020 8525 6100**  
24/7 line: **0845 601 6217**

#### Service description

Provides a range of services to clients in contact with the criminal justice system, including fast-prescribing and access to appropriate treatment and support. The programme proactively engages with and motivates clients to access appropriate treatment programmes.



## Hackney Specialist Addiction Unit

### Contact details

- Hackney Specialist Addiction Unit (SAU)  
Specialist Addictions Unit, Homerton University Hospital NHS  
Foundation Trust, Homerton Row, E9 6SR  
Tel: **020 8510 8629**

### Service description

- The SAU facilitates rapid access for clients who are assessed as a priority. These include:
- Pregnant drug users
  - Patients who have been transferred to general practice who become unstable
  - Patients with serious mental and physical health problems

## Specialist Midwives for Substance and Alcohol Misuse (SAAM)

### Contact details

- Specialist Midwives for Substance and Alcohol Misuse (SAAM)  
Specialist Addictions Unit, Homerton University Hospital NHS  
Foundation Trust, Homerton Row, E9 6SR  
Tel: **07786 250 915/07825 733 325**

### 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.

## Clinical Nurse Specialists, Homerton University Hospital

### Contact details

- Clinical Nurse Specialists  
Specialist Addictions Unit, Homerton University Hospital NHS  
Foundation Trust, Homerton Row, E9 6SR  
Tel: **020 8510 5555**  
Bleep: **308**  
Answer machine: **020 8510 7738**

### Service description

Provides support to patients who are admitted to Homerton University Hospital with drug or alcohol problems.

Provides information and advice to patients attending A&E with drug or alcohol problems along with referral to specialist treatment services.

---

## Adult Domestic Violence

---

### Domestic Violence Services

---

#### Contact details

- Information on services for victims of domestic abuse  
Tel: **020 8356 4459**.
- Domestic abuse helpline for victims  
Tel: **0800 056 0905**.
- Information on the MARAC (Multi-Agency Risk Assessment Conference)  
Contact: Domestic Violence Team  
Tel: **020 8356 4458/9**.
- Information on domestic violence policy and strategy  
Contact: Christine Noon  
Tel: **020 8536 8867**.
- Violence Against Women and Girls (VAWG) Forum and Specialist Domestic Violence Court (SDVC) link  
Contact: Judith Fitzsimons  
Tel: **020 8356 4468**.

#### Service description

The Domestic Violence 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. 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 who are 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 advocate service (service also available in Turkish and Bengali)
  - A male support worker
  - Additional domestic abuse advocacy via nia, voluntary sector organisation
  - Counselling Service for victims of trauma
  - 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 meeting of the MARAC (held every three 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 should attend the MARAC.
  - Support/advice service for victims via Thames Specialist Domestic Violence Court
  - VAWG Forum open to all agencies
-

## Domestic Violence Services (continued)

### Access criteria

- Helpline open Monday – Friday, 09.30 – 17.00 (any messages left for the team out of hours are returned within 24 hours). Open to all victims of domestic abuse who live, work or study in Hackney, irrespective of age, gender, sexuality, disability, race or faith group.
- Open to all agencies to refer

### Referrals

- A DV1 form needs to be completed for referrals to the Domestic Abuse Victim Service. Please telephone **020 8356 4459** to request a form.
- A MARAC referral form needs to be completed for referrals to MARAC. Please telephone the MARAC coordinator via the Domestic Violence Team on **020 8356 4458/9** to request a form. Completed forms should then be sent to secure email address [DVHCT@hackney.gov.uk.cjism.net](mailto:DVHCT@hackney.gov.uk.cjism.net)
- For MARAC referral criteria please refer to the CAADA-DASH risk assessment tool available on the CAADA website [www.caada.org.uk](http://www.caada.org.uk)
- For nia Services please visit <http://www.niaendingviolence.org.uk/>

## Adult Learning Disabilities

### Adult Learning Disabilities Service

#### Contact details

- Learning Disabilities Service,  
Hackney Service Centre, 1 Hillman Street, E8 1DY  
Tel: **020 8356 7444**  
Fax: **020 8356 7200**  
Email: [Duty.Worker@hackney.gov.uk](mailto:Duty.Worker@hackney.gov.uk)
- For emergency referrals call the duty officer/community nurse on **020 8356 2579**

#### Service description

The integrated Learning Disabilities Service provides the following for people who have learning disabilities:

- One point of entry to services
- Specialist assessment, intervention and support
- Counselling
- Assertive outreach service
- Community resource service
- Mobility support and advice about aids and adaptations
- Support in learning new skills
- Support to communicate better with others
- Psychological, psychiatric and behavioural interventions

See the following website for support groups and organisations for adults  
<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
- The Learning Disabilities Service will assess whether an adult has a learning disability and what support they are entitled to based on an assessment against the eligibility criteria. Please contact the service for further details.

#### Referrals

- Referrals are accepted from GPs, statutory and voluntary organisations, family and carers, as are self referrals
- Referrals should be made on a joint referral form available from the duty administrator on **020 8356 7400**

---

## Adult Housing

### Housing Needs Service

#### Contact details

- Housing Needs Service  
Hackney Service Centre, 1 Hillman Street, E8 1DY
- Opening times: Monday – Friday, 09.00 to 17.00
- Tel: **020 8356 2929**
- Email: [HousingAdvice@hackney.gov.uk](mailto:HousingAdvice@hackney.gov.uk)

#### Service description

- London Borough of Hackney's Housing Needs Service provides the following:
- Housing waiting list registration
  - Housing advice and options
  - Homelessness assessments
  - Private rented sector support and advice
  - Assistance with Choice Based Lettings scheme

#### Access criteria

Open to all residents of Hackney.

#### Referrals

- Self referrals accepted
  - Protocols exist for specific cases, such as the housing quota for young people leaving care. Please contact the team on the contact details above for more information.
-

