

# Tools for supporting children and young people's mental Health

A guide for Social Care Teams





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## How to use the tools in this resource:

The introduction and key messages in the introduction provide a basis for the knowledge and understanding required to work towards promoting mental health. The tiers of need can be found here along with the expectations on social care professionals in relation to supporting children and young peoples' mental health.

## Section 1 - Assessment

The resources in this section enable you to find out as much as possible about the needs of a child or young person to inform your next steps.

### When to Worry

#### Level 1 - A general series of questions to establish cause for concern:

- If a young person or a child with a parent / carer presents to you asking for help, these are some questions that you may ask yourself, the child / young person or the parents / carer that may indicate cause for concern.
- They may be things that are discussed by the parent / carer or child / young person which may alert you.
- These questions may help you decide how serious the issues are, whether more information is needed, and where to signpost / refer families.

### Assessing the risk / need

#### Level 2 - A further set of questions if a cause for concern is established and further information is required.

- If you think further information is needed to make an informed judgement, you may use the risk assessment to ask more refined questions about the child or young person's mental health.
- The additional questions are open ended to encourage exploration when answers to the 'When to Worry' questions have not been volunteered or raised by the child, young person or parents / carers.
- Additional questions if suicide or deliberate self harm is the concern plus commentary on deliberate self harm.

### Additional assessment tools

- Strengths and Difficulties Questionnaire - for establishing the level of need and area(s) of difficulty.
- CRAFFT screening tool – for substance misuse, pre requisite to accessing A-DASH.

## Section 2 - Services and Referring

### Matching need to intervention

A table to illustrate what need might look like at different tiers and what intervention and service is appropriate at each of these tiers.

### Key providers (by service / by need)

A list of the main providers of emotional wellbeing and associated services in Hertfordshire with contact details and description of provision.

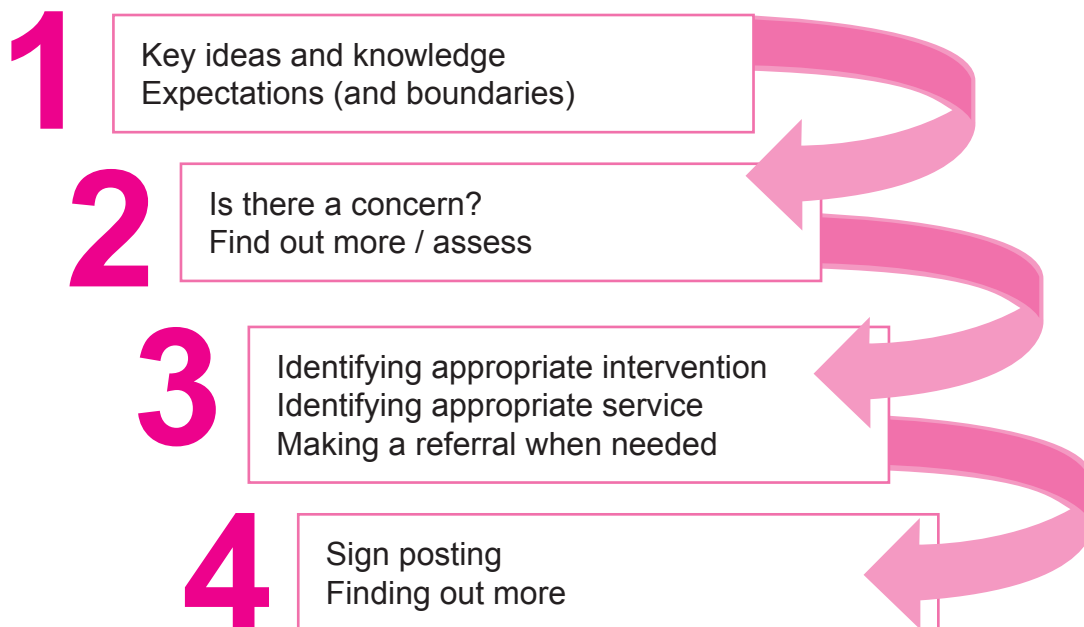
### Referral forms

To be used for referring to:

- Tier 3 Specialist CAMHS,
- Tier 2 Targeted CAMHS for Children Looked After, CYP's subject to Child Protection Plan, Children in Need, Adoption pre and post.
- Tier 2 CAMHS - Step 2
- Tier 3 PALMS (Positive Behaviour, Autism, Learning Disability, Mental Health service)

## Section 3 - Websites and helplines

This section contains a list of organisations providing information and support around emotional wellbeing and mental health and factors which can affect it. These are also good sources of



## What is mental health?

The term 'Mental Health' is often associated with mental ill health as opposed to being mentally healthy.

Mental ill health is often associated with specialist clinical interventions which sometimes contribute to a sense of low confidence among social care professionals to be able to help.

However, the 1999 Mental Health Foundation report Bright Futures defined children who are mentally healthy as able to:

- develop psychologically, emotionally, intellectually and spiritually
- initiate, develop and sustain mutually satisfying personal relationships
- use and enjoy solitude
- become aware of others and empathise with them
- play and learn
- develop a sense of right and wrong
- resolve (face) problems and setbacks and learn from them

These are all things universal professionals are able to contribute positively to, enabling our children and young people to have mental health.

### **Other key messages:**

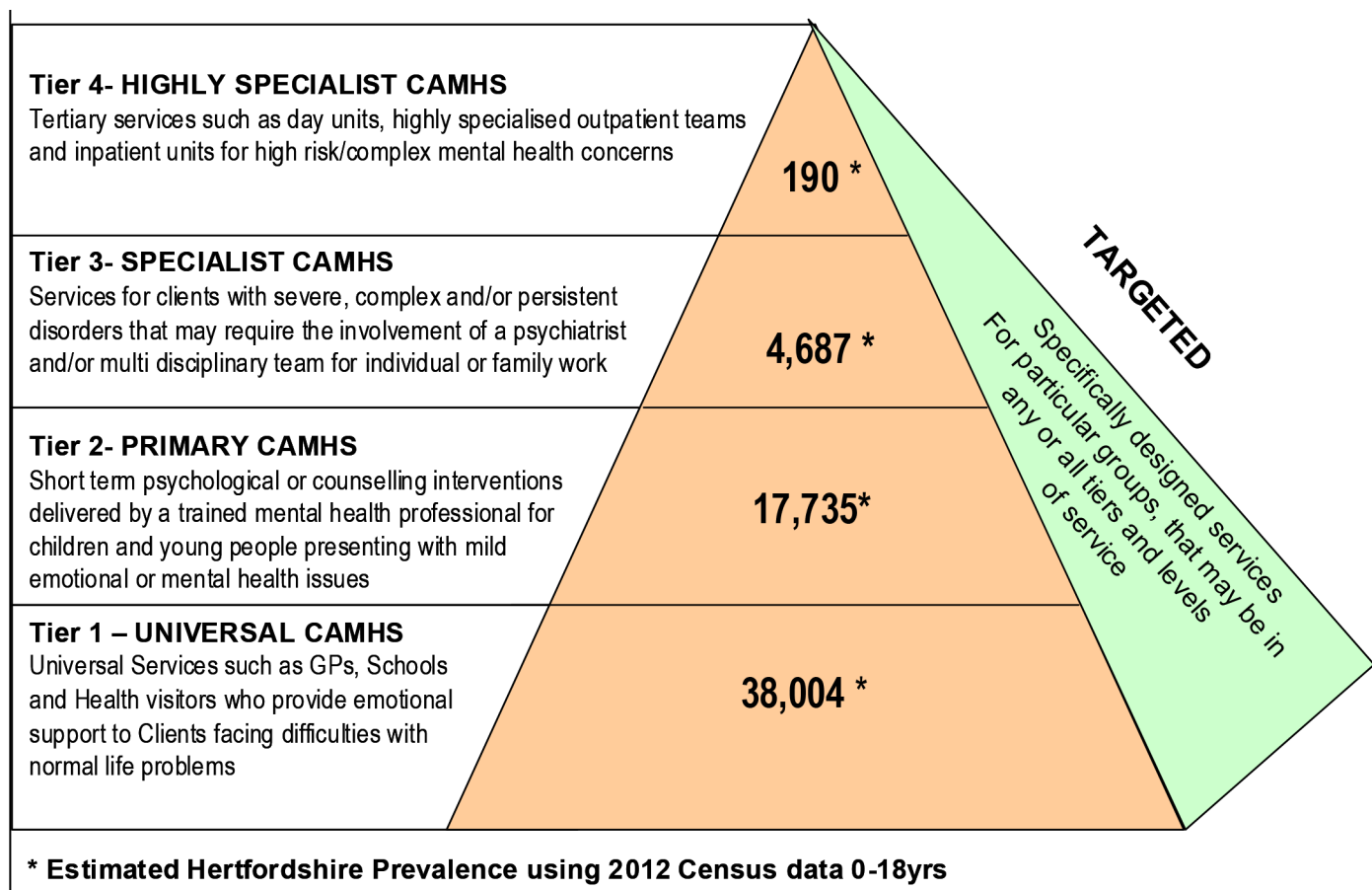
Social care teams provide a service to children, young people, families and carers with a high level of need. However, in terms of mental health, social care professionals provide tier 1 and some tier 2 interventions.

It is important to remember that not all children and young people facing adversity will experience mental health problems. The ability to cope with different circumstances and challenges is individual. Similarly, not all children and young people experiencing mental health problems will require a specialist or tier 3 intervention.

For many children and young people, school can be a safe place. It is important to work with schools and explore what can be accessed via or at school.

It is important to talk to children and young people and assess their emotional needs adequately. The assessment tools in this resource provide a range of questions which can be used. Do not underestimate the value of talking with and relating to a child or young person with emotional or behavioural issues.

## Child and Adolescent Mental Health Services (CAMHS) in Hertfordshire



### Social services play a key part in mental health support and are essential partners in improving mental health and wellbeing outcomes:

Children's services' responsibilities include working with the most vulnerable children and young people and their parents, large proportions of whom will need mental health support.

#### What Children's Services can do:

- Work alongside CCGs, schools and wider children's services to focus on early intervention and integrated support.
- Offer evidence-based parenting interventions to families with children at risk of conduct disorder and those experiencing conduct problems. Effective parenting support also needs to include the development of effective referral routes and awareness-raising, for example with local GPs, maternity services, health visitors and other services working with young families.
- Improve emotional support for children on the edge of care, looked after and adopted children. This can include establishing links with CAMHS to make appropriate referrals and offer integrated support, including support for adoptive parents of children with mental health problems. The children and young people's IAPT programme will ensure that more children have timely access to evidence-based psychological therapies.

*No Health Without Mental Health: Implementation Framework, DoH 2012*





# Section 1

## Assessment

## Level 1 - 'When to worry' questions for the concerned adult

Does the child or young person appear withdrawn, anxious, troubled, isolated, tearful, fidgety, flushed, trembling, very alert or avoiding eye contact?

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Does the child or young person describe themselves as lonely, very sad, angry, worried, unable to concentrate, feeling picked on, disliking themselves, not wanting to be alive?

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Has there been a reduction in attendance to school or college?

---

Is the child or young person often involved in fights or getting into trouble?

---

Has there been a gradual or sudden deterioration in school work?

---

Has there been a sudden disinterest in activities which they previously enjoyed or withdrawal from social life / interactions with friends?

---

Is the child or young person more irritable / moody than normal which could be considered out of normal range?

---

Is the child or young person feeling exhausted or tired all the time? Has there been a change in sleep pattern where the child/young person is having difficulty in sleeping or is sleeping for prolonged periods of time?

---

Has the child or young person been producing art work or creative work which is troubling?

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For teenagers (or others where relevant), is the young person spending increasing amounts of time out late with friends where they could be misusing drugs / alcohol?

---

Has there been a change in eating habits, where the child or young person has reduced their dietary intake and started to lose weight or, have they increased the amount of food they eat and has started to put on weight?

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Is the child or young person appearing distracted / suspicious and reporting a feeling that people are out to get them, hearing and seeing things which are not visible / audible to others?

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Has the child or young person stopped looking after themselves adequately?

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Is the child or young person hurting themselves on purpose or threatening to engage in risky behaviour?

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Have they suffered a recent life event (such as a bereavement or involvement in an incident) which they are struggling to cope with?

---

Have parents any concerns about behaviour, presentation, and attitude? Are any behaviours affecting the family?

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**Use your responses to these initial When to worry questions and your judgements about the evidence you have collected to establish what to do next:**

Imminent Risk:

Where imminent risk is identified, the child or young person should be taken to Accident and Emergency accompanied by their parents or with their consent.

## Level 2 - Assessing the risk/need; questions for further information:

### When meeting with the child or young person

- Discuss confidentiality and Safeguarding if necessary
- Discuss who knows about this and discuss contacting parents (Consider Gillick competency - [www.nspcc.org.uk/inform/research/questions/gillick\\_wda61289.html](http://www.nspcc.org.uk/inform/research/questions/gillick_wda61289.html))  
Support relationship building with parents if appropriate
- Discuss who you may need to contact i.e. GP, School, Specialist CAMHS
- Discuss possible sources of help – e.g. counselling, national websites, peer support

### Initial questions (use as appropriate)

What has been happening? \_\_\_\_\_

Is something troubling you? (family, school, social)

\_\_\_\_\_

How have you been feeling lately? \_\_\_\_\_

Have you been getting on well with people? \_\_\_\_\_

How have other people been treating you? \_\_\_\_\_

Have you been eating and sleeping well? \_\_\_\_\_

Have you been keeping healthy? \_\_\_\_\_

Have you got any injuries or taken anything that needs attention?

(consider emergency action, refer to additional questions in next section if self harm emerges)

\_\_\_\_\_

Who knows about this? \_\_\_\_\_

Have you thought about taking your own life? (consider likely or imminent harm, refer to additional questions in next section if suicidal intent emerges)

\_\_\_\_\_

Have you got what you need to harm yourself (how, do they have a plan)?

\_\_\_\_\_

Have you thought about when you would do it (timescales)?

\_\_\_\_\_

Are you at risk of harm from others? \_\_\_\_\_

What would you like to happen next? \_\_\_\_\_

Use your responses to these risk assessment questions and your judgements about the evidence you have collected to establish what to do next.

Self harm has become a heavily stigmatised and stigmatising term leading some professionals to feel deskilled on discovering the behaviour.

‘Self-harm is more common than many people realise, especially among younger people. A survey of people aged 15-16 years carried out in the UK in 2002 estimated that more than 10% of girls and more than 3% of boys had self-harmed in the previous year.

In most cases, people who self-harm do it to help them cope with unbearable and overwhelming emotional issues, caused by problems such as:

- social factors – such as being bullied, having difficulties at work or school, or having difficult relationships with friends or family
- trauma – such as physical or sexual abuse, or the death of a close family member or friend
- mental health conditions – such as depression or borderline personality disorder

These issues can lead to a build-up of intense feelings of anger, hopelessness and self-hatred. Although some people who self-harm are at a high risk of ending their lives, many people who self-harm do not want to end their lives. In fact, the self-harm may help them cope with emotional distress so they don't feel the need to kill themselves.’

*NHS Choices*

As well as treating physical injuries, it is important to speak to children and young people about them. Self harm is individual and can present in many different guises as well as in response to a range of motives.

It is important to respond to every child or young person who self harms. Self harm is sometimes seen as a cry for help, in which case, help should be given. Self harm is usually a hidden behaviour which helps the individual cope with difficult feelings, traumatic experiences or as a result of mental health problems.

However, some individuals may be motivated to self harm as a result of media influences, inappropriate advice or encouragement from websites or chat rooms, experimentation, in order to influence relationships or as a result of social contagion. In order to assess the risk and provide appropriate support, professionals need to speak to children and young people about their motives for self harm.

Self harm can also be indirect; eating disorders, substance misuse, risk taking behaviours for example.

Boys may exhibit self harm in the form of deliberate recklessness, self battery, punching walls, getting into fights etc.

## Further questions if self harm or suicidal behaviour is the concern

What, if any self-harming thoughts and behaviours have you considered or carried out?  
(Either intentional or unintentional – consider likely / imminent harm)

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If so, have you thought about when you would do it?

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Are you at risk of harm from others?

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Ask about the young person's health (use of drugs / alcohol)?

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What other risk taking behaviour have you been involved in?

---

What have you been doing that helps?

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What are you doing that stops the self-harming behaviour from getting worse?

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What can be done in school to help you with this?

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How are you feeling generally at the moment?

---

What needs to happen for you to feel better?

---

**Responses to these questions from the SELF INJURY SCALE would also be helpful:**

**SEVERITY** – How severe is the situation?

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Do the wounds need medical attention – do they need sutures?

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Do they need more than basic first aid?

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Do they need dressings?

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Has the young person taken an overdose? If yes attend A&E

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**INTENT** – Was it the young person's intention to kill themselves?

**If YES DO NOT LEAVE THEM ALONE**

---

Has there been a previous suicide attempt?

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*For detailed advice on assessing and responding to self harm and suicidal behaviour see 'Self-Harm and Suicidal Behaviour: A guide for staff working with Children and Young People in Hertfordshire' part of Hertfordshire's Children's Safeguarding Board Guidance. [hertsscb.proceduresonline.com/chapters/p\\_self\\_harm.html](http://hertsscb.proceduresonline.com/chapters/p_self_harm.html)*



## A-DASH

## CRAFFT TOOL

### Drug/Alcohol Assessment tool for use with young people.

Evidence from young people accessing the Adolescent Drug and Alcohol Service in Hertfordshire (A-DASH) suggests that they did tell someone about their drug use early in their drug using history, but it was ignored.

CRAFFT is a multi-agency tool that will enable staff as part of any assessment process to identify young people's drug and alcohol use early. The tool consists of CRAFFT questions that have been validated in the USA.

You do not need specialist drug knowledge to use this 'tool'. The idea is to ensure early drug and/or alcohol use is identified and the appropriate services and responses are provided.

The questions can contribute to other assessment processes e.g. CAF, ASSET. It can also be used in a discussion with a young person about their drug use.

If you require further support or training to complete CRAFFT please call A-DASH for assistance.

#### Trigger questions:

- Do you have concerns regarding a young person's drug use?
- Has drug and/or alcohol use/misuse been mentioned in an assessment or discussion?

If the answer is yes to one of the above then ask **all** the **CRAFFT** six questions



CRAFFT questions		yes	no
1.	Have you ever ridden in a <b>C</b> ar driven by someone (including yourself) who was high or had been using alcohol or drugs?	<input type="checkbox"/>	<input type="checkbox"/>
2.	Do you ever use alcohol or drugs to <b>R</b> elax, feel better about yourself, or fit in?	<input type="checkbox"/>	<input type="checkbox"/>
3.	Do you ever use alcohol or drugs while you are by yourself <b>A</b> lone?	<input type="checkbox"/>	<input type="checkbox"/>
4.	Do you ever <b>F</b> orget things you did while using alcohol or drugs?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Do your <b>F</b> amily or friends ever tell you that you should cut down on your drinking or drug use?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Have you ever been in <b>T</b> rouble while you were using alcohol or drugs?	<input type="checkbox"/>	<input type="checkbox"/>

## SCORING

If a young person under 14 years of age answers **yes** to **1 or more** of these questions then this indicates the need to have a consultancy conversation with **A-DASH** - see contact details below.

If a young person between 14 - 18 years of age answers **yes** to **2 or more** questions then this indicates the need to have a consultancy conversation with **A-DASH** - see contact details below

If the young person does not require or declines any targeted or specialist intervention, you can call A-DASH to discuss the situation on a 'what if' basis without having to disclose the name, address etc of the client. Depending on the age of the client, integrated practice arrangements may need to be undertaken.

**The Adolescent Drug and Alcohol Service for Hertfordshire (A-DASH)** provides professional advice to staff or parents on young people's drug and alcohol use, harm minimisation, treatment and support. **A-DASH** also provides a service for young people under 18 in Hertfordshire who have issues/problems with their own drug and/or alcohol use.

Contact **A-DASH** on **01923 427288** or email **A-DASH@hertspartsft.nhs.uk** or text **07770 53722**

In relation to the CRAFFT tool 'Drugs' refers to medicines, volatile substances, alcohol and illegal drugs.

October 2009

## The Strengths and Difficulties Questionnaire (SDQ)

Evidence suggests that looked after children are nearly 5 times more likely to have a mental health disorder than all children.

Local authorities in England are required to provide information on the emotional and behavioural health of children and young people aged four to 16 in their care. These data are collected by local authorities through Goodman's (1997) Strengths and Difficulties Questionnaire (SDQ) and the total difficulties score is submitted to the Department for Education through the SSDA903 data return.

The SDQ is a short behavioural screening questionnaire. It has five sections that cover details of emotional difficulties; conduct problems; hyperactivity or inattention; friendships and peer groups; and also positive behaviour, plus an impact supplement to assist in the prediction of emotional health problems. The SDQ has been internationally validated.

The Independent Review Team will distribute and explain how to use the questionnaires on an annual basis to carers of those who have been looked after for 12 months or more. Newly looked after children will have an SDQ completed at first and second reviews (four and 12 weeks). The questionnaire should be completed by the main carer.

The SDQ requires carers to read a series of statements and judge how well it describes the young person by ticking one of three or four boxes for each question. Completion should take between 5 to 10 minutes.

The carers' SDQ questionnaire is designed in such a way that no formal training should be necessary. It is sufficiently straightforward to enable them to complete the questions easily. However, where a carer has difficulties in understanding why or how to complete the questionnaire you may want to offer assistance, e.g. by discussing the questionnaire with the carer.

- explain what the questionnaire is for and why it is important for them to complete it EG it enables identifying problems early so that support is put in place to help the child.
- explain that it is important to be honest in their assessments and that the SDQ is a screening tool to help the child and is not an assessment of or reflection of how well they care for the child;
- remind the carer that they know the child well and are ideally placed to be able to give meaningful insights in responding to questions.
- Advise we are collecting this data so that nationally we have an overall indication of the level of difficulty there might be in the looked after population and this data will inform the national indicator.

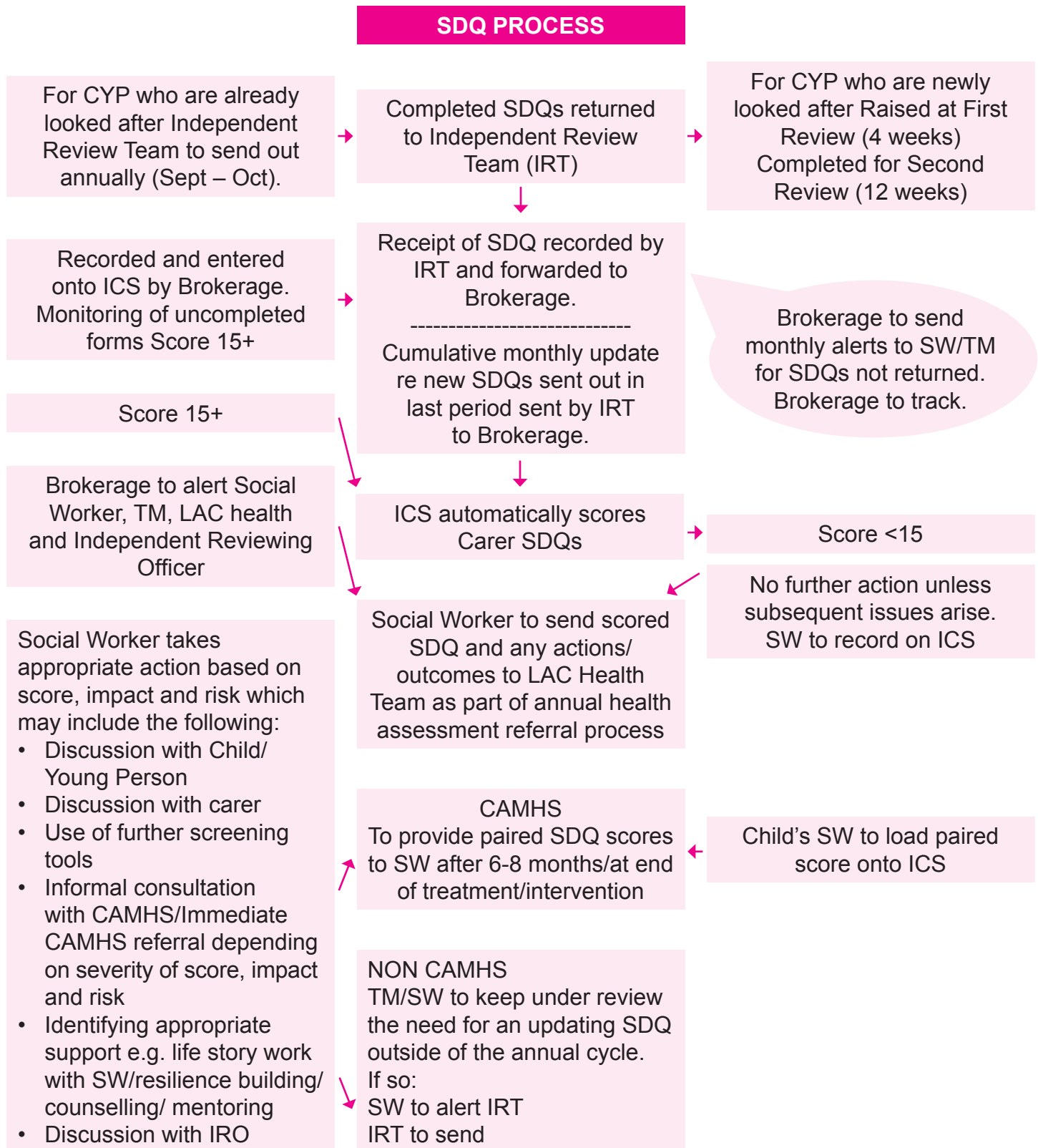
When a high score is present (15 +) social workers will be alerted by Brokerage that this is the case. The social worker should then triangulate the main carer data with the views of the child or young person and his/her teacher by using the SDQ questionnaires designed for young people and teachers in addition. Once all of the data has been collated, you will be in a position to take appropriate action based on the scores, impact and risk. Actions may include the following:

- A discussion with the child or young person. A discussion with the carer.
- Use of further screening tools (see risk assessment questions in this document)
- Informal consultation with specialist or targeted CAMHS or immediate referral depending on scores, impact and risk.
- Identifying alternative appropriate support EG counselling, mentoring, protective behaviours, resilience building etc (see resources listed in this resource for ideas for work you can deliver with children and young people).



Social workers will need to send completed SDQs, scores, actions and outcomes to the LAC Health Team as part of the annual health assessment referral process. Where Specialist or targeted CAMHS are providing an intervention, paired SDQ scores will be provided to the social worker after 6 to 8 months and / or at the end of the intervention. Where an alternative intervention has been delivered, the social worker should undertake a six month review of the child or young person's SDQ score.

The SDQ and related information can be accessed and downloaded without charge at: [www.sdqinfo.com](http://www.sdqinfo.com)





# Section 2

## Services and referring

## Matching need to intervention

Specialist		Consider if the feelings or behaviour are proportionate to life events, what the impact is, whether they are age appropriate. Establish if the feelings or behaviour are apparent at home, school and all other environments. Consider the impact of pursuing a mental health service for a child or young person who is experiencing feelings appropriate to their situation.
Crisis		
Tier 3		
Tier 2		
Tier 1		
Primary		
Tier 3		
Tier 2		
Tier 1		
Universal		

Presentation or issue	
<ul style="list-style-type: none"><li>• Deliberate self-harm requiring hospital treatment</li><li>• Suicidal ideation with imminent plan and means</li><li>• Psychotic episode</li><li>• Intentional overdose</li><li>• Other mental health crisis</li></ul>	
<p>Mental health problems which are:</p> <ul style="list-style-type: none"><li>• Persistent</li><li>• Complex</li><li>• Severe</li><li>• Present in all environments – school, community, with peers</li><li>• Emotional or behavioural difficulties which persist when removed from inadequate care</li></ul>	<ul style="list-style-type: none"><li>• Where intervention at Tier 1 and 2 has not been successful.</li><li>• A diagnosis or on the diagnostic pathway for either Autistic Spectrum Disorder or Global Learning Disability with an additional emotional, behavioural</li></ul>
<p>Mild emotional or mental health issues, For example:</p> <ul style="list-style-type: none"><li>• Experiencing difficulty as a result of being a Young Carer</li><li>• Experiencing difficulty as a result of being in care</li><li>• Experiencing difficulty as a result of parental mental ill health</li><li>• Loss of a significant adult</li><li>• Deliberate self harming</li><li>• Possible eating disorder</li><li>• Experiencing difficulty as a result of being LGBT</li><li>• ADHD</li><li>• Significant low self esteem</li><li>• Behaviour puts peers at risk</li><li>• Persistent or high risk substance misuse</li></ul>	<ul style="list-style-type: none"><li>• Risk taking behaviour</li><li>• Unable to display empathy</li><li>• Difficulty coping with anger / frustration</li><li>• Withdrawn / unwilling to engage</li><li>• Disruptive / challenging behaviour</li><li>• Unable to maintain peer relationships (bullying, bullied/aggression etc)</li><li>• hearing unexpected voices</li><li>• disjointed, unrealistic or racing thoughts</li><li>• Emotional or behavioural difficulties which persist when removed from inadequate care</li><li>• Emotional or behavioural problems as a result of inadequate care</li></ul>
<ul style="list-style-type: none"><li>• Difficulties with normal life problems</li><li>• Poor self confidence</li><li>• Low self esteem</li><li>• Low aspirations</li><li>• Subject to discrimination</li><li>• Difficult family relationships</li><li>• Poor peer relationships</li></ul>	<ul style="list-style-type: none"><li>• Experimental substance misuse</li><li>• Not always safe choices</li><li>• Bereavement</li><li>• Separation anxiety</li><li>• Poor concentration</li><li>• Difficulty sustaining relationships</li><li>• Not always engaged</li></ul>

Intervention	Service
<ul style="list-style-type: none"> <li>• Emergency/safeguarding/risk management/ intervention (including possible use of the Mental Health Act)</li> <li>• Short term treatment / intervention for high risk cases</li> <li>• Sometimes a referral to Tier 4 for specialist inpatient support</li> </ul>	<ul style="list-style-type: none"> <li>• A&amp;E / children's Emergency Department</li> <li>• Children's Services</li> <li>• Urgent specialist CAMHS referral via tier 2/3 service</li> <li>• CAMHS Crisis Assessment and Treatment Team (C-CATT)</li> </ul>
<p>Specialised community, multi-disciplinary services:</p> <ul style="list-style-type: none"> <li>• Individual interventions</li> <li>• Systemic Family therapy</li> <li>• Other psychological therapies</li> <li>• Risk management plans</li> <li>• Weight Restoration plans</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist CAMHS – including clinical CAMHS Social Worker, Clinical Nurse Therapist, Practitioners in Psychiatry, Psychology, Psychotherapy, Family Therapy</li> <li>• Positive behaviour, Autism, Learning disability, Mental Health Service (PALMS)</li> </ul>
<p>Short term psychological or counselling interventions delivered by a trained mental health professional e.g.:</p> <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Cognitive Behavioural Therapy (CBT)</li> </ul> <p>Practical support to resolve / reduce the emotional burden of life problems e.g.:</p> <ul style="list-style-type: none"> <li>• Family support</li> </ul> <p>Support to universal services:</p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Training</li> <li>• supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Community counselling</li> <li>• Counselling in Schools</li> <li>• Educational Psychologist</li> <li>• Education support centre</li> <li>• Targeted Advice Service</li> <li>• CAF / family CAF / eCAF to step down or improve integration of services</li> <li>• Targeted Youth Support Service</li> <li>• Family support EG Thriving Families</li> <li>• A-DASH</li> <li>• Specialist CAMHS provide a Tier 2 service for CLA and children and young people known to children's services</li> </ul>
<ul style="list-style-type: none"> <li>• Mental health promotion &amp; prevention</li> <li>• Identify problems early in their development</li> <li>• Offer general advice, information and support</li> <li>• Signpost to sources of additional support</li> <li>• Facilitate peer support</li> <li>• Refer to more specialist services where necessary</li> </ul>	<p>Schools &amp; Children's Centres, Health Visitors School Nurses, GPs and Youth Connexions Helplines and websites:</p> <ul style="list-style-type: none"> <li>• For support with external factors affecting wellbeing</li> <li>• For support with general emotional wellbeing</li> <li>• For online therapeutic support</li> </ul>

## Key Providers (by service)

**Social Care Teams can signpost to, refer to or commission (escalation, step down or to increase integration) services from:**

### **Counselling in Schools Service 01992 588796**

The counselling in schools service currently works with children and young people aged 4-21 year old living in Hertfordshire. Most children or young people are seen in schools by one of our qualified therapists but they can also be seen in the community. We offer quality assured counselling and arts therapies and work with a wide variety of emotional health and wellbeing issues according to the needs of the child/young person. <http://www.hertsdirect.org/services/edlearn/schlfe/counschi/>

### **Brief Therapy**

is also available through Specialist Services. The Brief therapy is a service for young people aged 11-19 which has proved to be very successful in helping to find solutions to issues and making change happen. Issues may include anxiety and depression, drug and alcohol problems and relationship difficulties. The Brief Therapist supports the young person to think through the changes they want to make and decide how to achieve them. Young people can be seen either in school/ colleges or in appropriate community venues such as Connexions centres. Contact Louise or Maureen for an initial discussion prior to emailing a SSR:

Maureen Linsdell (for referrals north and east of the county) 07979 082743;

[maureen.linsdell@hertfordshire.gov.uk](mailto:maureen.linsdell@hertfordshire.gov.uk)

Louise Ewer (south and west) 07990 564659; [louise.ewer@hertfordshire.gov.uk](mailto:louise.ewer@hertfordshire.gov.uk)

<http://www.channelmogo.org/need-some-advice/brieftherapyforyoungpeople.htm>

[http://www.thegrid.org.uk/info/welfare/counselling/brief\\_therapy.shtml](http://www.thegrid.org.uk/info/welfare/counselling/brief_therapy.shtml)

### **Community Counselling**

Voluntary sector providers of youth counselling who offer free, accessible, high quality, client-driven counselling outside of institutional settings, particularly suitable for those young people who are unwilling or unable to engage with public sector provision:

### **Tilehouse Youth Counselling**

[www.tilehouse.org.uk](http://www.tilehouse.org.uk)

**01462 440674**

Coach House, Rear of 84 Tilehouse Street, Hitchin, SG52DY

North Herts (including Stevenage) Tilehouse operate out of Hitchin & Stevenage

Self-referrals and with consent from the Child/ Young Person, referrals from parents/Guardians, Carers, Schools, GPs CAMHS and other professionals.

### **Relate Youth Counselling**

**01727 858126**

[enquiries@relatecnh.org.uk](mailto:enquiries@relatecnh.org.uk)

Relate Central and North Hertfordshire, 9 Paynes Park, Hitchin, SG5 1EH.

North Herts (including Stevenage) Relate operate from Hitchin, Stevenage & Letchworth

Self-referrals and with consent from the Child/ Young Person, referrals from parents/Guardians, Carers, Schools, GPs CAMHS and other professionals.

### **Rephael House Youth Counselling**

**www.rephaelhouse.org.uk**

Office: **020 8440 9144**

Mobile: **07796 522 216**

40a Station Road, New Barnet, Hertfordshire, EN5 1QH

Hatfield, Welwyn Garden City, Welwyn, & surrounding villages. Rephael operate from Breaks Manor, One Stop Shop Link Dr, Hatfield, AL10 8TP

Self-referrals with consent from the Child/ Young Person, referrals from parents/Guardians, Carers, Schools, GPs CAMHS and other professionals Refer by telephone, website/email.

### **YCT Youth Counselling**

Office: **01279 414 090**

Text: **07956 887 921**

**admin@yctsupport.com**

Y C T House, Maddox Rd, Harlow CM20 3GA

East Hertfordshire (excluding Welwyn and Hatfield)

YCT Operate out of: Drill Hall, Cheshunt & Northgate, Bishops Stortford.

Self-referrals, and with consent from the Child/ Young Person, referrals from parents/Guardians, Carers, Schools, GPs CAMHS and other professionals.

### **Youth Talk Youth Counselling**

**<http://www.youthtalk.org.uk/>**

Office: **01727 868684**

**info@youthtalk.org.uk**

28 Spencer Street, St Albans, Hertfordshire, AL3 5EG

St Albans District including: St Albans City, Harpenden, Wheathampstead, London Colney, Park Street, Redbourn and surrounding villages.

Self-referrals, and with consent from the Child/ Young Person, referrals from parents/Guardians, Carers, Schools, GPs CAMHS and other professionals.

### **Signpost Youth Counselling**

Office: **01923 239495**

**<http://www.signpostcounselling.co.uk/>**

St Mary's Churchyard, High Street, Watford WD17 2BE

Hertsmere

Three Rivers

Dacorum

Signpost Operates out of: Watford Borehamwood, South Oxhey, Rickmansworth, Berkhamsted and Hemel Hempstead. Self-referrals, and with consent from the Child/ Young Person, referrals from parents/Guardians, Carers, Schools, GPs CAMHS and other professionals.

In addition, Step2 provides unnamed telephone advice to professionals. Within the team we have an ADHD Specialist Nurse covering Hertfordshire who offers pre-assessment to children, working closely with their parents and their school. Furthermore, ADHD training can be offered to schools. Step2 works with children, young people and their families providing advice, assessment and targeted support to address identified emerging mental health issues. In addition, training and consultancy to professionals and signposting to bereavement agencies is offered.

Email: [step2@hchs.nhs.uk](mailto:step2@hchs.nhs.uk) Telephone: 01438 730570.

This service is for professionals only, families cannot access Step2 directly.

[http://www.thegrid.org.uk/leadership/integrated/early\\_intervention.shtml](http://www.thegrid.org.uk/leadership/integrated/early_intervention.shtml)

### **Integrated Services for Learning (ISL)**

This service provides support for children and young people with additional and special educational needs across the county. ISL aims to provide high quality services to support schools and other learning settings to improve outcomes for children and young people with difficulties that affect their access to learning. With a wide range of expertise within Integrated Services for Learning (ISL) the work includes direct intervention with individuals and systemic support to settings. ISL staff work closely with schools, settings, families and other services to meet the needs of children and young people with a range of learning, behavioural, emotional and social difficulties.

<http://www.thegrid.org.uk/leadership/isl/introduction.shtml>

The ISL Teams consist of the following services:

Education Support Centres (including the Education Support Teams for Medical Absence), Attendance, Educational Psychology, Early Years, SEND (Special Educational Needs and Disability), Specialist Teachers and support staff for autistic spectrum conditions, Speech, language and communication and sensory and physical impairments and an Access to Education for Travellers and Refugees Team. Information on the teams and the support available is available by following the link below:

<http://www.thegrid.org.uk/leadership/isl/contacts.shtml>

Access to support and advice about individual children from any of the ISL teams is through a service request form with the exception of requests for statutory assessments of SEN which should go through the established Hertfordshire processes. The ISL teams will also attend Team Around The Family (TAFs) meetings when appropriate as part of the Common Assessment Framework and Early Support.



## **MASH - Multi agency safeguarding hub**

The MASH brings together Police, Probation, Safeguarding Nurses and Children's Services staff, working together as a team, to share information and decision making about the best way to safeguard and meet the needs of vulnerable children in Hertfordshire.

The Hertfordshire MASH will deal with contacts and referrals sent by members of the public and professionals to Children's Services for a safeguarding response. Where the MASH team consider that the child's welfare will be better met by early help services, they will ensure referrals get to the most appropriate teams and will inform professional referrers the outcome of their request for a safeguarding assessment. The main advantages of a MASH, is that by having key agencies working together, the time taken in gathering information from other agencies, is reduced. Reports that appear to indicate high risk to children will require a response to information requests within 4 hours, medium risk within 24 hours and low risk contacts will be passed to the Early Help desk within 72 hours. MASH has in place a Consultation Line for practitioners where practitioners are unsure whether the Safeguarding & Specialist Services threshold has been met (i.e. where the safeguarding need may be unclear); practitioners may seek advice and guidance using the Consultation Line (set out below). \*There is, however, an expectation that practitioners would have first consulted their line manager and/or safeguarding lead before contacting MASH.

Practitioner Consultation Line at MASH: Tel: 01438 737511 (For use by practitioners only and NOT to be given out members of the public)

Office Hours: Mon-Thu 09:00-5:30 Fri 09:00-16:30

As a partnership the MASH is committed to joining up information sharing, decision making and support for Hertfordshire's vulnerable families, across the Early Help and Safeguarding spectrum as much as possible. Find out more about how Hertfordshire County Council is shaping the future of children's services at <http://www.hertsdirect.org/csfuture>

## **Thriving Families 01992 556873**

Thriving Families works across a number of agencies in Hertfordshire to help our most vulnerable families to turn their lives around. We work with families to make sure they get the right support from the right people at the right time. The help we provide depends on each family's situation, but examples of issues we help with include:

- Parenting skills.
- Improving school attendance.
- Training to help find a job.
- Housing problems.
- Managing money and debt.

Thriving Families is for families where two or three of the following apply:

- Adults are finding it hard to get work and are receiving out of work benefits.
- Children are not attending school regularly or have been excluded repeatedly.
- Children are involved in crime or families are getting into trouble because of their behavior.

Where families only meet two of the criteria above, they must also be affected by:

- Mental health difficulties.
- Adult learning difficulties or disabilities.
- Domestic abuse.
- Risk of losing their home.
- Failure to take up an early years education place they are entitled to.

<http://www.hertsdirect.org/your-council/hcc/childserv/partnershipworking/thrivingfam/InfoPract/>

## Families First

Early help (Families First) in Hertfordshire aims to ensure all key partner agencies take a cohesive and co-ordinated approach and collectively maximise their resources to empower children, young people and families and help them to become more resilient. We want to provide support to families before their needs escalate and help them retain control and responsibility for their futures.

In Hertfordshire, 'early help' (Families First) has been defined as:

*"Taking action to support a child, young person or their family, early in the life of a problem, ideally as soon as it emerges. It can be at any stage in a child's life from pre-birth to adulthood, and applies to any problem or need that the family cannot deal with or meet on their own."*

Effective early help requires a whole family approach and all stakeholders working with children, young people and families. This includes:

Health

Police

Probation

Early years providers and children's centres

Schools and local schools partnerships

Children's services

Adult services

District councils

Housing

Faith groups

Voluntary and community organisations

The public

Families are telling us that:

- They want to have access to support early, before their situation gets to crisis point
- They do not know where to go for early help when they need some support
- It is very difficult to know what services are available and how to access them
- Most help is available when their family is in crisis

Practitioners are telling us that:

- Currently, families need to fit their needs around services
- Communication needs to be improved across all partners offering early help services, especially feedback on referrals and better ways of working between partners and the council
- There needs to be a more consistent approach across localities (linking in key areas) offering early help services
- They want to have access to support early before the situation gets to crisis point
- They do not know where to go for early help when they need some support
- It is very difficult to know what services are available and how to access them
- Most help is available when a family is in crisis

<http://www.hertsdirect.org/your-council/hcc/childserv/aboutcs/futservchil/familiesfirst/>

## School Nurses

School nurses provide a service to all children attending mainstream schools in Hertfordshire. The service is provided by school nurses and Community Paediatricians who are specially trained in child health care and they work closely with GPs, health visitors, dentists, podiatrists, speech and language therapists, physiotherapists, occupational therapists, educational psychologists, dieticians, child and adolescent mental health (CAMHS) and Children's Services. In their public health role school nurses work in partnership with schools and the National Healthy Schools programme and provide health promotion relating to the schools sex & relationship education and drug and alcohol use programmes, mental health and bullying and obesity issues, as well as other wider determinants of health and inequalities. Each school has an allocated school nurse with whom parents and teachers can discuss any special concerns.

<http://www.hertschs.nhs.uk/services/children/schoolnursing/default.aspx>

## Health Visitors

Promote health in the whole community and are particularly involved with families who have children under five. Their role is to offer support, care and encouragement to families through the early years from pregnancy and birth to primary school. [www.hertschs.nhs.uk/services/children/health\\_visiting/default.aspx](http://www.hertschs.nhs.uk/services/children/health_visiting/default.aspx)

## Youth Connexions 0800 389 3258

Youth Connexions Hertfordshire is a service for young people which aims to provide information and advice, guidance and support, and personal development opportunities for all 13-19 year olds (up to 25 years for young people with learning difficulties and/or disabilities).

Youth Connexions can support young people with a range of issues.

If you wish to find a Personal Adviser linked to a school, please call the freephone number 0800 389 3258 [www.youthconnexions-hertfordshire.org/](http://www.youthconnexions-hertfordshire.org/)

**Connexions One Stop Shops** Free services for young people including confidential advice from a Personal Adviser, information on a wide range of issues including education, health, pregnancy and access to the internet.

## Local Partnership of Schools

All schools in Hertfordshire, maintained, academy, special etc are grouped into clusters known as local school partnerships. The prime purpose of these partnerships is to 'remove barriers to learning' where family circumstances are hindering the attainment of pupils. There are 19 local school partnerships, varying in size, within Hertfordshire. Each one has an established lead school. The key responsibility of the local school partnerships is to provide a school family work service to the group of schools which they serve. School family workers work directly with families, parents, carers and the school to enable children and young people, at risk of not achieving, to unlock the difficulties which are preventing pupils getting the most out of their education.

<http://www.thegrid.org.uk/leadership/localpartnerships/index.shtml>

<http://www.hertsdirect.org/services/edlearn/css/locpart/>

### **Children's Centres**

Offer a range of activities and support to families with a child under 5.

Search 'Childrens Centres' on the Hertfordshire Directory:

<http://directory.hertsdirect.org/kb5/hertfordshire/directory/home.page>

### **Herts for Learning**

Provide a range of training, resources and support on mental health and emotional wellbeing issues including PSHE, Anti Bullying, Behaviour for Learning, Healthy Schools, Protective Behaviours and more.

[www.hertsforlearning.co.uk](http://www.hertsforlearning.co.uk)

A range of resources can be found on The Hertfordshire Grid for Learning:

<http://www.thegrid.org.uk/learning/hwb/ewb/>

### **Family Information Service / Family Services Directory**

The Family Information Service provides free, friendly impartial information/guidance on a full range of childcare, children's services and resources across Hertfordshire. The FIS aims to offer you the most up-to-date information available in your area for families with children and young people aged 0 - 19 yrs (0 - 25 with a special need or disability):

<http://www.hertsdirect.org/your-community/fis/>

<http://www.hertsdirect.org/your-community/famserdir/>

<http://directory.hertsdirect.org/kb5/hertfordshire/directory/results.page?communitychannel=8>

### **Specialist and Targeted CAMHS**

Mental ill health refers to persistent, complex and severe emotional or behavioural difficulties which are beyond a normal response to life problems. If interventions at Tier 1 and Tier 2 have not been successful and needs begin to escalate, a referral to your local Tier 3 CAMHS Child and Family clinic or another Tier 3 service may be required.

Tier 3 services are for children and young people with a very high level of need, so consider carefully the propriety of referring. Consider also the implications of pursuing a mental health service for a child or young person who is experiencing a normal response to life problems.

A Tier 3 service should not be pursued if counselling or Tier 2 provision is more appropriate. A Tier 3 service is not a substitute for a Tier 2 service. See Matching Need to Intervention table earlier in this resource for further clarification.

A referral to a mental health service is not appropriate where emotional or behavioural symptoms are in response to inadequate care. Where a child or young person is moved to a situation of good care and difficulties persist, a service from specialist CAMHS may be useful.

Where care is not adequate, consider if the parent or carer is motivated to make changes and attend appointments.

Targeted and specialist CAMHS are not services where children or young people are encouraged to disclose specifically.

Advice / pre referral consultations are offered as part of the targeted CAMHS service. These are held regularly at sites across the county. If you are considering making a referral or would like some advice, you are encouraged to attend an informal session.

Similarly, where progress is not being made in existing cases and the professional network is unsure what to do next, a one off, multi agency consultation with a CAMHS professional can provide a reflective space which may help move the situation forward.

If parental mental ill health is having a negative impact on a child or young person, the TAS now has an interface team to support holistic multi agency support for the whole family 01438 737511.

16 and 17 year olds can self refer to the Wellbeing Team, previously known as the Enhanced Primary Mental Health Service (EPMHS). Visit the website for more info and referral form:

<http://www.hpft.nhs.uk/our-services/community-services/enhanced-primary-mentalhealthservices/>

Use the referral form in this resource and contact the Single Point of Access on 0300 777 0707. Referrals can be sent by post: Single Point of Access (SPA), 99 Waverley Road, St Albans, AL3 5TL or faxed to 0300 777 0808.

In an emergency, the child or young person should be taken to Accident and Emergency.

Out of hours (5PM to 8AM), the HPFT Mental Health Helpline can be contacted on 01438 843322. Between 8AM and 7PM, call the Single Point of Access on 0300 777 0707.

### **The ARC Service**

The ARC service is a specialist multi-disciplinary team that brings together health, education and social care in supporting traumatised children and their families and carers. We work to the Attachment, Self-Regulation and Competency model which enable us to work with children and young people who have complex needs, helping them to create secure attachments and build on their resilience. We support families, carers and schools in providing them with tools, skills and understanding to enable them to support their children.

Our team is made up of specially trained ARC workers, therapists, psychiatrist, advisory teacher, social workers and specialist foster carers. This enables us to target the specific needs of the children and young people, utilising the resources and skills of the appropriate service and professionals within our team.

The ARC service brings together five teams; The Lakes Outreach and Residential, The Springs, Datchworth Project and Specialist Fostering. The Lakes outreach, The Springs and Datchworth offer outreach support working in the community for children and young people aged under the age of 18. The Lakes residential is a three bedded unit which offers two 28 day beds for intensive support with our multi-disciplinary team in assessing the young person, future support and placement needs.

We work alongside our partner agencies and other professionals in supporting our children to improve their outcomes. We hold regular reviews with key professionals and the case holding social worker in supporting the care plan.

To make a referral or enquiry please email: [arc referrals@hertfordshire.gov.uk](mailto:arc referrals@hertfordshire.gov.uk)  
Or call: 01707 343630

## Key Providers (by need)

### Attention Deficit Hyperactivity Disorder/Attention Deficit Disorder

Hertfordshire Partnership Foundation Trust can accept referrals for ADHD via the Single Point of Access (SPA). Appropriate referrals will be assessed for either a paediatric or CAMHS service or a joint clinic depending on the child. ADHD or ADD is not always a problem. Children and young people with ADHD/ADD need to have boundaries in place and be treated the same as other children but it is much more difficult for them and they will need a lot more support/guidance and patience.

**ADD-vance** is a constituted voluntary organisation and is run by parents and carers. ADHD and ASD are lifelong conditions which can affect all aspects of a person's life. These disorders aren't the result of bad parenting. At ADD-vance we aim to help anyone associated with this condition and enable them to cope more effectively and to improve lives. In addition we support professionals and professional carers in their work. Email [Herts@add-vance.org](mailto:Herts@add-vance.org) or call 01727 833963.  
<http://www.add-vance.org/>

**Angels** is a parent led voluntary organisation and Registered Charity set up in North Hertfordshire to support parents and carers of children with Attention Deficit Hyperactivity Disorder (ADHD) and/or Autistic Spectrum Disorders (ASD) email [info@angelssupportgroup.org.uk](mailto:info@angelssupportgroup.org.uk) or call 01462 685150.  
[www.angelssupportgroup.org.uk/](http://www.angelssupportgroup.org.uk/)

**Step 2** have a dedicated ADHD Specialist Nurse who offers Pre-Screening to children, working closely with their parents and their school. Furthermore, ADHD training can be offered to schools. Email: [step2@hchs.nhs.uk](mailto:step2@hchs.nhs.uk) Telephone: 01438 730570.

**ADDmore** is a service for children/young people with ADHD/ADD in East/North Hertfordshire. ADHD Services are provided by Specialist Neurodevelopmental Paediatricians, Child Psychiatrists and ADHD specialist nurses who regularly assess, diagnose, treat and manage children/young people with ADHD/ADD. North Herts contact ADHD Nurse Specialist [michelle.atherton@nhs.net](mailto:michelle.atherton@nhs.net) 01438737750. East Herts contact [ruth.beets@nhs.net](mailto:ruth.beets@nhs.net) 01707 224723.  
<http://www.enherts-tr.nhs.uk/patients-visitors/our-services/adhd-add/>

### Aspergers/Autism (Autistic Spectrum Disorders / ASD)

#### Integrated Services for Learning – Communication Disorders Team

This service offers help and specialised knowledge and skills to enable children and young people with autistic spectrum disorder. More information can be found at:

<http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/isl/commsdisordteam/>



## **PALMS (Positive Behaviour, Autism, Learning Disability and Mental Health service)**

PALMS works across Hertfordshire providing a specialist multi-disciplinary approach to children and young people aged 0-19 who have a global learning disability and/or autistic spectrum disorder and their families. The multi-disciplinary team provides individually tailored support to help manage a number of concerns experienced at home.

PALMS provides intervention where necessary and intensive support to families reaching crisis with a step up and step down approach throughout their care journey.

The range of interventions PALMS offer includes:

- workshops
- groups
- therapeutic work with children and young people, parents, carers and siblings
- second opinions

Who can refer to PALMS?

GPs, Health Care professionals, Social Care professionals, SENCOS and School Nurses can all refer to the service.

## **Eligibility criteria for PALMS**

A child or young person meets PALMS criteria if they:

- are aged 0-19 and are a resident in Hertfordshire and registered with a Hertfordshire GP
- have a diagnosis of autistic spectrum disorder (ASD) and/or a global learning disability, or are waiting for a diagnosis

and

- show additional behavioural difficulties, including challenging behaviour towards self, others and environment and sleeping, feeding and toileting difficulties which have not improved following standard community and paediatric interventions and advice

and/or

- show an emotional or mental health need that cannot be met by mainstream services including local CAMHS clinics with reasonable adjustments.

## **How to refer to PALMS**

A referral can be made via a number of options, including:

- via Electronic SystmOne referral within Hertfordshire Community Trust
- via Hertfordshire Partnership NHS Trust Single Point of Access Service
- by PALMS Referral Form (which can be found on their website)
- or letter sent to:

PALMS, Referral Coordinator, St Albans Children's Centre, Church Crescent, St Albans, AL3 5JB

## **Reasonable adjustments in mainstream services**

Broad indicators that reasonable adjustments can be made for children with autistic spectrum disorder (ASD) and/or a global learning disability include:

- the child/young person has a mild learning disability;
- the child/young person has a diagnosis of high functioning autism or Asperger's syndrome;
- the child/young person attends mainstream school (attending a SEN school does not automatically exclude);
- the child/young person is able to express what happens when they experience strong emotions and/or they are able to identify what happens to their body and/or they are able to identify their thoughts;
- the child/young person is able to express themselves through verbal and/or non-verbal communication.

PALMS is unable to accept referrals where:

- the purpose of the referral is for a primary ASD and/or learning disability diagnosis;
- the child/young person has learning difficulties and not a diagnosis of ASD and/or a global learning disability;
- the child/young person is experiencing mental health concerns that with a reasonable adjustment could be met within mainstream specialist CAMHS;
- the child/young person is experiencing difficulties which are principally education based;
- the key concerns can be met within other specialist services e.g. Speech and Language Service/ Occupational Therapy Service.

Where can I find out more or have my queries about PALMS answered?

If you have any questions about PALMS, please contact the team on 01727 891151.

[www.hertschs.nhs.uk/services/children/PALMS/](http://www.hertschs.nhs.uk/services/children/PALMS/)

### **Aspergers 4 Herts**

Supporting children, adults and family members affected by aspergers syndrome living in Hertfordshire.

<http://www.aspergers4herts.org/>

### **The National Autistic Society (NAS)**

The leading UK charity for autistic people (including those with Asperger syndrome) and their families.

<http://www.autism.org.uk/>

### **harc**

The Hertfordshire branch of the National Autistic Society

<http://nasherts.org.uk/>

### **Attendance/lateness to school**

**A Parent or Family Support Worker** may be able to offer support. Family Support Workers can be accessed via the school through the local partnerships.

**Integrated Services for Learning Attendance teams** The Attendance teams provide support for children and young people having difficulty with school attendance, some of whom may have Special Educational Needs and Disabilities (SEND). They work directly with children, their families and schools to assess difficulties and help to develop interventions and strategies

<http://www.thegrid.org.uk/leadership/isl/contacts.shtml>

**The Ace Project.** Parents in some part of the county may be able to access the 'ACE Project'

by referral from school, social workers or Attendance Teams on 020 8428 2521

<http://www.hertscaretrust.org.uk/>

### **Behaviour problems**

Behaviour is often the communication of a wider problem that if resolved, will reduce the behaviour. Offer practical support around the wider problem or support a child or young person to evaluate learnt behaviours and patterns of behaviour. Consider safeguarding issues.

**SENCo**s can carry out an assessment to explore the possibility of an unmet learning need.

**Educational Psychologist or School Nurse/Health Visitor**, may consider a referral to the Child Development Centre if a developmental issue is suspected.



**The Education Support Centres** provide services to improve pupil behaviour and access to education provision. They provide a range of support for pupils in mainstream schools whose behaviour is giving cause for concern. This includes outreach support for individual pupils and also temporary offsite support. They also provide full time education for pupils in Key Stage 3 and 4 who are permanently excluded, for those who do not have a school place and are hard to place because of their emotional and/or behavioural difficulties.

**Family Support Worker.** If the Behaviour Problems are at home, then often the Family Support Worker attached to the school/partnership (if there is one) can liaise with the family and signpost to relevant services.

**Family Lives** (formerly ParentlinePlus) and other relevant websites can be accessed for a range of information. <http://familylives.org.uk/>

**Bereavement** - Counselling may be appropriate to deal with issues of bereavement, usually not for the first 3 months afterwards, as normally people are appropriately sad.

**The Peace Hospice** in South West Herts offers a bereavement service and a school project which includes staff training, assemblies and special projects.

<http://www.peacehospice.co.uk/index.asp?thepageID=58>

Bereavement service Telephone: 01923 229595 (Answer phone available)

[bereavement@peacehospice.org.uk](mailto:bereavement@peacehospice.org.uk)

**Cruse Bereavement Care** Hertfordshire 24 Hour helpline for children and young people  
01707 264293 <http://cruse-hertfordshire.org.uk/>

**The North Herts Children's Bereavement Project** is a pilot project which aims to create a comprehensive response to children's bereavement for 0-19 year olds and their families in North Hertfordshire. With an official launch in early 2014, the service offers an innovative package of coordinated bereavement support for children and young people and their families in North Herts.

This will include:

- Website offering advice and information to families in the early stages of bereavement
- Early response telephone helpline for families
- Assessment for further limited group support if appropriate
- A range of information materials for children, families and professionals involved in their care
- Through the website and helpline we will offer advice and support in the early days after the bereavement or when the need arises at any time after the death. Then, as appropriate, referrals for assessment for further individual or group work can be made. This will be coordinated by Step2 working in consultation with other local services such as Cruse Bereavement Care Hertfordshire and using trained staff and volunteers.

Want to know whether you can make a referral? Contact the Step2 team tel:01438 730570

Interested in volunteering? Contact Caroline Markovitch, Admin co-ordinator

[caroline.markovitch@hchs.nhs.uk](mailto:caroline.markovitch@hchs.nhs.uk)

## Bullying

An Anti-Bullying Policy will support and guide schools, children and their families. Further advice for schools can be accessed via Herts for Learning, Karin Hutchinson, Adviser for Anti-Bullying Tel: 01438 843988 Email: [karin.hutchinson@hertsforlearning.co.uk](mailto:karin.hutchinson@hertsforlearning.co.uk). There are also many useful websites – see relevant section – including The Grid: <http://www.thegrid.org.uk/learning/hwb/bullying/>

## Children Looked After

have a dedicated health service through Hertfordshire Community Health Service. Contact the Designated Nurse on: 01582 711561. CLA can also access a Tier 2 mental health service from Specialist CAMHS. Schools can prompt this to a child's carer or social worker.

## Criminal Activity

Knowledge of ongoing criminal activity could be shared with the local police team who can be contacted by dialling 101. Or try YouthConnexions for access to a personal adviser. The Targeted Youth Support Service (TYSS) is also responsible for delivering a youth justice service. Schools can access this service via sending a SR to the Customer Service Centre.

## Disability / Learning Difficulty

See website section. For the pre-school child, the Health Visitor may support. For the school aged child, the School Nurse.

**Integrated Services for Learning** provide support and advice for children with disabilities in early years and in schools including complex and severe disabilities. This service offers help and specialised knowledge and skills to enable children and young people with autistic spectrum disorder, deaf-blindness, hearing or visual impairment, physical and neurological impairment or speech and language difficulties to reach their fullest potential.

<http://www.thegrid.org.uk/leadership/isl/contacts.shtml>

## Mencap

Watford Mencap is 'the voice of learning disability in South West Hertfordshire'. They provide a range of services for people with a learning disability and their families and carers. To find out about their services call 01923 713 620 or go to <http://www.watfordmencap.org.uk/>

**Statutory Assessment** of Children with Special Educational Needs (SEN) may be appropriate – [www.thegrid.org.uk/learning/sen/guidance/assessment/index.shtml](http://www.thegrid.org.uk/learning/sen/guidance/assessment/index.shtml)

**Parent Partnership** offer parents a personalised confidential service to help them understand how special educational needs are assessed and managed, so that they can make informed decisions about their child's education - <http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/parpart/> and their directory: <http://www.hertsdirect.org/yourcommunity/comvol/disable2y/chdis3y/11065581/>

## Family, Education & Advisory Service (Sense South East)

A team of specialist consultant teachers and therapists offer assessment and training to families of deafblind children and young people. The service also offers training to professionals working with deafblind children and young people. <http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=zsoSbXV0X4Q&communitychannel=0>

**Disabled Children Teams** Where a Social care service is needed, a social worker from either the Disabled children's team or in some cases the safeguarding teams will work with the family and those working with them to undertake a holistic assessment of their needs.

<http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/soccare/>

### **DSPL (Delivering special provision locally)**

DSPL is a Hertfordshire-wide partnership approach where parents, staff in early years settings and schools, further education colleges, local authority officers and representatives from other agencies, work together as part of an Area Group, reviewing and developing the range of provision and support services available to their local community that:

- Meets the needs of children and young people with special educational needs and/or disabilities (SEND), aged 0-25, as close to home as possible.
- Improves outcomes for wellbeing and attainment
- Widens choice for children and parents/carers
- Removes barriers to learning
- Uses resources more effectively

There are nine DSPL Area Groups across the county that meet regularly to discuss what services are available and to influence how services are shaped and developed to ensure the children and young people with SEND in their area receive the right support in their educational activities.

<http://www.hertsdirect.org/dspl>

<http://thegrid.org.uk/learning/sen/dspl/>

### **Domestic Violence**

Hertfordshire Domestic Violence/Abuse Line 08 088 088 088

Visit the Sunflowers directory page for services and resources:

<http://www.hertssunflower.org/victim/services-directory/>

If children have witnessed domestic violence (in the same house, hearing is also witnessing) an SR must be done. If you are concerned about this, contact the Targeted Advice Service for a discussion 01438 737511.

### **Drug & Alcohol**

Local support agencies, the Children's Centre or the Family Service Directory may be a starting point, or see relevant websites and helplines below. The School Nurse may be able to advise.

### **A-DASH**

A-DASH provides specialist drug and alcohol treatment for young people who are under 18.

They work in close co-operation and partnership with the other key providers e.g. Services for Young People, Safeguarding and Specialist Service, Child and Adolescent Mental Health Services (CAMHS) and other professionals working with young people. To refer a young person to A-DASH please give the team a call or complete an A-DASH Service Request Form. Our form can be accessed by calling our office on 01992 531917 or by calling our service mobile phone on 07770 537227 or by emailing us at [A-DASH@nhs.net](mailto:A-DASH@nhs.net). Young people can also be encouraged to ring and refer themselves. <http://www.hpft.nhs.uk/our-services/community-services/child-and-adolescent-mental-health-services/adash-adolescent-drugalcohol-service-for-hertfordshire/>

**The Parental Drug Awareness Service (PDAS)** is for parents who are concerned about their children's drug and alcohol issues. Contact: 01707 393934 or <http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=zQPelpEkg&communitychannel=0>

**One Herts One Family** is a project that works with children, parents and families in Hertfordshire with a variety of complex needs, one of which must be domestic abuse or drug and alcohol problems, which are or have been impacting on the wellbeing of the parents and children. Other needs can include parenting support and advice, unemployment, mental health, debt and housing or benefit problems. <http://www.wdp-drugs.org.uk/pages/onehertsonefamily.html>

### Emotional Wellbeing issues

Tier 2 providers may be able to offer advice and / or training. Consider a CAF to reduce the impact of life problems. Use the tools in this resource to assess the level of need appropriately: Level 1 – When to Worry Tool, Level 2 Risk assessment Tool, Strengths and Difficulties questionnaire and (if substance misuse is the concern) the CRAFFT screening tool. If in doubt, contact the Single Point of Access on 0300 777 0707.

### Eating problems

Children and young people who exhibit disordered eating should be referred to specialist CAMHS via SPA and a medical assessment should also be sought (from the GP for example).

### Hertfordshire Protective Behaviours Project

Our vision is to develop the ethos that every child has the right to feel safe in their community. Working in partnership with children, parents, carers and professionals we seek to ensure safeguarding and improve emotional and mental wellbeing using the Protective Behaviours Process. Our Protective Behaviours services include:

- Protective behaviours training courses for professionals
- Group work with children, mums, dads and carers
- Families Feeling Safe - an evidence based Protective Behaviours programme for mums, dads and carers
- Continued professional development for professionals trained in Protective Behaviours

We are currently funded through CAMHS Tier 2 Early Intervention and Targeted Parenting funds to provide services in areas of high social care and CAMHS referral areas with children 0-19yrs and their families. Our services can also be 'traded' if funded services aren't available. Please contact Fiona Benjamin [fiona@familiesfeelingsafe.co.uk](mailto:fiona@familiesfeelingsafe.co.uk) Tel: 07748332606 or 01438 728653

### Family Issues/Relationships

**Children's Centres** (see previous section)

**Family support workers** via the school partnership.

**Thriving Families** (see previous section)

If relationships are so difficult that a young person is being made homeless, **Herts Young Homeless** provide a range of services for 16 to 24 year olds - Telephone: 0844 833 0933 (Advice line).

<http://www.hyh.org.uk>

Relate offers advice, relationship counselling, workshops, mediation, consultations and support.

**Relate** Central and North Herts - [www.relatecnh.org.uk](http://www.relatecnh.org.uk)

Relate South West Herts - [www.relatewatford.org](http://www.relatewatford.org)

The **Targeted Youth Support Service** work with young people and their families where there is a risk of family breakdown or where a young person has been made homeless due to family breakdown. Schools can access this service via sending a SR to the Customer Service Centre.

## Home Start

Support families with young children experiencing difficulties. Search 'Home Start' on the Hertfordshire Directory: <http://directory.hertsdirect.org/kb5/hertfordshire/directory/home.page>

## Financial Problems

**Citizens Advice Bureaux**, you can find your local CAB on [www.hertfordshirecab.org.uk](http://www.hertfordshirecab.org.uk) or phone Hertfordshire County Council on 01438 737555 or 01923 471555. Or visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk). Useful information about benefits and debt advice can be found at [www.hertsdirect.org/benefits](http://www.hertsdirect.org/benefits)

**One Herts One Family** is a WDP and Safer Places project that works with children, parents and families in Hertfordshire with a variety of complex needs, one of which must be domestic abuse or drug and alcohol problems, which are or have been impacting on the wellbeing of the parents and children. Other needs can include parenting support and advice, unemployment, mental health, debt and housing or benefit problems. <http://www.wdp-drugs.org.uk/pages/onehertsonefamily.html>

## Health needs

Some children with health problems may feel isolated as a result. In some cases, it may support their wellbeing to be introduced to others in the school with similar medical conditions as a peer support mechanism.

**The Health Visitor or School Nurse** can support with issues around; substance misuse, exercise, nutrition/diet, weight, parenting, smoking, alcohol, disability, disease, sexual health / contraception, etc. Any child with health/medical needs should have an Individual Health Care Plan, and relevant guidance and procedures in place to assist with giving medical, dressings etc – contact the School Nursing Service for advice. Also visit NHS Direct <http://www.nhsdirect.nhs.uk/>

**The Education Support Team for Medical Absence (ESTMA)** ensures that educational provision is put in place for children unable to attend school for medical reasons. Wherever possible and appropriate, children and young people are supported to return to a local school. ESTMA is now part of the Education Support Centre support. Contact your local ESC for more information or call the Customer Service Centre on 0300 123 4043 to be directed to your local area team. <http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/isl/edsupteam/>

## Homelessness -young people

**Herts Young Homeless** provide a range of services for 16 to 24 year olds -

Telephone: 0844 833 0933 (Advice line). <http://www.hyh.org.uk>.

**The Targeted Youth Support Service (TYSS)** work with young people and their families where there is a risk of family breakdown or where a young person has been made homeless due to family breakdown. TYSS is also responsible for delivering a youth justice service. Schools can access this service via sending a SSR to the Customer Service Centre.

[www.hertsdirect.org/comdirectory/comvol/accom2y/actemp3y/homelessnessadvice/877372](http://www.hertsdirect.org/comdirectory/comvol/accom2y/actemp3y/homelessnessadvice/877372)

Do you know a young person (under 16) who is not living at home? This may be classed as a private fostering arrangement. See website: [www.hertsdirect.org/docs/pdf/p/pfleafletweb](http://www.hertsdirect.org/docs/pdf/p/pfleafletweb)

## Housing Needs

A representative from a housing association or other body may sometimes attend a TAF.

Search 'Housing Associations' on the Hertfordshire Directory: <http://directory.hertsdirect.org/kb5/hertfordshire/directory/home.page>

## Mental ill health

Mental ill health refers to persistent, complex and severe emotional or behavioural difficulties which are beyond a normal response to life problems. If interventions at Tier 1 and Tier 2 have not been successful and needs begin to escalate, a referral to your local Tier 3 CAMHS Child and Family clinic or another Tier 3 service may be required.

Tier 3 services are for children and young people with a very high level of need, so consider carefully the propriety of referring. Consider also the implications of pursuing a mental health service for a child or young person who is experiencing a normal response to life problems.

A Tier 3 service should not be pursued if counselling or Tier 2 provision is more appropriate. A Tier 3 service is not a substitute for a Tier 2 service. See Matching Need to Intervention table earlier in this resource for further clarification.

A referral to a mental health service is not appropriate where emotional or behavioural symptoms are in response to inadequate care. Where a child or young person is moved to a situation of good care and difficulties persist, a service from specialist CAMHS may be useful. Where care is not adequate, consider if the parent or carer is motivated to make changes and attend appointments.

Targeted and specialist CAMHS are not services where children or young people are encouraged to disclose specifically.

Advice / pre referral consultations are offered as part of the targeted and specialist CAMHS service. These are held regularly at sites across the county. If you are considering making a referral or would like some advice, you are encouraged to attend an informal session.

Similarly, where progress is not being made in existing cases and the professional network is unsure what to do next, a one off, multi agency consultation with a CAMHS professional can provide a reflective space which may help move the situation forward.

If parental mental ill health is having a negative impact on a child or young person, the TAS now has an interface team to support holistic multi agency support for the whole family 01438 737511.



16 and 17 year olds can self refer to the Wellbeing Team, previously known as the Enhanced Primary Mental Health Service (EPMHS). Visit the website for more info and referral form:

<http://www.hpft.nhs.uk/our-services/community-services/enhanced-primary-mentalhealthservices/>

Use the referral form in this resource and contact the Single Point of Access on 0300 777 0707. Referrals can be sent by post: Single Point of Access (SPA), 99 Waverley Road, St Albans, AL3 5TL or faxed to 0300 777 0808.

In an emergency, the child or young person should be taken to Accident and Emergency.

Out of hours (5PM to 8AM), the HPFT Mental Health Helpline can be contacted on 01438 843322. Between 8AM and 7PM, call the Single Point of Access on 0300 777 0707.

### Parenting Support

It may not be easy for parents to see a link between their child's emotional and mental health difficulties and their parenting, and it may difficult for them to ask for or accept help with this. This may need to be suggested in a very gentle way. There are some School Family Workers attached to lead schools/local partnerships and Outreach Workers in the majority of Children's Centres. They may need to work in liaison with Health Visitors for the under fives and School Nurses for the over fives.

**Parenting courses** are available throughout Hertfordshire, including the Strengthening Families, Strengthening Communities courses <http://www.hertsdirect.org/services/healthsoc/childfam/hertsstrengfam> for parents of children aged 8-16, run by the Youth Justice Service, and a range of other targeted parenting programmes commissioned by the Childhood Support

Services: <http://www.hertsdirect.org/services/edlearn/css/17856920> These include specific courses designed to address anger management, or to support parents of children with ADHD, autistic spectrum disorders or other special educational needs and disabilities. There may be issues that are significantly serious that would need to involve other teams such as Targeted Youth Support or Thriving Families Teams – some services can be accessed via a Common Assessment or Service Request Form. Ring Targeted Advice Service (TAS) – 01438 737511 for further information.

**My Baby's Brain** is a project which explains to parents of small children 0-3 the importance of attachment and the things they do every day with their babies and toddlers, in helping the brain to develop in these vital early months and years. Secure attachment has a vital part to play, not only cognitively but on the growing child's emotional and social development. All children's centres and most health visitors have someone trained in My Baby's Brain and can give more information. Also there is a My Baby's Brain website: [www.hertsdirect.org/mybabysbrain](http://www.hertsdirect.org/mybabysbrain) with useful information and downloadable resources.

### School Refusal

Education Support Centre. Educational Psychology or Attendance Team in Integrated Services for Learning. Or Step2 – 01438 730570



## **Sex, Sexual Health, Contraception, Pregnancy**

**School Nurse or Health Visitor**, Children's Centre, Youth Connexions.

The **Targeted Advice Service** may also be able to offer support –01438 737511.

**The Education Support Team for Medical Absence (ESTMA)** ensures that educational provision is put in place for children unable to attend school for medical reasons including pregnancy. ESTMA is now part of the Education Support Centre support. Contact your local ESC for more information or call the Customer Service Centre on 0300 123 4043 to be directed to your local area team.

<http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/isl/edsupteam/>

## **Sexuality**

**Young Pride in Herts** is a LGBTQIA Youth group for young people between 13-25.

<http://www.youngprideinherts.org/>

## **Speech and Language Problems/Communication**

The School Nurse or SENCo for the school aged child, will know if it is a problem that needs a request for support from Speech and Language Therapy, and/or they may have useful advice if the problem is not too severe. Integrated Services for Learning in the early years and in school, Children's Centre or Health Visitor for children under 5. This may be linked to parenting issues about communicating with children and giving them opportunities to use their speech.

**Substance Misuse** - see Drugs and Alcohol

## **Violence and aggression** (young person)

For issues in the home or community, the Child Development Clinic may provide some support (for those with ASD or a global learning disability, the CDC may pursue a referral to the Challenging Behaviour Psychology Service).

If criminal behaviour is present, you may wish to contact your local police team who can be contacted by dialling 101.

With adolescents, some support may be gained from the Specialist Adolescent Team via a CAF. If there are younger children in the house they may have unmet emotional needs that perhaps should trigger a CAF.

## **Young Carers**

Young Carers are children or young people between 9-18 years old who help care for family members who may be ill, have a physical or mental disability, or drug or alcohol problem. There are a range of services and support for young carers within school and Youth Connexions. Contact Children, Schools and Families Young Carer Professional Assistants within Targeted Advice Service on 0300 123 4043 or Carers in Hertfordshire Young Carers Project on 01992 586969 for more information or help. <http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=yp724zMb7F4&communitychannel=0> Young

### Service request form

Most services are accessed via a service request form (Formerly single service request). The service request form is available from: <http://www.hertsdirect.org/docs/pdf/c/servrequestform.pdf>

Once completed, the form can be emailed to [protectedreferrals.cs@hertfordshire.gov.uk](mailto:protectedreferrals.cs@hertfordshire.gov.uk)

Service request forms can also be sent via post to: Customer Service Centre, P.O. Box 153, Stevenage, SG1 2GH

### Family eCAF - formerly Common Assessment Framework (CAF)

Where multiple needs are identified, a CAF should be considered.

<http://www.hertsdirect.org/services/advben/resprof/integrated/ippractice/ecafherts/>

Personalised commissioning, safeguarding, single service and CAF forms are accessible via Herts Direct: <http://www.hertsdirect.org/services/advben/resprof/integrated/ippractice/completecaf/>

CAF Helpdesk - **01438 737575**

Customer Services **0300 123 4043**

### Making a referral to Specialist or Targeted CAMHS

A referral to a mental health service is not appropriate where emotional or behavioural symptoms are in response to inadequate care. Where a child or young person is moved to a situation of good care and difficulties persist, a service from specialist CAMHS may be useful.

Where care is not adequate, consider if the parent or carer is motivated to make changes and attend appointments.

Targeted and specialist CAMHS are not services where children or young people are encouraged to disclose specifically.

Advice / pre referral consultations are offered as part of the targeted and specialist CAMHS service. These are held regularly at sites across the county. If you are considering making a referral or would like some advice, you are encouraged to attend an informal session.

Similarly, where progress is not being made in existing cases and the professional network is unsure what to do next, a one off, multi agency consultation with a CAMHS professional can provide a reflective space which may help move the situation forward.

## **Single Point of Access CAMHS Referrals**

The Single Point of Access known as SPA accepts referrals to HPFT services for children and young people from a variety of sources, and from professionals and parents.

Referrals are received by:

Telephone: 0300 777 0707

Fax: 0300 777 0808

Email: [spa.intref@hpft.nhs.uk](mailto:spa.intref@hpft.nhs.uk)

Letter: Single Point of Access

Hertfordshire Partnership University NHS Foundation Trust  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

SPA accepts telephone referrals from professionals however a written referral will also be required, with both basic and specific information. When referring to the Targeted Service it is useful to use the specific form attached to the appendix, and to include scored SDQs with the referral as this will speed up the process.

The multi service mental health referral form can be used to capture the appropriate information. However, when referring to the targeted service it is useful to complete the specific form in this resource. In any referral, completion and inclusion of a scored SDQ will speed up the process.

### **Required basic information:**

- Name
- DOB,
- NHS Number
- Current address and up to date telephone numbers
- GP details
- Details of professionals involved and their full contact details.

Please confirm that the parent/guardian has consented to this referral for children and young people under 16. For 16 & 17 year olds please confirm whether the young person has consented, and provide information about whether parent/guardian are aware of the referral and difficulties and what information if any can be shared.

Please note if a child or young person is experiencing mental health problems then it is appropriate for them to be seen by their GP. Please advise this and agree to cc the GP into the referral. SPA request medical summaries from GP's for all referrals.

If the child is open to Children's Services then please supply full details about who the allocated Social Worker is, from what team, and whether there is a Child Looked After, Child Protection or Child In Need Plan. Please also cc the allocated Social Worker into the referral for their information.

### **Required specific information:**

Please describe the presenting difficulties for which you are referring including details of the specific symptoms of concerns, intensity, frequency and contexts of the problem, any apparent antecedents/ life events, duration at this severity, and the family's reaction. Also be clear about what interventions have been tried and the outcome of these.

- If an Eating Disorder is suspected then please also refer to the GP as medical checks are required. The additional basic requirements for eating disorder referrals are weight and height and state you have referred to the GP. GPs complete an eating disorder fax and fax this information to SPA.
- If self harm is evident then please provide full information and complete the Pathos Self Injury Scale. (In the self harm section of this document.)
- ADHD referrals should be made jointly with the GP, Schools should provide a report which outlines clearly why a referral is being made for possible ADHD diagnosis and consider completing the Conners rating scale and enclosing these.
- ASD assessments for up to 16 year olds are to be sent to Paediatricians via the GP, not via SPA, unless there are associated mental health difficulties.

### **The SPA process**

All referrals received into SPA are screened by a shift leader; this identifies whether referrals are urgent or routine.

Urgent referrals for specialist CAMHS (Tier 3) are dealt with by the SPA Urgent Pod (mini-team) for action on the same day. CAMHS are able to offer Priority appointments within 7 days of the receipt of referral. Please note if a child or young person needs to be seen immediately or within 48 hours then the appropriate action is to send them to Accident and Emergency, in an emergency please dial 999.

Referrals that do not meet the threshold for specialist CAMHS are signposted to other appropriate services.

Routine referrals are processed by the CAMHS pod within 14 days from receipt of the referral. A face to face assessment will be made within 28 days.

Children and young people who meet the threshold for specialist CAMHS will be offered a Choice appointment within 5 days and a choice of location for the initial appointment which may include a home visit, a clinic appointment or an agreed community venue or room supplied by another agency engaged with the family. A proactive approach to engagement will be taken including follow up of failure to opt in or DNA. Refusal to access service will not preclude the caring network and team around the child from receiving support in management.

### **If the problems deteriorate**

Please always advise young people and their families to use the following options if difficulties escalate:

Contact the local team on the telephone number on the appointment letter if this has been received and ask to speak with the duty worker (between 09.00am – 5.00pm,) alternatively contact the Single Point of Access (SPA) at the telephone number above (between 08.00am – 7.00pm,)

For advice and telephone support from a mental health professional out-of-hours (between 5.00pm – 09.00am, 24 hours weekends and bank holidays) call the Mental Health Helpline on: 01438 843322.

Make an urgent appointment with their GP.

Attend Accident & Emergency if a child or young person requires urgent mental health support or in an emergency dial 999.



**HERTFORDSHIRE CHILD & ADOLESCENT MENTAL HEALTH SERVICE  
CHILDREN LOOKED AFTER SERVICE/TARGETED TIER 2 SERVICE**

**REFERRAL FORM**

NB. PLEASE COMPLETE THIS FORM IN FULL AS THIS HELPS US TO SCREEN REFERRALS WITHOUT ANY DELAYS – IF THIS IS NOT FILLED IN, FULL THE REFERRAL MAY BE SENT BACK TO YOU

Name of Child		<b>Who is this child/young person living with?</b>	
Also known as		Full Names	
Date of Birth			
NHS No.			
Gender			
Ethnic Origin			
Language Preference		Legal Status	
Interpreter Required		<b>Family of Origin Details</b>	
Current Address (including Postcode)			
Post Code:		Post Code:	
Home Phone No.		Home Phone No.	
Mobile Phone No.		Mobile Phone No.	
Has the child/young person been seen regarding this referral?		<b>Who has Parental Responsibility?</b>	
		Address	
What is their view about the referral?			
		Post Code:	
Current education setting, Name & Address		Home Phone No.	
		Mobile Phone No.	
		<b>Have they agreed to this referral?</b>	
Current GP, Name & Address		<b>Name &amp; Address of Social Worker</b>	
		if not referrer	
Telephone No.		Telephone No.	

## Section 2: Identifying Needs & Concerns

*Please give a brief summary and enclose any other reports if relevant*

Please describe the presenting difficulties for which you are referring

What do you hope the outcome of this consultation will be?

## Section 3: Agencies Involved

Please outline your current involvement with the young person/family and indicate whether you intend to continue in this role?

### Professionals Currently Involved?

Please use the sheet on the back page to fill in this section

## Section 4: Referrer's details

Name	
Title	
Agency	
Address (including Postcode)	
Telephone Number	
Signature	
Date	

## Professionals Currently Involved?

<b>Name</b>		<b>Name</b>	
<b>Title</b>		<b>Title</b>	
<b>Agency</b>		<b>Agency</b>	
<b>Address</b>			
<b>Post Code</b>			
<b>Telephone Number</b>		<b>Telephone Number</b>	

<b>Name</b>		<b>Name</b>	
<b>Title</b>		<b>Title</b>	
<b>Agency</b>		<b>Agency</b>	
<b>Address</b>			
<b>Post Code</b>			
<b>Telephone Number</b>		<b>Telephone Number</b>	

<b>Name</b>		<b>Name</b>	
<b>Title</b>		<b>Title</b>	
<b>Agency</b>		<b>Agency</b>	
<b>Address</b>			
<b>Post Code</b>			
<b>Telephone Number</b>		<b>Telephone Number</b>	

## Section 5: Consent IMPORTANT: Please Complete

We would like your consent to contact other agencies that know the child/young person, e.g. school, or GP to help us provide a better service. We will ensure that personal information is kept confidential, unless there are specific concerns that require us to share details. You will be informed of this.

<b>Name of Child/Young Person</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Signature of principal parent/main carer</b>	
<b>Date:</b>	
<b>If No consent has been given, please state why</b>	



Once this form has been completed please either:

**Fax**

Single Point of Access: 0300 777 0808

**Email**

[Spa.intref@hpft.nhs.uk](mailto:Spa.intref@hpft.nhs.uk)

**By Post:**

Single Point of Access  
Hertfordshire Partnership NHS University Foundation Trust  
99 Waverley Road  
St Albans  
Hertfordshire  
AL3 5TL

Telephone: 0300 777 0707

## Protocol & Form to request an out of area Child and Adolescent Mental Health Service (CAMHS) for use by Social Workers (version 2)

### 1.1 Criteria for referral:

- The Child or Young Person is Looked After by Hertfordshire County Council but resides and is registered with a GP outside of Hertfordshire.
- The responsible worker is able to demonstrate that the needs of the child or young person cannot be met by Hertfordshire CAMHS; therefore a referral to the local CAMHS service to where the Child or Young Person resides and is registered with a GP is required.

### 1.2 Exclusions

This form is solely for **planned CAMHS** community interventions:

- Inpatient mental health services are funded by NHS England Midlands and East regional team, CPC1, Victoria House Capital Park, Fulbourn, Cambridge, CB21 5XE 0113 825 5320 [england.ppnf-eaat@nhs.net](mailto:england.ppnf-eaat@nhs.net) and are referred to by specialist CAMHS.
- Emergency treatment should be accessed without delay using the care pathways local to the placement e.g. A&E

### 1.3 Conditions of referral:

- The referring social worker will maintain contact with the service provision and attend CAMHS Assessments and meetings as appropriate.
- The allocated social worker/team will make sure the Out of Area CAMHS Service completes a transfer into Hertfordshire should the Child Young Person return and still require ongoing treatment.
- SDQ's are completed and scored.

### 1.4 Further treatment:

- Authorisation relates solely to the funding purpose outlined. If further treatment is required or if an assessment results in a request for a treatment intervention: The treatment plan and cost will need to be forwarded for further funding agreement.
- There will be a need to demonstrate that local services remain unable to meet the needs of the young person locally.

### 1.5 Authorisation Process

You will be contacted by telephone or email if further information is required. Confirmation of funding authorisation will be issued within five days of receipt of this form by the Commissioning Team.

Forms should be sent to:

email - [camhs.commissioning@hertfordshire.gov.uk](mailto:camhs.commissioning@hertfordshire.gov.uk)

All communications containing patient identifiable information should be password protected and sent via secure email.



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# OUT OF COUNTY CAMHS FUNDING FORM

## 1. CHILD/YOUNG PERSON'S DETAILS

Child/Young Person's Name	
Date of Birth	
NHS Number	
Date Entered Care (Current Episode)	
Registered General Practice at time of entering care & CCG and NHS Number if known	
Current Registered General Practice (GP) & CCG if known.	
Current placement full address and telephone numbers	

## 2. REFERRER'S DETAILS

Name of Referrer	
Team/Service	
Contact Email	
Contact telephone Number	

## 3. PREVIOUS INTERVENTIONS

Please use this section to outline what has been delivered to date:

Intervention Delivered & Outcome	By Whom	When? (+ Length)

## 4. REFERRAL DETAILS

Please complete or provide the referral letter ensuring the areas below are covered.

Service Being Requested (Organisation/Trust and Department)	
Reason for referral to CAMHS	
Strengths & Difficulties Questionnaire (SDQ's) Scores (please include completed SDQ's)	
Cost (If known)	
Detail the specific factors, complexities and risks requiring assessment/intervention	
What are the proposed outcomes?	

FORM COMPLETED BY:

Name:
Job Title:
Signature:
Date:

CONSENT to referral agreed by:

Name(s):
Designation
Signature:
Date:

## **AUTHORISATION**

To be completed by Social Worker/Team Manager/Service Manager

SDQ's completed scored and enclosed: Yes/No – (Please note this is required)

Name: Job Title:

Signature: Date:

To be completed by Commissioners:

Date Submitted:

Commissioning Responsibility: E&N Herts CCG/ HV CCG/ IHCCT

Outcome: Funding Approved/ Not Approved (If yes outline any conditions/ if no give reasons)

Unique Funding Reference:

Name: Job Title:

Signature: Date:

**Please note this form is not a referral; please include this form with your referral letter to the local CAMHS service so that they have the invoicing details and Unique Funding Reference.**

### Example referral one

Carina has recently become known to social services after they received information from the school that she may be self harming and because she often has new bruises when she comes in to school. Carina's family come from Poland and she joined the school at the end of year eight. Carina is now 13 and is currently in year nine. There are some difficulties in terms of Carina's language, as she does not speak fluent English and so she is unable to communicate fully with others. Another student has informed the head of year that she believes that Carina is self harming. Little is known about Carina as she is new and she has not caused any other concern.

### Is this a suitable referral?

This may be a suitable referral for CAMHS Targeted Team as the young person is known to social services and there is reason to believe that she may be self-harming. However, there is not enough information in this referral. The following information would be useful to include:

- Has the young person been spoken to about her current situation and whether or not she is self harming? If the young person is self harming, please see the dedicated page earlier in this document for more information regarding helpful questions to ask.
- Have children's services had any other involvement with the family?
- Have any interventions within the community been tried, such as a school counsellor or Youth Connexions?
- Is the family open to any other services?
- What has Carina been referred for and why is it felt that CAMHS Targeted service is needed?

### Example Referral Two

Oliver is currently in year eight and is 12 years old; he is often given internal and external exclusions at school. The school are concerned that this will eventually become permanent. Oliver often picks fights and is abusive to adults and young people, he has also been known to try and hurt himself at times. Oliver is currently open to children's services due to safeguarding concerns. Oliver rarely shows remorse if he has caused another upset and he will walk away when he is challenged over such behaviour. Oliver's attendance at school is good as he turns up every day but he rarely completes a day successfully due to his behaviour. Mum has stated that Oliver has contact with his Dad and that he is good with his younger siblings. However, Oliver will not accept boundaries at home and he is very defiant. In addition, Oliver will often go out and stay out until rather late. Oliver will not talk about where he goes or with whom and his Mother is concerned that he is using cannabis.

### **Is this a suitable referral?**

This may be a suitable service for CAMHS Targeted Team, as Oliver is open to children's services and he is at risk of permanent expulsion from school. However, it would be helpful to include the following information:

- Have the school used any interventions?
- Have the family been involved with any other service, such as Targeted Youth Services or Thriving families? These services work within the community and can give direct support to the young person and their family, such as by helping to enforce boundaries.
- Has the parent/carer had any support for parenting? This can often be the most helpful intervention for young people with challenging behaviour. Therefore, it may be the most suitable option as a first step.
- Why is it felt that CAMHS Targeted Team are needed and what is the young person being referred for?
- Are there any mental health concerns?

### **Example Referral Three**

Charlie is 10 and is on the child protection register due to issues surrounding neglect. There has been a long history of social service involvement with the family, due to issues such as domestic violence, drugs and gang culture. Charlie's mum has had involvement from Thriving Families and the school in order to support her but she is not engaging with the services; she is also struggling to cope. A legal planning meeting is due to take place in two weeks time.

Charlie has recently started to get in to a lot of trouble at school. He does not have a friendship group and he will often resort to using his fists when faced with any confrontation. Charlie has seen an art therapist at school, which did improve things slightly. However, the previous art therapist left and Charlie is now refusing to see the new therapist as he felt that they were digging too deep. Charlie is being referred for talking therapy, so that he can have the time and space to talk about his feelings and so that he can start to make sense of his situation and any subsequent emotions.

### **Is this a suitable referral?**

This is unlikely to be a suitable referral for the CAMHS Targeted Team. This is because the young person's situation needs to be changed first, rather than the young person themselves. It is therefore not likely to be suitable at this point, as there is currently a legal planning meeting in place. It may be best to wait until after the meeting has taken place and once the outcome has been agreed.

Direct therapy is also unlikely to be helpful whilst the young person is still living in a neglectful or abusive situation. In addition, it does not appear that the carer would be able to support the young person at this stage, as they are not engaging with services. It may be best in this situation for us to hold a one off consultation in order to look in to the situation more fully.

### **Example Referral Four**

Lauren is 16 and is the oldest of a family of six. This referral has been made because she is currently feeling low in mood due to a number of pressures that she has had to deal with over the past 18 months. Lauren has previously taken on the role of main carer to her five younger siblings and she has also been exposed to inadequate and neglectful parenting. The care proceedings have been completed, with the decision that no children are to live at home with their parents and the youngest has moved on for adoption.

Lauren is now living in a stable foster placement under a full care order. However, Lauren is now working with many complex issues, such as: the break up of her family; her youngest sibling moving on for adoption; the loss and rejection from both of her parents; as well as the normal commitments for a 16 year old in terms of completing her GCSE's.

Lauren is articulate and resilient but her experiences mean that she is currently struggling emotionally. Lauren has also recently started to self-harm, this is superficial and she states it is a coping mechanism for her. Lauren currently has no suicidal thoughts. Lauren has been seeing a school counsellor but it is felt that the chance to talk about her feelings outside of school would be helpful. Lauren is not currently open to any other services.

### **Is this a suitable referral?**

This is a suitable referral for the CAMHS Targeted Team. This is because the young person is in a stable placement and so therapy would be supported at this point by her carer. The referral explains why Lauren has been referred and also what for. The referral also explains other services that have been tried within the community, that being a school counsellor. There is evidence that Lauren has been self-harming and the correct questions have been asked, relating to how deep she is cutting and whether she has any suicidal thoughts. As there is no suicidal ideation, this would be a normal referral.

Therefore, this case would be a suitable referral and a Consultation would be offered to the social worker. This is in order to find out more information and to determine whether CAMHS Targeted Team or another service would be most appropriate.

### **Example Referral Five**

Sarah is 12 and a referral has been made to CAMHS Targeted Team as her foster carer, Kate, is struggling to cope with her challenging behaviour. Sarah suffered family trauma in her formative years, as she witnessed and was also a victim of domestic violence. Due to these past negative experiences, Sarah is holding a lot of negativity and resentment, which often emerges in violent and controlling behaviour towards Kate and anxiety on some occasions when they are separated. However, Sarah currently feels that she is not ready to engage and so Kate has been referred from Children's Services.

Kate feels that she would like some support with regards to managing Sarah's behaviour and supporting her anxiety issues. Kate would also like advice to help Sarah to start to think about and to understand her emotions. Kate is very much willing to engage and has already received support from community services. Kate has attended the Freedom Project, which has helped her to understand the cycle of domestic violence and she has also accessed parenting classes.



**Is this a suitable referral?**

This is a suitable referral for the CAMHS Targeted Team. This being because the young person is currently unwilling to engage but the foster carer would like support in order to help her to manage their situation better. Kate has received support within the community but would like further support for Sarah's behaviour and anxiety issues from a targeted service.

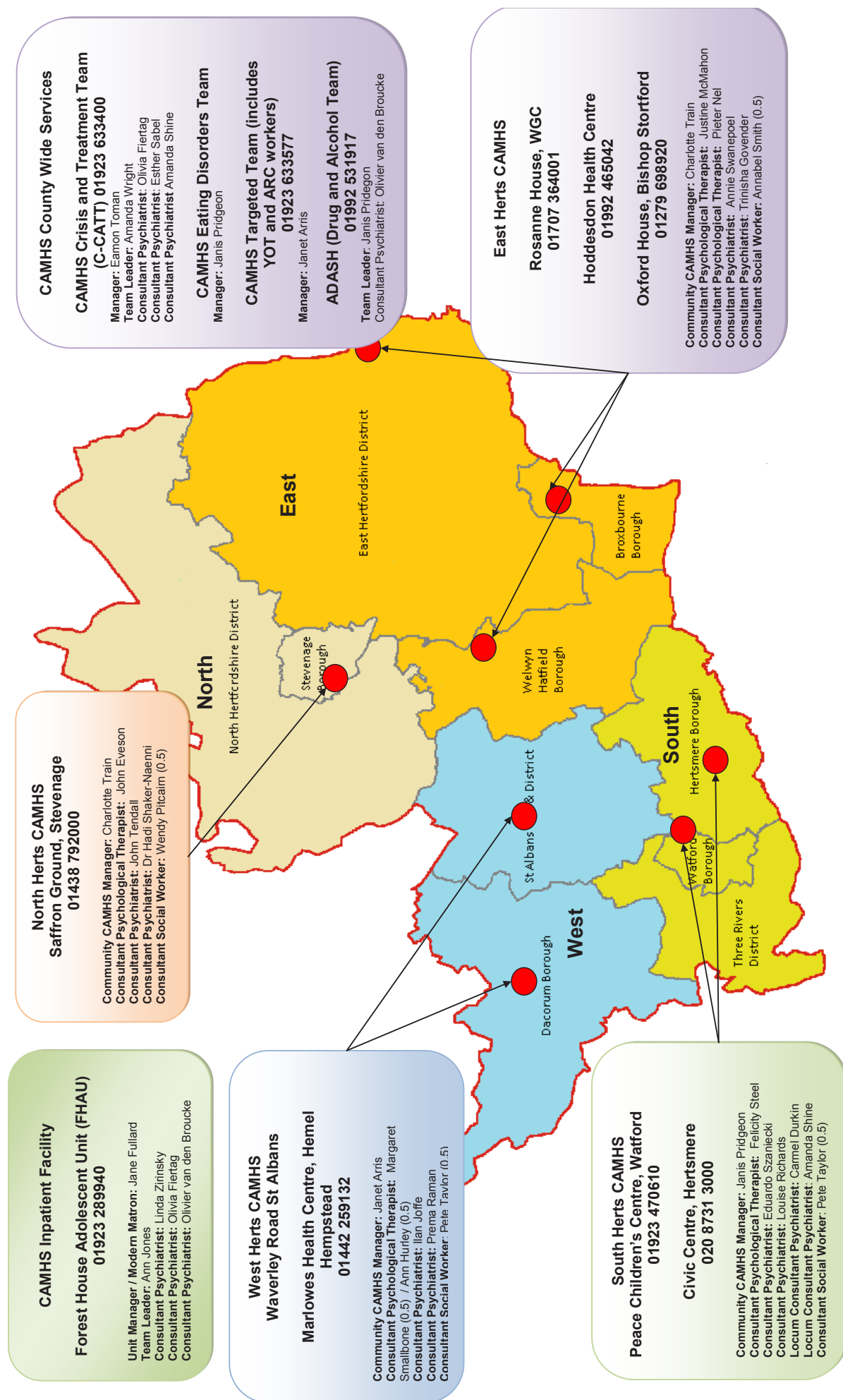
The referral explains why Kate and Sarah have been referred and what Kate would like help with. As Kate is willing to engage and Sarah's home life is now stable, a therapeutic intervention is likely to be helpful and supportive. Resources, such as helpful reading, could also be given to Kate to take home with her in order to understand Sarah's situation better, so that she can fully support her.

A consultation would initially be offered in order to meet with the social worker and the carer. This could establish more about the situation and the best route forward, as well as to discuss what would benefit Kate most during the six sessions that we offer. It would also be useful to discuss whether Sarah is willing to receive support from a service within the community, such as a school counsellor or art therapy. Therefore, it is helpful for any professional or individual within Sarah's support network to attend.



## CAMHS Services December 2015

**Please note: All referrals to come via SPA 0300 777 0707 8am – 5pm (01438 843322 out of hours)**



## What can Social Care professionals do with children and young people to support their mental health and emotional wellbeing?

Using the assessment tools in this resource to scaffold a conversation with children and young people about their mental health can be a therapeutic process in itself.

In addition to the organisations, websites and helplines detailed in this resource, there are a number of approaches / interventions / interactions that social care professionals can deliver to support the mental health of the children and young people they work with, particularly as an early or step down intervention.

There is a range of training available to support one to one or family support including Protective Behaviours, for example (search this document for more information).

There are a number of resources such as books containing therapeutic activities which a non clinical professional could work through with a child or young person such as Life Story work.

A range of websites also exist – these are a sample:

- <http://www.getselfhelp.co.uk/index.html> - This provides tools and resources to support young people with mental health issues, such as therapy work sheets and a step-by-step guide to low level cognitive behavioural therapy.
- [www.therapistaid.com](http://www.therapistaid.com) – This website includes free tools for working with mental health issues, such as therapy worksheets, education handouts and articles.
- <http://psychology.tools/> - This website develops free materials for professionals working with mental health. There are links to download work sheets, audios and other therapist materials which may be helpful when working with a young person who has mental health issues.
- <http://www.moodjuice.scot.nhs.uk/> - This website is designed to help you to think about emotional problems and to work towards solving them. Each area has a set of links attached to it providing useful information and guidance.

Please also see the websites outlined for children and young people in this resource and online counselling and support.

# **Section 3**

## **Websites and helplines**

## Websites and helplines

At an early stage of concern, there is the opportunity to signpost families and young people to information and support from national organisations through websites or helplines. This information can also serve to educate professionals supporting children, young people and families. As far as possible, HCC has ascertained that the website links here are accurate and the website content is satisfactory. Before suggesting the website to families, children or young people, or before using the materials on national websites, practitioners must make themselves familiar with the information and be reasonably confident that this is the correct course of action for family or individual. If you have any doubts concerning the information on these sites, please take advice before using it either from your supervisor or from relevant services in Hertfordshire.

Family Service Directory for local services <http://www.hertsdirect.org/your-community/famserdir/>

A-Z of hertsdirect [www.hertsdirect.org/atozofservices/](http://www.hertsdirect.org/atozofservices/)

For Parents The Family Information Service provides free, friendly impartial information/guidance on a full range of childcare, children's services and resources across Hertfordshire. FIS aims to offer you the most up-to-date information available in your area for children and young people aged 0 - 19 yrs (0 - 25 with a special need or disability): Monday to Friday, 8.30 a.m. to 4.30 p.m. call from anywhere in Hertfordshire for the cost of a local call: Call: **0300 123 4052**  
<http://www.hertsdirect.org/your-community/fis/>

## Adult services

**Adult Care** - Hertfordshire - 0300 123 4042

<http://www.hertsdirect.org/services/healthsoc/supportforadults/>

**Big White Wall** [www.bigwhitewall.com](http://www.bigwhitewall.com) A safe, anonymous, support service for anyone over 16 experiencing mild to moderate emotional, or psychological distress. The service is available 24/7 and there are no waiting lists. As soon as you log on you can start receiving support. There are a range of options available to help improve the wellbeing of members. Trained staff called 'Wall Guides' are also on hand 24/7 to provide support and guidance and help keep members safe.

**Dad Talk** [www.dadtalk.co.uk](http://www.dadtalk.co.uk) Promotes fatherhood in all its aspects where fathers can share ideas find information and learn about parenting.

**Everyman Project** [www.everymanproject.co.uk](http://www.everymanproject.co.uk) 0207 263 8884 Aims to help men change their violent or abusive behaviour

**EACH** - Education Action Challenging Homophobia [www.eachaction.org.uk/](http://www.eachaction.org.uk/) 0808 1000 143 - Educational Action Challenging Homophobia - A national, charitable organisation, set up to challenge homophobia and transphobia is for adults and young people.

**Families Need Fathers** [www.fnf.org.uk](http://www.fnf.org.uk) 0300 0300 363 Information and support on shared parenting following separation or divorce

**Gamcare** [www.gamcare.org.uk](http://www.gamcare.org.uk) 0845 6000 133 Information, advice and practical help in relation to gambling.

**Gingerbread** [www.gingerbread.org.uk](http://www.gingerbread.org.uk) 0808 802 0925 Gingerbread is the national charity working with single parent families. Formed following a merger of the National Council for One Parent Families and Gingerbread, we now provide increased support and a stronger campaigning voice for single parents and their families.

**The Grandparents Association**

[www.grandparents-association.org.uk](http://www.grandparents-association.org.uk) The fastest growing membership organisation for grandparents in the country.

**Local Health Services**

<http://www.hertspartsft.nhs.uk/our-services/area-directory-and-contacts/>

**Learning Disability (Adults)**

<http://www.hertsdirect.org/services/healthsoc/supportforadults/learningdis/>

**MATCH**

Provides emotional support to mothers whose children have been separated from them.  
[www.matchmothers.org](http://www.matchmothers.org)

**Mediation in Hertfordshire**

<http://directory.hertsdirect.org/kb5/hertfordshire/directory/results.page?communitychannel=0&qt=mediation+hertfordshire&term=&sorttype=relevance>

**Mind**

[www.mind.org.uk](http://www.mind.org.uk) Information on all aspects of mental health, Mind info line 0300 123 3393

**MOSAC**

[www.mosac.org.uk](http://www.mosac.org.uk) / 0800 980 1958 Support group for all non-abusing parents and carers whose children have been sexually abused. Provides support, advice, information and counselling following the discovery of sexual abuse.

**NAPAC**

[www.napac.org.uk](http://www.napac.org.uk)  
08000853330  
Support for people abused in childhood.

**Prisoners Families (Action for)**

[www.prisonersfamilies.org.uk](http://www.prisonersfamilies.org.uk) / 0808 808 2003 Action for Prisoners' Families (APF) wants every prisoner's family to get the support they would like and need.

**Relate** Counselling, information and support for all relationships. National: [www.relate.org.uk](http://www.relate.org.uk) Central and North Herts: [www.relatecnh.org.uk](http://www.relatecnh.org.uk) Dacorum, Watford and Three Rivers: [www.relatewatford.org](http://www.relatewatford.org)

**Samaritans**

[www.samaritans.org](http://www.samaritans.org)  
08457 909090 Emotional support to anyone in distress.

**ADDvance** ADD-vance aim to help anyone associated with ADHD and Autism and enable them to cope more effectively and to improve lives. In addition they support professionals and professional carers in their work. <http://add-vance.org/> 01727 833963

**NHS.Choices** [www.nhs.uk](http://www.nhs.uk) Information on health, illness and the NHS.

## Advice (general)

**Adviceguide** (Citizens' Advice Bureau) <http://www.adviceguide.org.uk/> Adviceguide is the online CAB service that gives you information on your rights for all four UK countries, and on a wide range of topics, including benefits and employment, and debt and legal issues.

**Community Legal Advice** Find out about eligibility for legal aid: free and confidential legal advice. <https://www.gov.uk/civil-legal-advice>

## Advocacy (getting your voice heard)

If you have a problem and need support to speak up for yourself, or someone to speak up for you, then advocacy services can help. Advocacy services are run by independent organisations, not by the county council. Advocates will discuss your concerns with you, help you understand what others are saying, inform you of your rights, attend meetings with you and liaise with other agencies on your behalf. Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Search 'advocacy' on the Hertfordshire Directory: <http://directory.hertsdirect.org/kb5/hertfordshire/directory/home.page>

**POhWER in Hertfordshire** is a client-led information, advice, support and advocacy service. The service aims to empower people to have a voice, make choices, enforce their rights and make a positive difference to their lives and work with them to plan and deliver the services that matter to them. Powher's role is to enable clients' voices to be heard, speaking for them when they can't and supporting them when they can. <http://www.pohwer.net/about-us.html>

### **NYAS - National Youth Advocacy Service**

NYAS is a UK charity providing socio-legal services. We offer information, advice, advocacy and legal representation to children, young people and vulnerable adults through a network of dedicated paid workers and volunteers throughout England and Wales <https://www.nyas.net/>



## Autism (Including Aspergers Syndrome)

**ADDvance** ADD-vance aim to help anyone associated with ADHD and Autism and enable them to cope more effectively and to improve lives. In addition they support professionals and professional carers in their work. <http://add-vance.org/> 01727 833963

**HARC** - Hertfordshire branch of the National Autistic Society (NAS) HARC provides information and support to individuals and their families living in Hertfordshire and campaign for better local services for those affected by autism spectrum disorders. HARC supports people with autism of all ages and across the full autism spectrum. HARC runs several Support Groups each year on a variety of topics of interest. For more information please visit: [www.harc-online.org.uk](http://www.harc-online.org.uk)

**National Austistic Society** [www.autism.org.uk](http://www.autism.org.uk) Helpline 0845 0704004 Advice and support for children and adults with Aspergers syndrome and Autism.

**Spectrum Girls (Herts)** Social group for girls with high functioning autism/ aspergers. <http://www.aspergers4herts.org/spectrum-girls/>

**Aspergers 4 Herts** Supporting children, adults and family members affected by aspergers syndrome living in Hertfordshire. <http://www.aspergers4herts.org/>

## Anger

### NHS Choices

<http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/dealing-with-angry-child.aspx>

### Supernanny

<http://www.supernanny.co.uk/Advice/-/Parenting-Skills/-/Discipline-and-Reward/Dealing-with-a-very-angry-child.aspx>

## Behaviour (See Parenting and Parent Support also)

### **Challenging Behaviour Foundation**

The Challenging Behaviour Foundation wants to see children and adults with severe learning disabilities, who are described as having challenging behaviour, having the same life opportunities as everyone else, including home life, education, employment and leisure. <http://www.thecbf.org.uk/>

### **Family Lives**

formerly Parentline Plus - free, confidential 24/7 telephone support for anyone who parents – not just mums and dads, but relatives, friends and foster carers. Support is given on a wide range of issues, from problems coping with babies and toddlers, to teenage issues such as antisocial or risky behaviour, as well as bullying, discipline and the impact of divorce. The Family Lives helpline is run by parent volunteers who have been trained to listen. <http://familylives.org.uk/> 0808 800 2222

### **Mencap**

For children with learning disabilities  
<http://www.mencap.org.uk>

**Parent TV** – a free website for parents of 5-19 year olds offering expert advice on parenting through a collection of helpful short videos developed by leading experts in parenting.  
[www.parentchannel.tv](http://www.parentchannel.tv)

### **Understanding Childhood**

Provides free downloadable information leaflets for families and childcare professionals to help raise emotionally secure children  
[www.understandingchildhood.net](http://www.understandingchildhood.net)

### **Behaviour for Learning - Herts For Learning:**

<http://www.thegrid.org.uk/learning/behaviour/>

## BME (Black and Minority Ethnic) / Immigration

### **Asylum Aid**

An independent, national charity working to secure protection for people seeking refuge in the UK from persecution and human rights abuses abroad.  
<http://www.asylumaid.org.uk/>

### **Refugee Council**

Supporting and empowering refugees. Therapeutic service for unaccompanied asylum seeking children. <http://www.refugeecouncil.org.uk/>

### **BME Achievement - Herts For Learning:**

<http://www.thegrid.org.uk/learning/bme/index.shtml>

## Bereavement

### **Childhood Bereavement Network**

The Childhood Bereavement Network (CBN) is the hub for those working with bereaved children, young people and their families across the UK  
<http://www.childhoodbereavementnetwork.org.uk/>

**Child Death Helpline** 0800 282 986 <http://www.childdeathhelpline.org.uk/>

Freephone service for anyone affected by the death of a child.

**The Compassionate Friends** 0845 123 2304 <http://www.tcf.org.uk/>

Support and friendship to parents and families after the death of their child, at any age and from any cause.

**Cruse Bereavement Care** 0844 477 9400 <http://www.cruse.org.uk/>

Nationwide bereavement support and information.

**RD4U** is a website designed for young people by young people. It is part of Cruse Bereavement Care's Youth Involvement Project and here to support you after the death of someone close.

<http://www.rd4u.org.uk/>

**SANDS** <http://www.uk-sands.org/>

Still birth and neo natal death support and information.

**Winston's Wish** 08452 030305 <http://www.winstonswish.org.uk/>

Support children and their families through grief after the death of a parent or brother or sister.

**Child Bereavement UK** 0800 02 888 40

Supports families and educates professionals around child death or childhood bereavement.

<http://www.childbereavement.org.uk/>

More Hertfordshire services: Search 'bereavement' on the Hertfordshire Directory: <http://directory.hertsdirect.org/kb5/hertfordshire/directory/home.page>

STEP2 also have a bereavement service.

## Bullying

**Herts for Learning** - <http://www.thegrid.org.uk/learning/hwb/bullying/>

**Anti-bullying Alliance** <http://www.anti-bullyingalliance.org.uk/>

The website provides information and advice for parents, children and schools on tackling bullying.

**Bullying UK** <http://www.bullying.co.uk/>

From Family Lives - Help on all forms of bullying - at school, cyberbullying, racism, homophobia, bullying in sport etc.

**Childline** <http://www.childline.org.uk/explore/bullying/pages/bullying.aspx>

**Kidscape** 08451 205 204 <http://www.kidscape.org.uk/>

Anti-bullying helpline for parents. Information on training skills for children.

### Stonewall

The lesbian, gay and bisexual charity

[http://www.stonewall.org.uk/at\\_school/education\\_for\\_all/secondary\\_schools/homophobic\\_bullying/](http://www.stonewall.org.uk/at_school/education_for_all/secondary_schools/homophobic_bullying/)

## Carers & Young Carers

**Carers in Hertfordshire** - 01992 586969 (children, young people & adults). This service offers free support and information to anyone who is caring for a relative or friend who: has a physical or learning disability, dementia, mental health problems, misuses drug or alcohol, is ill or frail. Support available includes advice about benefits for carers, what community care and health services are available and how to access them, emotional support, access to advice on legal issues. Carers in Herts offer a range of free workshops and training related to caring, but also courses and learning events to help people have lives outside caring. [www.carersinherts.org.uk](http://www.carersinherts.org.uk) For young carers support includes free breaks and activities and support groups.

Visit: <http://www.carersinherts.org.uk/how-we-can-help/young-carers>

## Childcare

**Family information Service:** <http://www.hertsdirect.org/your-community/fis/>

**Local Children's Centres** may also be able to support and advise.

<http://www.hertsdirect.org/actweb/postcode/postcodecc.cfm>

**Children & Young People Sites – These sites have been identified for being particularly suitable for children and young people, but there are other options in other sections**

**Hertfordshire** <http://www.hertsdirect.org/services/youngpeople/>

**Brook** <http://www.brook.org.uk/>

This site provides free and confidential sexual health advice and contraception to young people up to the age of 25.

**CFAB (Children & Families Across Borders)** <http://www.cfab.uk.net/> 020 77358941

A charity which seeks to protect, defend and support any child, family or individual who faces a social, legal or personal problem as a consequence of global movement.

**ChannelMogo** <http://www.channelmogo.org/>

For information and support on a variety of issues powered by Hertfordshire Youth Connexions.

**ChildLine** <http://www.childline.org.uk/Pages/Home.aspx> 0800 1111

Free, 24 hour helpline for children and young people in danger or distress.

**Children First** <http://www.childrenfirst.nhs.uk/>

A free general health information website for young people and families. Run by Great Ormond Street Hospital, it provides authoritative and clinically approved advice from child health experts on a broad range of health related topics.

**Childnet International - Know IT All** <http://www.childnet.com/young-people>

Website with resources aimed at young people, parents and teachers about safe and positive use of the internet. It contains information about what the risks are to users and outlines practical advice in avoiding or minimising risks when using online and mobile technologies. Also has information in other languages.

**Youth Connexions** <http://www.connexions-hertfordshire.co.uk/>

**FRANK** <http://www.talktofrank.com/> 0300 123 6600

Visit this site for free confidential advice and information on drugs 24 hours a day.

**Get Connected** <http://www.getconnected.org.uk/> 0808 808 4994

Provides young people with help on finding a service to help them, whatever the problem.

### **Law Stuff**

This website is full of information about your legal rights. It was created by the Children's Legal Centre, which is a charity that promotes children's rights and gives legal advice and representation to children and young people. Helpline 08088 020 008

<http://www.lawstuff.org.uk/>

**Look After Your Mate** <http://www.studentminds.org.uk/look-after-your-mate.html>

A Student Minds campaign, which aims to give more students across the UK the knowledge, confidence and skills they need to support their friends at university about their mental health.

**National Youth Advocacy** <http://www.nyas.net/> 0800 61 61 01

Advocacy services for children and young people up to the age of 25.

**RD4U** is a website designed for young people by young people. It is part of Cruse Bereavement Care's Youth Involvement Project and here to support you after the death of someone close.

<http://www.rd4u.org.uk/>

**Rethink** [http://www.rethink.org/living\\_with\\_mental\\_illness/caring/index.html](http://www.rethink.org/living_with_mental_illness/caring/index.html)

Advice and information for those suffering severe mental illness and their families or carers.

**Sibs** <http://www.sibs.org.uk/> 01535 645453

For people who grow up with a brother or sister with special needs, disability or chronic illness. Also has useful information for parents of children with special needs.

### **Sex and Young People**

<http://www.nhs.uk/Livewell/Sexandyoungpeople/Pages/Sex-and-young-people-hub.aspx>

**The Hideout** <http://www.thehideout.org.uk/default.aspa>

Provides indirect and informal support to children and young people living with domestic violence or those who may want to help a friend. Also signposts to additional help and direct support.

**The Site** <http://www.thesite.org/mental-health>

Young persons' website for advice on all things important but especially useful section on mental health.

**Thinkuknow** <http://www.thinkuknow.co.uk/> Come in to find the latest information on the sites you like to visit, mobiles and new technology. Find out what's good, what's not and what you can do about it.

**UKCOSA (UK Council for International Student Affairs)** <http://www.ukcisa.org.uk/>

Provides independent advice for students from overseas on issues such as immigration, fees and welfare benefits.

**Youngcarers.net** <http://www.youngcarers.net/> (0844) 800 4361

Advice, support and information for children and young people who have a caring responsibility for someone in their family who has a physical or mental illness, a disability or substance misuse problem.

## Child Development

**Understanding Childhood** <http://www.understandingchildhood.net/>

Provides free downloadable information leaflets for families and childcare professionals to help raise emotionally secure children

**My Teen Brain** The aim of the project is to raise awareness and give support to stakeholders on how the changes to adolescent brains can affect their emotional regulation, relationships, risk-taking behaviours, etc, in order to support healthy social and emotional wellbeing and prosocial behaviour in the adolescent years <http://www.hertsdirect.org/services/edlearn/css/18134215/>

**My Baby's Brain** How a parent behaves around their baby in the first three years of the baby's life has a significant impact on how their baby's brain develops. This is the foundation of how the brain will work as the child grows up and becomes an adult, so if a baby's brain develops healthily they are more likely to be happy and successful as older children and adults.

<http://www.hertsdirect.org/services/edlearn/css/mbb/>

## Counselling

**See Counselling providers.**

**The MoodGYM:** Learn cognitive behaviour therapy skills for preventing and coping with low mood (depression) and anxiety (Australian programme online) <https://moodgym.anu.edu.au/welcome>

**Information and advice on counselling:** [http://www.youngminds.org.uk/for\\_parents/services\\_children\\_young\\_people/counselling\\_children\\_young\\_people](http://www.youngminds.org.uk/for_parents/services_children_young_people/counselling_children_young_people)

**BACP:** support finding the right therapist <http://www.itsgoodtotalk.org.uk/what-is-therapy/finding-the-right-therapist>

**Signs of Hope** [www.rcdow.org.uk/deafservice](http://www.rcdow.org.uk/deafservice)

Phone(s): 020 8202 3611 07940 280404 (SMS)

020 8732 8340 (Text phone)

A counselling service for deaf, deafblind or hard of hearing people, or for relatives of deaf people who would like deaf-aware counselling.

**Big White Wall** [www.bigwhitewall.com](http://www.bigwhitewall.com)

A safe, anonymous, support service for anyone over 16 experiencing mild to moderate emotional, or psychological distress. The service is available 24/7 and there are no waiting lists. As soon as you log on you can start receiving support. There are a range of options available to help improve the wellbeing of members. Trained staff called 'Wall Guides' are also on hand 24/7 to provide support and guidance and help keep members safe.

## Crime

**Victim Support** <https://www.victimsupport.org.uk/> 0845 3030900

Information and support for people who have been affected by a crime

### **Support for Parents/ Carers of a child with a disability**

Search this phrase on the Hertfordshire Directory:

<http://directory.hertsdirect.org/kb5/hertfordshire/directory/home.page> or go directly to: <http://directory.hertsdirect.org/kb5/hertfordshire/directory/results.page?communitychannel=0&qt=support+for+parents+of+a+child+with+a+disability&term=&sorttype=relevance>

### **Hertfordshire Action on Disability** 01707 324581 [www.hadnet.org.uk](http://www.hadnet.org.uk)

A community organisation providing services to meet the needs of disabled people in Hertfordshire. Services include information, counselling and easier living exhibitions.

### **Herts Society for the Blind** <http://www.hertsblind.com/contact.html>

Aims to make life better for all Hertfordshire's blind and partially sighted people.

### **Up on Downs- Down Syndrome Support Group for families in Hertfordshire**

Up on Downs is a support group run by parents for the families of children with Down Syndrome. The group offers:

- \* Peer support, friendship and information for parents.
  - \* Support for siblings who are often acting as young carers.
  - \* Opportunities for children with Down's Syndrome to meet and socialise with others like themselves.
- [www.upondowns.com/](http://www.upondowns.com/)

### **MENCAP** <http://www.mencap.org.uk/> 0300 333 1111

Local services: [www.stalbansmencap.org.uk](http://www.stalbansmencap.org.uk) : <http://www.watfordmencap.org.uk/> <http://www.dacorummencap.org.uk/>

**AFASIC (Association for all speech impaired children)** [www.afasic.org.uk](http://www.afasic.org.uk) 0845 3 55 55 77, is a UK parent-led charity which supports parents and represents children and young people with speech, language and communication needs (SLCN).

### **Benefit Information** <https://www.gov.uk/browse/benefits/disability>

### **Carers UK** 0808 808 7777 <http://www.carersuk.org/Home>

Provides information and advice to carers of children and adults with disabilities

### **Contact a family** <http://www.cafamily.org.uk> 0808 808 3555

Charity providing support and advice to parents of children with a disability (of any kind).

### **Disability Alliance** <http://www.disabilityalliance.org/> 020 7247 8776 (General enquiries)

Provides publications on benefits.

### **Disability. Pregnancy and Parenthood International** <http://www.dppi.org.uk/> 0800 018 4730.

Information and enquiry service on all aspects for pregnancy and parenthood.

### **DysTalk** <http://www.dystalk.com/>

Provides information on specific learning disabilities and advice on how parents can optimise their child's learning.



**Early Support Programme** an integrated practice tool to ensure families are involved in making decisions about the care of a family member's disability care.

<http://www.councilfordisabledchildren.org.uk/earlysupport> or <http://www.hertsdirect.org/services/edlearn/css/eysch/funding/send/earlysupportprogramme/>

Local Contacts for Early Support: [http://www.hertschildrenscentres.org.uk/barleyfields/documents/es\\_contacts.pdf](http://www.hertschildrenscentres.org.uk/barleyfields/documents/es_contacts.pdf) or contact your local Children's Centre.

### **Family Fund**

The fund helps families with severely disabled children under 16 enabling them to have opportunities to enjoy ordinary life. They give grants for things that make life easier and more enjoyable for the disabled child and their family, such as washing machines, driving lessons, hospital visiting costs, computers and holidays. <http://www.familyfund.org.uk/>

**MAKATON** [www.makaton.org](http://www.makaton.org) Information about the Makaton sign and symbol system

**NDCS** <http://www.ndcs.org.uk/> 0808 8008880

National Deaf Children's Society is a charity for deaf children and their families.

**National Association for Epilepsy** [www.epilepsynse.org.uk](http://www.epilepsynse.org.uk)

Provides information on aspects of living with epilepsy and a confidential helpline.

**RNIB** <http://www.rnib.org.uk/> 0303 123 9999

Royal National Institute of the Blind which helps living with sight loss.

**RNID** <http://www.actiononhearingloss.org.uk/>

Action on Hearing Loss is the new name for the Royal National Institute of the Deaf - Raises awareness of hearing loss and offer support and information. Action on Hearing Loss Information Line: Telephone 0808 808 0123 | Textphone 0808 808 9000

**Scope** <http://www.scope.org.uk/> 0808 800 3333

Support and advice to people with cerebral palsy and their families.

**Sibs** <http://www.sibs.org.uk/>

For people who grow up with a brother or sister with special needs, disability or chronic illness. Also has useful information for parents of children with special needs.

## **Divorce & Separation**

**CAFCASS** <http://www.cafcass.gov.uk/>

CAFCASS looks after the interests of children involved in family proceedings. It works with children and their families, and then advises the courts on what it considers to be in the children's best interests.

**Family Mediators Association** <http://www.thefma.co.uk/>

The Family Mediators Association is a registered charity which offers family mediation to private clients outside the court system.

### **Action for Children Mediation Service**

<http://www.actionforchildren.org.uk/our-services/family-support/targeted-intervention/mediation>

**Relate** <http://www.relate.org.uk/home/index.html> offers advice, relationship counselling, sex therapy, workshops, family and couple mediation, consultations and support face-to-face, by phone and through this website. Can support all the family including children and young people. Local Services: [www.relatecnh.org.uk](http://www.relatecnh.org.uk) [www.relatewatford.org](http://www.relatewatford.org)

**Separated Families** <http://www.separatedfamilies.info/>

Working with everyone affected by family separation to bring about better outcomes for children.

### **Kids in the Middle**

An up and coming information and advice portal being developed by teenagers:

<http://kidsinthemiddle.org.uk/>

**Family Lives** <http://familylives.org.uk/>

## **Domestic Violence**

### **Herts Sunflower**

Advice, information and support for victims of domestic abuse, race and hate crime.

<http://www.hertssunflower.org/> or call 08 088 088 088.

**The Hideout** <http://www.thehideout.org.uk/default.aspa>

Provides indirect and informal support to children and young people living with domestic violence or those who may want to help a friend. Also signposts to additional help and direct support.

**Womens Aid** [www.womensaid.org.uk](http://www.womensaid.org.uk) 0808 2000 247

Support for women experiencing physical, emotional or sexual violence in the home.

## **Drugs/Alcohol/Substances/Addiction (drugs, alcohol, gambling)**

### **Adolescent - Drug and Alcohol Service for Hertfordshire (A-DASH)**

confidential advice, support and specialist assessment and treatment to young people who have drug and alcohol problems under the age of 18, who have a Hertfordshire GP or live in or attend school in Hertfordshire. Young people can text or phone directly.

<http://www.hpft.nhs.uk/our-services/community-services/child-and-adolescent-mental-healthservices/adash-adolescent-drug-alcohol-service-for-hertfordshire/>

### **Parental Drug Awareness Service (Hertfordshire) 01707 393934**

Free, confidential service offering information, support and advice to parents and carers who may be concerned about their children and substance misuse.

<http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=zQPelxpEkrq>

**Addaction** gives information and advice. It also tells you where you can find out more or get some help. <http://www.addaction.org.uk>

**Drinkaware** <http://www.drinkaware.co.uk/>

Provides information on alcohol to consumers to allow them to make informed decisions about the effects on lives and lifestyles. Parent info – your kids and alcohol / how to talk to your kids about alcohol <http://www.drinkaware.co.uk/check-the-facts/alcohol-and-your-child>

**FRANK** <http://www.talktofrank.com/> 0300 123 6600

Visit this site for free confidential advice and information on drugs 24 hours a day.

**Gamcare** [www.gamcare.org.uk](http://www.gamcare.org.uk) 0808 8020 133

Information, advice and practical help in relation to gambling.

## Education

**ACE Education Advice CIC & ACE Education Training LLP** <http://www.ace-ed.org.uk/>

LLP are new ventures set up by ex-staff to continue some of the advice and training services provided by The Advisory Centre for Education.

**BBC – Schools and Parents** <http://www.bbc.co.uk/schools/parents/>

**BBC - Schools: Revision Guide** <http://www.bbc.co.uk/schools/bitesize/>

**dysTalk** <http://www.dystalk.com/> 020 7581 4466

Provides information on specific learning disabilities and advice on how parents can optimise their child's learning.

### **Parent Partnership**

offer a personalised confidential service to help you understand how special educational needs are assessed and managed, so that you can make informed decisions about your child's education.

<http://www.hertsdirect.org/services/healthsoc/childfam/specialneeds/educ/parpart/>

## Emotional & Mental Health

**Self help** <http://www.hpft.nhs.uk/help-for-adults/wellbeing-self-help/>

Young people (16+) can use this Cognitive Behavioural Therapy booklet independently or in conjunction with support from the HPFT Wellbeing Team (formerly enhanced Primary mental health service) which can be accessed via self referral (call the single point of access 0300 7770707).

Self help websites for young people / adults identified by HPFT:

<http://www.hpft.nhs.uk/help-for-adults/self-help/self-help-websites/>

Information websites for young people / adults identified by HPFT:

<http://www.hpft.nhs.uk/help-for-adults/info-based-websites/elearning> for professionals on mental health: <https://www.minded.org.uk/>

**Anger –** <http://www.nhs.uk/Livewell/angermanagement/Pages/childrenandanger.aspx>

**The Site** <http://www.thesite.org/mental-health>

Young persons' website for advice on all things important but especially useful section on mental health.

**GirlAbout (Part of Alternatives)** is a Watford based charity that aims to empower and encourage young women to make positive, informed decisions. GirlAbout provides lunchtime clubs, assemblies and PSHE lessons in local schools and holds various events for girls aged 11 – 16. Alternatives is also a pregnancy crisis centre. <http://alternativeswatford.co.uk/index.php/girlabout>

**Samaritans** <http://www.samaritans.org/> 08457 90 90 90

Emotional support to anyone in distress

**Step2 Service Helpline –** Supports professionals to improve the mental health and emotional wellbeing of children and young people in Hertfordshire. Telephone: 01438 730570.

**Understanding Childhood** <http://www.understandingchildhood.net/>

Provides free downloadable information leaflets for families and childcare professionals to help raise emotionally secure children

**Young Minds** <http://www.youngminds.org.uk/> 0808 802 5544

Information for young people, parents who may be concerned about the mental health of their child and professionals.

**B-EAT** <http://www.b-eat.co.uk/>

Beating Eating Disorders. Information and support (helpline) for young people and professionals/parents.

**Royal College of Psychologists** <http://www.rcpsych.ac.uk/expertadvice/problemsdisorders.aspx>

Information sheets - A to Z of mental health disorders and problems as well as impacting factors.

Also MindEd – elearning for professionals on mental health: <https://www.minded.org.uk/>

**Harm-less** <http://www.harmless.org.uk/>

For self harm information and support.

NHS Self Harm Pages: <http://www.nhs.uk/conditions/Self-injury/Pages/Introduction.aspx>

**The Mental Health Foundation** <http://www.mentalhealth.org.uk/>

work across all age ranges and all aspects of mental health and are the charity for everyone's mental wellbeing; campaigning, researching, promoting.

**Time to Change** <http://www.time-to-change.org.uk/>

Campaign to end mental health discrimination.

**Rethink** <http://www.rethink.org/>

challenging attitudes and changing lives, helping people living with conditions like schizophrenia, bipolar disorder, personality disorders and more to recover a better quality of life.

**Sane** <http://www.sane.org.uk/>

Saneline is a helpline available between 6pm and 11pm 0845 767 8000

**Mind** <http://www.mind.org.uk/>

provide advice and support to empower anyone experiencing a mental health problem, campaign to improve services, raise awareness and promote understanding.

**Papyrus** [www.papyrus-uk.org](http://www.papyrus-uk.org)

Prevention of young suicide. Hopeline (helpline) 0800 068 4141

**Childline** [www.childline.org.uk](http://www.childline.org.uk) 0800 1111

**Samaritans** [www.samaritans.org](http://www.samaritans.org) 08457 90 90 90 24 hours a day

## Families, Family Relationships, Stepfamilies & Adoption

**Hertfordshire Children's Centres/Home Start**

<http://www.hertsdirect.org/actweb/postcode/postcodecc.cfm>

**Hertfordshire Young Homeless** <http://www.hyh.org.uk>

**Action for Children**

<http://www.actionforchildren.org.uk/our-services/family-support/targeted-intervention/mediation>

**Relate**

<http://www.relate.org.uk/home/index.html> 0300 100 1234

Relationship counselling offered through regional centres.

[www.relatecnh.org.uk](http://www.relatecnh.org.uk) [www.relatewatford.org](http://www.relatewatford.org)

**Separated Families** <http://www.separatedfamilies.info/>

Working with everyone affected by family separation to bring about better outcomes

**The Couple Connection** <http://thecoupleconnection.net/>

This interactive, self-help site will provide you with resources and practical tools that will enable you to improve your relationship with your partner

**Childline**

<http://www.childline.org.uk/explore/homefamilies/pages/familyrelationships.aspx>

<http://www.childline.org.uk/explore/homefamilies/pages/stepfamilies.aspx>

**Family Lives:**

<http://familylives.org.uk/advice/your-family/>

<http://familylives.org.uk/advice/your-family/stepfamilies/>

**Young minds**

Advice for parents / carers concerned about the impact of family life on their children.

[http://www.youngminds.org.uk/for\\_parents/worried\\_about\\_your\\_child/family\\_relationships?gclid=CJWgktv2s74CFSb4wgoddJoAwA](http://www.youngminds.org.uk/for_parents/worried_about_your_child/family_relationships?gclid=CJWgktv2s74CFSb4wgoddJoAwA)

**PAC (Post Adoption Permanence advice and counselling)**

<http://pac.org.uk/>

Specialist therapy, support, advice, counselling and training for all affected by adoption and permanency.

**Adoption UK**

<http://www.adoptionuk.org/>

Supporting adoptive families.

## Financial Problems/Money/Debts/Bills

**Benefit Information** <https://www.gov.uk/browse/benefits/disability>

**Child Benefit** <http://www.hmrc.gov.uk/childbenefit/> Deals with all child benefit claims.

**Child Maintenance Options** <http://www.cmoptions.org/> 0800 988 0988

A website providing impartial information and support to help both parents make an informed choice about their options for child maintenance.

**The Child Maintenance Service**

<https://www.gov.uk/child-maintenance>

**Home Heat Helpline**

<http://www.homeheathelpline.org.uk/> 0800336699

A free phone helpline aimed at older people, families with young children and people with disabilities or long term health conditions. It provides vulnerable customers with access to a range of services including; benefits advice, grants for free home insulation, reduced tariffs and flexible payment options for those struggling with their fuel bills.

**Love Food Hate Waste**

<http://www.lovefoodhatewaste.com/>

**National Debtline**

<http://www.nationaldebtline.co.uk/> 0808 808 4000

Advice by telephone or email for people with debt problems.

### **The Money Advice Service**

<http://www.moneyadviceservice.org.uk/>

A free service set up by the government to help people make the most of their money. Free, confidential debt advice.

### **Tax Credits**

<https://www.gov.uk/browse/benefits/tax-credits>

9 out of 10 families are entitled to tax credits, but you don't need to have children to qualify. Find out more here.

### **Turn2Us**

<http://www.turn2us.org.uk/>

Turn 2 Us A website offering people in financial need access to welfare benefits and charitable grants, free of charge and all in one place. Visitors to the site can use the benefits calculator or search for a grant giving organisation based on their need to see if there are funds available to them.

### **Citizens Advice Bureau**

<http://www.adviceguide.org.uk/england.htm>

## **Health**

### **Children First** <http://www.childrenfirst.nhs.uk/>

A free general health information website for young people and families. Run by Great Ormond Street Hospital, it provides authoritative and clinically approved advice from child health experts on a broad range of health related topics.

### **ERIC (education and resources for improving childhood incontinence)** <http://www.eric.org.uk/>

0845 370 8008 Information and support on childhood bedwetting, daytime wetting, constipation and soiling.

### **NHS Choices** <http://www.nhs.uk/Pages/HomePage.aspx>

Information on health, illness and the NHS.

## **Homelessness/Housing**

### **Hertfordshire Services**

<http://www.hertsdirect.org/services/housing/>

**Herts Young Homeless** – The overall objective of Herts Young Homeless is to prevent homelessness amongst young people (aged 16 to 25) and where they do become homeless support them to access accommodation and support appropriate to their needs.

<http://www.hyh.org.uk/about-us/our-services>

### **Shelter** <http://www.shelter.org.uk/> 0808 800 4444

Information for people who are homeless or having a housing problem

## **Internet Safety**

### **Childnet International - Know IT All** <http://www.childnet.com/resources/kia/>

Childnet International home page: <http://www.childnet.com/>

Website with resources aimed at young people, parents and teachers about safe and positive use of the internet. It contains information about what the risks are to users and outlines practical advice in avoiding or minimising risks when using online and mobile technologies.



**Internet Watch Foundation** <http://www.iwf.org.uk/>

Site for reporting potentially illegal online content, specifically child abuse images and content hosted anywhere in the world, criminally obscene content hosted in the UK and incitement to racial hatred content hosted in the UK.

**Thinkuknow** <https://www.thinkuknow.co.uk/>

CEOP's site for children and young people.

## Legal

**CAFCASS** <http://www.cafcass.gov.uk/>

CAFCASS looks after the interests of children involved in family proceedings. It works with children and their families, and then advises the courts on what it considers to be in the children's best interests.

**Coram Children's Legal Centre** <http://www.childrenslegalcentre.com/>

Providing legal Information and representation on all issues of the law relating to children and young people.

**Legal aid** [www.gov.uk/legal-aid](http://www.gov.uk/legal-aid)

Legal aid can help you pay for legal advice, family mediation and representation in court and some tribunals. This could include help for housing, debt, family or education problems. You can also get legal aid if you're accused of a crime.

## Parents & Parenting

**Parenting Courses** <http://www.hertsdirect.org/services/edlearn/css/17856920/17856926/>

A number of evidence-based parenting programmes are commissioned and delivered across the county to support families who for whatever reasons are finding it more difficult to meet their parenting responsibilities including The Nurturing Programme (Family Links) A ten week evidence based programme designed to support emotional and mental health and strengthen family relationships, aimed at parents of children aged 2-11 at universal and targeted levels of need (this is also known as The Parenting Puzzle)

**Parent Channel.tv** [www.parentchannel.tv](http://www.parentchannel.tv)

Parentchannel.tv is an online service designed to support and encourage parents and carers of children aged 0-19, with a collection of videos addressing day-to-day questions and concerns spanning wellbeing, behaviour and learning.

**Family Lives** <http://familylives.org.uk/>

Formerly Parentline Plus. Free, confidential 24/7 telephone support for anyone who parents – not just mums and dads, but relatives, friends and foster carers. Support is given on a wide range of issues, from problems coping with babies and toddlers, to teenage issues such as anti-social or risky behaviour, as well as bullying, discipline and the impact of divorce. A helpline is run by parent volunteers 0808 800 2222

**Gingerbread** <http://www.gingerbread.org.uk/>

Gingerbread is the national charity working with single parent families.



**Parental Drug Awareness Service (Hertfordshire) 01707 393934**

Free, confidential service offering information, support and advice to parents and carers who may be concerned about their children and substance misuse.

<http://directory.hertsdirect.org/kb5/hertfordshire/directory/service.page?id=zQPelxpEkrq>

**Pink Parents** <http://www.pinkparents.org.uk/>

Information and advice on all aspects of gay and lesbian parenting.

**Young Minds Parents Helpline** [http://www.youngminds.org.uk/for\\_parents/parent\\_helpline](http://www.youngminds.org.uk/for_parents/parent_helpline)

The YoungMinds Parents' Helpline offers free confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25. Email service available:

[parents@youngminds.org.uk](mailto:parents@youngminds.org.uk)

Parents' Survival guide [http://www.youngminds.org.uk/for\\_parents/parents\\_guide](http://www.youngminds.org.uk/for_parents/parents_guide)

**Understanding Childhood** <http://www.understandingchildhood.net/>

Provides free downloadable information leaflets for families and childcare professionals to help raise emotionally secure children.

## Pregnancy, Birth & Miscarriage

**NHS Choices Pregnancy and baby guide**

<http://www.nhs.uk/Conditions/pregnancy-and-baby/pages/pregnancy-and-babycare.aspx#close>

**British Pregnancy Advisory Service** <http://www.bpas.org/bpasyoungpeople>

Offers information on unplanned pregnancy.

**Care Confidential** <http://www.careconfidential.com/Helpline.aspx> 0300 4000 999

CareConfidential pregnancy and post-abortion helpline. Also online advisor service available.

If you or somebody close to you is experiencing an unintended pregnancy, has post-abortion concerns, or has been affected by baby loss please do not hesitate to call.

**Education for choice** <http://www.efc.org.uk/>

Now part of Brook, Education for choice is dedicated to enabling young people to make informed choices about pregnancy. Info for professionals too.

**Alternatives** <http://alternativeswatford.co.uk/index.php/girlabout>

is a Watford based charity that aims to empower and encourage young women to make positive, informed decisions. Alternatives is also a pregnancy crisis centre.

**Tamba** <http://www.tamba.org.uk/home>

Support and information to parents of twins and multiple births.

**The Miscarriage Association** <http://www.miscarriageassociation.org.uk/>

Support and information for people who experience pregnancy loss.

**SANDS** <http://www.uk-sands.org/>

Still birth and neo natal death support and information.

**Tommy's** <http://www.tommys.org/>

Tommy's funds research into pregnancy problems and provides information to parents and parents to be.

## Sexuality

**PACE** <http://www.pacehealth.org.uk/>

A service to improve the mental health of lesbian, gay, bisexual, transsexual, transgender people and their families.

**Young Pride in Herts** <http://www.youngprideinherts.org/>

Information and social space for LGBTQ Young people in Herts aged 13 – 25. Run by young people.

**Hertfordshire LGBT Guide** <http://www.hertsdirect.org/docs/pdf/h/hertslgbtguide.pdf>

Adult and Young person's services and information.

**FFLAG** <http://www.fflag.org.uk/>

Family and Friends of Lesbians and Gays UK is a national and voluntary organisation and registered charity which offers support to local parent groups and contacts in their efforts to help parents and families understand and accept and support their lesbian, gay and bisexual members.

**Stonewall** <http://www.stonewall.org.uk/>

Working for positive change for gay lesbian and bisexual people in the UK.

## Sexual Health & Contraception

**Brook** <http://www.brook.org.uk/>

Free and confidential advice for under 25 year olds.

**Family Planning Association** <http://www.fpa.org.uk/>

Advice and publications on all aspects of sexual health.

**Terrence Higgins Trust** <http://www.tht.org.uk/>

Help and advice on living with HIV.

**NHS Choices Sexual Health guide**

<http://www.nhs.uk/Livewell/Sexualhealthtopics/Pages/Sexual-health-hub.aspx>

## Speech & Language

**AFASIC (Association for all speech impaired children)** [www.afasic.org.uk](http://www.afasic.org.uk) 0845 3 55 55 77, is a UK parent-led charity which supports parents and represents children and young people with speech, language and communication needs (SLCN).

**British Stammering Association** [www.stammering.org](http://www.stammering.org)

**Cleft Lip & Palate** <http://www.clapa.com/>

**I CAN** [www.ican.org.uk](http://www.ican.org.uk)

The children's communication charity.

**Talk to Your Baby** [http://www.literacytrust.org.uk/talk\\_to\\_your\\_baby/home](http://www.literacytrust.org.uk/talk_to_your_baby/home)

Part of the National Literacy Trust. Information and support for practitioners on language development from birth to age three.

**Makaton** [www.makaton.org](http://www.makaton.org)

Information about the Makaton sign and symbol system.

**Doc Ready** [www.docready.org](http://www.docready.org)

We know that it can be difficult to talk to people when you're having difficulties with your mental health. Doc Ready helps you get ready for the first time you visit a doctor to discuss your mental health.

**CAMHS inside out** <http://www.rcpsych.ac.uk/PDF/CAMHS%20inside%20outx.pdf>

An information booklet from the Royal College of Psychiatrists for young people about CAMH Services.





