



Making a positive difference to the lives of children and young people

Issue 3

March 2010

Welcome to the third E-News update for all members of the Hertfordshire Children's Trust Partnership.

This is sent out on an ad hoc basis – as and when the news dictates. If your organisation has any snippet of important news you wish to have included, please feel free to send it to Dee de Bruin, HCTP communications lead to email dee.debruin@hertsc.gov.uk.

This format should also make it easier for you to send it on to staff and other partners of your organisation, please do cascade where you feel appropriate.

Hot off the **C**hildren's **T**rust **P**ress

Meeting the Needs of Children and Families

The 'Meeting the Needs of Children and Families' threshold document and guidance is now complete and available online at

<http://connect.hertsc.gov.uk/connect/organisation/csf/national/?view=connect>

Customer Services Centre/Targeted Advice Service (CSC/TAS)

Children, Schools and Families (CSF) has been looking at the way referrals are made into Children's Social Care in order to ensure referral and early contact arrangements are effective so that each child, young person and family receives the right level of response, by the right agency at the right time.

From February, Client Services has ceased to exist. The Customer Services Centre (CSC) now processes **all** enquiries regarding children's social care through **0300 123 4043** and directs these enquiries onto either the newly formed Targeted Advice Service (TAS), a multi-agency team which will provide support with early intervention for children, or the relevant Specialist or Safeguarding Social Care Team.

The following arrangements for enquiries and referrals will be in place in addition to the number above:

- All referrals to children's social care should continue to be made using Single Service Requests (SSR), and where possible submitted electronically. Forms can be accessed online at: www.hertsdirect.org/docs/doc/s/ssrform2010V2.doc
- Electronic referrals and enquiries should now be sent via CSF.hertsdirect@hertscc.gov.uk
- Faxes should continue to be sent to the existing number on: 01438 737402
- Letters sent to: Customer Services Centre, PO Box 153, Stevenage, Herts, SG1 2GH
- If you suspect that a child may be subject to immediate risk of harm through abuse or neglect, you should still contact the police (999), CSF on 0300 123 4043 and/or the Child Abuse Investigation Unit on 01707 354000

Please note, Single Service Request (SSR) forms for referrals other than social care, including CSF education and learning services, continue to be sent directly to the relevant teams, and not to the Customer Services.

If you have any questions about these changes, please e-mail good2outstanding@hertscc.gov.uk

Safeguarding factsheet

A new safeguarding factsheet is now available to download at:
<http://www.hertsdirect.org/yrccouncil/hcc/csf/publications/viewleafletsonline/cpleaflets/>

Specialist parenting practitioners

Two specialist parenting practitioners now provide assistance at 'specialist' level for parents with complex needs and various mental health disorders, including learning disabilities, substance misuse and other mental health issues. Visit,
<http://www.hertsdirect.org/comdirectory/childservdir/parentcarer/supskill/thinkfamily/>

Developing Special Provision Locally

Children, Schools and Families is developing its special educational provision to create high quality, cost effective services in special and mainstream schools that enable children to have their needs met as locally as possible.

We are carrying out a formal consultation until the end of May 2010, to seek views from all those with an interest in this provision. People can give us their views by registering for one of the workshops that is taking place over the next few weeks. For details of times and dates, visit www.hertsdirect.org/specialneeds

If you are in touch with families with a child who has special educational needs or a disability of any level, we would be grateful if you could tell them about this consultation and how they can be involved.

New easy access to Children's Centres and Extended Services with Postcode Checker

A new online tool to help practitioners access information about Extended Services for the families they work with has been launched. The postcode checker will identify the nearest children's centre or extended schools hub, and allow the family to be contacted at their wish with further information about services and support, www.hertsdirect.org/extendedservices

A postcard describing this postcode checker is available for practitioners, simply contact ewan.taylor-gibson@hertscc.gov.uk

Putting happiness on the agenda

The Local Wellbeing Project report, The State of Happiness: Can public policy shape people's wellbeing and resilience? has been launched, <http://www.idea.gov.uk/idk/core/page.do?pagelId=16141673>

Early Intervention Service for Improving Children's Mental Health and Emotional Wellbeing

Hertfordshire Community Health Services has been commissioned to set up and deliver a new early intervention service.

Step2 (improving children's mental health and emotional wellbeing) is a 0-19 yrs countywide service aimed at improving children and young people's mental health and emotional wellbeing.

Step2 will consist of a team of mental health professionals from a variety of clinical backgrounds who will provide:

- A telephone support service for the Hertfordshire Children's Workforce to help them support children and young people with mental health issues
- A targeted Tier 2 clinical intervention service
- Training and support to professionals from across the children's workforce.

Comments and ideas are welcomed at this developmental stage, Deborah Bone, Emotional and Mental Health Advisor, deborah.bone@herts-pcts.nhs.uk, tel: 07789864852

Purdah

The district council elections will be on Thursday, May 6 and the notice of election was announced on March 25.

Purdah is the period between the announcement of an election and the date on which the election is held. During this period there should be no events or proactive publicity involving candidates and other politicians directly involved in the election.

Admissions

Over 95 per cent of Hertfordshire children have been allocated a place at one of their three preferred secondary schools, an increase of 2.63 percent on 2009.

Please email your organisation's current news, contributions, comments and queries for this HCTP E-News to Dee de Bruin at dee.debruin@hertscc.gov.uk

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