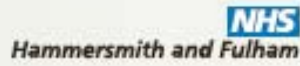




Hammersmith & Fulham



Hammersmith and Fulham



Thresholds Booklet

for professionals working with children and families
in Hammersmith & Fulham



Services available where a need for intervention has been identified

Foreword from Cabinet Member for Children's Services



Dear Colleague

This booklet is designed as a tool to aid early intervention for professionals working with children, by acting as a signposting guide rather than a comprehensive list of all services. It aims to help improve the way that schools, statutory services and partners in the voluntary sector work together for children, young people and families across the borough.

A key feature of successful early intervention is the early sharing of information between services and with families. In Hammersmith & Fulham there is a strong commitment to give children the best possible start in life, and whenever and wherever they experience problems, to be able to provide flexible responses to ensure that support is given and initial problems do not become barriers that prevent children and young people achieving.

The early identification of children's individual needs by universal services is key to ensuring that referrals, early assessments, plans and a range of supportive activities are put in place so that difficulties do not become more complex and long term.

Early intervention is for all children aged 0 to 18 who either live in the borough or are in receipt of a service from a universal service that is based in the borough. It is especially important that children from disadvantaged backgrounds are enabled to access these services at the earliest opportunity.

Yours sincerely

Councillor Sarah Gore

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Contents pages

ITEM	PAGE
Foreword	2
Guide to understanding the Thresholds Model	5
UNIVERSAL Services (Tier 1)	
<u>Children's Centres</u>	10
<u>Education/Careers Services</u>	11
<u>Services for Schools</u>	14
<u>Health Services</u>	17
<u>Immunisation</u>	20
<u>Youth Services</u>	21
TARGETED AND SPECIALIST (Tiers 2 and 3)	
<u>Behaviour</u>	
Home.....	23
Offending.....	24
Parenting.....	29
<u>Child Development</u>	
Speech, language and communication.....	35
<u>Domestic Violence</u>	37
<u>Forced Marriage</u>	49
<u>Female Genital Mutilation</u>	50
<u>Health</u>	
Diet/nutrition.....	51
Emotional Health and Well-being/Mental Health.....	52
Maternal Health.....	58
Mental Health.....	58
Obesity.....	58
Occupational Therapy.....	59
Oral health.....	60
Sexual Health/Relationships including teenage pregnancy.....	61

Information as at February 2010 – see online for most recent version: www.lbhf.gov.uk/thresholdsbooklet
 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Contents pages (contd)

ITEM	PAGE
Sexual exploitation, Lesbian, Gay, Bisexual, Transgender (LGBT).	63
Smoking cessation.....	64
<u>Housing/Homelessness</u>	65
<u>Disabilities</u>	66
<u>Multiple issues/needs</u>	68
<u>Police</u>	
Community.....	71
Schools.....	72
<u>School, Education and Employment</u>	
Attainment and achievement.....	73
Attendance.....	74
Inclusion.....	75
Not in Education, Employment or Training (NEET).....	79
School Nursing.....	79
Special Educational Needs (SEN).....	80
Transition.....	81
<u>Substance Misuse</u>	82
INTENSIVE SPECIALIST SUPPORT SERVICES (Tier 4)	90
<u>Tools to aid access to early intervention services</u>	
Contact Point.....	95
Think Family Panel.....	95
Common Assessment Framework (CAF).....	96
Family Information Service Directory.....	97
CITAS (Community Interpreting, Translation and Access Service...)	97
Useful directory links	97
Index	98

Guide to understanding thresholds model

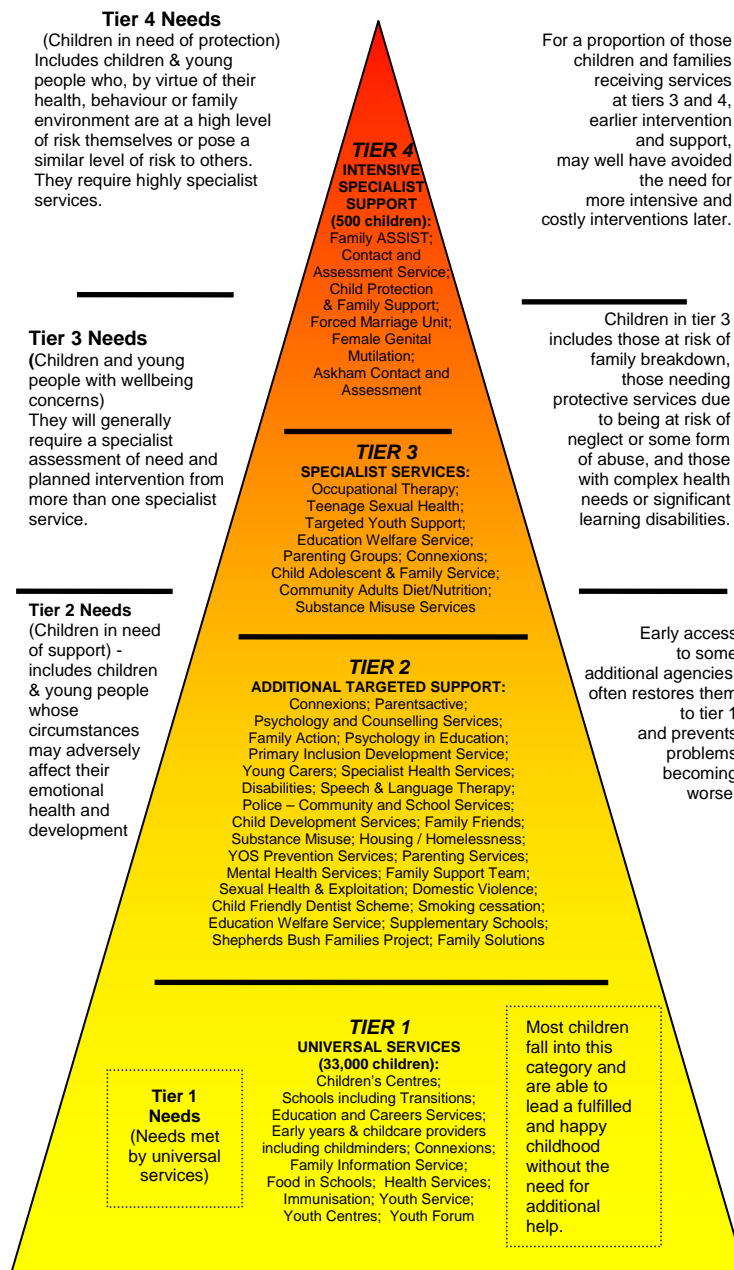
Children, young people and their families have different levels of need and their needs often change over time depending on their circumstances.

Most children are able to go through their childhood needing only the support of their family, their community, their school and other universal services to which all children are entitled.

Some children and parents will need additional advice and support from time to time and a smaller number, with more complex needs, will need the involvement of one or more specialist agencies to offer more intensive support, protection and therapeutic help. A very small minority of children with very complex needs and a high level of risk will, at some point in their lives, be dependent on very specialist and intensive services requiring a high level of coordination. In some cases, it will just be parents who need support eg. in case of substance misuse.

A local model of need, "Pathways to Services" has been developed. This has four levels of need from Level 1 (Universal Services) to Level 4 (Complex Needs). Broadly, these levels mirror the tiers of service described in this document. The levels in Pathways to Services describe the level of response required as needs become more complex and the appropriate type of assessment. Common Assessment Framework is most appropriate at Levels 2 and 3. The intention of this is to identify actions we can take in the lower tiers to prevent children, young people and families requiring services in tiers three and four.

On the following page you will find an illustration of the different thresholds and services involved at each level.



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TIER 1 UNIVERSAL SERVICES

Universal services engage with all children at some stage and are in a prime position to identify disadvantage or emerging difficulties.

Most children fall into this category and are able to lead a fulfilled and happy childhood, without the need for additional help.

The key universal services for children and young people are:

- Early education and childcare
- Primary and Secondary schools
- Post-16 education
- Work-based learning
- School nurses
- GPs
- Health visitors
- Midwives
- Children's Centres
- Connexions
- Youth projects

**Please refer to information within the
Family Information Service Directory
which provides a wide range of information
about activities for respite and engagement**

Tier 2 TARGETED SERVICES

This includes children and young people whose emotional health and development may be adversely affected by their circumstances.

Early access to some additional support, possibly from more than one agency, will often be enough to restore them to tier 1.

These are children, for reasons including health or developmental problems, special educational needs, behaviour, parental capacity, social exclusion or financial hardship, which may need early, short term intervention to prevent problems becoming worse.

It is especially important that children from minority backgrounds are enabled to access these services, given their over-representation at Tiers 3 and 4.

Tier 3 SPECIALIST SERVICES

This includes services for children and young people with wellbeing concerns.

They will generally require a specialist assessment of need and planned intervention from more than one specialist service.

Children in this tier will include:

- those at risk of family breakdown
- those needing protective services because they are at risk of neglect or some form of abuse
- those with complex health needs or significant learning disabilities

Tier 4 SERVICES FOR CHILDREN IN NEED OF PROTECTION

These include services for children and young people who, by virtue of their health, behaviour or family environment are at a high level of risk themselves or pose a similar level of risk to others. They require highly specialist services.

For a proportion of those children and families receiving services at tiers 3 and 4, earlier intervention and support may well have avoided the need for more intensive and costly interventions later.

It is important to note that these are not Early Intervention services. They can be accessed through Children's Services, Social Care division.

Within this booklet, you will find information on some services, eg. Youth Offending Service, Child Adolescent and Family Service (Children's Mental Health), who offer provision for those with higher levels of need (Tier 4) eg. those with complex or enduring issues, as well as their earlier intervention services. Information has been provided in this booklet on services at the lowest tier at which their service is offered.

UNIVERSAL (Tier 1 Services)

Children's Centres

Children's Centres Tier 1	
Age range	0-5 year olds
Issues worked with	<ul style="list-style-type: none"> • Promoting early learning and school readiness • Positive Parenting • Encourage parental employment via family learning, adult education and back to work initiatives • Health Promotion
Referral criteria	Any parent with a child under 5 years
Activities	<ul style="list-style-type: none"> • Activities for children based on the early years foundation stage curriculum, toy and book libraries • Positive Parenting programmes, ante- and post-natal support, family support work • Health related activities which support the health agenda
How to refer	<ul style="list-style-type: none"> • No referral required. • Services open to all parents/carers with children under 5.
Capacity	On average 800 children under 5 at each centre
Contact details	<p><i>Name:</i> Pat Bunche (Head of Early Years and Childcare Service) <i>Email:</i> pat.bunche@lbhf.gov.uk <i>Telephone:</i> 020 8753 3772 <i>Children's Centres:</i> Old Oak community & children's centre; Randolph Beresford Early Years Centre; Masbro children's centre; Shepherds Bush Families Project & children's centre; Cathnor Park children's centre; Broadway children's centre; Wendell Park children's centre; Flora Gardens children's centre; Melcombe children's centre; Fulham South Children's Centre; Normand Croft Early Years; Bayonne Nursery & Rouzanna children's centre. (3 new centres being developed - total 15)</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Education/Careers Services

Connexions Universal Service Tier 1	
Age range	13-19 year olds (up to 25 for those with Learning Difficulty/Disability)
Issues worked with	Provision of impartial Information, Advice, Guidance and Support to young people to help them make the right decisions about their future
Referral criteria	13-19 or up to 25 if young person has learning difficulty or disability living, studying or working in the Borough
Activities	<ul style="list-style-type: none"> • Intensive one to one support and group work through network of School / Further Education / Community based Personal Advisers • Information, advice and guidance on choosing further/higher education, employment and Career options • CV and Vacancy placing service at the Connexions One Stop Shop, with access to jobs and Apprenticeships across London • Comprehensive Resource Centre (including paper / ICT based Careers/Connexions Library) at Connexions One Stop Shop, King Street. • Regular tracking of all young people • Advice on money matters
How to refer	<ul style="list-style-type: none"> • Through tutors/lecturers for those in full time education. • Drop-in to Connexions One Stop Shop for those not in full time education
Capacity	2,500 young people at any one time
Contact details	<p><i>Telephone:</i> 0208 741 2441</p> <p><i>Email:</i> connexions@lbhf.gov.uk</p> <p><i>Address:</i> Connexions One Stop Shop, 181 King Street, Hammersmith, W6 9JT</p> <p><i>FISD link:</i> www.lbhf.gov.uk/youthlife and www.lbhf.gov.uk/fisd</p>

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Schools Transition Team Tiers 1-2	
Age range	10-12 years
Issues worked with	To support year 6 pupils in preparing for move to secondary school To provide additional support to identified pupils once they have transferred to year 7
Referral criteria	All Year 6 pupils attending H&F Primary Schools, Year 7 pupils attending H&F Community Secondary Schools who have been identified as requiring additional support.
Activities	<ul style="list-style-type: none"> • Year round programme of activities for all year 6 pupils including whole class workshops and small group sessions • Mentoring support for identified year 7 pupils to support engagement and achievement post-transfer • Extra curricular activities for year 7 pupils and increased links with parents / carers
How to refer	Service is offered to all primary schools in the Autumn term. All professionals can refer individual child via key staff at primary schools
Capacity	Approximately 1500 children at any one time
Contact details	<p><i>Name:</i> Elaine Detain (Mentoring Coordinator) <i>Email:</i> elaine.detain@lbhf.gov.uk <i>Telephone number:</i> 020 8753 2960 <i>Address:</i> 1st Floor, Cambridge House, W6 0LE Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Supplementary schools

Supplementary Schools Network (CaVSA – Community and Voluntary Sector Association, Hammersmith & Fulham) Tiers 1-2	
Age range	6 – 18 year olds
Issues worked with	<ul style="list-style-type: none"> • Raising academic attainment of primary and secondary aged pupils, particularly in English, maths, science and languages, through extra classes and/or homework support. • Increasing children and young people’s positive attitude towards an effective engagement in their learning and development. • Supporting children and young people from disadvantaged backgrounds and local ethnic minority communities.
Referral criteria	No referral process. Open to parents/carers whose children require additional academic support or who may be disengaging from mainstream education.
Activities	After school and weekend classes, homework support sessions, cultural activities.
How to refer	By telephone
Capacity	Approximately 1000 children and young people, with each supplementary school working with between 20 and 80 students.
Contact details	<p><i>Name:</i> Yinka Armartey, Supplementary Schools Network Coordinator (CaVSA)</p> <p><i>Telephone:</i> 020 8748 6345</p> <p><i>Email:</i> yinka.armartey@cavsa.org.uk</p> <p><i>Link to details of schools’ activities, locations and contact details:</i></p> <p>http://www.cavsa.org.uk/directory_supplementary.shtml</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p> <p>Schools are also listed separately in the Family Information Services Directory Children’s zone www.lbhf.gov.uk/fisd</p>

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Services for Schools

Family Information Service Tier 1	
Age range	0-19 years
Issues worked with	<ul style="list-style-type: none"> • Free impartial information and advice on the range of services in the borough, including local and national services from all sectors • New online resource - Family Information Service Directory including: <ul style="list-style-type: none"> • Advice and guidance • Healthy lifestyles • Childcare and leisure activities • Volunteering • Parenting and family support • Things to do, places to go • Education and employment • Dedicated zone for young people - called Youth Life
Activities	<ul style="list-style-type: none"> • Helpline 9.00am-5.00pm with drop in facility at Children's Services reception Cambridge House, offering information and advice for services for 0-19 year olds. • Maintaining and updating the online Family Information Service Directory • Comprehensive outreach programme targeting key groups. Includes outreach at Children's Centres, schools, health sessions, Jobcentre Plus, libraries, etc. • Local childcare data provided for the Childcare Sufficiency Assessment • Working in partnership with local professionals to disseminate information on childcare and family support.
Capacity	Services open to all children and families in the borough
Contact details	<p><i>Name:</i> Margaret Murphy (Family Information Service Team Co-ordinator)</p> <p><i>Email:</i> margaret.murphy@lbhf.gov.uk / fis@lbhf.gov.uk</p> <p><i>Telephone number:</i> : 020 8753 2045 / 0845 313 3933</p> <p><i>Address:</i> Cambridge House, Cambridge Grove, W6 0LE</p> <p><i>Weblink:</i> www.lbhf.gov.uk/fisd or www.lbhf.gov.uk/youthlife</p>

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Extended Services	
Age range	All children and families
Issues worked with	<ul style="list-style-type: none"> • Access to childcare - to ensure all parents have access to childcare for primary age pupils and that secondary school pupils have a safe place to be until 6p.m all year round provision • Swift and easy - to ensure schools have access to universal and targeted services either delivered on school sites or awareness of where to signpost • After school activities - all children can engage in extracurricular activities that address enjoyment, attainment and improve attendance • Schools where practicable to provide open access to the community either through hire of premises or provision of activities such as adult learning and family learning. • Parenting provision to include accredited parenting programme, family learning, Information Advice and Guidance on back to work, careers, parenting, transition and universal and targeted services
Activities	Extended services team works with schools and partner agencies to deliver the core offer of extended services described above.
Capacity	Services open to all children and families in the borough
Contact details	<p><i>Name:</i> Helen Bowring</p> <p><i>Email:</i> helen.bowring@lbhf.gov.uk</p> <p><i>Telephone number:</i> 020 8753 3990</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

Food in Schools Tier 1	
Age range	0-18 years
Issues worked with	<ul style="list-style-type: none"> • To provide advice and support to schools on their school meal service and any other aspects of healthy eating. • To ensure compliance with the National Nutritional Guidelines • To oversee the repair, maintenance and replacement of heavy kitchen equipment in Nursery, Primary and Special Schools
Activities	<ul style="list-style-type: none"> • Carry out formal monitoring of the school meal service • Oversee 10 breakfast clubs sponsored by Chelsea Football Club • Provide advice and support on school lunches, packed lunches, cooking clubs, snacks and tuck shops, drinking water, growing clubs, healthy vending • Offer food hygiene training to schools • Advise on kitchen refurbishment and design • Be the link to national organisations as Food Ambassadors, eg. School Food Trust, Food Standards Agency and Department of Health
Capacity	Services open to all children and families in the borough
Contact details	<p><i>Name:</i> Lynne Richardson (Food in Schools Manager)</p> <p><i>Email:</i> lynne.richardson@lbhf.gov.uk</p> <p><i>Telephone number:</i> : 020 8753 3604</p> <p><i>Address:</i> Cambridge House, Cambridge Grove, W6 0LE</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Health Services

Health Visitors Tiers 1-2	
Age range	Families and children 0-5 years
Issues worked with	<p>Child health and development to include:</p> <ul style="list-style-type: none"> • weaning and breastfeeding • sleep • postnatal depression • immunisations • development checks for 0-5 year olds • parenting to include behaviour management • healthy lifestyles and family health
Referral criteria	<ul style="list-style-type: none"> • Health visitors receive referrals from any agency working with children and families and from families directly
Activities	<ul style="list-style-type: none"> • Universal and targeted support to families and children • Home visits, comprehensive health and developmental assessments in clinics and at home, 1:1 support, groupwork, baby massage, professional advice for other agencies, drop in clinics, health promotion advice on a range of topics i.e. dietary advice.
How to refer	Phone call/Common Assessment Framework/new birth notification or information from other agencies
Capacity	Each health visitor's caseload has around 600-700 children.
Contact details	<p><i>Name:</i> Claire Wilson (Community Nurse Manager) <i>Telephone:</i> 020 8846 6805 <i>Email:</i> Claire.wilson@hf-pct.nhs.uk <i>Address:</i> Parsons Green Health Centre, Parsons Green, Fulham SW6 4UL Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Midwives Tier 1	
Age range	Prebirth – 28 days old
Issues worked with	<ul style="list-style-type: none"> • Pregnancy • Birth • Postnatal care, from birth, usually up to 10-28 days, but can be slightly longer if necessary
Referral criteria	Pregnant or postnatal
Activities	Antenatal care, parenting information classes, infant feeding advice, health promotion, birth care, postnatal care including breastfeeding/infant feeding support, home visits, antenatal and postnatal clinics and support. Referral to specialist agencies as needed. 1-1 care for vulnerable women. Perinatal services and Children services
How to refer	Women may self-refer. From April 2010, referrals may be made online – please use contact details below. Referrals and communication with all agencies via telephone, fax, letter, Common Assessment Framework Form (CAF).
Contact details: For Clients with W12, W6, SW6, W3, W4 and W14 (part) postcodes:	<p>Name: Lead Midwife for Primary Care or Caseload Midwifery Manager</p> <p>Telephone: 0203 313 3525 or 0203 312 2165</p> <p>Address: Imperial College Healthcare NHS Trust, Queen Charlotte's & Chelsea Hospital, Du Cane Road, London W12 0HS</p>
Contact details: For clients with postcodes other than those listed:	<p>Name: Wendy Allen (Named Midwife for Safeguarding Children)</p> <p>Telephone: 020 8237 2114</p> <p>Email: Wendy.Allen@chelwest.nhs.uk</p>

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School Nurses Tiers 1-2	
Age range	Families, children and young people aged 5-19 years
Issues worked with	<p>Children and young peoples health and development to include:</p> <ul style="list-style-type: none"> • Immunisations to include the HPV programme • Developmental checks for children aged 5-19 to include vision and hearing assessments • Provision of health promotion advice on a range of topics i.e. diet and healthy eating, smoking cessation and sexual health • Delivery of the national child measurement programme • Healthy lifestyles and family health
Referral criteria	School nurses receive referrals from any agency working with children and families. The service also receives referrals from families directly. The service provides universal and targeted support to families, children and young people.
Activities	Professional advice to other agencies regarding health related matters, Individual contacts in school for children aged 5-19, provision of drop in clinics to discuss health related topics. i.e. smoking cessation and sexual health, 1; 1 support, group work. Comprehensive health and developmental assessments for children and young people aged 5-19.
How to refer	Phone call/ Common Assessment Framework / information from other agencies
Capacity	Each school nurse has around 4 – 6 schools to support (This may include 1 secondary school)
Contact details	<p><i>Name:</i> Catriona Noble (Community Nurse Manager) <i>Telephone:</i> 0208 846 6436 <i>Email:</i> catriona.noble@hf-pct.nhs.uk <i>Address:</i> White City Health centre, White City, W12 7PH</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Immunisation

Childhood Immunisation Service Tier 1	
Age range	0 – 19 years
Issues worked with	<ul style="list-style-type: none"> • Childhood Immunisations 0-19 years (No travel, vaccines) • Failsafe, capturing those that have missed their scheduled immunisation within GP practices and community setting • Monitoring childhood immunisation uptake within the community setting and improving the uptake • Organisation of and delivery of the HPV Cervarix, School Leavers Booster & MMR. National immunisation Campaigns recommended via the Department of Health, immunisations within the school setting, community and GP practices • Information regarding childhood immunisation programmes around the world, Hep B and information re the BCG
Referral criteria	Via GP practice / Child Health/ Health Visiting and School Nursing
Activities	Community clinics – Children’s Centres & GP practices
How to refer	Email or phone call
Contact details	<p><i>Name:</i> Veena Bhumvra (Immunisation Commissioner) <i>Email:</i> veena.bhumvra@hf-pct.nhs.uk <i>Telephone number:</i> 020 3313 7200 / 07507 600102 <i>Address:</i> 1a Hammersmith Broadway, 3rd floor, Hammersmith W6 9DL Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Youth Services

Youth Centres Tier 1	
Age range	13-19 years
Issues worked with	<ul style="list-style-type: none"> • To meet young people's personal and social developmental needs • To support young people in meeting their full potential • Providing a diverse range of opportunities
Referral criteria	Youth projects and centres are open to all young people 13-19 years
Activities	<ul style="list-style-type: none"> • Youth Projects and Youth Centres • Out on Thursday (for lesbian, gay and bisexual young people) • Holiday Programmes
How to refer	No referral is necessary. Supported access can be provided through a referral to the Targeted Youth Support Service
Capacity	Services open to all young people in the borough
Contact details	<p><i>Name:</i> Larry Wright, Head of Integrated Youth Support Services</p> <p><i>Email:</i> larry.wright@lbhf.gov.uk</p> <p><i>Telephone number:</i> 020 8753 6219</p> <p><i>Address:</i> Cobbs Hall, 226 Fulham Palace Road, SW6 6LL</p> <p>Family Information Service Directory link for listings of individual centres www.lbhf.gov.uk/fisd or www.lbhf.gov.uk/youthlife</p>

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Youth Forum Tier 1	
Age range	14-21 years
Issues worked with	Active citizenship, influencing and decision-making, shaping service provision and improving perceptions of young people
Referral criteria	Young people from across six West London boroughs are eligible for the project, including LBHF, RBKC, Hounslow, Hillingdon, Ealing and Barnet. The project is aimed at young people with an interest in making a difference in their local areas, influencing the local and national youth agenda, planning youth-led projects and campaigning to improve perceptions and relations with young people
Activities	Regular youth forum meetings and events; youth-led projects; subgroups that focus on campaigning, project planning and delivery, and inspection of youth provision
How to refer	Please contact Tania Moore (contact details below)
Capacity	The project can include up to 40 young people. However, there has so far been high demand for this project, so any available places will be allocated on a first come, first served basis.
Contact details	<i>Name:</i> Tania Moore <i>Email:</i> tmoore@nhhg.org.uk <i>Telephone number:</i> 0208 357 4414:

TARGETED AND SPECIALIST SERVICES

Tiers 2 - 3

Behaviour

Home

Family Friends – Family & Child Befriending Service Tier 2	
Age range	<ul style="list-style-type: none"> • 0 – 12 years for family befriending • 5 – 13 years for child befriending
Issues worked with	<ul style="list-style-type: none"> • Long-term practical and emotional help to families through befriending and mentoring services to 'help families to help themselves', to discover their strengths, build confidence and resolve difficulties • Early intervention / work with Children in Need within specific guidelines
Referral criteria	<p>Families who live in the London Borough of Hammersmith & Fulham with:</p> <ul style="list-style-type: none"> • Children under 13 • A desire to make positive changes
Activities	<ul style="list-style-type: none"> • Weekly home visits / activities by volunteer befrienders • Practical help, such as introducing a family to community resources, accompanying and assisting family outings, helping with personal administration and giving support around parenting. Volunteers may introduce children to new activities or give support with homework
How to refer	<ul style="list-style-type: none"> • Via Family Support Team for parent befriending • Self-referral for child befriending
Contact details	<p><i>Name:</i> Flora Taylor, Operations Director <i>Telephone number:</i> 020 8960 9099 <i>Weblink:</i> www.familyfriendsw10@btconnect.com Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Offending

Youth Offending Service Prevention - Early Intervention Project Tier 2	
Age range	8 – 15 years
Issues worked with	<ul style="list-style-type: none"> • Prevent children with characteristics of high risk of involvement in crime from entering the criminal justice system • Reduce antisocial behaviour and offending • Increase parent/carer/family ability to intervene positively in child's life
Referral criteria	Children / young people who have a range of characteristics that if not addressed may lead them to offend or come to police notice.
Activities	<ul style="list-style-type: none"> • Family Group Conferences • Professionals' network meetings • 1:1 work children and families • Deliver a multi-agency approved integrated support plan to improve the child's outcomes
How to refer	Via Telephone call / Application form / Common Assessment Framework from all agencies working with children and young people / police users / parents
Capacity	20 children / young people at any one time
Contact details	<p><i>Name:</i> Tony Doherty <i>Email:</i> tony.doherty@lbhf.gov.uk <i>Telephone number:</i> 0208 753 5790 <i>Address:</i> Cobbs Hall, 226 Fulham Palace Road, Fulham LONDON SW6 6LL <i>http://www.lbhf.gov.uk/Directory/Health_and_Social_Care/Youth_offending/</i></p>

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Youth Offending Service Prevention - TRIAGE (Arrest referral scheme) Tier 2	
Age range	10 – 17 years
Issues worked with	<ul style="list-style-type: none"> • Reduce number of First Time Entrants into criminal justice system • Reduce numbers of black and minority ethnic young people in the criminal justice system • Increase community confidence in the criminal justice system
Referral criteria	Children / young people who have been arrested
Activities	<ul style="list-style-type: none"> • YOS assessment at Hammersmith Police Station of children and young people at their first arrest to divert from formal Police action where possible • 7 days a week out of hours on call service for Police consultation with YOS • 1:1 and group interventions using Restorative Approaches • Intervention and Preventative Programmes
How to refer	Via Telephone
Capacity	20 children / young people at any one time
Contact details	<p><i>Name:</i> Tony Doherty <i>Email:</i> tony.doherty@lbhf.gov.uk <i>Telephone number:</i> 0208 753 5790 Triage Number: 0208 753 5789 <i>Address:</i> Cobbs Hall, 226 Fulham Palace Road, LONDON SW6 6LL http://www.lbhf.gov.uk/Directory/Health_and_Social_Care/Youth_offending/</p>

Youth Offending Service Prevention – Street Outreach Service Tiers 2-3	
Age range	10 – 19 years
Issues worked with	<ul style="list-style-type: none"> • Reduce the impact of gangs in the borough • Reduce serious youth violence • Increase community confidence
Referral criteria	Young people who have been identified as being involved in violence or group offending to significant level
Activities	<ul style="list-style-type: none"> • Identify community Support Networks for the young person • Facilitation and Family group conferencing • Direct work with young people • Intervention and Preventative Programmes with groups and individuals • Outreach work • Strict enforcement of criminal and civil sanctions
How to refer	Via Telephone / Application form / Common Assessment Framework / Email from all agencies working with young people / police / community, indicating size and concerns, ages, times and location of group
Capacity	12 per year
Contact details	<p><i>Name:</i> Tony Doherty <i>Email:</i> tony.doherty@lbhf.gov.uk <i>Telephone number:</i> 0208 753 5790 <i>Address:</i> Cobbs Hall, 226 Fulham Palace Road, Fulham LONDON SW6 6LL http://www.lbhf.gov.uk/Directory/Health_and_Social_Care/Youth_offending/</p>

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Youth Offending Service – Prevention of Violent Extremism Tiers 2, 3 and 4	
Age range	10 – 17 years
Issues worked with	<ul style="list-style-type: none"> • Promoting citizenship and borough of opportunity • Engage young people in community activities
Referral criteria	Young people who have been identified as being vulnerable to extremist influences or radicalisation
Activities	<ul style="list-style-type: none"> • Promotion of shared values and encouraging dialogue between communities • Interventions to increase the ability of vulnerable young individuals to resist extremist influences or radicalisation • Providing young people with tools to express their views in non violent ways • Young Offender Institute support and assessment • Group work and individual programmes • Bespoke Interventions
How to refer	Via telephone / application form / Common Assessment Framework/ email from professionals / police / community
Capacity	80 annually
Contact details	<p><i>Name:</i> Tony Doherty <i>Email:</i> tony.doherty@lbhf.gov.uk <i>Telephone number:</i> 0208 753 5790 <i>Address:</i> Cobbs Hall, 226 Fulham Palace Road, Fulham LONDON SW6 6LL http://www.lbhf.gov.uk/Directory/Health_and_Social_Care/Youth_offending/</p>

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Services for Women with Offending Issues

ADVANCE Centre for Women (opening early 2010) Tiers 2-3	
Age range	LBHF female residents aged 18+
Issues worked with	Domestic violence, homelessness, mental health, poverty, substance misuse, employment and education
Referral criteria	Must be offenders, ex-offenders or at risk of offending
Activities	1:1 support, groupwork, counselling, practical and emotional support
Contact details	<i>Email:</i> admin@advanceadvocacyproject.org.uk <i>Telephone number:</i> 0208 748 0979

Parenting

Family Solutions Tier 2	
Age range	Families with children aged 0-12 years
Issues worked with	<ul style="list-style-type: none"> • Work with families to narrow the gap in outcomes between children in low income families and their peers and increasing parental employment • Work with the whole family, assessing their current situation and ensuring the needs of children are met whilst providing a tailored package of support to parents enabling them to move towards employment (either directly or via training, education, work placement, volunteering etc)
Referral criteria	<ul style="list-style-type: none"> • Family facilitators work with families with children under 12 years, who are unemployed, or where one parent is out of work and with a total household income of less than £20,000 • Families must reside on one of the following housing estates: Ashcroft Square, Barclay Close, Becklow Gardens, Burne Jones, Charcroft, Clem Attlee, Charcroft, Edward Woods, Fulham Court, Gibbs Green, Lancaster Court, Lisgar Terrace, Maystar, Old Oak, Vanston Place, West Kensington, White City, Wormholt
Activities	<ul style="list-style-type: none"> • Assist choices about family education, health and wellbeing • Support parents in accessing quality activities for children • Ensure families are getting the benefits they are entitled to • Help tackle debt issues & develop money management skills • Identify career development and employment opportunities • Help families to find appropriate childcare and access to funding to cover childcare costs
How to refer	Online / telephone call Staff are happy to discuss support available prior to referral.
Capacity	Target is to work with 220 families
Contact details	<p><i>Name:</i> Sherrie Broughton, Senior Family Facilitator <i>Email:</i> sherrie.broughton@tendis.org <i>Telephone:</i> 020 8753 5929 <i>Address:</i> Tendis, Advice and Guidance Shepherds Bush, 338 Uxbridge Road, W12 7LL <i>Weblink:</i> www.familysolutionsonline.co.uk or Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Parenting Co-ordinator Service Tiers 2-3	
Age range	Various
Issues worked with	The parenting co-ordinator can advise professionals and parents about the range of parenting support services available in Hammersmith and Fulham
Referral criteria	Each parenting service will have its own referral criteria. The parenting co-ordinator can help you work out which service would be the best for your family
Activities	<ul style="list-style-type: none"> • Central point of contact for all parents and practitioners looking for parenting support • Co-ordination of training for parenting practitioners • Parenting programme planning
How to refer	Phone call
Capacity	Service directs parents to wide range of 15 support programmes across the borough
Contact details	<p><i>Name:</i> Ellie Suggate, Parenting Services Co-ordinator</p> <p><i>Email:</i> ellie@upg.org.uk / parents@upg.org.uk</p> <p><i>Telephone:</i> 020 7605 0191</p> <p><i>Address:</i> The Masbro Centre, 87 Masbro Road, W14 0LR</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Family Action Tiers 2-3	
Age range	0-16 years
Issues worked with	Usually a range of issues including Family Breakdown, Domestic Abuse, Financial Hardship, Mental Health Problems,
Referral criteria	There must be a child under 16 in the household AND there must be a parenting issue
Activities	1:1 Family Support & Parenting Skills
How to refer	Referral form
Capacity	35 families per year, 6-12 month intervention
Contact details	<p><i>Name:</i> Frosso Souldouri (Project Manager)</p> <p><i>Email:</i> frosso.souldouri@family-action.org.uk</p> <p><i>Telephone number:</i> 0207 386 1399</p> <p><i>Address:</i> Normand Croft School Annexe, Bramber Rd, W14 9PA</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Parentsactive (MENCAP H&F) Tier 2	
Age range	0 – 19 years (up to 25 years around transition)
Issues worked with	Advocacy around broad range of issues e.g. housing, social services, education
Referral criteria	Child has to have a learning disability
Activities	1:1 advocacy, parents support groups (coffee morning), newsletter, website and online user forum in development
How to refer	Referral form for advocacy, parents can drop-in to coffee mornings
Capacity	New referrals seen within 3 weeks, subject to waiting list for new cases
Contact details	<p><i>Name:</i> Amanda Roles</p> <p><i>Email:</i> Amanda.roles@mencaphf.org.uk</p> <p><i>Telephone number:</i> 0208 748 5168</p> <p><i>Website:</i> www.parentsactive.org.uk</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Young Carers Service Tiers 2-3	
Age range	5 – 19 years
Issues worked with	Outreach support to young carers around education, health and emotional wellbeing
Referral criteria	Child / young person has caring responsibilities for parent figure or sibling
Activities	Recreational activities after-school and during weekends / holidays, Homework club, 1:1 support, access to specialist services
How to refer	Phone call to Children's Commissioning Team
Capacity	Up to 100 young carers engaged at any one time
Contact details	<i>Name:</i> Tazeem Moledina, Children's Commissioning Team <i>Email:</i> Tazeem.Moledina@hf-pct.nhs.uk <i>Telephone number:</i> 0203 313 7396

Meanwhile Family Therapy Service – Parenting Support Tiers 2-3	
Age range	Parents of under 18s
Issues worked with	<ul style="list-style-type: none"> • Parenting support for parents with extra support needs due to: <ul style="list-style-type: none"> • Substance misuse • Mental ill health • Domestic violence • Involvement in the criminal justice system
Referral criteria	Parents of children under 18 who have additional needs that cannot be addressed through universal parenting provision
Activities	1:1/Groupwork/Family work/support network
How to refer	phone call/ referral form
Contact details	<i>Telephone number: 020 8960 0880</i>

Child Development

Speech, language and communication

Speech and Language Therapy (SLT) - Early Years Tiers 1-2	
Age range	0 years – 4 years 6 months
Issues worked with	Children may have difficulties with attention, listening, understanding, talking, social interaction. They may have problems with speech sounds articulation, voice, stammering, eating and drinking .
Referral criteria	Concern about any aspect of a preschool child's speech, language or communication development.
Activities	Health Promotion activities to raise awareness of the importance of this aspect of pre-school development. Individual assessment of children referred to service. Group or individual therapy which often includes parent-child interaction therapy, using video feedback.. Therapists always work collaboratively with parents, carers and early years educators.
How to refer	Open referral system, using standard SLT referral form or Common Assessment Framework
Capacity	Health promotion service to children's centres plus targeted support for approx 1000 families
Contact details	All referrals to be sent to Speech and Language Therapy at: Parsons Green Centre, 5- 7 Parsons Green SW6 4UL <i>Telephone: 020 8846 7987</i> <i>Fax: 020 8846 7977</i>

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Cheyne Child Development Services Tiers 2-3	
Age range	0 - 19 years
Issues worked with	Provides a multidisciplinary service for families with children with a range of Developmental delay and disabilities
Referral criteria	Severe delay in one area of development. Significant delay in more than one area of development. Significant concerns about development in association with significant social concerns
Activities	Multidisciplinary assessment and intervention sessions from a multidisciplinary team including paediatricians, clinical psychology, speech and language therapy, physiotherapy, occupational therapy therapists
How to refer	Completed application form
Contact details	<p><i>Name:</i> Rowena Celadena</p> <p><i>Telephone number:</i> 0208 846 1291</p> <p><i>Address:</i> Chelsea & Westminster Hospital 369 Fulham Road, SW10 9NH</p> <p>Family Information Service link: www.lbhf.gov.uk/fisd</p>

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Domestic Violence

For young people in violent or abusive relationships see Teenage Pregnancy Partnership page 61

ADVANCE Domestic Violence Advocacy Tiers 2-3	
Age range	Adult women (aged 18 years +)
Issues worked with	Intimate partner domestic violence
Referral criteria	Female residents of LBHF aged 18+
Activities	1:1 support (phone and face-to-face), advocacy in court, support with accommodation, health, family issues and legal advice
How to refer	Can be made through police (in response to an incident) health or Housing Options centre professionals
Capacity	See referral criteria
Contact details	<i>Email:</i> admin@advanceadvocacyproject.org.uk <i>Telephone number:</i> 0208 748 0979 (for professionals only)

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

MARAC (Multi Agency Risk Assessment Conference) Tier 3	
Age range	Both Victim and Perpetrator must be Age 16 upwards (refer to referral criteria)
Issues worked with	Very high risk domestic violence including intimate (ex) partner violence, 'honour based violence' and familial violence, same sex intimate partner violence
Referral criteria	<ul style="list-style-type: none"> • Agency needs to be a member of MARAC + referrals to be submitted on official nomination form • Only cases meeting the threshold criteria agreed by MARAC should be referred • The victim resides in the Borough • Consent is preferred but not compulsory. The Perpetrator should not be informed of the referral
Activities	A multi-agency tool to assist Information sharing and joint safety planning. The MARAC is not a front line service nor organisation.
How to refer	Via your agencies MARAC rep
Capacity	Average 14 – 18 cases per MARAC
Contact details	<p><i>Name:</i> Briony Redman (MARAC Coordinator)</p> <p><i>Email:</i> b.redman@standingtogether.org.uk (enquiries)</p> <p>Briony.redman@standingtogether.csjm.net</p> <p><i>Telephone number:</i> 020 8748 5717</p> <p><i>Address:</i> Standing Together Against Domestic Violence, room 44D, Polish Centre, 238 – 246 King Street, London, W6 0RF</p>

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Iranian and Kurdish Women's Rights Organisation Tier 3	
Age range	Unlimited
Issues worked with	Offers support and advice to Middle Eastern women & girls at risk of 'honour' killings, domestic violence, forced marriages and female genital mutilation
Activities	2x advisors offer telephone support to victims. Signposts to other local & national agencies. Telephone support to professionals with recognising signs Offers services in Arabic, Kurdish, Turkish, Dari and Farsi
How to refer	Phone call
Contact details	<i>Telephone:</i> 0207 920 6460 (9.30am – 5pm) or 07862733511 (24 hours) <i>Website:</i> http://www.ikwro.org.uk/ Family Information Service Directory link: www.lbhf.gov.uk/fisd

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The Havens Tiers 2-3	
Age range	Unlimited
Issues worked with	Sexual assault & rape. Works with men, women, young people & children
Referral criteria	<ul style="list-style-type: none"> • Service accessed by appointment only • Incident needs to have occurred within the last 12 months. Will signpost to other agencies if incident occurred over 12 months ago
Activities	<ul style="list-style-type: none"> • Three self contained clinics based in London. Staff on call for forensic examinations 24 hours a day, 7 days a week. Follow up services such as STI check ups and counselling are available 9am – 5pm on weekdays only • Victims do not need to report the assault to the police to be able to use the service
How to refer	Phone call
Contact details	<p><i>Appointment by telephone:</i></p> <p>The Haven Paddington, St Mary's Hospital (West London) 020 3312 1101</p> <p>The Haven Camberwell, Kings College Hospital (South London) 020 3299 1599</p> <p>The Haven Whitechapel, Royal London Hospital (East London) 020 7247 4787</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Refuge Community Outreach Project for Eastern European Women Tier 2	
Age range	16 years or older
Issues worked with	<ul style="list-style-type: none"> • Domestic violence (family & intimate partner) • Services provided in Polish, Romanian & Bulgarian. Language Line is used for other Eastern European languages
Referral criteria	Service for women from Eastern European communities
Activities	Offers practical advice & emotional support to young persons and women who are experiencing violence from a partner, ex-partner or family member. Offers an holistic outreach service. Advice on immigration, housing, welfare benefits entitlement and legal options. Project is sponsored by the Big Lottery
How to refer	Phone call / email. No referral form required
Capacity	All referrals will be accepted
Contact details	<p><i>Tel.</i> 0208 453 7190 or 0208 453 7173</p> <p><i>Email.</i> Communityoutreachreferral@refuge.org.uk</p>

H&F Domestic Violence Floating Support Service Tier 2	
Age range	Unlimited
Issues worked with	<ul style="list-style-type: none"> • Crisis intervention • Safety planning • Practical and emotional support • Support to access benefits • Advice on housing options • Access to local services • Support through legal processes including attending court • Support to access training, education and work • Developing independent life skills
Referral criteria	Open to residents of Hammersmith and Fulham, & women only
Activities	<ul style="list-style-type: none"> • Support is delivered through regular individual sessions with a dedicated support worker • Offer a peer support drop-in service monthly on a Saturday. These provide access to advice, support and a range of social activities and crèche facilities • Counselling services are available through Shepherds Bush Housing Group for tenants and clients of Westside Support Services • Domestic Violence surgery Monday morning 10-1pm, for emergency advice and information
How to refer	Referrals through phone lines, by fax or via email
Contact details	<p><i>Telephone:</i> 020 8996 8810 or 07771905306 (Mon-Fri 9-5pm)</p> <p><i>Fax:</i> 0208 563 8218</p> <p><i>Email:</i> nadia.rush@sbhg.co.uk</p>

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Hestia Floating Support Tier 2	
Age range	17 years +
Issues worked with	Offer one to one support to women experiencing domestic violence, and any secondary support they need
Referral criteria	Accept self-referrals, or referrals from agencies
Activities	<ul style="list-style-type: none"> • Housing, including hostels, domestic violence refuges, care homes and supported housing • Children and Family Support Projects, providing intensive support to children and mothers and children in the aftermath of domestic violence • Community and Floating Support helping people to settle into, or to continue, living independently in their own homes • Outreach helping people in the community with advice, support and advocacy around domestic violence and mental health
How to refer	By phone
Capacity	15 max
Contact details	<p><i>Telephone:</i> 07896168914 or 07946615873</p> <p>available between Mon-Fri 9-5pm</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Domestic Violence Intervention Project: Children's services - Stephen's Place Children's Centre Tier 2	
Age range	0 - 18 years
Issues worked with	Therapeutic services for children affected by domestic violence. Supervised contact services for children to maintain safe contact with non resident parent and extended family.
Referral criteria	Suitability of therapeutic services assessed as part of referral and assessment process
Activities	<ul style="list-style-type: none"> • 1-2-1 and group therapeutic services for children affected by domestic violence • Supervised contact services • Contact assessment • Group and individual Parenting Information Programmes
How to refer	Referral forms
Capacity	Available subject to funding
Contact details	<p>Therapeutic services: Khyati Rawal <i>Telephone:</i> 020 8741 8020 <i>Email:</i> khyati@dvip.org</p> <p>Contact activities: Shelley Mason <i>Telephone</i> 020 8741 8020 <i>Email:</i> shelley@dvip.org</p>

Domestic Violence Intervention Project (DVIP): Adult services Tier 2	
Age range	18 years +
Issues worked with	DVIP provides a community domestic violence perpetrator programme and integrated support service to partners and ex partners
Referral criteria	Men can self refer or be referred by another agency
Activities	<ul style="list-style-type: none"> • Domestic violence risk assessments • 32 week perpetrator intervention programme • Integrated individual and group support services for women • Perpetrator programmes and support services including advocacy for Arabic speaking communities Parenting Information programmes
How to refer	Referral form
Capacity	Currently funded to work with 12 men and their partners in LBHF but will accept additional spot funded referrals
Contact details	<p>Violence Prevention Programme - Phil Price: <i>Telephone:</i> 020 7633 9181 <i>Email:</i> phil@dvip.org</p> <p>Al – aman (services in Arabic) - Mohamed Balleela: <i>Telephone:</i> 0208 748 2577 <i>Email:</i> Mohamed@dvip.org</p>

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National Domestic Violence Helpline Tier 2	
Age range	Unlimited
Issues worked with	<p>The Helpline can give support, help and information over the telephone, wherever the caller might be in the country. Helpline staff respond according to caller's needs and may for example:</p> <ul style="list-style-type: none"> • Refer women (with or without children) to emergency safe accommodation. • Provide information about legal, housing or welfare rights and options and referral to relevant services and professions. • Carry out online crisis and safety planning. • Offer emotional support and (if appropriate) refer to counselling services. • Refer women to face-to-face support via community based drop-in or local outreach domestic violence services • Refer callers to the online Survivors Handbook or send them an information pack, with a range of help and information leaflets that are all available in different languages. <p>In addition to offering confidential support and information, Helpline staff are a source of practical help and information about housing rights and entitlements, information on getting injunctions or reassurance about calling the police</p>
Referral criteria	<ul style="list-style-type: none"> • Women and children experiencing, or who have experienced, domestic violence • Friends and family seeking to support women and children who are experiencing, or who have experienced, domestic violence • 'Professionals' supporting women and children experiencing domestic violence
Activities	Freephone 24 Hour National Domestic Violence Helpline
Capacity	Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available
Contact details	0808 2000 247 – 24 hour service, freephone from landlines Family Information Service Directory link: www.lbhf.gov.uk/fisd

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Victim Support Tier 2	
Age range	18 years +
Issues worked with	All aspects of domestic violence that are low or medium risk
Referral criteria	Low and medium risk cases. (High risk referred to Advance & Woman's Trust)
Activities	Providing emotional support and practical help.
How to refer	Self referral, via police crime reporting system or from other agencies.
Capacity	Subject to having suitably trained volunteers or DV case workers and cases falling within low and medium risk categories. High Risk referred to other agencies.
Contact details	<p><i>Telephone:</i> 020 7259 2424</p> <p><i>Address:</i> 51b Philbeach Gardens, London SW5 9EB</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

Domestic Violence Prevention in Schools Tier 2	
Age range	0-16 years
Issues worked with	Awareness of issues about domestic violence
Activities	Workshops for pupils and adults
How to refer	Contact School Improvement and Standards
Capacity	Request 1 month in advance
Contact details	<i>Email:</i> jan.goulstone@lbhf.gov.uk <i>Telephone number:</i> 020 8753 3611 <i>Address:</i> School Improvement & Standards, Cambridge House, Cambridge Grove, London W6

For a full list of domestic violence services, including local and cultural services, those for male and Lesbian Gay Bisexual Transgender (LGBT) victims, and services for perpetrators, please see the Hammersmith and Fulham Where to go for Help leaflet at www.standingtogether.org.uk

Forced Marriage

See Iranian and Kurdish Women's Right Organisation page 39

Forced Marriage Unit Tier 4	
Age range	Unlimited
Issues worked with	Adult & young people (both male & female) who are at risk or have been forced into marriage against their will, whether in the UK or abroad.
Activities	<ul style="list-style-type: none"> • Offers advice & assistance to young persons who are at risk. Caseworkers provide telephone support and devise a plan of action with the victim. Outreach services provided. • Provides advice & information to people concerned about relatives or friends and professionals working with actual or potential victims of forced marriage
How to refer	Phone call / email
Capacity	Support 400 plus cases each year
Contact details	<p><i>Telephone:</i> 020 7008 0151</p> <p><i>Email:</i> fmufco.gov.uk</p> <p><i>For outreach work:</i> fmufcooutreach@fco.gov.uk</p> <p><i>Website:</i></p> <p>www.fco.gov.uk/en/global-issues/human-rights/forced-marriage-unit</p>

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Female Genital Mutilation (Female Circumcision)

See Forced Marriage Unit page 49

See Iranian and Kurdish Women's Right Organisation page 39

FORWARD	
Tier 3	
Age range	Unlimited
Issues worked with	Female Genital Mutilation (FGM)
Activities	Supports girls and women facing personal crisis as a consequence of FGM and can provide information about accessing specialist health care and counselling. Provides information and advice in relation to FGM to professionals
How to refer	Phone call
Contact details	<i>Address:</i> Unit 4, 765 – 767 Harrow Road, London, NW10 5NY <i>Telephone:</i> 020 8960 4000 <i>Fax:</i> 020 8960 4014

Health

Diet/nutrition

Community Adults Diet/Nutrition Service Tier 3	
Age range	Adults (18 years +)
Issues worked with	<ul style="list-style-type: none"> • Nutrition support in the community • Weight management and obesity services • Diabetes dietetic advice
Referral criteria	Any H&F resident registered with an H&F GP, who meets the Community Dietetic referral criteria
Activities	One to one clinic appointments / Groups – Weight management, Diabetes / Drop in weight management sessions / domiciliary visits
How to refer	<p><i>Drop in to Weigh in service</i> - no referral is necessary</p> <p><i>All other services</i> - any healthcare professional can refer using the Community Dietetic referral form</p>
Contact details	<p><i>Name:</i> Catherine Forrest</p> <p><i>Email:</i> Catherine.Forrest@hf-pct.nhs.uk</p> <p><i>Telephone number:</i> 0203 315 2037</p> <p>Address: Richford Gate Primary Care Centre, 49 Richford Gate, Richford St, London W6 7HY</p> <p>http://www.hf-pct.nhs.uk/localservices/communityservices/dietetics/index.asp</p>

Note: Children requiring nutrition or dietetic support can access this through their GP, who will refer them to either Hammersmith or Chelsea and Westminster Hospital

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Emotional Health and Well-being/Mental Health

Primary Mental Health Workers Tier 2	
Age range	0 – 18 years
Issues worked with	Emotional health and wellbeing issues (including support in referring to specialist mental health services)
Activities	1:1/Groupwork/Family work/Case consultation
How to refer	phone call
Contact details	<p>There are 3 Primary Mental Health Workers serving North, South and Central Hammersmith and Fulham</p> <p><i>North:</i> 07816 158397</p> <p><i>South:</i> 07970 699438</p> <p><i>Central:</i> 07967 713858</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

West London Action For Children Tier 2	
Age range	0 – 18 years
Issues worked with	Counselling service for children, young people and families
Activities	1:1/Family Work
How to refer	phone call
Contact details	<p><i>Telephone number:</i> 020 7352 1155</p> <p><i>Weblink:</i> www.wlac.org.uk</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Richford Gate Psychology Service Tier 2	
Age range	0 – 18 years
Issues worked with	Emotional health and wellbeing issues
Referral criteria	<p>Early intervention where problems are not complex and long term but could benefit from a brief intervention; i.e.</p> <ul style="list-style-type: none"> • Behavioural and emotional difficulties • Anxiety • Relationship difficulties • Eating and sleeping problems
Activities	1:1/Family Work
How to refer	phone call
Contact details	<i>Telephone number: 020 8237 2001 / 2038</i>

Counselling Service (Connexions) Tier 2	
Age range	13-19 year olds (up to 25 for those with Learning Difficulty/Disability)
Issues worked with	Provision of confidential Counselling services in a safe and confidential environment (Connexions One Stop Shop in King Street, W6)
Referral criteria	Refer to Counsellor based at Connexions One Stop Shop for appointment
Activities	<ul style="list-style-type: none"> • Confidential 1:1 Counselling service • Safe space for young people facing issues, difficulties and want to talk to someone • Professional, experienced and qualified Counsellor • Signpost to other services (including Tier 3) where appropriate and with young person's consent
How to refer	Contact Connexions One Stop Shop on 020 8741 2441 to make appointment
Capacity	Always capacity to take on new referrals
Contact details	<p><i>Telephone:</i> 0208 741 2441</p> <p><i>Email:</i> connexions@lbhf.gov.uk</p> <p><i>Address:</i> Connexions One Stop Shop, 181 King Street, Hammersmith, W6 9JT</p> <p>www.lbhf.gov.uk/youthlife</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Child, Adolescent and Family Service (CAFS)			
Tier 3			
Age range	0 – 18 years		
Issues worked with	Complex mental health – see thresholds below		
Referral criteria	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> Persistent and moderate /severe mental health difficulties <ul style="list-style-type: none"> • Depression • Anxiety • Obsessive compulsive behaviour • Post traumatic stress • Difficulties with weight and eating - Social and communication difficulties • Attention/hyperactivity problems </td> <td style="width: 50%; vertical-align: top;"> Emotional and/or behavioural problems arising from: <ul style="list-style-type: none"> • Family/relationship difficulties (e.g. divorce, bereavement, family breakdown) • Witnessing domestic violence • Emotional, physical or sexual abuse and/or neglect • Parental mental illness/Substance misuse • Problems with school attendance, bullying • learning disability </td> </tr> </table>	Persistent and moderate /severe mental health difficulties <ul style="list-style-type: none"> • Depression • Anxiety • Obsessive compulsive behaviour • Post traumatic stress • Difficulties with weight and eating - Social and communication difficulties • Attention/hyperactivity problems 	Emotional and/or behavioural problems arising from: <ul style="list-style-type: none"> • Family/relationship difficulties (e.g. divorce, bereavement, family breakdown) • Witnessing domestic violence • Emotional, physical or sexual abuse and/or neglect • Parental mental illness/Substance misuse • Problems with school attendance, bullying • learning disability
Persistent and moderate /severe mental health difficulties <ul style="list-style-type: none"> • Depression • Anxiety • Obsessive compulsive behaviour • Post traumatic stress • Difficulties with weight and eating - Social and communication difficulties • Attention/hyperactivity problems 	Emotional and/or behavioural problems arising from: <ul style="list-style-type: none"> • Family/relationship difficulties (e.g. divorce, bereavement, family breakdown) • Witnessing domestic violence • Emotional, physical or sexual abuse and/or neglect • Parental mental illness/Substance misuse • Problems with school attendance, bullying • learning disability 		
Activities	1:1/Groupwork/Family work/Case Consultation		
How to refer	Call for consultation/advice and/or referral form		
Contact details	<i>Telephone number:</i> 0208 483 1979 / 1977 <i>Address:</i> 48 Glenthorne Road, Hammersmith, W6 0LS Family Information Service Directory link www.lbhf.gov.uk/fisd		

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Adult & Older Persons Mental Health Services			
Tiers 2-3			
Age range	18 years +		
Issues worked with	Severe and/or Enduring Mental health problems		
Referral criteria	<ul style="list-style-type: none"> • People with acute or recurrent, severe and enduring mental health problems, i.e. First Episode Psychosis, Schizophrenia, Bi-polar Affective Disorder, Depression where there are safety concerns e.g. self neglect • Enduring Personality Disorder, i.e. which gives rise to a history of severe social disability, risk of self-harm, self-neglect or a serious risk of danger to others • Complex situations eg. dual diagnosis / other severe mental illness • Mental health crisis where an assessment is required under the Mental Health Act (1983) • Mental health problems where an assessment is requested under the Community Care Act 1990 		
Activities	Community services provide advice and sign posting as well as specialist assessment, Carers assessments, groupwork, home visits, outpatient appointments and coordination of care. Inpatient facilities are also available and home treatment provides an alternative to hospital admission where clinically indicated.		
How to refer	Via GP		
Capacity	Residents of H&F		
Contact details	Area / Team:	Location:	Telephone:
	Area 1 CMHT Area 2 CMHT Area 3&4 CMHTs Assertive Outreach Team Intake Team (EPS) Crisis Resolution Team Early Intervention Service (FIRST) Older Peoples CMHT H&F Mental Health Unit	W3 7RQ W6 8BS W6 8LN W6 7PA W6 8NF W6 8NF W6 8LN W6 9QH W6 8NF	0208 483 1750 0208 250 1900 0207 386 1268 0207 602 8600 02073861111 0207 386 1146 0207 386 1160 0208 483 2525 0207 386 1177
Safeguarding Children Lead - Linda Stradins: 0207 386 1335			

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Maternal Health – see Midwives page 18

Mental Health

See Emotional health and Wellbeing page 52

Obesity

Healthy Lifestyles School Nursing Service Tier 2	
Age range	4-19 years
Issues worked with	Children who are above their ideal weight and healthy lifestyle promotion in schools across the borough.
Referral criteria	Children or young people who appear to be overweight or obese.
Activities	1:1 appointments with individuals and their family / Healthy lifestyle Group-work in schools.
How to refer	Phone call and referral form.
Capacity	New role starting January '10 - capacity to be reviewed after this
Contact details	<p><i>Name:</i> Nicola Condren – Healthy Lifestyles School Nurse</p> <p><i>Email:</i> nicola.condren@hf-pct.nhs.uk</p> <p><i>Telephone number:</i> 07507 597592</p> <p><i>Address:</i> Parsons Green Health Centre, 5-7 Parsons Green, SW6 4UL</p>

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Occupational Therapy

Children & Young People's Occupational Therapist Tier 3	
Age range	0-18 years (19 years for children in special schools)
Issues worked with	Occupational Therapy (OT) aims to provide children with ways of adapting within their own environment and to assist them to achieve their own potential. OT's work with children to help learn skills in school, to do everyday activities - e.g. dressing, washing, toileting and mealtimes and for their leisure/ play time.
Referral criteria	Children are seen by OT for a range of functional difficulties which may be as a result of neurological impairment, orthopaedic/musculoskeletal issues, genetic disorders, idiopathic conditions, sensory processing issues (touch, sensation), and pervasive disorders,
Activities	Initially children are seen for an assessment based around their referred needs. If attending a special school this would be school based, if pre school, or attending a mainstream school, then they will be assessed at the Child Development Centre. They may then receive OT in 1-1 sessions or groups to meet goals parents and children set with the therapist. Children may be seen at a child development centre, home, school, nursery or other community based setting, depending upon their needs.
How to refer	Referral is by referral form and parents may be requested to complete parent questionnaires before the assessment. Support is available for parents to complete these forms 1-1 as required.
Capacity	340 cases over 3 boroughs. In Hammersmith and Fulham schools there is additional educational Occupational therapy support for learning needs.
Contact details	Name: Sheena Lorusso- Head OT Email: sheena.lorusso@hf-pct.nhs.uk Telephone number: 0208 383 5870 / 07958 467884 Address: 1 Hammersmith Bridge Road, Hammersmith Bridge Road Surgery, W6 9DU www.hf-pct.nhs.uk/localservices/communityservices/occupationaltherapy/index.asp Family Information Service Directory link www.lbhf.gov.uk/fisd

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Oral health

Child Friendly Dentist Scheme Tier 2	
Issues worked with	<ul style="list-style-type: none"> • Network of General Dental Practitioners with enhanced skills in Paediatric dentistry • To provide good quality dental care for children at risk of dental disease in LBHF through a pilot enhanced children's dental service for an initial period of 6-9 months, with support from local dentists working in deprived areas of the borough • To ensure implementation of delivering Better Oral Health and incorporating prevention in the care plan of children • To enhance the skills of the dental workforce and provide convenient and streamlined care reducing the number of inappropriate referrals to secondary care • To re-establish the paediatric clinical care pathway and to help tackle inequality in access for children to NHS dentistry
Activities	<ul style="list-style-type: none"> • Seven child friendly dental practices in Hammersmith and Fulham with eleven child friendly dentists • To increase the availability of dental services which are child-friendly, to improve the quality of dental treatment for children and ensure that it is evidence based
How to refer	Phone call/email
Contact details	<p><i>Name:</i> Alastair Foster, Dental Commissioning Manager <i>Email:</i> alastair.foster@hf-pct.nhs.uk <i>Address:</i> NHS Hammersmith and Fulham, London W6 9DL <i>Telephone number:</i> 0203 313 7209</p>

Sexual Health/Relationships

Teenage Pregnancy Partnership Tiers 2-3	
Age range	Young people aged 19 years and under
Issues worked with	<ul style="list-style-type: none"> • Reduce under 18 conception rate • Increase the proportion of teenage parents into education, employment or training • Delivery of PSHE and Sex, Relationships and Substance Misuse Education in all maintained primary and secondary schools • Increase Chlamydia screening for sexually active 15-24s • Reduce the proportion of young people frequently using illicit drugs, alcohol, and volatile substances • Working to improve health and sexual Wellbeing of young people through work including healthy relationships, sexual orientation and sexual exploitation
Referral criteria	Young people aged 19 years and under
Activities	<ul style="list-style-type: none"> • Sex, Relationships & Substance Misuse Education from Yr 6 • Condom distribution scheme & Chlamydia screening • Health promotion activities and campaigns • 1:1 information, advice and support • Group work programmes • Peer Education programme
How to refer	Via telephone call / Common Assessment Framework / Referral form
Capacity	Work with: 4500 via Schools; 1500 via Health drop boxes; 150 Intensive Support; 1200 Chlamydia screens; 350 via targeted health campaigns; 350 via group work
Contact details	<p><i>Name:</i> Teenage Pregnancy Partnership <i>Telephone:</i> 0208 753 1806 <i>Email:</i> teenagepregnancy@lbhf.gov.uk <i>Address:</i> Room 001, Hammersmith Town Hall, King St, W6 9JU Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Cont@ct 2 Tier 2	
Age range	Young people under 19 years
Issues worked with	Specialist sexual health and contraceptive service for young people
Referral criteria	None - It is confidential, open access, no appointment needed
Activities	<ul style="list-style-type: none"> • Full sexual health screening including HIV testing - with a texting results service • Full range of contraceptive methods including emergency contraception and free condoms • Sexual health advice and support • Pregnancy testing and onward referral for termination of pregnancy if requested • Support, advice and sexual health screening post sexual assault • Hepatitis B vaccination • Referral into allied services in the community where required • Cont@ct 2 in the community every Wednesday at Connexions, 181 King Street, Hammersmith, London W6 from 1.30pm-4.30pm. This is for young people aged under 25 and open to non-borough residents • Also offer Cont@ct2 service at Ealing, Hammersmith & West London College every Friday lunchtime 12.30-2.30pm during term time for students attending the college
How to refer	Telephone call to health adviser team
Contact details	<p><i>Telephone number (Health adviser team):</i> 0208 846 1579 <i>Address:</i> West London Centre for Sexual Health, Charing Cross Hospital, South Wing, Fulham Palace Road, London W6 8RF Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Sexual Exploitation, Lesbian, Gay, Bisexual, Transgender (LGBT)

See Teenage Pregnancy Partnership page 61

Out on Thursday Tier 2	
Age range	13-25 years
Issues worked with	Services for lesbian, gay, bisexual and transgender young people (LGBT) Promote sexual health, health & well-being, healthy eating, general advice
Referral criteria	LGBT young people wanting advice and support. Introduction to social groups
Activities	Provide high quality, innovative youth programmes based on the Youth Curriculum and Every Child Matters. Block 1-1 sessions, Groupwork based on 10 week programme, Group activities. Drop-in sessions in conjunction with teenage pregnancy. Suggested programme topics from young people
How to refer	Self-referral / Assist / Teenage Pregnancy Partnership / Child Adolescent and Family Service / any other relevant agency / completion of referral form
Capacity	All group sessions 20 young people, remainder of workload would be dependant on individual workers workload. (2 workers).
Contact details	<i>Email:</i> info@outonthursday.org.uk <i>Telephone number:</i> YP helpline 0800 169 4318 / 020 7 610 3618 <i>Address (Office):</i> Fulham Cross Project, Caroline Walk, W6 8PR <i>Group night base:</i> River House, Furnivall Gardens, W6 9DJ Family Information Service Directory link www.lbhf.gov.uk/fisd

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Smoking cessation

Kick It Stop Smoking Service Tier 2	
Age range	16 years +
Issues worked with	All smokers welcome; specialist service for pregnant smokers
Referral criteria	Open to anyone, including non H&F residents and those that work in H&F
Activities	<ul style="list-style-type: none"> • 6 week stop smoking programme delivered in either 1 to 1 or group consultations, includes behavioural support and medication on prescription • Couples/families welcome to access the service together
How to refer	Telephone / fax / text / visit website , fax details to, text KICK IT to or visit
Capacity	Number children/young people/families
Contact details	<p><i>Name:</i> Tim Roberts <i>Email:</i> tim.roberts@kick-it.org.uk <i>Telephone number:</i> 020 8741 8314 <i>Fax:</i> 020 8741 1600 Text: KICK IT to 07800 000 264 <i>Address:</i> 7 Galena Road, London, W6 0LT <i>Weblink:</i> http://www.kick-it.org.uk/ Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Housing/Homelessness

Housing Issues

Shepherds Bush Families Project Tiers 2-3	
Age range	Families where children aged 0 – 25 years live with parent
Issues worked with	Parental mental health, housing issues, welfare benefits, childcare support
Referral criteria	Family are homeless or living under housing stress. Parents of under-5s living in children's centre catchment area
Activities	Parent / child drop-in, pre-school play group, after-school club, classes for adults, Family Support and advice, signposting to other services
How to refer	Referral form or telephone (can be self-referral or via professional)
Capacity	Open door policy for drop-in sessions
Contact details	<p><i>Name:</i> Tina Mayers / Caroline Wallis</p> <p><i>Email:</i> tina@sbf.org ; caroline@sbf.org</p> <p><i>Telephone number:</i> 0208 749 2371</p> <p><i>Address:</i> 58a Bulwer St, W12 8AP</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Disabilities - **(Children and young people with disabilities)**

A child or young person is disabled if he or she has physical or mental impairment which has or would, without appropriate provision a substantial and long-term adverse effect on his or her development and/ or ability to carry out day to day activities which could reasonably be expected of a non-disabled child or young person.

Including:

- Learning disabilities or learning difficulties
- Physical disabilities
- Sensory disabilities - visual or hearing impairments
- Developmental disabilities - including Autistic Spectrum Disorder and autism

Disability Health - assessment, diagnosis and treatment

See Cheyne Child Development Services - page 36

Disability Education - school and education/special educational needs

See Psychology in Education – page 80

See Individual Progress Section – page 81

Disability Social Care

Disabled Children's Services Tiers 2, 3 and 4	
Age range	0 - 18 years
Issues worked with	<ul style="list-style-type: none"> • Providing advice and information to the parents and carers of significantly disabled children and young people • Making assessments of need for the allocation of short break and support services from in-house and external providers • Making assessments of risk and identifying interventions for safeguarding disabled children • Making assessments of need for equipment, adaptations in the home (occupational therapists) and commissioning the installation of these • Joint working with education, health and other agencies to provide an integrated service for families
Referral criteria	Children and young people who are severely or profoundly disabled (not mildly or moderately) irrespective of the nature of the disability
Activities	<ul style="list-style-type: none"> • Disabled children's teams - give information, carry out assessments and commission services • The Haven - residential overnight and day short breaks for disabled 9-18 year olds • Shared care - family based short breaks for disabled 0-18 year olds
How to refer	Currently through the Contact and Assessment Service
Capacity	<ul style="list-style-type: none"> • The disabled children's teams hold about 150-200 cases at any one time • The Haven is used by about 25-30 disabled children annually • Shared Care is used by about 25 children over a year
Contact details	<p>Hammersmith and Fulham Advice Telephone: 0845 313 3935 Email: h&fadvice.care@lbhf.gov.uk Address: H&F Advice, 145-155 King Street, London W6 9XY Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Multiple issues/needs

Connexions Intensive Support Service Tier 2	
Age range	13-19 year olds (up to 25 for those with Learning Difficulty/Disability)
Issues worked with	<ul style="list-style-type: none"> • Support for vulnerable young people falling into following categories: homeless, teenage mothers of pregnant young women, Black and Minority Ethnic, Lesbian Gay Bisexual Transgender, learning difficulties/disability, offending, in Care or leaving Care • Remove barriers to enable access to Employment, Education or Training (EET)
Referral criteria	Young people facing issues mentioned above, preventing progress and access to EET
Activities	<ul style="list-style-type: none"> • Intensive one to one support guidance • Group work through network of Community based Personal Advisers • Advocacy support • Projects and specific programmes to meet needs of young people • Regular tracking of all young people • Signposting to other agencies
How to refer	Via Connexions Referral Form / Common Assessment Framework from professionals / service users
Capacity	160 young people at any one time
Contact details	<p><i>Telephone:</i> 0208 741 2441 <i>Email:</i> connexions@lbhf.gov.uk <i>Address:</i> Connexions One Stop Shop, 181 King Street, Hammersmith, W6 9JT www.lbhf.gov.uk/youthlife www.lbhf.gov.uk/fisd</p>

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Targeted Youth Support Tier 2	
Age range	13-19 years (13-25 years if have disabilities)
Issues worked with	<ul style="list-style-type: none"> • Improve school attendance and attainment, support training or work; reduce the need for tier 4 services including repeat referrals to these services; reduction in Anti-Social Behaviour; support parents • Address concerns of referrer, young person and their family • Support aspirations of young person and their family • Improve integrated working
Referral criteria	Vulnerable teenagers 13-19 years (13-25 years if have disabilities)
Activities	<p><i>For young people:</i> 1-to-1 support; integrated planning and interventions with partner organisations; Holiday programmes; Positive Activities</p> <p><i>For Parents/Carers:</i> Parenting Group work and individual support.</p> <p><i>For professionals:</i> Common Assessment Framework training</p>
How to refer	Via telephone call / Common Assessment Framework from professionals / service users
Capacity	60 teenagers / families at any one time
Contact details	<p><i>Name:</i> Steve Andrews</p> <p><i>Email:</i> steve.andrews@lbhf.gov.uk</p> <p><i>Telephone number:</i> 0208 753 3700</p> <p><i>Address:</i> Shepherds Bush Library, 7 Uxbridge Road, W12 8LJ</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

Family Support Team Tiers 2-3	
Age range	Parents with children 0-12 years of age
Issues worked with	<ul style="list-style-type: none"> • Identify and successfully link traditionally excluded families into mainstream services • Improve health and wellbeing of vulnerable families through package of intensive home visiting support • Develop links with community groups /agencies through encouraging multi agency working and by implementation of Common Assessment Framework
Referral criteria	Children and families with additional needs who have children under 0-12 years of age
Activities	<ul style="list-style-type: none"> • Intensive home visiting support to reduce the likelihood of escalation of vulnerabilities and challenges • Working with community groups / agencies to improve access to local resources and promote integrated early intervention activities • Consultancy services, parenting programmes and support groups
How to refer	Common Assessment Framework / Family Support referral form
Capacity	60 families approximately
Contact details	<p><i>Name:</i> Anna Rickards <i>Email:</i> anna.rickards@lbhf.gov.uk <i>Telephone number:</i> 02087532923 <i>Address:</i> 3rd Floor, Barclay House, Effie Rd, Fulham SW6 1EN Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Family Assist (Tiers 3-4) – see information on page 94

Information as at February 2010 – see online for most recent version: www.lbhf.gov.uk/thresholdsbooklet
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Police**Police - Community**

Safer Neighbourhoods Tier 2	
Age range	All
Issues worked with	<ul style="list-style-type: none"> Local people working with local police and partners to identify and tackle issues of concern in their neighbourhood Safer Neighbourhoods teams are dedicated to the needs of each specific neighbourhood, with the policing priorities for that area decided in partnership with local stakeholders - the public, Crime and Disorder Reduction Partnerships (CDRPs), local authorities and other local organisations
Activities	<ul style="list-style-type: none"> Permanent teams of officers working at grass roots level in addition to London's other policing teams and specialist units Teams are trained to communicate with a wide range of people, communities and partners, to tackle and solve community problems Experience suggests these are most likely to be quality-of-life issues, such as anti-social behaviour, criminal damage, abandoned cars and graffiti
How to refer	Phone call / via website (see contact details below for every Safer Neighbourhood Team in Hammersmith and Fulham)
Contact details	<p>To contact the nearest of the 16 teams across LBHF see: http://www.met.police.uk/teams/hammersmithandfulham/index.php <i>Telephone number:</i> 0300 123 1212 (for non-emergency response issues) Family Information Service Directory link www.lbhf.gov.uk/fisd <i>In an emergency please dial 999</i></p>

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Police - Schools

Police Schools Involvement Team Tier 2	
Age range	5-16 years
Issues worked with	Police Schools Involvement Team runs sessions in schools to help children think about risky issues and know how to be safe eg. bullying, alcohol use, gangs. After School Patrols are run by the team to have high visibility contact with children at the end of the school day
Referral criteria	Schools refer directly to Sgt Gordon Barlow to ask for input
Activities	<ul style="list-style-type: none"> • Sessions in schools • After School Patrols
How to refer	Telephone call / email
Contact details	<i>Name:</i> Sgt Gordon Barlow MBE <i>Email:</i> gordon.barlow@met.pnn.police.uk <i>Telephone number:</i> 020 8246 2966

School, Education and Employment

Attainment and achievement

Psychology in Education Service – see page 80

Speech and Language Therapy – Schools Tiers 2-3	
Age range	Reception – year 10
Issues worked with	Children may have difficulties with attention, listening, understanding, talking ,social interaction. They may have problems with speech sounds articulation, voice, stammering, eating and drinking .
Referral criteria	Concern about any aspect of a speech, language or communication development that is impacting on social or educational development
Activities	The Speech and Language Therapy service offers a “whole school approach “ to schools in which therapists aim to work alongside school staff to create a total communication environment where strategies to support communication are intrinsic to the school environment . Activities may include, training , programme planning, individual /group therapy, whole class work, parent drop in sessions and assessment
How to refer	Referral through school SENCO using standard referral form
Capacity	Service to all state schools in H&F
Contact details	All referrals to be sent to SLT at: Parsons Green Centre, 5- 7 Parsons Green SW6 4UL <i>Telephone:</i> 020 8846 7987 <i>Fax:</i> 020 8846 7977 Family Information Service Directory link: www.lbhf.gov.uk/fisd

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Attendance

Education Welfare Advisory Service (EWAS) Tiers 2-3	
Age range	5-16 year olds
Issues worked with	<ul style="list-style-type: none"> • Work with families and schools to ensure all children have access to appropriate education, including monitoring of home education. • Work with families and schools to reduce numbers of children with attendance problems
Referral criteria	<ul style="list-style-type: none"> • Any child living in the borough of statutory school age who is without education provision. • Any child living in the borough who has an unauthorised absence rate of below 90% and where school interventions have been unsuccessful
Activities	<ul style="list-style-type: none"> • Casework with children and families to enable them to resolve attendance problems (via meetings and home visits) • Development of parenting contracts, attendance plans, groupwork • parenting classes focusing on school attendance • legal action in entrenched unresolved case
How to refer	<ul style="list-style-type: none"> • For non-attenders, schools should complete the EWAS referral form (REF 1) • For children without a school place, referral should be made on the EWAS Out of School (OOS) referral form
Capacity	550 children/young people/families at any one time
Contact details	<p><i>Name:</i> Elizabeth Spearman (Principal Education Welfare Adviser) <i>Telephone:</i> 0208 753 2877 <i>Email:</i> elizabeth.spearman@lbhf.gov.uk <i>Address:</i> Children's Services, Town Hall, King Street W6 Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Inclusion

Primary Inclusion Development Service Tier 2	
Age range	Reception to Y6, with support for transition of vulnerable pupils at risk of permanent exclusion
Issues worked with	Supporting schools to meet the social and emotional and behavioural needs of learners
Referral criteria	Schools who identify staff who need support to manage pupils with Behavioural, Emotional and Social Difficulties (BESD) Schools who would like support for families of pupils with BESD Schools who need support/interventions to meet the social, emotional needs and behavioural needs of all their learners
Activities	<ul style="list-style-type: none"> • Capacity building through staff development • Individual support for staff and pupils to reduce the likelihood of exclusion or to enhance reintegration after exclusion • Individual support for families • The Primary Pupil Referral Unit
How to refer	Completion of Primary Inclusion Development Service (PIDS) request for intervention form, following appropriate in-school interventions and/or discussion with PIDS staff
Capacity	Support: All primary schools Primary Pupil Referral Unit (PPRU): 8 places allocated according to the PPRU Entry Protocol
Contact details	<p><i>Name:</i> Janet Packer, Head of Service</p> <p><i>Email:</i> janet.packer@lbhf.gov.uk</p> <p><i>Telephone number:</i> 020 7610 3565</p> <p><i>Address:</i> Gibbs Green; Mund Street, London W14 9LY</p>

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Positive Futures Programme (Notting Hill Housing Group - NHHG) Tier 2	
Age range	13-19 years
Issues worked with	Young people at risk of social exclusion and underachievement
Referral criteria	It is preferable that the young person is resident in Hammersmith and Fulham, however NHHG does work across other West London boroughs, so may be able to signpost to services in other boroughs
Activities	Fulham Brunswick Boxing Club; Non-Contact Boxing (including Girls' Only BoxFit sessions); Youthanize Magazine (written and produced by team of youth volunteers); Street Dance sessions; Youth-led projects and events; Work Placements
How to refer	Please contact us via our website at www.positivefuturesW6.org.uk . Alternatively, please contact Victoria Olisa (contact details below) at volisa@nhhg.org.uk or on (020) 8357-4844
Capacity	Positive Futures works with approximately 500 young people from LBHF per year, however for more targeted projects and services, such as Youthanize and work placements, this will be allocated on a first come, first served basis
Contact details	<i>Name:</i> Victoria Olisa <i>Email:</i> volisa@nhhg.org.uk <i>Telephone:</i> 0208357 4844

Positive Futures ACHIEVE Programme (Notting Hill Housing Group - NHHG) Tiers 2-3	
Age range	14-21 years
Issues worked with	Young people at risk of social exclusion, underachievement, low aspirations and a lack of qualifications
Referral criteria	Young people from across six NHHG West London boroughs are eligible for the project, including LBHF, RBKC, Hounslow, Hillingdon, Ealing and Barnet. Although the project is open to any young person who meets these criteria and is looking to set and achieve their own goals, there is particular emphasis on young people not in education, employment or training, girls with low aspirations and young people leaving care
Activities	One-to-one support; personal development plans; accredited training; information, advice and guidance on employment and further education; life coaching; facilitated group sessions
How to refer	Please access the referral form and guidance for partners on the Achieve website; www.nottinghillhousing.org.uk/achieve or contact Chris Cotton for more information at ccotton@nhhg.org.uk or (020) 8357-4658
Capacity	The project can work with a caseload of up to 50 young people during 2009-10 and 75 in 2010-11 across all six boroughs. However, demand for the project has been very high, so support will be allocated on a priority needs basis
Contact details	<i>Name:</i> Chris Cotton <i>Email:</i> ccotton@nhhg.org.uk <i>Telephone number:</i> 0208 357 4658 <i>Weblink:</i> http://www.nottinghillhousing.org.uk/contact-us.aspx?id_Content=2659

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

HAFAD (Hammersmith & Fulham Action on Disability) Tier 2	
Age range	11 – 25 years
Issues worked with	Supporting disabled young people through progression to adulthood
Referral criteria	All disabled young people living in LBHF
Activities	Arts, Sports, Media, IT, Cookery, Lifeskills, Sensory Activities – 1:1 keyworking support also provided & accredited learning including volunteering opportunities
How to refer	Membership form (online or contact office)
Capacity	See referral criteria – will provide places as long as users needs can be met safely within the environment, subject to assessment on referral
Contact details	<p><i>Name:</i> John Macneely, Senior Project coordinator</p> <p><i>Email:</i> John.Macneely@hafad.org.uk</p> <p><i>Telephone number:</i> 0207 471 8517</p> <p><i>Address:</i> The Greswell Centre, Greswell St, SW6 6PX</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

Active H&F / MENCAP (Disability Sports Project)	
Tier 2	
Age range	16-25 years (works with adults also)
Issues worked with	Opportunities for regular sporting activities leading on to including coaching and Sports leaders training if requested
Referral criteria	Any disabled young person who wants to take part in sports
Activities	Weekly sports sessions including daytimes weekends and evenings (football, athletics, boccia, multi-sports, swimming, gym, tennis, table-tennis)
How to refer	Phone call to project coordinator
Capacity	Some sessions have waiting lists, but new referrals will be signposted to alternative provision
Contact details	<i>Name:</i> Karen Linnane <i>Email:</i> Karen.Linnane@mencaphf.org.uk <i>Telephone number:</i> 0208 237 7025 / 07794 455536

Not in Employment, Education or Training (NEET)

See Connexions Intensive Support Service – page 68

School Nursing

See Health – School Nurses page 19

Special Educational Needs (SEN)

Psychology in Education Service Tier 2	
Age range	0-19 years
Issues worked with	The Psychology in Education Service work closely with schools, parents and other agencies to ensure that the additional needs of vulnerable children and young people are identified and met so that children and young people can make progress and be included in the life of the school.
Referral criteria	LBHF resident children and young people aged 0-19 with additional educational needs in collaboration with their parents, schools, nurseries, other professionals
Activities	Psychologists apply psychology to promote the learning and social and emotional development of vulnerable children and young people with additional educational needs in the community. The team supports settings and schools in planning and organising interventions for them and assessing their effectiveness. In addition PES support whole school development by providing training and input to staff. Psychologists provide specialist support in a number of areas including autism, early years, mental health and hearing impairment. They also work with Social Services as part of a network to support children in need and with those with child protection plans.
How to refer	Via application form (Request for Educational Psychologist Involvement, or REPI) from school/nursery SENCOs (Special Educational Needs Coordinators) or other professionals. Parent's or carer's signed permission is required. A Common Assessment Framework (CAF) is also accepted as referral if Educational Psychologist involvement is specifically requested and the CAF is signed by a parent/ carer.
Capacity	Approximately 700 pupils in a typical academic year
Contact details	<i>Name:</i> Alison Cuthill (Principal Educational Psychologist) <i>Email:</i> yvonne.ferguson@lbhf.gov.uk (admin support) <i>Telephone number:</i> 0208 753 3718 <i>Address:</i> Barclay House, Effie Road, London SW6 1EN Family Information Service Directory link: www.lbhf.gov.uk/fisd

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Individual Progress Service (IPS) Tiers 2, 3 & 4	
Age range	2-19 years
Issues worked with	Special Educational Needs of H&F resident and LAC pupils' in relation to SEN Code of Practice 2001; Every Child Matters Agenda; Lamb Inquiry; Admissions authority to special schools; professionals, schools' or parental requests for statutory assessment of educational needs.
Referral criteria	LBHF resident pupils aged 2-19 with special educational needs
Activities	Direct administration of the statutory assessment process for individual pupils identified with special educational needs; coordination of Special Needs Assessment and Provision Team (SNAPT) panel meeting agendas and recommendations; working in partnership with parents, schools and other professionals in accordance with SEN legislation; issuing childrens' statements of special educational needs; monitoring annual review process for all children with statements.
How to refer	Submission of formal written requests supported by professional evidence of special educational needs
Capacity	See activities.
Contact details	<i>Name:</i> Dr P Matheson, Head of Service or Ms. M Trupia, SEN Manager <i>Telephone:</i> 020 8753 3732 <i>Email:</i> tracey.hoyte@lbhf.gov.uk <i>Address:</i> Individual Progress Service (IPS), Children's Services, SIS, LBHF, First Floor, Cambridge House, Cambridge Grove, London W6 0LE Family Information Service Directory link: www.lbhf.gov.uk/fisd

Transition

See Schools Transition Team – page 12

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Substance Misuse

For Tier 2 Substance Misuse - see Connexions Intensive Support Service – page 68

Young People's Service - Druglink Tier 2	
Age range	18 years and under
Issues worked with	Drug and alcohol use
Referral criteria	<ul style="list-style-type: none"> • Aged 18 and under • Will see a young person at a location suitable for them
Activities	1:1s
How to refer	<ul style="list-style-type: none"> • Telephone for an appointment • Appointment only
Contact details	<p><i>Telephone number:</i> 020 8746 1506</p> <p><i>Address:</i> 1 Poplar Mews, W12 7JS</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

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Druglink Young People's Drug and Alcohol Service Tier 3
9 – 18 year olds (including young parents)
Regular, frequent or problematic drug use
<ul style="list-style-type: none"> • Experimental use with high risk factors • Regular or frequent use causing harm to user, family or community • Dependant use
1:1
Telephone call
<i>Telephone:</i> 020 8753 5194 <i>Email:</i> druglink.yps@turning-point.co.uk Family Information Service Directory link: www.lbhf.gov.uk/fisd

Meanwhile Family Therapy Service Tiers 2-3	
Age range	9 – 100 years
Issues worked with	Substance misuse / Impact of substance misuse
Referral criteria	<ul style="list-style-type: none"> • Couples where substance misuse is impacting on the relationship • Families for whom substance misuse is an issue • Children and young people (and their parents/carers) who are affected by another person's substance misuse
Activities	1:1/Groupwork/Family work/support network
How to refer	phone call / referral form
Contact details	<i>Telephone number: 020 8960 0880</i>

Substance Misuse - Adults

Druglink Tiers 2-3	
Age range	18 years +
Issues worked with	Drug and Alcohol issues
Referral criteria	Anyone over 18 who is affected by drug use, including drug users, their families and friends and professionals
Activities	1:1/Groupwork/Blood borne virus clinic/auricular acupuncture
How to refer	phone call/visit
Contact details	<i>Telephone number:</i> 020 8479 6799 <i>Address:</i> The Old Coachhouse, London, W12 8PB

CDAS (Community Drug and Alcohol Service) Tier 3	
Age range	18 years +
Issues worked with	Drug and Alcohol issues, gateway to other health services, detoxification, substitute prescribing, harm minimisation
Referral criteria	Heroin and/or alcohol using clients, clients experiencing mental health problems associated with heroin and/or alcohol use
Activities	1:1/Groupwork/Maternal health nurse/Blood Borne Virus nurse
How to refer	Drop in Mon – Fri (9.30am – 11.30am)
Contact details	<i>Telephone number:</i> 020 7381 7766 <i>Address:</i> Crowther Market, 282 North End Road, London SW6 1NH

Structured Day Programme Tier 3	
Age range	18 years +
Issues worked with	Support for anyone 18+ who is currently free from drugs and alcohol
Referral criteria	Anyone 18 years + who is currently free from drugs and alcohol
Activities	Groupwork
How to refer	Telephone for information and an appointment
Contact details	<i>Telephone number: 020 7384 9354</i> <i>Address: 16 Munster Road, SW6 5RE</i>

Aftercare Tier 3	
Age range	18 years +
Issues worked with	Relapse prevention, relaxation, complementary therapies, ear acupuncture, arts projects
Referral criteria	Anyone who has completed a treatment programme
Activities	Groupwork
How to refer	Telephone for an informal discussion
Contact details	<i>Telephone number: 020 7384 9354</i> <i>Address: 61 Munster Road, London SW6 5RE</i>

Older People's Alcohol Service Tier 2	
Age range	50 years +
Issues worked with	Alcohol issues
Activities	1:1, support offered to carers of anyone aged 50+ with a primary alcohol problem
How to refer	Telephone for an appointment
Contact details	<i>Telephone number:</i> 07801 679 250 <i>Address:</i> Crowther Market, 282 North End Road, London SW6 1NH

INTENSIVE SPECIALIST SUPPORT SERVICES FOR CHILDREN IN NEED OF PROTECTION (Tier 4)

Contact and Assessment Service Tier 4	
Age range	0-18 years
Issues worked with	To receive and make timely and sound decisions in respect of all initial referrals to H&F regarding children
Referral criteria	Children referred to H&F as being in need of extra support due to child protection concerns, in care proceedings, and children living in families where there is concern for substance abuse, domestic violence, mental health, socially exclusion, young carers
Activities	<ul style="list-style-type: none"> • Check referrals to ensure threshold for service met • If threshold met, referral is accepted and assessment of family circumstances made with action plan within 7 days • Further assessments and investigations in matters of Child Protection and more complex referrals • Respond to family crises and initiate emergency processes to take children into care • Provide advice and information to other agencies and the general public in respect of child care/child protection matters
How to refer	Interagency referral form from other professionals / Telephone calls from the public
Capacity	800-1000 children / young people per month
Contact details	<i>Name:</i> Roger Jones <i>Email:</i> Roger.Jones@lbhf.gov.uk <i>Telephone number:</i> 020 8753 5832 <i>Address:</i> 145 King Street, Hammersmith, W6 9XY Family Information Service Directory link www.lbhf.gov.uk/fisd

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Child Protection Family Support Team Tier 4	
Age range	0-18 years
Issues worked with	<ul style="list-style-type: none"> • Children in the borough are safeguarded • Families are provided with support and advise to improve their parenting ability • Where children are unable to remain within their birth families, plans are made to identify alternative family placements
Referral criteria	Children in need, children subject to a Child Protection Plan, children in care proceedings, and children living in families where there is concern for substance abuse, domestic violence, mental health, socially exclusion, young carers
Activities	Casework activities including home visits, liaison with other agencies and formal review meetings
How to refer	<ul style="list-style-type: none"> • Referrals accepted from Contact & Assessment Service • Allocation list received weekly from Contact and Assessment Service • Formal transfer arrangements set out in transfer policy
Capacity	400 children/young people/families at any one time
Contact details	<p><i>Name:</i> Bev Sharpe</p> <p><i>Email:</i> Bev.Sharpe@lbhf.gov.uk</p> <p><i>Telephone number:</i> 0208 753 6221</p> <p><i>Address:</i> Barclay House, Effie Road, Fulham SW6 1EN</p> <p>Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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Askham Assessment Service	
Tier 4	
Age range	0-18 years
Issues worked with	<ul style="list-style-type: none"> • Provide comprehensive and independent parenting assessments for cases in care proceedings and cases subject to the Public Law Outline planning • Inform decision making for operational teams and the courts to establish if parents have the capacity to meet their child's emotional and physical capacity in the long term
Referral criteria	<ul style="list-style-type: none"> • Children who are subject to care proceedings or the Public law Outline
Activities	<ul style="list-style-type: none"> • Comprehensive parenting Assessment: which take place over 12 weeks and include one to one meetings with parents, and observational activity.
How to refer	Referrals are accepted from the Children's Social Care Division only and are not accepted from members of the public or partner agencies.
Capacity	Maximum 60 assessments per year
Contact details	<p><i>Name:</i> Catherine Scoffield</p> <p><i>Email:</i> Catherine Scoffield@lbhf.gov.uk</p> <p><i>Telephone number:</i> 0208 749 6936</p> <p><i>Address:</i> Askham Family Centre, 1 Askham Road, W12 ONW</p> <p>Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Askham Contact Service Tier 4	
Age range	0-12 years
Issues worked with	<ul style="list-style-type: none"> Looked After Children who are in the care of the Local Authority and require supervised contact with their birth parents in a safe and secure environment
Referral criteria	<ul style="list-style-type: none"> Looked After Children who are unable to live with their birth parents and where contact is agreed as part of their care plan or directed by court
Activities	<ul style="list-style-type: none"> Askham Contact: One to one supervision of children during contact visits. Detailed write ups of each contact session
How to refer	Referrals are accepted from the Children's Social Care Division only and are not accepted from members of the public or partner agencies
Capacity	Maximum capacity - for 21 sessions of supervised contact per day
Contact details	<p><i>Name:</i> Sue Culligan <i>Email:</i> Sue Culligan @lbhf.gov.uk <i>Telephone number:</i> 0208 749 6936 / 0208 753 6221 <i>Address:</i> Askham Family Centre , 1 Askham Road, W12 ONW Family Information Service Directory link: www.lbhf.gov.uk/fisd</p>

Family Assist Tier 4	
Age range	0 -18 years
Issues worked with	<ul style="list-style-type: none"> • Supporting children to remain with their families and in the local community • Improve life chances and Every Child Matters (ECM) outcomes for Children in Need (CIN)
Referral criteria	<ul style="list-style-type: none"> • Children at risk of coming into care • Children and young people who need support to remain in their care placement or help to return home to their families • 16+ who require support with housing placements
Activities	<ul style="list-style-type: none"> • Provide respite care • Give parenting advice • Support to young people to gain and hold onto housing tenancies • Provide the Family Group Conferencing service
How to refer	Via Initial / Core Assessment from Social Care division
Capacity	180 children at any one time
Contact details	<p><i>Name:</i> John Maggs <i>Email:</i> john.maggs@lbhf.gov.uk <i>Telephone number:</i> 0208 753 5440 <i>Address:</i> Paragon Centre, Australia Rd, W12 7PT Family Information Service Directory link www.lbhf.gov.uk/fisd</p>

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 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Tools to aid access to Early Intervention services

For there to be effective early intervention, there needs to be an understanding of the tools or 'enablers' that promote good information sharing between services. Good information sharing promotes improved assessments of need and signposting of the best services to meet such needs. The tools that are outlined in this section support a drive to higher standards in the identification of need, review of need, and access to a wider selection of appropriate of resources.

Contact Point

Contact Point is a national database for children's details which is being introduced across all authorities in England. It will hold identifying information for all children and young people aged 0-18 years together with contact details for their parents or carers. It will also have the contact details of any agencies which are working with them, including their school and General Practitioner. There will also be an indication if they have worked with the Common Assessment Framework and whether they have a lead professional. The database will not include any details about the work being done with children and families and, where it is thought that disclosure of a child's whereabouts may lead to increased risk, their details can be "shielded". Contact Point is available to authorised staff. It is a vital local tool that helps safeguard children, ensuring that the right agencies are involved at the right time and children do not slip through the net.

Think Family Panel

The Think Family Panel acts as a broker for the resolution of difficulties and the removal of barriers to effective integrative working. The panel is made of representatives of the key early intervention services and ensures that there is an appropriate signposting of services for children in need of support.

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Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Common Assessment Framework (CAF)

The Common Assessment Framework (CAF) is a key part of the government's "Every Child Matters: Agenda for Change" programme. It is linked to national moves towards more integrated working and better information sharing and assessment between the different agencies working with children and young people. In Hammersmith and Fulham many workers from all the key agencies have received training on using CAF and a significant number of Common Assessments have taken place. The CAF is the main assessment tool for children and young people aged 0-19 who have unmet additional needs. A number of services will accept completed CAFs as a referral or as evidence in support of a referral. A central database is maintained by the Family Support and Targeted Youth Support Teams of CAFs completed to date. The Family Information Service should be contacted for advice or information before starting a new assessment. Where more than one agency needs to support a child then a "lead professional" should be nominated who can coordinate the plan detailed on the CAF. Where there are problems meeting a child's needs or concerns about multi-agency working on a case then the monthly Family Support Panel can be consulted (see below).

A local model of need, "Pathways to Services" has been developed. This has four levels of need from Level 1 (Universal Services) to Level 4 (Complex Needs). Broadly, these levels mirror the tiers of service described in this document. The levels in Pathways to Services describe the level of response required as needs become more complex and the appropriate type of assessment. CAF is most appropriate at Levels 2 and 3.

Family Information Service Directory

Providing a wide range of good quality and up to date information in a timely way to members of the public and professionals. It enables people to access information, support, advice and guidance on a wide range of services through diverse access points, and enabling self reliance to make their own informed choices wherever possible

The Family Information Service is a key resource that ensures all services which have responsibilities to children are able to make early links with agencies that are best able to meet children's needs. The local parents' handbook is also an essential tool for parents and professionals working with children.

CITAS (Community Interpreting, Translation and Access Service)

Non-profit making organisation that provides interpreting and translation services in over 55 languages to local people accessing health, social services, housing, legal and education services.

Should you require assistance in accessing any of the services in this booklet, please contact the service:

Tel: 0845 521 0405

Email: interpreting@citas.org.uk

Address: Pallingswick House, 241 King Street, London W6 9LP

Useful Directory links

Family Information Service Directory – www.lbhf.gov.uk/fisd

Baby LifeCheck - www.babylifecheck.co.uk

Healthy Choices - www.nhs.uk

NHS Direct - www.nhsdirect.nhs.uk 0845 4647

Third Sector Directory - www.cavsa.org.uk/directory_thirdsector.shtml

Information as at February 2010 – see online for most recent version: www.lbhf.gov.uk/thresholdsbooklet
Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Index of Services

Service	Page
Active H&F / MENCAP (Disability Sports Project).....	79
Adult & Older Persons Mental Health Services.....	57
ADVANCE Centre for Women.....	28
ADVANCE Domestic Violence Advocacy.....	37
Aftercare.....	88
Askham Assessment Service.....	92
Askham Contact Service.....	93
Cheyne Child Development Services.....	36
Child Friendly Dentist Scheme.....	60
Child Protection Family Support Team.....	91
Child, Adolescent and Family Service (CAFS).....	56
Children & Young People's Occupational Therapist.....	59
Children's Centres.....	10
Childhood Immunisation Service.....	20
Community Adults Diet/Nutrition Service.....	51
Community Drug and Alcohol Service (CDAS).....	86
Connexions Intensive Support Service.....	68
Connexions Universal Service.....	11
Cont@ct 2.....	62
Contact and Assessment Service.....	90
Counselling Service (Connexions).....	55
Disabilities.....	66
Disabled Children's Services.....	67
Domestic Violence Intervention Project (DVIP): Adult services.....	45
DVIP: Stephen's Place Children's Centre services.....	44
Domestic Violence Prevention in Schools.....	48
Druglink – Adults.....	85
Druglink - Young People's Drug and Alcohol Service.....	81
Early Intervention Project - Youth Offending Service Prevention.....	24
Education Welfare Advisory Service.....	74
Family Action.....	31
Family Assist.....	94
Family Friends - Family & Child Befriending Service.....	23
Family Information Service.....	14

Information as at February 2010 – see online for most recent version: www.lbhf.gov.uk/thresholdsbooklet
 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Index of Services (contd)

Service	Page
Family Solutions.....	29
Family Support Team.....	70
Food in Schools.....	16
Forced Marriage Unit.....	49
FORWARD.....	50
H&F Domestic Violence Floating Support Service.....	42
HAFAD (Hammersmith & Fulham Action on Disability).....	78
Havens, The.....	40
Health Visitors.....	17
Healthy Lifestyles School Nursing Service.....	58
Hestia Floating Support.....	43
Iranian and Kurdish Women's Rights Organisation.....	39
Kick It Stop Smoking Service.....	64
MARAC (Multi Agency Risk Assessment Conference).....	38
Meanwhile Family Therapy Service – Parenting Support.....	34
Meanwhile Family Therapy Service.....	84
Midwives.....	18
National Domestic Violence Helpline.....	46
Notting Hill Housing Group.....	76-77
Older People's Alcohol Service.....	89
Out on Thursday.....	63
Parenting Co-ordinator Service.....	30
Parentsactive (MENCAP H&F).....	32
Police Schools Involvement Team.....	72
Police Safer Neighbourhoods Team.....	71
Positive Futures ACHIEVE Programme (NHHG).....	77
Positive Futures Programme (Notting Hill Housing Group).....	76
Prevention of Violent Extremism - Youth Offending Service.....	27
Primary Inclusion Development Service.....	75
Primary Mental Health Workers.....	52
Psychology in Education Service.....	80
Refuge Community Outreach Project for Eastern European Women	41
Richford Gate Psychology Service.....	54

Information as at February 2010 – see online for most recent version: www.lbhf.gov.uk/thresholdsbooklet
 Further information on services in Family Information Service Directory: www.lbhf.gov.uk/fisd

Index of Services (contd)

Service	Page
Safer Neighbourhoods Team – Police.....	71
School Nurses.....	19
Schools Transition Team.....	12
Shepherds Bush Families Project.....	65
Speech and Language Therapy - Early Years.....	35
Speech and Language Therapy – Schools.....	73
Stephen's Place Children's Centre services – DVIP.....	44
Street Outreach Service - Youth Offending Service Prevention.....	26
Structured Day Programme.....	87
Supplementary Schools Network (CaVSA).....	13
Targeted Youth Support.....	69
Teenage Pregnancy Partnership.....	61
The Havens.....	40
TRIAGE - Youth Offending Service Prevention.....	25
Victim Support.....	47
West London Action For Children.....	53
Young Carers Service.....	33
Young People's Service – Druglink.....	82
Youth Centres.....	21
Youth Forum.....	22
Youth Offending Service - Prevention Services.....	24-27